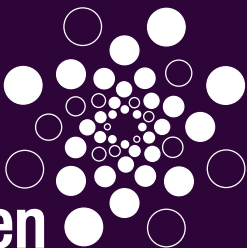




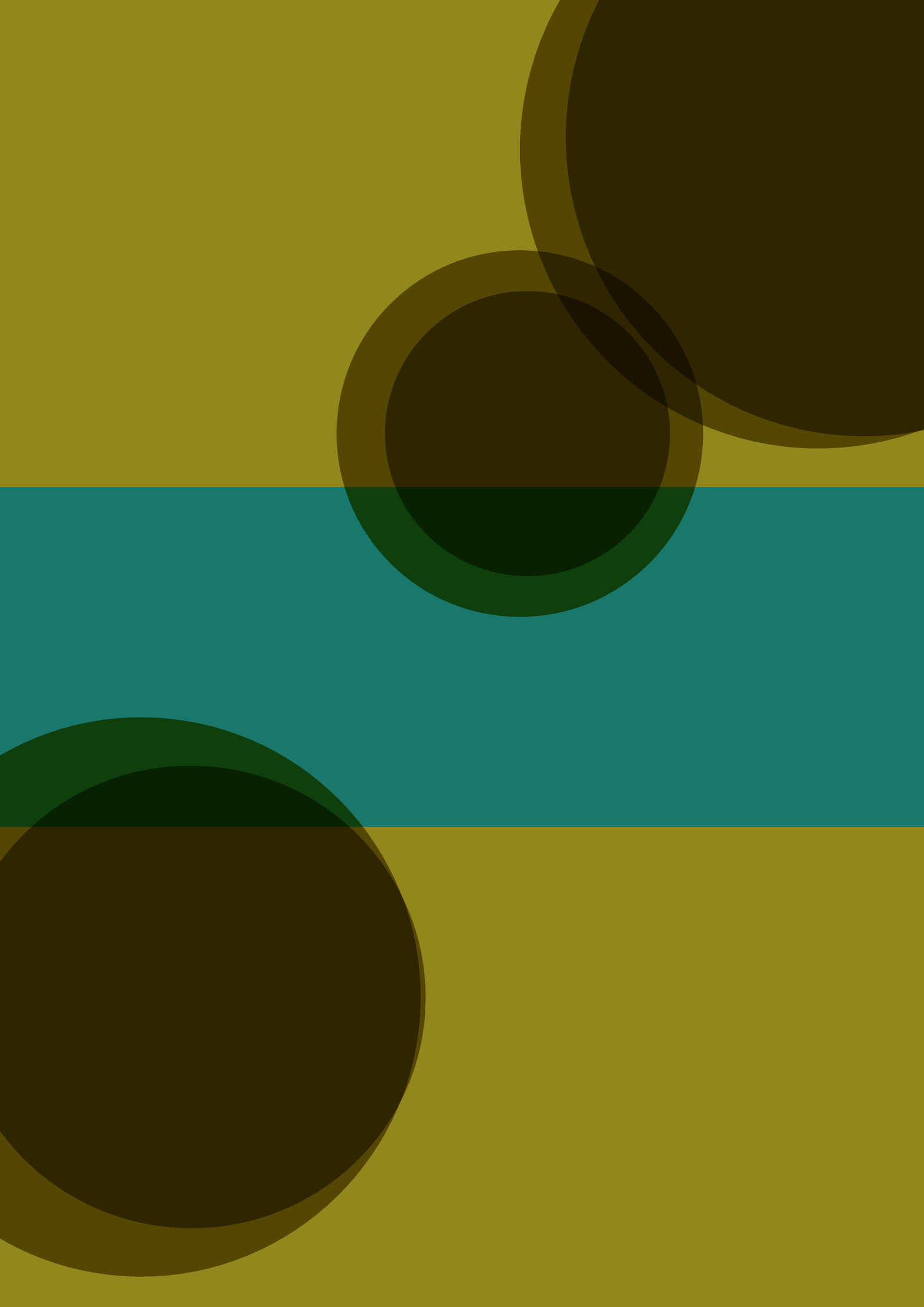
WODEN
COMMUNITY
SERVICE INC.

**ANNUAL
REPORT**

2013–2014



**woden
community
service inc.**





WODEN ●
community
SERVICE INC.

WODEN
COMMUNITY
SERVICE INC.

**ANNUAL
REPORT**

2013–2014

OUR VALUES

WE PUT PEOPLE FIRST

WE ARE INCLUSIVE

WE ARE A PROACTIVE, RESPONSIVE AND
INNOVATIVE SERVICE

WE SUPPORT EACH OTHER TO DO OUR WORK

WE VALUE BEING PART OF THE COMMUNITY

WE ACT WITH HONESTY,
INTEGRITY AND TRANSPARENCY

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WCS STRATEGIC PLAN 2010–2015

GOAL 1: DELIVER EXCELLENT SERVICES

Strategies

Develop a partnership strategy to support sustainable and cost-effective client-focused service provision.

Build evidence base to assess and assure the quality of WCS services.

Involve service users and stakeholders in design and evaluation of service strategies.

Establish clear and appropriately consistent policy, program and delivery expectations for all the WCS services and programs, and support staff to consistently meet those expectations.

Continue to implement quality assurance and reflective learning practices across the organisation.

GOAL 2: WORK IN PARTNERSHIP WITH THE WODEN COMMUNITY

Strategies

Ensure our services respond transparently and cost-effectively to community needs.

Identify service gaps and respond strategically.

GOAL 3: STRENGTHEN AND PROMOTE WCS'S ORGANISATIONAL IDENTITY

Strategies

Review WCS organisational structure to ensure it meets current and future organisational needs.

Engage staff in appreciating and sustaining WCS as a values-based organisation.

Plan accommodation as a strategy to support WCS to reach out and engage with the community.

Develop and implement a marketing strategy to increase WCS's public visibility and positive media profile.

GOAL 4: SUSTAIN AND DEVELOP OUR WORKFORCE

Strategies

Knowledge management and/or refining strategies in key areas for supporting/recognising staff achievements

Sustain ongoing staff professional development.

More cross fertilisation between and across programs – both within WCS and outside.

VISION

A DIVERSE
AND COHESIVE
COMMUNITY

PURPOSE

SUPPORTING, DEVELOPING
AND CELEBRATING
COMMUNITY STRENGTH



BOARD OF GOVERNANCE

President

Helen Scully

Treasurer

Christopher Wood

Secretary and Public Officer

Chandalala Mambwe

Director

Chris Redmond

Committee Members

Michele Abel

Libby Cremen

Martin Devine

Chris Flaherty

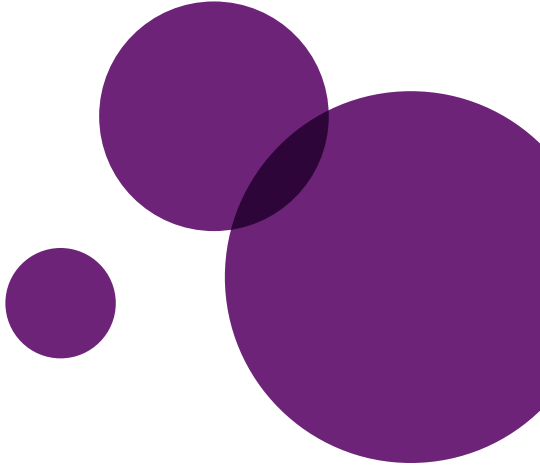
Chris Healy

Bhavana Kaul

David Menzel
(resigned May 2014)

Marie Luise Persson

Members of the Board of Management of Woden Community Service Inc. are elected by the community and volunteer their services to support the organisation in responding to the needs of the community. Any person living in the ACT is eligible to become a member of the Board of Governance.



ACKNOWLEDGEMENT

Woden Community Service acknowledges the Ngunnawal people as the traditional owners of this land and their continuing connection to land and community.

We also acknowledge Aboriginal and Torres Strait Islander peoples who have come from other nations to live on Ngunnawal land. We pay our respects to their cultures, ancestors and elders past, present and future.



PRESIDENT'S REPORT

The year began with the Board's participation in the accreditation process which involved quite a bit of work improving the quality of the Board's operation. Some of our tasks included a review of our governance policies and in some instances a rewrite of them, particularly those governing our financial dealings. We have Chris Wood, our Treasurer, to thank for some new and concise policies regarding banking, delegations and others. As a result of our policy reviews we now have much clearer and well defined processes for our operation.

The quality improvement process is ongoing and we still have a lot to do with formalising communication procedures and particularly evaluation of our governance effectiveness. At least we have made a good start and Woden Community Service was delighted to receive accreditation. The Board had a small subcommittee to work on quality improvement (QI) but although much has been achieved there is still a lot more to do. In order to achieve all the goals of quality improvement it has been decided to hire a consultant to lead us further down the QI path. This has been made even more necessary because of the challenges posed by the new National Disability Insurance Scheme (NDIS) which will involve big risks for our organisation.

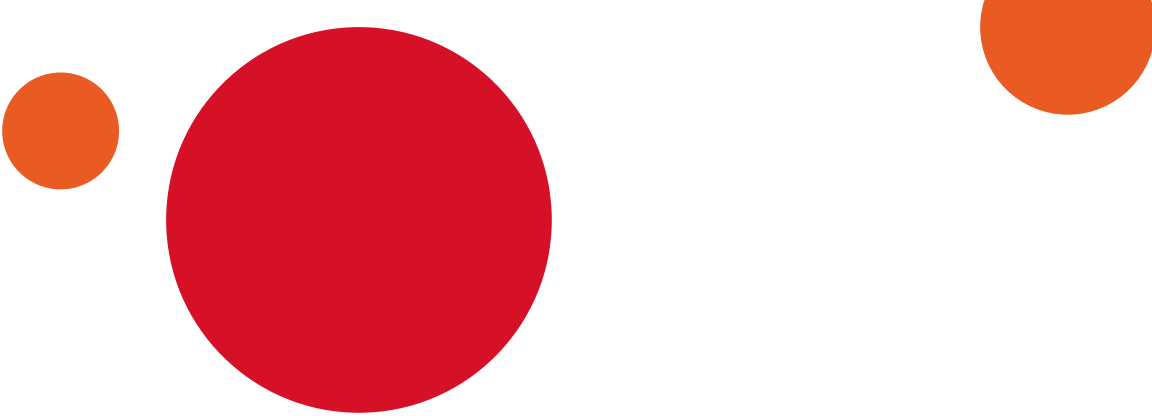
The Board has made some very big decisions this year, one of which is to undertake an organisational restructure. For some time the Board has held concerns that our Director does not have sufficient support structures within the organisation to manage all the

work involved in his role. So, on the recommendation of the Director and senior staff it was decided to employ a consultant, Helen Swift, to review the organisation, recommend a new and appropriate structure and assist with implementing the associated changes. This work is ongoing and will take some time to complete. Another decision that the Board has made is to undertake a constitutional review to modernise our outdated constitution. We also intend to draft a new strategic plan and business plan which will take into account the changes and challenges that the NDIS will impose on our organisation. Both of these reviews will be carried out with the help of appropriate consultants.

**THIS IS MY LAST YEAR AS
PRESIDENT AND I AM DELIGHTED TO
KNOW THAT WE HAVE SEVERAL NEW
EXPERIENCED, QUALIFIED AND
COMPETENT PEOPLE OFFERING TO
JOIN THE BOARD AT A TIME
WHEN WE HAVE SUCH A
CHALLENGING FUTURE.**

Financially we expected a year in deficit because of cuts to the public service and an associated expected drop in demand for child care. This has not eventuated yet and so we have achieved another surplus in our budget this year. However, next year will see cuts to our funding and the unknowns of client demand for our services. Unknowns also include the cost of provision of services for those with a disability by our experienced and competent staff. It is going to be a tough year of balancing employment of good staff and funding for our service. We have therefore budgeted for a considerable deficit for the coming year but we are assured that it is a risk we can manage. Nevertheless the Board will be monitoring the financial situation closely especially in relation to our participation in the NDIS.

Again this year the Board carried out a performance appraisal for our Director and we are delighted to report that we can confirm that we have an exceptional person heading this organisation, Chris Redmond. I would very much like to thank Chris for all his hard work for a full range of tasks from providing transport to Board members to making high profile recommendations to



the Board on a raft of new directions which I have tried to outline in this report. We expect a year of uncertainty ahead with overwhelming changes to government funding not only regarding NDIS but expected also for mental health and aged care services. We are most fortunate to have a Director and senior staff who are taking on these challenges and we do hope that our good name and the quality of our service will see us through.

We will need to make big changes though to achieve success. It will be essential for us to become much more proficient at marketing our services. This is something we have not had to do before and something we don't have much experience or expertise in. It will be a year of challenges, learning and leadership.

This is my last year as President and I am delighted to know that we have several new experienced, qualified and competent people offering to join the Board at a time when we have such a challenging future. I would like to take this opportunity to thank my fellow Board members for their contributions to our governance and in particular Martin Devine who is leaving the Board after having contributed much in the way of rigour and advice on HR and other issues for many years. I would also like to acknowledge David Menzel who retired from the Board earlier in the year due to heavy family responsibilities. David contributed much to the Board and I would like to thank him for his dedication to Board matters. I do hope 2015 will be a success for our organisation despite uncertainties – I believe we have the wherewithal to survive and achieve.

Helen Scully



EXECUTIVE DIRECTOR'S REPORT

Sustainability, preparation and change are the three words that best describe the year past for Woden Community Service. They are also the words that are probably shaping much of the work within the community services sector given the introduction of the National Disability Insurance Scheme (NDIS) on 1 July 2014.

In recognition of this generational social policy shift to person centred practice that will give people with disabilities the deserved right to determine their futures, WCS took stock of its service practice across the broad suite of services it provides to consolidate its relevance into the future.

WCS embraced the need for renewal at all levels of the organisation and set about a change agenda that would provide a practice framework, service philosophy and model of service delivery across the whole organisation and its work.

The change process will take some time however we've made a start with the development of a practice framework that is aligned to WCS's organisational values and will guide the way we work with people. We have devolved decision making in the organisation with the establishment of an Executive team and a Service Forum to work on key service initiatives.

A planning day attended by all WCS managers identified key pieces of work to support the change process, including the development of an organisation-wide performance measurement approach, a practice framework, a service user information system and a mental health service initiative. Managers have been working on these initiatives over the past four months.

The community sector is facing challenging times ahead as policy and funding changes commence. As noted, NDIS is the most pressing given the breadth of its potential and impact for people using services and organisations providing services. Moving from a block funded to a person centred, choice and control model will provide people with greater autonomy to determine their own futures by planning and choosing the services they want, when they receive them and who provides them.

WCS has invested in our preparation for the introduction of NDIS by recruiting a person to develop a business plan and service model, My Life – My Way, that was launched at the beginning of the year to test its relevance to young people living with a disability and their families. As NDIS rolls out My Life – My Way will support young people and their families by tailoring services to their requirements. This approach has been well received by the people and families trialling this service model.

Our preparation for NDIS has also involved the Board in determining its priorities for the next few years in light of the move to person centred services and funding which also requires a review of our constitution, drafted in 1976, to test its relevance to service delivery in the 21st century. The Board identified a number of other priorities such as a review of Board effectiveness, and integrated information system across the organisation and investment in staff capability in the new service landscape.

The next major change on the horizon is the Home and Community Care reform which is very similar to NDIS as people will receive funding packages to purchase the services they require rather than organisations receiving funding to provide these services. WCS is also preparing for this change which is due in July 2015.

**SUSTAINABILITY,
PREPARATION AND
CHANGE ARE THE THREE
WORDS THAT BEST DESCRIBE THE
YEAR PAST FOR WODEN COMMUNITY
SERVICE. THEY ARE ALSO THE WORDS
THAT ARE PROBABLY SHAPING MUCH OF
THE WORK WITHIN THE COMMUNITY
SERVICES SECTOR GIVEN THE
INTRODUCTION OF THE NATIONAL
DISABILITY INSURANCE
SCHEME (NDIS) ON 1
JULY 2014.**

Staff across the organisation have approached the change process with a great deal of enthusiasm and commitment, despite the unsettling influence that it can bring into a work place as uncertainty, a shift in work processes and managers. The longer term implications of service and funding changes sit on the shoulders of staff as they conduct their crucial roles in supporting people and engage in the process of organisational renewal.

I would like to acknowledge the commitment and efforts of staff to their work and quality service provision in these challenging times. Their dedication to people has always taken precedence over their concern for themselves and this continues to be the case.

The WCS Board continues to guide the organisation with a steady hand and has been prepared to invest in WCS's development with the funding of infrastructure priorities that will lay stronger foundations for our future sustainability.

The people who WCS work with are our reason for being, I acknowledge their contribution to our mission of service.

Chris Redmond
Executive Director



*Choice and Control
Expo May 2014
WCS Stall*

**WODEN
COMMUNITY
SERVICE INC.**

Supporting, developing
and celebrating



RECONCILIATION ACTION PLAN

Woden Community Service acknowledges the Ngunnawal people as the traditional owners of this land and their continuing connection to land and community.

We also acknowledge Aboriginal and Torres Strait Islander peoples who have come from other nations to live on Ngunnawal land. We pay our respects to their cultures, ancestors and elders past, present and future.

This acknowledgement of country is now displayed at the entrance to the Woden Community Centre, bordered by a design by Ceretha Skinner, as can be seen here at its launch on 13 March 2014. The acknowledgement of country is also included on emails and other WCS correspondence.

The launch of this acknowledgement of country was a significant milestone in the past year, as WCS has continued to work towards the goals set out in the 2012–2015 RAP. Other highlights have been:

- Aboriginal culture, history and heritage training held for around 50 WCS staff in October 2013 and April 2014. In addition, some 20 staff attended a session on Effective Engagement with Aboriginal and Torres Strait Islander Peoples, run by Keith Brandy from ACTCOSS.
- A reference group comprising Aboriginal and Torres Strait Islander people with a connection to WCS met to provide feedback on the WCS RAP and actions.
- An information session on the constitutional recognition was held by law students from ANU for WCS staff and service users.

- A group from WCS went on the National Sorry Day Bridge Walk, including eight staff and four children from Lollipop, who had helped make the banner they carried.
- A number of staff members and three service users attended the Kakadu Man ceremony in Reconciliation Place, held to mark the 50th anniversary of the Australian Institute of Aboriginal and Torres Strait Islander Studies.
- WCS worked through the ACTCOSS Cultural Awareness Toolkit, with the team focussing on the various components, and then the RAP team reviewing the collated response to identify issues to be followed up further.

**WODEN COMMUNITY
SERVICE ACKNOWLEDGES THE
NGUNNAWAL PEOPLE AS THE
TRADITIONAL OWNERS OF THIS
LAND AND THEIR CONTINUING
CONNECTION TO LAND AND
COMMUNITY.**

The RAP team comprises staff from across the organisation and meets regularly to arrange activities and review progress. We thank all the staff of WCS and the members of our community who contributed through the reference group or other activities, as we continue to work to advance reconciliation and address the ongoing disadvantage experienced by Aboriginal and Torres Strait Islander people.

RAP Team

*Chris Redmond
Acknowledgement
Unveiling
20 March 2014*



*Michele Abel
Acknowledgement
Unveiling
20 March 2014*



*National Sorry
Day Bridge Walk*



CHILDREN'S SERVICES

LOLLIPOP CHILDREN'S CENTRE

Lollipop has had an exciting fun filled year! We have been involved in many community events both at the centre and within the broader community.

During 2013 and 2014 Lollipop aimed to become more involved in our community to teach and educate children in community relations, social interactions and respect for diversity. The children were encouraged to engage and enjoy our natural environment and be creative and challenged in a safe and fun environment.

Lollipop Educators and children joined the Friday Group, a group of older people who meet within the WCS community centre and provided entertainment through song, dance, participating in art and craft activities or just visiting. The children and older people enjoyed this interaction and the children learnt to be respectful and gentle with both their friends and other members of our community.

Lollipop has also developed a strong relationship with Woden Library and the children participate in story telling sessions both at the Library and at the Centre most weeks. The children learn road safety skills, listening skills, cooperation and empathy skills and safety in the community.

During the past year we had visits from Kenny Koala who taught us about road safety and safety for ourselves such as stranger danger and recognising our fears and emotions.

We have regular music and learning sessions with Duncan Smith, a local Aboriginal Educator, who teaches the children language, stories, music and dance. These skills are helping Lollipop children learn cultural diversity, respect, enjoyment of nature and our natural surroundings and collaborative skills.

Visitors to Lollipop also included the "Beatty Clan" Torres Strait Islander dance group and the hatching chicks during the Easter holidays. These events are important to Lollipop both for their educational value and enjoyment.

Lollipop children and families have also participated in community events such as: Woden Festival,



Duncan Smith painting and dancing with children



Story telling at Woden Library



Kenny Koala comes to visit



Mother's day and Father's day celebrations, Chinese new year, Diwali, children's week fun and games, NAIDOC week activities, Close the Gap, National Sorry Day, science week and Book Week activities at Woden Library. All these activities aim to assist children learn what's out in our community and what different celebrations mean to people.

Children enjoyed the Easter celebrations including visits from the Easter bunny, a hat parade and hatching chicks, Pancake Day, dress up and crazy hair days.

Lollipop has also enjoyed making new and exciting changes to our environment to make the outside space look more natural, welcoming, exciting and challenging for children. This has included a new garden with bushes, rocks, bark, seating and a bridge. Two garden beds complete with plants that families provided, two water tanks, recycled musical instruments, new gardening equipment, flag garden and a stage complete with curtains. Lollipop children have been busy exploring with imagination and creativity in a safe environment.

Lollipop also undertook their National Quality Assessment Rating during the year. Lollipop received a significantly higher rating than previously and improved tremendously. While we still received an overall rating of "working towards" we met or exceeded all areas except three small points. What an amazing achievement and as Manager I am very proud of Lollipop Educators and Annamaria, Acting Lollipop Manager, for this recognition of their hard work.

Lollipop Educators will continue to further their skills to ensure we provide a service that is high quality for families, educators, children, visitors and the broader community.

Nicole Metcalfe
Service Manager



*Beatty Clan
Torres Strait
Islander
Dance Group*

*Lollipop
Garden Bed
Upgrade*



*Lollipop
Flag Garden*



LYONS CHILDREN'S CENTRE

Lyons Children's Centre held many events over the past year, a few changes and, above all, a great working relationship with the school and the community including:

KPMG Grant: Upgrade to grounds

We received a grant last year for our yard, from KPMG. It has made major improvement to our outdoor learning space and has been an ongoing project over the past year. We have had many working bees and also added contributions from WCS and the Lyons P&C.

Children's Week

We had a teddy bears picnic event where all children brought their teddy bears and families to enjoy a lovely afternoon tea on the deck for Children's Week in October 2013. For 2014 we have an animal dress up day organised.

Book Week

In August 2013 and 2014 we celebrated Book Week with dressing up as book characters. Many children were able to purchase a book of their choice in 2013 or swap books in 2014. Books were also purchased for the centre by Educators and parents as donations. Thank you.

Harmony Week

We had many events planned for Harmony Week in 2013 and 2014, including an opening ceremony with Duncan Smith, Zulu dancers, bag pipes and story tellers. We have worked closely across the school to allow the events to be for all children at Lyons. We also combined our two WCS services, Lollipop and Lyons Children's Centres, for an event on Friday 21 March for Harmony Week - the Zulu Dancers.



Lyons
Grounds
Upgrade



Lyons Book
Week



Lyons
Teddy Bear
Picnic



Chicken Hatching

The K-2 After School Care program shared their hatching chicken program with Lyons Children's Centre, which encouraged us to have our own chicken coop and hatching program for 2015, based on their success.

We have a fantastic team at Lyons working closely with School Age Care, Lollipop Children's Centre and the school to provide a joint service for all families.

We have found the value of human resources. Looking at what is best for each and every Educator; we have built a team foundation of understanding, flexibility and knowledge. In collaboration with all members of our team, we are getting the most out of each and every Educator at Lyons. We are proud of our team at Lyons.

Rebecca Vanhala
Service Manager



Chicken Hatching



Chicken Coop

Harmony Day Bagpipes



Lyons Children's Centre Team

Harmony Day Zulu Dancers



SCHOOL AGE CARE

School Age Care (SAC) run before and after school programs at Curtin, Hughes, Garran, Torrens, Red Hill Primary Schools and at the Lyons Early Childhood School. During each school holiday period, we operate Vacation Care programs at Garran and Lyons. Our programs are run by qualified and dedicated coordinators and educators who work hard to provide fun, recreationally based activities in line with the National Quality Framework. We are always looking to improve the quality of our programs so our educators are always keen to take part in professional training in various areas.

Our Vacation Care programs are varied and include daily excursions (Tidbinbilla Nature Reserve, bike rides, indoor and outdoor playgrounds) and incursions (special lunches, puppetry and comedy workshops, theme days) as well as craft, sports and cooking activities. We also organised a fun filled three day camp to the Googong Woolshed, and a day trip to Perisher for an exhilarating (and exhausting) day at the snow.

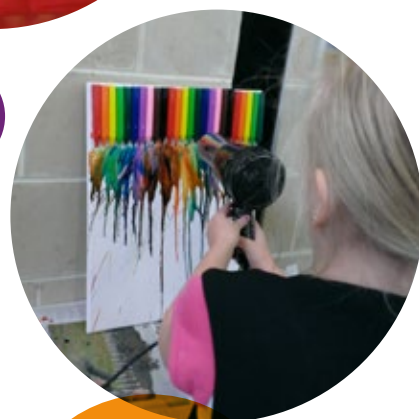
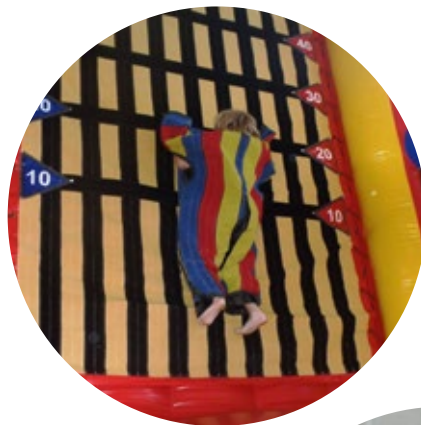
Each year we bring all our programs together for an afternoon of carnival rides, games, face painting and yummy foods. Our last "Fun Day" lived up to its name with over 300 children enjoying the warm Friday afternoon at Hughes Primary School. The following weekend many SAC staff got together in the morning to help set up, decorate and help run activities at the Woden Valley Festival.

During the year, our programs have been involved in numerous fund raising activities. Torrens and Lyons took part in a "Cupcake Day" and the Million Paws Walk to raise money for the RSPCA. Garran has held various events to raise \$500 for the Hollows Foundation, and together with Vacation Care, raised \$350 for the McGrath Foundation. Curtin Junior Program held a "Sleep out" which raised \$980 for the St Vincent de Paul Winter Appeal. All our programs have also been involved in raising funds for activities organised by WCS such as the gift drive for local youth (movie tickets), the Christmas gift baskets and the Little Pantry.

Krysta Cordina
Service Manager



*Cooking fun
with Brian at
Garran SAC*



*Children
having fun
at vacation
care*

WODEN WESTON FAMILY DAY CARE

*Funding Body: Department of Employment,
Education and Workplace Relations*

Woden Weston Family Day Care had many highlights during the year. This included one of our Educators Barbara Butt being awarded the 2013 ACT Family Day Care Educator of the Year by Family Day Care Australia (FDCA). Barbara received the award at the FDCA symposium dinner in Melbourne and was accompanied to the symposium by Sharon Fletcher from the FDC Coordination Unit. This award is wonderful and well deserved recognition of her continuous work in the Family Day Care Sector since 1988 with 11 years being employed by Woden Weston Family Day Care. Congratulations Barb!

Marion Donohue has commenced casual employment as the Community Playgroup Coordinator. Marion is working to establish an Aboriginal playgroup and is in the process of working with local Elders in developing this group, including venue and name. WCS prides itself on working with our community to co-design and develop groups that will support and meet the needs of the community and we are excited about this initiative.

Marion, in partnership with Communities @ Work and Noah's Ark work collaboratively in coordinating the weekly Weston Paint and Play at Weston Community Hub. Marion also works with the YMCA, Lyons Early Childhood School and Noah's Ark to deliver the weekly Paint and Play at Lyons Ulverstone Preschool.

Our Paint and Play programs provide a fun time for children under five and their mums/dads/carers in an outdoor setting. Under the supervision of experienced coordinators, children enjoy painting, puzzles, play dough, craft and singing.

Paint and Play is a wonderful opportunity to enhance child-family bonding along with building parenting and leadership skills among participating families in a safe and child friendly environment. The activities also provide an opportunity for parents/carers to play with their children and meet other people in their neighbourhood.

*Jenny Pearce
Service Manager*



*Barbara Butt
and
Sharon Fletcher*



*Children
playing at
Paint and Play*



DISABILITY AND COMMUNITY ENGAGEMENT

NDIS AND DISABILITY SERVICES

*Funded by ACT Government's
Community Services Directorate*

Community Life Skills, Community Supported Respite and My Life - My Way

We strive to empower people living with a disability to live a meaningful and purposeful life.

We do this by sharing your vision, supporting you in building and growing your life.

Vision: What do I want my life to look like!

Building: Meaning, identity, responsibility (having influence and power) and wellbeing.

Growth: Contentment with the now and empowerment and hope for the future.

This past year WCS delivered two disability services, Community Life Skills and Community Supported Respite, both funded by Disability ACT, and we will continue to deliver both of these service models until all current services users have transitioned to a NDIS package. In preparation for the NDIS and in response to a growing demand for additional supports WCS launched the My Life - My Way service in February 2014.

This service model was developed in conjunction with people using the service and their families to support their needs for quality, reliable and meaningful services. The service assists them to transition from the school environment and to continue skill development, achieve personal goals, access their full potential and prepare for their future. The service has now grown to include supporting individuals aged 12 to 65 to live a meaningful and purposeful life.

We work in partnership with families, carers and significant others to tailor My Life - My Way to provide quality supports to individuals to develop and maintain

skills and increase personal independence whilst participating in the community in the following ways:

- Skill development
- Support people to maintain family relationships and existing friendships
- Support people to develop and maintain new relationships
- Encourage and support young people to utilise and join social, leisure and recreational facilities and groups
- Participate in community development and community education practices that promote the positive inclusion of people with a disability



*Jackson at
the beach*



*Sarbjeet,
Michael, John
and Tau at
the Canberra
Show*

**"DON'T
WALK BEHIND
ME; I MAY NOT LEAD.
DON'T WALK IN FRONT
OF ME; I MAY NOT FOLLOW.
JUST WALK BESIDE ME AND
TOGETHER WE CAN TAKE ON
THE WORLD" ABSTRACT
TAKEN FROM ALBERT
CAMUS.**

Some great stories, with the support of our staff:

Tau became a Big Issue vendor last year and has continued to build on his selling techniques and expand his locations to now sell the Big Issue in Woden, Belconnen and Dickson. Due to Tau's successes, he now has more financial independence and has been able to refurbish his room and purchase new blinds, a DVD player and stand and DVDs to watch and listen to.

Jane has increased her understanding of how to use her iPad. This has increased Jane's ability to communicate more effectively and has given her a new level of independence.

Rina has been attending dance/exercise classes on a weekly basis. Rina has increased her fitness levels and also her agility and she has learnt heaps more dance moves!

Steve took part in the 'Movember' fund raising event which raises funds for men's health. This culminated in a social function at King O'Malleys in the city. Steve came in second overall in the moustache growing competition and won a \$50.00 voucher. This was a fabulous social event with many people wanting to socialise and have their photo taken with Steve who thoroughly enjoyed the event.

Jack became a full member of the West Deakin Lawn Bowls Club; he now bowls every Wednesday and loves being part of the team.

William secured a volunteering position with the Australian Red Cross participating in the Meals on Wheels program and he really enjoys the interaction with the older members of our community.

John and Declan continue to participate in work experience at the SouthCare Helicopter Base in Symonston, the grounds there are looking great and John and Declan enjoy working alongside the emergency team at the base.

Some quotes from families, carers and service users:

CSR and My Life -My Way:

"I think you have a really great team there - hold on to them!"

"He really loves it at WYC and has started pushing me away even in the car park."

"CSR has always listened to me as a parent and also treated me with respect and dignity. CSR has gone above and beyond in their support not only for my son but for his family. I always feel that I can approach staff with concerns or requests and that these will be acted on. The staff are very supportive and listen to my son's needs and alter programs to suit his needs."

CLS:

"Individual skills and interests are valued"

"Support workers are well matched to my son's personality and needs"

"Staff provide a personal and caring service and consider individual needs and skills"

"No more can be done, all our needs are already met by the staff"

"No change required as CLS provides the stability we need"

"No need for change as flexible and caring"



Just hanging out

William and Laura



Jack and Michael at Lawn Bowls



Jordan and Jason picnic time

Bobby, Libby and the Raiders Fairy



Declan giving his thumbs up



Callum some fun in the sun



COMMUNITY DEVELOPMENT

Funded by ACT Government's
Community Services Directorate

The Community Development Program (CDP) supports people who live, work or study in the Woden Valley and the rural communities of Tharwa, Stromlo and Uriarra. The aim of the program is to facilitate activities that encourage people to develop connections and participate within their local community.

The Community Development team work with a number of different service providers and community members to facilitate a variety of events, activities and initiatives. During the year many initiatives were undertaken, including:

Rural Communities

WCS continued to support to the rural communities of Tharwa, Stromlo and Uriarra, many years after the 2003 bushfires. This included supporting the Uriarra residents to host a family day involving different performances and recreational activities that brought the community together.

WCS Community Christmas Day Lunch

The Community Christmas Day lunch was run again this year with an even higher attendance than last year. Christmas is supposed to be a happy time of year however for some people it can also be lonely. The lunch provides people with the opportunity to be with others and be a part of their community on Christmas Day.

Several new initiatives and partnerships were developed that enabled the CDP to expand its involvement in the community. One of the most rewarding partnerships was established with St Alban Anglican Church, who have been involved with WCS in facilitating planning meetings for a Men's Shed in the Woden area and the development of The Little Pantry.

Some of our new initiatives include:

The Little Pantry

One of the most exciting initiatives for WCS this year is 'The Little Pantry', an emergency relief supply of non-perishable foods accessible to anyone in the community. The Little Pantry was opened at the end of May and has become increasingly popular. The Little Pantry has provided a great opportunity to partner with other local services such as St Alban Anglican Church in Lyons, who provide extra items for The Little Pantry and have assisted WCS in our Volunteer recruitment for the project.



The Little
Pantry
Postcard

Dyraabra
Mural



Harmony Day

CDP staff ran an event for Harmony Day in conjunction with the staff and young people of Woden Youth Centre. Harmony Day focuses on bringing people of different nationalities and backgrounds together and promoting acceptance among different cultures. The event provided the young people with the opportunity to contribute to a day that was meaningful to them.

Connect and Participate Expo

A CDP staff member was a part of the working group for the Connect and Participate Expo, a community expo that showcased the types of accessible groups in the ACT. The expo aim was to encourage people living with disability to connect and participate in their community through natural supports such as groups and clubs. Over 6,000 people attended the event which showcased over 90 different groups and clubs.

Community Mural

As part of the ACT Government's Portraits at Your Place, Centenary celebrations, residents at Dyraaba Court participated in two portrait prints of past residents on the wall in the community area. This was a combined effort from residents, volunteers and staff at Woden Community Service.

PUBLIC PROFILE

WCS has started work on developing our digital and online profile, including website and social media. To check out our progress visit:



Uriarra
Community
Day



HACC AND HOUSING SUPPORT

HOME AND COMMUNITY CARE

Funded by Department of Health and Ageing and ACT Health

Year 2013-2014 has been a productive year for our Home and Community Care (HACC) service which provides case management, domestic assistance, personal care, social support and transport. A total of 171 new referrals and 600 people are currently listed in our data base. Through our continued dedication to the delivery of a professional, friendly and positive service to our people the transport program remains very popular. We receive an overwhelmingly high number of requests every week.

WCS case managers work in collaboration with external service agencies and health professionals which allows us to promote independence for older people using the service and provide opportunities for individuals with complex care needs to remain at home, thereby enhancing their lifestyle and delaying their premature entry or inappropriate admission to residential care.

The changes in people's health situation are noticed and reported by staff.

We are also very grateful for the support from all our volunteers; it is with the help of our volunteers that we are able to offer more services and support more people.

Our team consists of a transport coordinator, three full-time and part-time case managers, four drivers, a social group coordinator and a Service Manager. There are 12 volunteers assisting in our social group activities on a weekly basis along with three casual and eight volunteer drivers.

Feedback/Comments received from service users:

A service user, who has been receiving services from 2003-2014 is now accessing an aged care package. She expressed her gratitude and appreciated so much for the services that we provide to her and for the other community members:

"Without these services that HACC provides, I wouldn't have lived this long. My husband and I are so grateful to you all. You all helped to make a difficult situation bearable and it allowed my husband to stay at home. I couldn't do it without this help, the services you provide."

Comments such as:

"Thank you for looking after me this year, it's nice to know you are there for me".

"WCS has truly set high expectations and work ethics in its contribution to community services".

"Thank you to all HACC staff for the lovely way you treat us all and meet our needs".

"You are so friendly and happy on our tour/trips. You make them all ready for the next one to come around."

HACC team joining in the celebration of Centenary of Canberra-Julie, Gay, Donna, Alice, John, Stephanie & Pam



Transport

Community Transport has seen another busy year with high demand for our services, particularly to take people to medical appointments and social events.

The Thursday shopping bus to Woden Plaza has had an increased number of requests, to attend to these requests the community bus has taken the overflow on its weekly Wednesday shopping trips. The option of the community bus has allowed people with limited mobility, access to the electronic lifter making it easier to access the transport service.

The WCS bus trips brochure has been given a fresh makeover and gives opportunities for members of the community to book six months in advance. The bus trips are extremely popular, making trips to places such as Ulladulla, Tulip Tops, Bowral and local attractions in Canberra just to name a few.

Social Support Groups

Our groups provide meaningful activities for elderly people in the community who may be living on their own, have a disability or are from diverse cultural backgrounds. The groups enable people to meet and enjoy companionship in a variety of happy, safe and relaxed settings.

All our groups are offered regular bus trips, crafts, entertainment, educational talks, games, quizzes, government and health information and updates. In addition there are opportunities to interact with other areas of the community such as the Hellenic club, morning dance groups, the Lyons Early Childhood school program, church groups, musical groups, tourism venues and many other organisations. We also offered the chance to have a therapy dog, "Honey", on site. This has proven very successful as the three groups have adopted her as their own!



Community Bus



"Honey" as dog therapy with Kim Troth



Getting off the community bus



Mrs. Suniti Banerjee at the helm for a lake cruise-Friday Lyons Group



Bill Evans & Jim Davies from Friday group at Wamboin Farm



John Britton had a go in 'ten pin bowling'

Group feedback

"We love our Tuesday group friends"

"Honey (the dog) is gorgeous"

"I like and enjoy the bus trips"

"Love the music and dancing"

"We are happy to go anywhere"

"I love painting"

A gentleman just joined the Tuesday group a few months ago, his wife commented that *"my husband enjoys the activities every time he is with the group. This social group made a big difference on him."*

The highlights of the year are the trips (twice) to Junee Liquorice Chocolate factory, trip to Ulladulla and Bateman's Bay, Berrima, Cooma and Tarago recycle Centre. These activities help reduce social isolation and increase inclusion and connection to the community.

The Tuesday group has different interests. Due to mobility issues, travelling to distant places is not their "cup of tea". Instead, they love going to Hellenic Club for morning tea, dancing and have something for lunch at the club. This group just love the music and dancing.

Friday Women's Group

The Friday Women's Group meet at the Woden Community Centre each Friday for morning tea, entertainment, activities, conversation and a home style two course meal.

There is a continuity of attendance to the Friday Group which in itself highlights the importance and needs of the women. The Friday group partially alleviates their isolation and many of the women have formed friendships and often partake in phone contact between each other at other times.

During the past 12 months entertainment has been provided by excellent volunteer musicians, other entertainment included History with a Difference, book reading, quizzes, bingo and craft.

*Lorna
Armstrong &
June Holland
from Friday
Women's
group enjoying
the musical
entertainment*



*The Friday
Group Ladies
at Tidbinbilla
Tracking
Station*



*The Friday
group at the
Liquorice
Chocolate
Factory in
Junee*



*HACC
Community
Lunch at
Southern Cross
Club*



*The Friday group
at Tarago Pub
"The Loaded Dog"*



Rural Settlement Support

The Rural Settlements group meets each month at Lanyon for a cuppa and a chat.

This group has been meeting for 11 years and have a close bond due to the effects of the 2003 bushfires. Some of them have known one another for many years, having previously lived in close proximity to one another, in the outer lying areas of the ACT – Pierces Creek, Tharwa, Stromlo, the Naas Valley, and The Angle (NSW).

A highlight of this year has been the function to commemorate the recipient of a medal for over 50 years of service to the Rural Fire Service. Dorothy Jeffery of Tharwa was awarded this medal in May, at the War Memorial: *"The boys used to say they wouldn't listen to the radio until they heard my voice. Then they'd know the fire was in the area.....we had the most wonderful southern brigade that you ever wished for."*

The people who go to our monthly get togethers have said how important it is to them that WCS continues to initiate these get togethers – that it has been the continuing support over the years that has kept this group going.

Alice Butler
Service Manager



Rural
Settlement
Monthly Catch
ups at Lanyon



HOUSING SERVICES

Supportive Tenancy Service

Funded by the National Affordable Housing Agreement (NAHA), and/or the National Partnership Agreement on Homelessness, which are jointly funded by the ACT and Australian Governments.

Having a secure and appropriate home is vital for wellbeing, and the fear of losing your home can have wide ramifications for relationships, employment, study and participating in your community.

The Supportive Tenancy Service (STS) provides early intervention, outreach and crisis support to tenants at risk of losing their home, covering all forms of tenancy, including public and community housing, private rental and mortgages. The service started in November 2010, and is run by the partnership of Woden Community Service, Belconnen Community Service and YWCA of Canberra. The types of difficulties that can put a tenancy at risk include rental arrears, neighbourhood conflict, overcrowding, poor property condition and disputes with landlords.

STS tenancy support workers talk with tenants about their difficulties, issues and goals, and work with them to develop a plan to address these, recognising that there may be a range of underlying issues that could impact on a tenancy. The nature of support is very flexible and will depend on each tenant's situation. The support from STS includes providing information, talking about options, making referrals and connections to other services (including specialised legal and financial advice), supporting tenants through legal or administrative processes and advocating for tenants with other parties.

In 2013-14, STS assisted over 650 tenants. Of these, just under 180 were provided with one off support, such as talking through issues and providing information on options or services. Another 30 were contacted through engagement activities, such as talks or stalls at community festivals. Finally, STS workers provided more intensive support to just under 450 tenants. Of the tenants who received more intensive support, around 60% were in public housing and almost 30% were in private rental properties, with the remainder in a variety of situations. Feedback from tenants showed that the assistance and support from STS enabled them to get through difficulties and sustain their tenancies.

The number of tenants assisted was slightly lower than previous years, largely reflecting reduced capacity leading up to June 2014, with uncertainty about the future funding of the service impacting on the retention and recruitment of workers. STS is jointly funded by the ACT and Commonwealth Governments under the National Partnership Agreement on Homelessness (NPAH). The original agreement was to end at June 2013, then extended to June 2014. The further extension of NPAH to 30 June 2015 was announced on 30 March 2014, but there has been little indication around Commonwealth Government policy beyond this time.

STS was established with a focus on sustaining existing tenancies, but experience showed there are wider demands for support to establish tenancies from people who have to leave a tenancy (e.g. if a private rental is no longer affordable after loss of a job or breakdown of a relationship) or who do not have current tenancies (e.g. couch surfing or living with family members). As a result, for the coming year, STS will redirect some resources to assist people to explore options for new tenancies. Providing a service and building expertise in this area will fill a gap in support in Canberra, and place STS as a key service assisting to prevent homelessness.

Julie Evans
Service Manager

Case study

Robert* thought he had to leave his home within days when he contacted the Supportive Tenancy Service (STS). He and his partner Jody had accrued substantial rental arrears when he had lost his job and her casual work had been irregular. While they were both working regularly now and trying to pay back the debt, the landlord had issued a Notice to Vacate. The relationship between landlord and tenants had deteriorated. The STS worker spoke to the landlord on Robert and Jody's behalf, and assisted them to work out an affordable repayment plan, which the landlord accepted. The STS worker then supported Robert and Jody to follow through the agreement and address other issues that had come up. As a result, they were able to sustain their tenancy.

** Name and details have been changed.*

The Big Issue

*Funded by ACT Government's
Community Services Directorate*

The Big Issue magazine (TBI), an independent street magazine, is released every two weeks. For a majority of vendors their week revolves around this fortnightly routine - they buy the magazine for \$3 and sell it for \$6, keeping the difference. It provides them with an opportunity to make money and become their own boss. It also allows them to build connections. In the long run, these connections can be more valuable to the vendor than the dollars they make in a fortnight.

Who are The Big Issue Vendors?

Over the past year, The Big Issue Canberra supported a total of 51 vendors – 37 male (72.5%) and 14 female (27.5%), with a typical vendor profile of living in public housing. Sometimes stories are best told through case studies as examples of the people we work with and their incredible resilience in the face of adversity.

*Nathan's
Xmas
photo*



Case study*

H presented almost seven years ago to The Big Issue when he was 18 years old having finished their schooling at a series of special needs schools. He had a rare syndrome, a complex genetic disorder, that typically causes a range of challenges and that is ultimately fatal due to life-threatening obesity.

His father informed the TBI staff that H had to go through many doctors before they were 'allowed' to sell the magazine; most seemed to consider that they wouldn't be able to do it and that becoming a vendor was too risky and 'undignified'. With support from his father and The Big Issue in Canberra H chose to give it a go and selling the magazine became a massive part of this person's life and identity.

TBI staff actively supported H's role as a vendor by helping to identify pitches that suited his needs such as being close to distribution points, shady in summer and in the sun in winter as well as being easy for their father to provide transport support.

H met with TBI staff at least once a week to discuss issues and also had the joy of mixing with other vendors at several TBI workshops where they worked on joint case plans and helped each other out in all sorts of ways.

H's syndrome meant that he felt constant hunger and used his earnings to purchase food. TBI staff actively encouraged him to make healthy choices of more exercise and choosing nutritionally balanced food however ultimately the choice was H's. The tension between a vendor's right to choose what to do with their earnings despite the potential negative outcomes is one TBI staff often face. H's role as a vendor got him out his house and into his community where he made many friends.

Sadly, H died in June 2014 and at the funeral H's father spoke at length about how much The Big Issue had meant to him. Eight vendors attended his funeral and heard how he had fought the good fight to achieve justice for disadvantaged and marginalised people. The large number of people who attended his funeral was also a sign of their respect for what he had achieved within his short life.

** Name and details have been changed.*

Case study

Vendor D is an older male who started selling magazines in October 2013. He approached TBI with issues including housing, financial stress, a history of substance abuse and estrangement from his family and community.

At his first social meeting with other vendors (Monday coffee in Civic) D was chatty and mingled well with other vendors.

Having a car allowed TBI to encourage pitches that were relatively inaccessible to public transport vendors. Like quite a few vendors, D did not want to sell at his local shopping centre so he decided to sell at two locations; a large suburban shopping centre location and a relatively small shopping centre where he had grown up.

TBI staff initially thought D's appearance (tattoos, beard and stocky build) might make selling a challenge but he now has many regulars and when we make a pitch visit to him there are always people coming up to him to say g'day, giving him a hot or cold drink plus buying a magazine. He has linked up with old families that he used to teach boxing to and they demonstrate a respect for him that is charming to witness.

TBI staff have encouraged D to attend vendor get togethers but he seems to prefer 'working his pitches' fairly independently.

As to the financial housing stress that D initially presented with, his sales supplement his pension meaning his housing is now secure and he has money to do things that are important to him such as keeping his car looking good.

TBI vendor support meets up with D from time to time over coffee under their soft management model. He was a recent 'Vendor in Profile' and he has started to build a tentative connection with his family again.

Vendor,
Kylie.



Distribution Points – Where to Buy the Big Issue

- Oaks Estate
- Disability Trust, Queanbeyan
- Body Shop Civic, Woden and Belconnen
- Northside Community Service
- Beyond Q
- Hughes Chemist
- Smith's Bookstore
- Manuka Deli
- WCS reception

A big thank you to the businesses and organisations that support The Big Issue acting as distribution points for vendors which increases their connection to more people and services throughout Canberra.

Sales

Sales vary with the weather, vendor's health, the front cover and what's in fashion. An average fortnight will see more than 1100 magazines sold. This is a continuation of sales from last year.

Social Inclusion Activities

Vendors with The Big Issue are provided with a wide range of activities for social inclusion. Primary amongst these is the inclusion provided by selling the magazine, with vendors meeting many people and interacting with them in a positive way.

Other successes during the year included:

- One vendor found casual work a few times during the year (tree pruning etc.)
- DineSmart gave TBI Canberra \$1900 for coffee morning enterprises in 2013. This money is soon to run out and we have sent our thanks to DineSmart.
- One vendor is now doing the newsletter for vendors (with minimal supervision by manager)
- We had one student from CIT helping for 60 hours
- We had two 'old' vendors return to selling. One sold over 100 in a fortnight (normal on average being five for him) and one has been selling over 70 per fortnight.
- We have had three vendors in profile this year and vendors published in the Spreadsheet section ... poems stories etc.
- One vendor has been filmed by 'Big hART Winter Bed Vigil for the Homeless' and had a piece in Canberra Times.
- As part of 18 million copies being sold, we had an 'event' next to Mokambo Café pitch in Woden. It got lots of heads turning and vendors got a lot of exposure (as did Woden Community Service ... a lot of people still don't realise that WCS supports TBI and we are aiming to address this lack of public knowledge).

David Fawcett
Service Manager

Grant's
thank you

Party Print
Mokambo

Thank you
from
grant wilson
and can
you
buy a big
issue of
me if you
can?



Assistance with Care and Housing for the Aged (ACHA)

Funded by Department of Health and Ageing

The Assistance with Care and Housing for the Aged Service (ACHA) supports financially disadvantaged older people who reside in Woden, Weston and Tuggeranong to achieve their expectations of a secure, stable and happy life within a safe and protected environment and tenancy.

ACHA provides a range of services including:

- Assistance and advice for people accessing housing services and related financial and legal services.
- Relocation planning, settling in and assistance in negotiating to improve accommodation.
- Referral to services that assist with support needs.
- Linking to local community support to improve quality of life.
- Follow up and short term monitoring of the effectiveness of services provided.

ACHA has a strong focus on early involvement to avoid any circumstances that may result in homelessness for service users.

From 1 July 2013 to 30 June 2014 the ACHA worker supported 146 people with varying housing and support needs, of which 77 were from a culturally and linguistically diverse backgrounds. Most ACHA service users receive multiple referrals to assist in addressing sometimes complex issues around their housing and care needs.

There are currently a number of issues that impact on finding suitable and appropriate housing and care solutions for older people including: shortage of aged persons units, lengthy Housing ACT waiting lists, high cost private rental market and long waiting lists for hostels and nursing homes. The areas of concern continue to be these issues, combined with an ageing population in Canberra confirms the ongoing demand for the ACHA program into the future.

The average length of time for people to engage in the service is approximately two to seven months, depending on their past status, complication of their needs and suitability and availability of the support.

ACHA has assisted a number of people with gaining grants from National Disability Insurance Scheme. These grants have added value to their role in their community, increased social participation and decreased their living stress.

The ACHA worker has developed strong networks and relationships within the region to facilitate these referral pathways such as First Point Service, HaCC, Housing ACT and Canberra Hospital.

A service user with a degenerative disorder was concerned that public housing would only be suitable short term and made the decision to no longer remain on the Housing ACT list and explore more suitable options. The ACHA worker assisted the service user to view several nursing homes. After applications were lodged with five homes a vacancy at one that was suitable came available and was accepted. The ACHA worker then assisted with paperwork and support during the transitional period. Ongoing visits for a period of time continued and the person's expectations were met and greatly appreciated.

I really enjoy working with Woden Community Service. I have found all the employees and volunteers willing to deliver high quality support to each other and people using the services.

Muataza Alwali
Service Manager

VOLUNTEER COORDINATION

Funded by the Department of Health

The Volunteering service works with WCS services and the community to meet identified service gaps and aims to provide opportunities for members of the community to contribute and make a real difference to the Woden Valley community.

Jennifer who volunteers as a facilitator to a Mental Health Art group and helps run one of WCS senior social group described her volunteer work as being:

"the best thing I have ever done, the volunteer work I do has been a huge confidence builder, and it feels so good and rewarding to be able to give something back to my community."

The WCS team of volunteers play a major role in improving the lives of people in the community who may be vulnerable and at risk of experiencing social isolation.

An example of a new volunteering venture during the past year is the development and implementation of a child friendly conversation class at Hughes Primary School, a multicultural school with students from over 50 different countries. It is home to the Southside Introductory English Centre (IEC) that provides an introductory English language Intensive Course for students with limited English.

The school identified the need for an English conversation group to build English speaking skills and better communication with parents as well as building friendships and social support within the school community. It was the school's vision for the English Conversation Group to support the school's purpose of:

'We promote respect and celebrate our unique multicultural diversity and sense of belonging to our community'.

Learning

Feedback on this group has included:

- Kate Smith the Principal from Hughes Primary School describes the ESL conversation class as being "A stunningly fabulous program which I hope will continue for ever more".
- Parents participating in the group agreed that they have enjoyed the classes, they have made some great friends and it has helped not just improving their English skills but in connecting with other school families. One mother attending the class described how isolated she felt when she first came to Australia with being so far from her friends and family. The conversation class made a difference in her life, being able to learn English has made her more confident. She values the friendships and appreciates the kind friendly volunteer tutors running the class each week who have made her feel so welcome.
- Jo Murphy member of the P&C at Hughes Primary School commented about how it is so much more than just a English conversation class. "As a parent group we are thrilled to see the take up for this program from our international community and the impacts of friendships being built, a community of mutual support being developed and the wonderful ripple effects of parents who feel more confident about belong in the school community and able to support their child's education."

Hughes ESL Class Photo



The Home and Community Care Volunteer Team

The WCS Home and Community Care (HaCC) team of over 20 volunteers won the Volunteer of the Year Award for the Community Service Team category at the Volunteering ACT Awards evening. This seasoned team of volunteers, have supported the HaCC program for well over 20 years by assisting transport service users to appointments, run social events, shopping assistance and providing companion visiting to people who are socially isolated.

As the Volunteer Coordinator I am very moved by the amount of respect the HaCC volunteer team have for the senior members they support within the community. Team members are always reporting to me how much they enjoy hearing the stories from people's lives and how much they value their volunteer position because of the wealth of knowledge and stories that comes with developing these relationships between the service users and volunteers.

One person described a volunteer driver as being *'very nice, very helpful and caring to everyone.'*

Emma Dryden
Volunteer Coordinator

Hughes ESL
Volunteer
Teacher



Volunteer
help with the
BBQ



Award
Winning
WCS
Volunteers



SETTLEMENT GRANTS PROGRAM

Funded by Department of Social Services

Woden Community Service (WCS) continues to deliver the Settlement Grants Program (SGP) to refugees, migrants and humanitarian visa holders who have resided in Australia between six months and five years. While funded to deliver the service to the Southside of Canberra the service assists people from all over the ACT, particularly those for whom Arabic is their first language.

The broad ranging assistance provided through the Settlement Grants Program seeks to assist people to settle in Australia, become familiar with the social service system and develop an understanding of Australian culture. Much of the one on one work is focused on addressing issues such as housing and employment, however also includes legal, education and health information. Some of this work is delivered through public forums where guest speakers provide information on specific areas of the social service system, such as income support and family assistance, Australian laws, accessing the health system and educational services for children.

The majority of people accessing SGP are from Iraq, Iran, Afghanistan and Sudan, however people from other nations also seek assistance from the service. Each year people assisted through the service come together on Clean Up Australia Day to contribute to the community that has offered them settlement. The day is sponsored by a former service user who has landed on his feet since arriving in Australia and wants to give something back and demonstrate to other people what opportunities are available in the Australian community.

WODEN FESTIVAL

The Woden Valley Festival (WVF) is a community festival celebrating the diverse, inclusive, and active nature of the Woden Valley community.

WVF is created and managed by Woden Community Service Inc (WCS) and engages community organisations, businesses, and people within the community to participate and support the festival.

The festival, now in its sixth year, has been growing steadily and has become an event of high interest on the Canberra calendar. Evidence of this comes in the form of increased media attention, continued growth in event attendance, and increased numbers of requests for participation. 2013's festival consisted of:

- 11 events
- Four competitions
- Over 200 performers and active participants
- Six venues throughout Woden Valley
- Approximately 8,000 people attending festival events
- Several art projects including an online gallery of local graffiti art
- Engagement and partnership with a variety of local community organisations

Feedback from the public was overwhelmingly positive and indicates that WCS is producing a festival in-line with the local community's wants.

2013 also saw a close relationship with Warehouse Circus festival, Circus for Life, which joined the Woden Valley Festival as a fringe component. This relationship saw the sharing of events and promotion.



A big thank you to our sponsors

Woden Community Service Inc

ACT Government

Canberra Institute of Technology (CIT)

Capital Health Centre of Traditional Chinese
Medicine

ActewAGL

Tradies Club Woden

Bendigo Community Bank

Just Clowning Around

Ray White Canberra

Blackhawk Logistics

The Warehouse Circus



MENTAL HEALTH, YOUTH AND FAMILIES

MENTAL HEALTH SERVICES

It has been a creative and dynamic year for WCS mental health programs with continued expansion and development of services across Canberra and in the Woden and Weston Creek region. Targeted peer groups and activities have focused on young people and utilised the *Peerzone*, *PATH* and *Ending Self-Stigma* frameworks. Joining with the Day to Day Living Programs through the Philosophy group and weekly mindfulness and art groups provide rich and welcoming spaces that continue to inspire recovery for those who attend.

A dedicated employment role has been a wonderful resource for people transitioning to employment. The sub-acute, short term Transition to Recovery Program, longer term Personal Helpers and Mentors Program and care co-ordination provided by the Partners in Recovery Program are foundation programs that together connect people with community supports, clinical services, employment and passions and dreams.

Personal Helpers and Mentors Service (PHaMs)

Funded by: Department of Social Services (DSS)

The Personal Helpers and Mentors (PHaMs) service supports people whose ability to manage daily activities and to live independently in the community is seriously impacted as a result of a severe mental illness. As well as working individually with people we have established several groups in response to identified needs in the community.

During the past year we have undertaken several exciting new initiatives. In conjunction with our WCS Volunteer Coordinator we have established an Art Group and in collaboration with Belconnen Community Service we have established a 'Healthy Cooking on a Budget' group. Both have regular attendance and we are seeing some very creative art work.

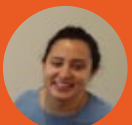
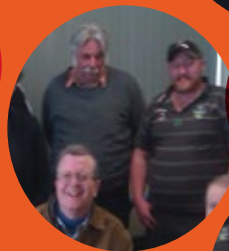
The Philosophy Group which is held fortnightly on Fridays is one of our longer running groups, having been established several years ago and as you can see in the photograph has a strong membership. This has been a successful collaboration between Belconnen Community Service and Woden Community Service.



WCS
Mental
Health
Team



Philosophy
Group



Art Group

PHaMs WCS recently started a weekly Youth and Wellbeing group for young people (16 - 24) with mental health issues due to an increased number of referrals from Child and Adolescent Mental Health Services. In the group we ran sessions to raise awareness of recovery and knowledge of self-stigma and also facilitated a program to address the important issue of self-disclosure of a mental illness.

This program, Coming Out Proud, is a three session intervention created by Professor Patrick W. Corrigan through the National Consortium on Stigma and Empowerment in Chicago. The young people have been engaged and have formed a cohesive and supportive network with each other which is important particularly as several of the participants have severe mental health issues and have been difficult to engage. Their confidence has increased and they have started to engage with community activities and education.

Some of the feedback we have received recently includes:

"I do not believe that I could have achieved any of the progress made without the support of PHaMs."

"... when I am struggling with my mental health I really appreciated the ongoing support (and professionalism) of PHaMs"

"PHaMs provided me with a trustworthy and patient caseworker and showed me the right direction toward recovery".

We look forward to the continuation of these groups in the coming year and supporting people in our community.

Louise Kearins
Service Manager

Transition to Recovery (TRec): Step Up Step Down Mental Health Outreach

Funded by ACT and Commonwealth Governments

Enter the good ship TRec! : a 12 week mental health program that provides a seven day a week outreach service for people in transition either leaving hospital following psychiatric care or needing support to avoid going to hospital.

Participants board up one gang plank via referral and assessment, and disembark at journey's end via another gang plank of referral and discharge.



During their time in TRec, we try to skill people in the art of sailing their own 'life' boat. Sails need to be trimmed, navigation courses need to be set, rough water and bad weather need to be avoided or navigated around, shallow water needs to be taken into consideration. The accommodation quarters need to be cleaned and daily meals prepared. There are a lot of 'everyday tasks' to manning and running a sailing ship. It takes team work.

Many people coming on board need to develop their skills of sailing their own 'life' boat, by watching, learning, mentoring and coaching from staff. People learn these skills whilst in the safety of a large ship that is TRec, with the supplies provided by community (not just food and water but also tools and connections) within the security and safety provided by TRec workers and their own communities of support.

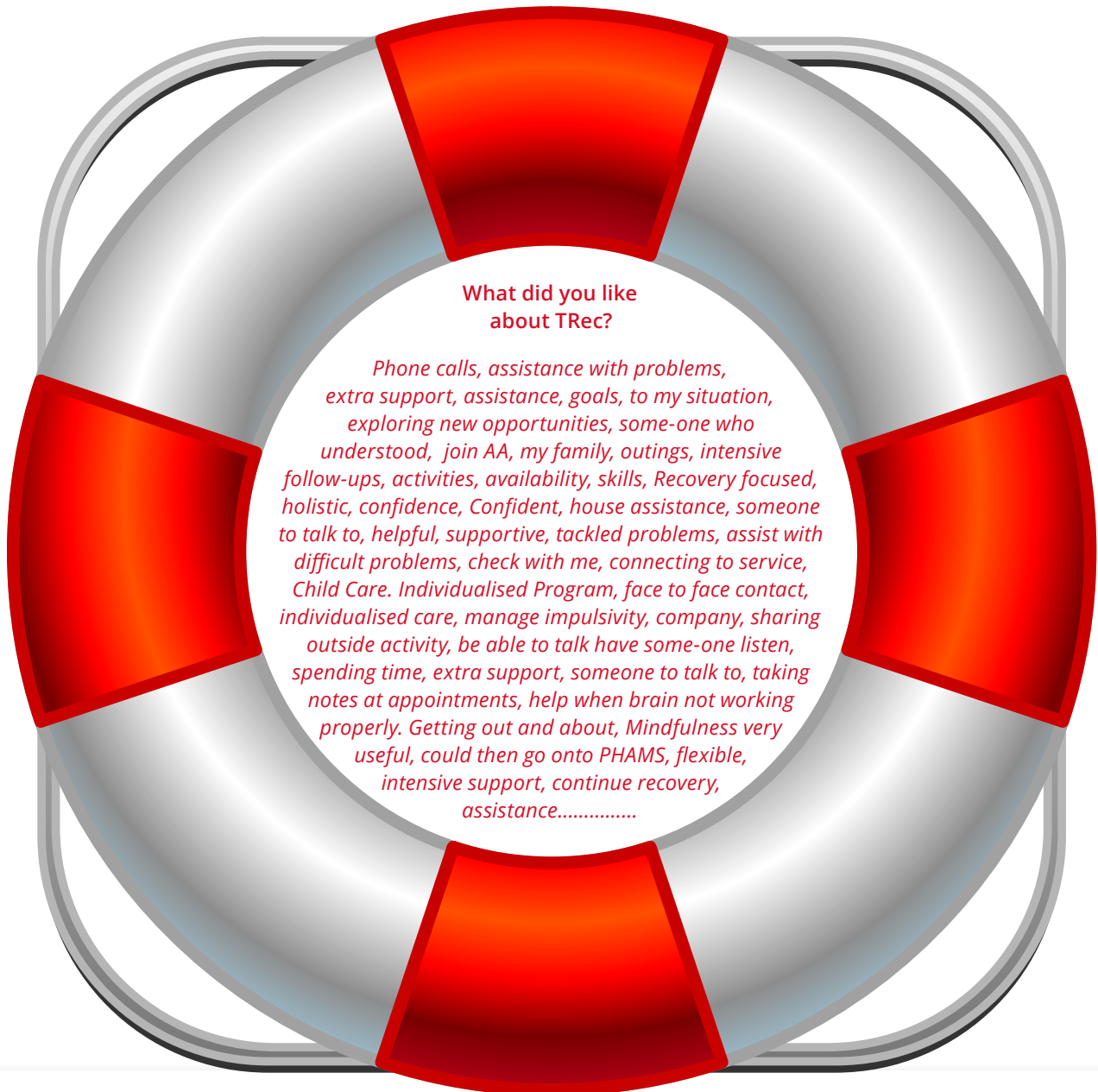
At journey's end (end of the TRec voyage) it is hoped that each individual will be better equipped to man/woman their own sailing 'life' boat so that they can set their own Recovery destinations, plot their own courses, sail on their own Recovery journeys to their own destinations. Sometimes this might be in a small one person boat on their own, or it might be a 'family' sized boat with family along for the ride, or they might have found new friends that want to sail with them for a while in a two person boat or in a group boat.

This is what we hope for TRec participants.

How do we know if we have achieved this? Did the journey in TRec achieve this or achieve anything at all, other than a 'pleasant trip'?

Before people walk down the gang plank of disembarkation, they are given the opportunity to write something about their TRec experiences. You could think of this as the TRec ship having a graffiti wall or board near the door where people disembark and where people write their comments. People can leave their comments for staff and for any other participants who might be future travellers in TRec to see.

Here is some of that 'graffiti' / feedback.



What did you achieve in TRec?

Community Connections..... Community integration, involved, commitment to community, Library, Lawn bowls, my club, social / recreational, walking group, attend many programs regarding my life, women's group, swimming group, community appointments...

Health and wellbeing..... Healthy eating, health, stress less, control anger, control aggression, control sadness, debrief re family woes, personal goals, stopped drinking, joined AA....

Practical ...Road rules, coffee at coffee shops, assignments, forms, Centrelink, housing, school, new plans, Salvos loan, chair, shelf, work related objectives, voluntary work, temporary work, support, job agency, can do shopping on own, cooking skills....

Personal.....Self-confidence, less overwhelmed, regaining a normal routine, more new friends, other workers I can call friends, made new friends, friendships, reduced isolation, feel able, feel confident, regained my confidence, received help.....

Partners In Recovery (PIR)

Funded by: Department of Health and Ageing (DoHA)

PIR is an exciting addition to the range of programs provided at WCS and a great linking point for people completing the Transition to Recovery and the Personal Helpers and Mentors Programs.

In August 2013 Woden Community Service (WCS) joined Medicare Local and five other community service organisations to connect people in Canberra with enduring mental health concerns with the services they need through the Partners in Recovery Program (PIR). The program aims to support Canberrans to develop their own plans for sustained recovery, and to facilitate access to local services and supports.

The program is an Australia-wide initiative, funded by the Australian Government with the ultimate aim of improving the system response and outcomes for people with complex needs.

WCS employs two of 10 Support Facilitators across Canberra who deliver this service. These staff - Sera Yimam (March 2014), Joby George and Anne Corver - link people to all kinds of services as well as WCS's existing mental health programs. They have provided support to 40 people during this time and the care co-ordination makes a big difference. It also includes access to brokerage funding to assist meeting immediate needs that are not otherwise available.

This is another example of WCS's collaboration with other mental health community providers across Canberra and a needed resource in the sector.

CHILD, YOUTH AND FAMILY SERVICES

South Weston Consortium

*Funded by ACT Government's
Community Services Directorate*


The Child, Youth and Family Services (CYFS) program provides a range of services to support the most vulnerable children, young people and families in the community. The services provided are Network Coordination, CYFS Gateway, Case Management and Youth Engagement and is run in consortium with Anglicare, Southside Community Services and Woden Community Service.

In the past 12 months, the program has continued to experience extensive change. The major changes were the restructure of the program with the separation of Case Management and Youth Engagement workers into separate teams each with a dedicated team leader. This has increased the capacity of the program and ensures that high quality services are being provided in both programs.

Network Coordination

Regional Network Coordinators work closely with the Child, Youth and Family Services teams and the Central Intake Service to facilitate referrals, build partnerships and collaborative practice across ACT Government and community sectors.

A focus of the past 12 months was the establishment of professional networks for frontline youth workers and case managers in the CYFS program. This has seen the development of the Youth Workers frontline forum which has developed strong collaborative relationships among the youth engagement workers across the ACT. The establishment of this network has led to joint school holiday programs and excursions, pool comps and there is discussion about staff rotating through the different youth programs as professional development opportunities. Through this meeting the youth engagement teams have been able to better utilise their resources, develop professionally as a strong team and therefore provide more opportunities for young people across the ACT.



An ACT-wide case manager's meeting was also established this year which has increased the collaboration and joined up work of the CYFS case management teams across the ACT. These meetings focus on professional development, improving networks and reflective practice for workers which has led to formal professional development being provided to frontline workers and higher quality programs across the ACT.

Child, Youth and Family Gateway

The Child, Youth and Family Gateway is run in partnership with Barnardos, Belconnen Community Service and YWCA Canberra and assists vulnerable members in the community by connecting them promptly with relevant support services. It is also a valuable source of information for anyone in the community who needs support, but doesn't know where to go or how to start.

This year the program has co-located with ACT Care and Protection Services to ensure that there is a smooth transition of referrals out of the Care and Protection system. The program continues to provide a high quality service and this is evidenced by the number of success stories that have emerged from the program throughout the previous 12 months.

Mary** called into the Gateway venting her frustration at the amount of time that her family had been waiting for housing. The family has seven children, a number of them with disabilities, called desperately for support and stated that they had no idea where to go. The Gateway supported the family by following up with the status of their housing application and making referrals to the West Belconnen Child and Family Centre and the Supportive Tenancy Service. Two months later, Mary** called the Gateway again to thank the WCS staff member for the support that they were able to provide. The family had just moved into a six bedroom property and were thrilled with the change this had made in their lives.

Jenny** called the Gateway saying that she was feeling overwhelmed and didn't know what to do. She has three sons all with autism and had recently had contact with Care and Protection Services. Jenny** needed extra support in the home to care for her three children. Gateway staff spent a lot of time with Jenny going through the family's exact circumstances and which services were already involved. Throughout this process it was identified that there were already a number of services involved that could support the family, in particular a home respite service.

When Gateway spoke to Jenny** about having some extra time with the respite service she said that she had been told that it was not possible. That day the Gateway staff called the respite service and went through the family's circumstances. The service agreed to increase the number of hours of support starting the following week and was willing to provide some additional services. When the family was contacted one month later Jenny** expressed a huge amount of gratitude to the Gateway staff saying that everything had 'fallen into place and is finally working'.

*** all names have been changed*

Case Management

The 2013-14 year saw the implementation of the plan to separate the programs into Case Management and Youth Engagement. These changes not only involved specialising the program and also saw the introduction of the Consortium Operational Group (COG) as well as the hiring of the two separate Team Leaders to lead the teams.

As part of the process to strengthen the South Weston Consortium (SWC) each agency took carriage for the delivery of an aspect of the program. Woden Community Service (WCS) focusing on Network Co-ordination and Gateway Engagement; Anglicare focusing on Youth Engagement and Southside Community Services (SCS) focusing on Case Management. This process draws on the strength of each individual agency and allows, with oversight from the COG and the Governance Group, each agency to concentrate on delivery of the service.

Since the implementation of the new delivery for the program the Case Management Team (CMT) has been able to assist 71 families. This specialisation of service delivery has meant that the team has been able to increase its capacity to provide support to people. The increase in capacity has translated into the CMT working outside of our contracted area to provide support to other areas of Canberra that otherwise may have seen families and young people either experience significant delays or not receive service.

With the strengthening of the ties between the Youth Engagement Team (YET) and the Gateway the CMT has been able to draw on the expertise of the other teams to provide a more holistic approach to our service delivery as well as support the other teams in their delivery. This has been encouraged by the All of Team Meetings where staff of all the streams of service delivery meet to discuss updates and explore areas where they could work together.

With this new delivery model, combined with greater resourcing from each agency, has seen the CMT grow and move from strength to strength which has been reflected in the overall in the South Weston Consortium.

Case Study

Irene* moved to Canberra in at the beginning of the year after a breakdown in her relationship with her partner. A single mother, suffering with a chronic heart condition, she moved in with her sister and niece while trying to find accommodation. A combination of overcrowding in the two bedroom house, a 10 year age difference between the cousins and the fact that Irene was sleeping on the couch often proved stressful and was exacerbating her health issues.

With the support of the Case Management Team Irene was able to gather the necessary documentation to apply for community housing. However there was some confusion with housing placing her firstly on the Standard Waiting list and approving her for a three bedroom house that Irene would not have been able to maintain due to her health and caring duties. The Case Manager contacted housing on Irene's behalf and advocated for her.

Irene has expressed that she would not have been able to do this without the support she has received given how stressful the situation has been and the impact that this has had on her health. The end result has been that within five months of engaging with the Case Management Team Irene was appropriately housed, within a short drive for her sister and supports.

** Name and details have been changed*

Rolf Bachmann
Case Manager Team Leader, Southside Community Services

Youth Engagement

The last 12 months has seen a lot of activity for the Youth Engagement Team (YET) based at the Woden Youth Centre. YET is a consortium of Woden Community Service, Anglicare ACT and Southside Community Services and is funded under the Child, Youth and Family Support Program from the Community Services Directorate.

The Youth Engagement Team is staffed by three Youth Workers and a Team Leader whose role is to support vulnerable young people (12-25) in the Woden/Weston and South Canberra region.

Some of the activities that YET have facilitated for young people include:

Holiday Programs which have included trips to the coast, trips to the snow, movie days, pool competitions, bowling, ADFA ropes course, caving trip to Yarangabilly Caves.

Drop In (A safe place for young people to hang out, relax, play pool and chat with Youth Workers): YET have staffed 84 Drop In days in the last 12 months which attracts on average 15-20 young people a day. We have extended the Drop In days from two days a week last year to four days a week.

Band Nights: Band nights operate one night a month at the Youth Centre. Band nights are an opportunity for young up and coming bands to play in front of an audience. On average band nights are attracting between 50-100 young people to come and watch the acts.

Smells Like Centenary Spirit and Lift Off: Are both ACT-wide band competitions for young people. The Youth Centre partnered with Music ACT for the Smells Like Centenary Spirit Band Comp, and a Wild Card entry from the Woden Youth Centre Lift Off Band Comp into the Smells Like Centenary Spirit competition.

National Youth Week: YET hosted a Stall at the National Youth Week Launch in Civic as well as hosting a sports afternoon in Eddison Park and a band night at the Youth Centre.

Harmony Day: YET partnered with the Woden Community Development Team to supply dishes from different cultural backgrounds and hosted a drumming workshop to celebrate Harmony Day.

Over the last 12 months YET have been focusing efforts into forming partnerships with different agencies who are working with young people with the aim of getting some consistency across the board when dealing with young people in the Woden/ Weston/ South Canberra region.

Some of the partnerships include:

ACT Health Drug and Alcohol Diversion Team: YET are gaining referrals from ACT Health to support young people in our region who have come of notice to the Police for drug and alcohol offences. YET Youth Workers work with the young person to identify goals and work with them to achieve their goals. ACT Health nurses also attend occasional outreach BBQ's with YET workers and provide drug and alcohol information to vulnerable young people.

ACT Policing Crime Reduction Unit (CRU): YET have formed a close working relationship with the Crime Reduction Unit to support vulnerable young people who have come to the of notice of police for any reason. YET have attended Skyfire with the CRU and worked with vulnerable young people who were drinking or participating in risk taking behaviours. YET have also attended home visits with the CRU who have identified young people who could use extra support or casework. In addition to this the CRU have come to the Drop In centre to engage with young people and try to breakdown the barriers between the young people and the police.

**Youth
Engagement
Team**
Left to Right -
Jeremy, Ryan,
Nina and Josh



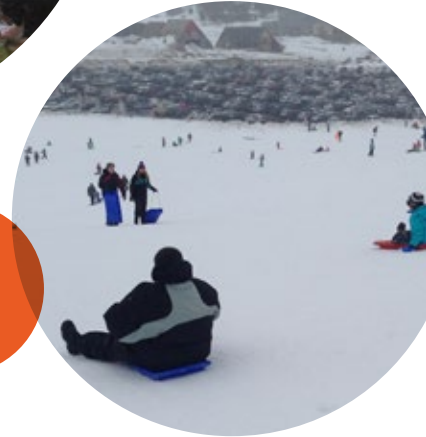
**Double Line
Minority Gig**



**Young people
who attended
ADFA over
water rope
obstacle
course**



**Snow
trip**



Woden Westfield Security: YET work with Westfield security in supporting identified young people who may be participating in anti-social behaviour in or around the Westfield shopping complex. The Head of Security has worked closely with one of the YET workers and the following was achieved for one of the young people in the local area.

*Jimmy is a young person who has been hanging out at the local mall. He has been identified by the security as being a generally nice young person but hanging out with the wrong crowd. Security identified the young person to YET worker Jeremy.

On outreach Jeremy began to engage with *Jimmy and developed a working relationship. *Jimmy identified that he would like to work but was unsure how to proceed. Jeremy spoke with the Head of Security about *Jimmy's situation. Security mentioned that they have someone who might be able to link *Jimmy in with an apprenticeship within the mall however *Jimmy would need to 'get his act together'.

Jeremy held a meeting with security and *Jimmy and discussed this potential path. *Jimmy was visibly excited and eager to take up this opportunity.

On outreach Jeremy saw *Jimmy. *Jimmy said that he had started his apprenticeship and that he had enjoyed his first shift. Jeremy is still engaged with Jimmy on a regular basis.

** all names have been changed*

Ryan Harris
Team Leader, Anglicare

Youth Connections (YC)

*Funded by the Department of Employment,
Education and Workplace Relations*

The Youth Connections (YC) program is focused on a case management model that provides a range of services to young people who are at risk of disengaging from education, have disengaged or are reengaging in education aged 12-18 years. Youth Connections provides case coordination support and activities in a manner that is flexible and responsive to the needs of the young people. Anglicare Canberra and Goulburn, subcontract Woden Community Service to deliver the Youth Connections program in the Woden and surrounding areas of Canberra.

This year, the final year of the Youth Connections program nationwide, was a very busy and constructive one for Youth Connections Woden which supported approximately 100 young people through one on one case management and groups in and out of schools.

Youth Connections Woden undertook an extensive case file audit and was required to submit various reports for the federal funding body.

Youth Connections Woden carried out the following groups:

Group Activities – Equine Therapy

The Equine Therapy Group was run in partnership with Brora Farm and its owner Sam Goesch. Students from three high schools in the Woden area were referred to participate in the five week program which aimed

to help young people who were at risk of disengaging from school. Brora Farm Equine Therapy is an inclusive program where young people learn positive skills for life through communicating, problem solving and playing with horses.

The aim of Equine Therapy is to create an environment where young people can develop and improve their interactions with others, achieve their goals and improve their lives, and experience taking on responsibility in a safe environment.

Equine Therapy gives participants the confidence needed for resilience and empowers them to believe in themselves.

It is a fact that horses will only react in a positive way when you are honest and authentic.

Equine Therapy gives young people insight to discover more acceptable ways to survive in society and think about their futures in a constructive manner.

Outcomes from the group showed amazing results. Below is an example of feedback from one of the schools that participated in the program:

"Young person #1's' adversity to smells was a big thing to overcome with the horses, he started the first week not wanting to get into the ring with them, then stood on the end of a ten foot lead as far away as possible, then touched a horse, then found his favourite horse, and then managed to sit on a horse! This is huge for 'young person #1' as he suffers from poor muscle tone and struggles to lift a foot high enough to put it on a bike pedal. So to be brave enough to face the fear of not having very good physical control and then to climb off the platform and straddle a big horse was an enormous achievement. I know this will help him to face his other fears in life with a different view to adversity, I am very proud of him for overcoming that fear."

Cheryl Styles – Melrose High Youth Worker

Youth Connections facilitated groups for both young men and women at various schools within the Woden region. Schools that were involved included Melrose High School, Stromlo High School and Alfred Deakin High School. These groups were Building Strengths based included topics such as digital identity, sexting, self-esteem, communication, alcohol and other drugs (safe partying), and mental health. The groups were co facilitated with the schools' youth workers or chaplains.

Youth Connections Woden took over facilitating a Gold Creek School group named BRO's. The aim of the group was discussing and teaching respect. The first part of the program was based at the school working through group activities and discussions about respect, while the second half was held at a gym performing kick boxing and boxing activities.

The group was a great success and Youth Connections Woden will look to incorporate this group concept in the future groups it offers schools in the Woden area.

Paul Crowe
Youth Connections Case Coordinator



Planning board



Equine therapy girl on horse



Equine therapy one

CORPORATE SERVICES

HUMAN RESOURCES

Our People

Woden Community Service's (WCS) dedicated, skilled, diverse and experienced HR employees provide high level service support to all WCS services throughout the Woden region.

Staff Support

Our employee work planning (EWP) process develops performance expectations and defines measureable key performance indicators whilst enabling feedback and support for the employee. EWPs provide an avenue for staff to set out their career goals as well as being a means for identifying and prioritising their training and professional development requirements.

The HR Team has conducted regular visits to all WCS worksites to ensure employees feel valued and connected with the wider organisation.

Orientation and Induction sessions

WCS orientation and induction procedures have been enhanced following a review of our current practices and associated reporting forms. This has streamlined our compliance processes and has facilitated our employee's integration into the wider organisation by getting a broad view of the organisation's work and the contribution that each service area makes to it.

HR and Payroll practice improvements

The monitoring of HR practices within the organisation has become a priority this year. A HR database has been introduced to ensure compliance with regard to the completion of practices such as orientation, probation, employee work planning and performance feedback. The introduction of this database has also streamlined management reporting requirements.

Processing of superannuation contributions has been enhanced through utilising the services of the superannuation clearinghouse Quicksuper.

Length of Service Recognition

The organisation continues to value and recognise employees who have contributed over 5, 10 and 20 years' service to the organisation

Workplace Gender Equity (WGE)

In line with the requirements of the Workplace Gender Equality Act (WGEA) 2012, WCS lodged its annual public report with the Workplace Gender Equality Agency in May. The ratio of male to female employees in the workplace is approximately 25% to 75% respectively. WCS has received confirmation of our compliance under the WGEA.

Reception Team

The valuable Reception Team has provided a high level of support to our service users and visitors to the organisation. The most effective outcomes for our service users are achieved through the team's ability to effectively triage and refer enquiries.

Quality Improvement

WCS is continuing to make great progress on our three year work plan as part of our ongoing commitment to meeting the Quality Improvement's Council (QIC) Health and Community Services Standards.



*Corporate
Service Team
Photo*

Networks and Partnerships

The corporate services team continue to build networks and work with our partners and advisors in the sector. These include:

- The HR Network Group for the Community Sector in the ACT
- Jobs Australia
- Australian Human Resource Institute
- HESTA Superannuation
- QBE Insurance and Marsh Insurance Brokers
- Australian Services Union

Renegotiation of Industrial Agreements:

During 2013/14 the organisation has been focussing on a new Children's Services Enterprise Agreement to support our Children's Services employees. For those employees underpinned by the SCHADS Award, WCS is working closely with Jobs Australia and the Australian Services Union in the renegotiation of the Multiple Enterprise Agreement.

HR Future Focus

Over the next 12 months, HR will adopt a more strategic approach to our work and will focus on workforce planning to meet the future needs of our changing landscape.

Diedre Hobson and Kathy Byrne Human Resources Team



INFORMATION AND COMMUNICATIONS TECHNOLOGY

Information and communications technology services within the organisation have been improved through the dedication and commitment of our IT team. Over the past 12 months the team has delivered several outcomes that have included:

- Relocation of the WCS email server to new hardware and a revamp of the configuration to reflect the new WCS structure.
- An upgrade of internet connections at a number of sites to provide a faster service and allow for future growth.
- Provision of a new office space that included a new server, computers, phone system and networking.
- An upgrade of all WCS computers to Windows 7.
- Installation of a wireless network across WCS sites providing Wi-Fi access for staff and service users.

WORK ENVIRONMENT AND SAFETY

The organisation continues its proactive approach to Health, Safety and wellbeing in the workplace. The WHS Committee monitors and conducts workplace audits and improvement plans, records injuries and near misses and contributes to the organisational risk management plan.

Other measures undertaken by the WHS committee through the year have included:

- Regular fire and evacuation training
- Manual handling
- Driver training
- Food handling
- Regular WHS training for new committee members
- Flu vaccinations
- The Walking Group
- Health and Wellbeing Workshops
- Mindfulness sessions
- Staff social opportunities and events.

*Sharon White
Office Manager*



FINANCIAL REPORT

This financial year WCS experienced a 9.2 percent growth in revenue reflecting an increase in the level of government funding as well as fees in Children's Services. WCS is aware of tough times ahead with NDIS starting in next financial year. WCS is hoping to manage the situation with the dedicated efforts already started by the Executive and Disability teams.

There was no new government funded activity commenced in the year with the exception of Partners In Recovery program funded by Medicare Local ACT. There was no change in children's service.

The net result for the year was a surplus of \$493,156 compared to surplus of \$210,444 in the previous financial year.

Review of financial position

- Operating activities resulted in a net inflow of cash \$692,037 which was \$641,624 in the previous financial year
- Capital expenditure incurred for the year was \$237,321 compared to \$324,434 in the previous financial year

- WCS has sufficient funds to maintain operations assuming appropriate program funding from ACT and Australian Governments continues in the future.
- Current Assets of the organisation are \$4,713,308 compared to current liabilities of \$2,534,674 which demonstrates a very strong liquidity position.

The organisation is growing and with this growth the management of finance would be increasingly difficult if we didn't have such a great team. I would like to thank the accounting and finance staff for their dedicated and professional support and enormous contribution during the year. The finance team remains committed to value adding and providing timely and accurate information to all parts of the organisation. We are committed to working with Chris Redmond, the Director of WCS, and the Board as a partner towards business and strategic planning.

Dipak Mehta
Finance Manager

INDEPENDENT AUDITOR'S REPORT

TO THE MEMBERS OF

WODEN COMMUNITY SERVICES INCORPORATED

We have audited the accompanying financial report of Woden Community Services Incorporated, which comprises the statement of financial position as at 30 June 2014, the statement of comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, notes comprising a summary of significant accounting policies and other explanatory information, and the statement by the Board of Management.

Board's Responsibility for the Financial Report

The Board is responsible for the preparation and fair presentation of the financial report in accordance with Australian Accounting Standards and the *Associations Incorporation Act (ACT) 1991*, and for such internal control as the Board members determine is necessary to enable the preparation of the financial report that is free from material misstatement, whether due to fraud or error.

Auditor's Responsibility

Our responsibility is to express an opinion on the financial report based on our audit. We conducted our audit in accordance with Australian Auditing Standards. Those standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance about whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial report in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the management, as well as evaluating the overall presentation of the financial report.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

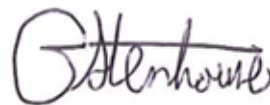
Independence

In conducting our audit, we have complied with the independence requirements of the Australian professional accounting bodies.

Opinion

In our opinion the financial report presents fairly, in all material respects, the financial position of the Woden Community Services Incorporated as at 30 June 2014 and its financial performance and cash flows for the year then ended in accordance with Australian Accounting Standards and *Associations Incorporation Act (ACT) 1991*.

RSM BIRD CAMERON



GED STENHOUSE
Director

Canberra, Australian Capital Territory

Dated: 30 July 2014

CAN WE HELP YOU? CAN YOU HELP US?

BOARD OF MANAGEMENT REPORT

Your Board of management submits the financial report of Woden Community Service Inc. for the financial year ended on 30 June 2014.

BOARD OF MANAGEMENT

The names of the board of management through out the year and at the date of this report are:

Helen Scully	President
Christopher Wood	Treasurer
Chandalala Mambwe	Secretary/ Public Officer
Martin Devine	Member
Libby Cremen	Member
Chris Flaherty	Member
Chris Healy	Member
David Menzel	Member – resigned 29 May 2014
Marie Luise Persson	Member
Michele Abel	Member
Bhavana Kaul	Member

PRINCIPAL ACTIVITIES

The principal activities of the organisation during the financial year were:

To encourage and develop a coordinated range of community based services of a benevolent nature and to utilise the resources of the community to meet the needs of others.

can we help you? can you help us?


SIGNIFICANT CHANGES

No significant changes have taken place during this financial year.

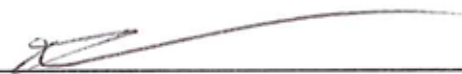
OPERATING RESULT

The surplus from the ordinary activities amounted to \$493,156 (2013: \$210,444).

Signed in accordance with a resolution of the members of the Board.



(Helen Scully- President)



(Christopher Wood – Treasurer)

Dated this 28 day of July 2014



CAN WE HELP YOU? CAN YOU HELP US?


BOARD OF MANAGEMENT'S DECLARATION

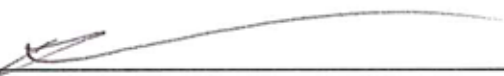
The Board members declare that:

- a) In the Board members' opinion, there are reasonable grounds to believe that the association will be able to pay its debts as and when they become due and payable.
- b) In the Board members' opinion, the attached financial statements and notes thereto are in accordance with the Associations Incorporations Act (ACT) 1991 including compliance with accounting standards and giving a true and fair view of the financial position as at 30 June 2014 and performance of the organization for the year ended on that date.

Signed in accordance with a resolution of the Board members.

On behalf of the Board members:


Helen Scully- President


Christopher Wood – Treasurer

Dated this 28 day of July 2014

Woden Community Service Inc.
Financial Report for the Year Ended 30 June 2014

STATEMENT OF COMPREHENSIVE INCOME FOR THE YEAR ENDED 30 JUNE 2014

	Note	2014 \$	2013 \$
Revenue	3	13,304,116	12,182,765
Employee benefits expense		(9,441,633)	(8,832,229)
Depreciation and amortisation expense	4	(193,997)	(214,233)
Other expenses	4	(3,175,330)	(2,925,859)
Current year surplus before income tax		493,156	210,444
Income tax expense		-	-
Net current year surplus		493,156	210,444
Other comprehensive income after income tax:			
Net (loss)/gain on revaluation of financial assets		-	-
Other comprehensive income for the year, net of tax		-	-
Total comprehensive income for the year		493,156	210,444

The accompanying notes form part of this financial report

Woden Community Service Inc.

STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2014

	NOTE	2014 \$	2013 \$
ASSETS			
<u>CURRENT ASSETS</u>			
Cash and cash equivalents	5	1,804,831	1,440,655
Investments	5	2,505,057	2,395,082
Receivables	6	172,291	215,129
Other assets	7	231,129	155,370
TOTAL CURRENT ASSETS		4,713,308	4,206,236
<u>NON CURRENT ASSETS</u>			
Property, Plant, Equipment and Vehicles	8	803,318	774,703
TOTAL NON-CURRENT ASSETS		803,318	774,703
TOTAL ASSETS		5,516,626	4,980,939
LIABILITIES			
<u>CURRENT LIABILITIES</u>			
Payables	9	1,603,108	1,311,597
Other Payables	9	622,234	832,149
Provisions	10	309,332	331,299
TOTAL CURRENT LIABILITIES		2,534,674	2,475,045
<u>NON CURRENT LIABILITIES</u>			
Provisions	10	1,229	18,327
TOTAL NON-CURRENT LIABILITIES		1,229	18,327
TOTAL LIABILITIES		2,535,903	2,493,372
NET ASSETS		2,980,723	2,487,567
<u>EQUITY</u>			
Retained Surplus		2,864,055	2,335,899
Reserve		116,668	151,668
TOTAL EQUITY		2,980,723	2,487,567

The accompanying notes form part of this financial report

Woden Community Service Inc.

STATEMENT OF CHANGES IN EQUITY FOR THE YEAR ENDED 30 JUNE 2014

Note	Retained Earnings \$	General Reserve \$	Reserve for Vehicles \$	Total \$
Balance at 1 July 2012	<u>2,125,455</u>	<u>116,668</u>	<u>35,000</u>	<u>2,277,123</u>
Comprehensive income				
Net Surplus/(Deficit) for the year	210,444	-	-	210,444
Other comprehensive income for the year	-	-	-	-
Total comprehensive income	<u>210,444</u>	<u>-</u>	<u>-</u>	<u>210,444</u>
Balance at 30 June 2013	<u>2,335,899</u>	<u>116,668</u>	<u>35,000</u>	<u>2,487,567</u>
Balance as at 1 July 2013	<u>2,335,899</u>	<u>116,668</u>	<u>35,000</u>	<u>2,487,567</u>
Comprehensive income				
Net Surplus/(Deficit) for the year	493,156	-	-	493,156
Reversal of Vehicle Reserve	35,000		(35,000)	-
Other comprehensive income for the year	-	-	-	-
Total comprehensive income	<u>528,156</u>	<u>-</u>	<u>(35,000)</u>	<u>493,156</u>
Balance at 30 June 2014	<u>2,864,055</u>	<u>116,668</u>	<u>-</u>	<u>2,980,723</u>

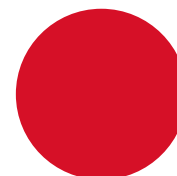
The accompanying notes form part of this financial report

Woden Community Service Inc.

STATEMENT OF CASH FLOW FOR THE YEAR ENDED 30 JUNE 2014

	Note	2014 \$	2013 \$
CASH FLOWS FROM OPERATING ACTIVITIES			
Receipts from Fees		5,795,671	5,343,186
Receipts from Other Services		1,072,208	828,245
Payments to Suppliers and Employees		(12,441,529)	(11,561,170)
Interest Received		149,942	154,741
Operating Grants Receipts		6,115,745	5,875,891
Inventory		-	731
Net Cash Provided from Operating Activities	16b	692,037	641,624
CASH FLOWS FROM INVESTING ACTIVITIES			
Fixed assets purchases		(237,321)	(324,434)
Proceeds from sale of fixed assets		18,182	129,241
Proceeds from long term deposit		-	-
Purchase long term deposit		(108,722)	(1,120,149)
Net Cash Used in Investing Activities		(327,861)	(1,315,342)
Net Increase in Cash Held		364,176	(673,718)
Cash Held at Beginning of the Financial year		1,440,655	2,114,373
Cash Held at the End of the Financial year	16a	1,804,831	1,440,655

The accompanying notes form part of this financial report.



Woden Community Service Inc.

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2014

NOTE 1: SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

This financial report is a general purpose financial report that has been prepared in accordance with the Australian Accounting Standards, Australian Accounting Interpretations, other authoritative pronouncements of the Australian Accounting Standards Board and the requirements of the Associations Incorporation Act (ACT) 1991. The association is a not-for-profit entity for financial reporting purposes under Australian Accounting Standards.

Australian Accounting Standards set out accounting policies that the AASB has concluded would result in a financial report containing relevant and reliable information about transactions, events and conditions to which they apply. Material accounting policies adopted in the preparation of this financial report are presented below and have been consistently applied unless stated otherwise.

The financial statements, except for the cash flow information, have been prepared on an accruals basis and are based on historical costs, modified, where applicable, by the measurement at fair value of selected non-current assets, financial assets and financial liabilities. The amounts presented in the financial statements have been rounded to the nearest dollar.

Accounting Policies

(a) Income Tax

No provision for income tax is made against any surpluses as Woden Community Service Inc. is exempt from tax under subdivision 50-5 of the Income Tax Assessment Act, 1997.

(b) Property, Plant and Equipment

Each class of the property, motor vehicles and equipment is carried at cost or fair market value as indicated, less, where applicable, any accumulated depreciation and impairment losses.

Depreciation

The depreciable amount of all fixed assets, including building improvements and capitalised leased assets, is depreciated on a straight line basis over the asset's useful life commencing from the time the asset is held ready for use. Leasehold improvements are depreciated over the shorter of either the unexpired period of the lease or the estimated useful lives of the improvements.

Estimated useful life for each class of depreciable assets is:

Building Improvement	10 Years
Equipments	5 Years
Motor Vehicles- Vans & Buses	5 Years
Motor Vehicles- Cars	3 Years
Computer Equipment	3 Years

An asset's carrying amount is written down immediately to its recoverable amount if the asset's carrying amount is greater than its estimated recoverable amount. Gains and losses on disposals are determined by comparing proceeds with the carrying amount. These gains and losses are included in the income statement.

Woden Community Service Inc.

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2014

NOTE 1: SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES Contd...

(c) Borrowing Costs

Borrowing costs directly attributable to the acquisition, construction or production of assets that necessarily take a substantial period of time to prepare for their intended use or sale, are added to the cost of those assets, until such time as the assets are substantially ready for their intended use or sale.

All other borrowing costs are recognised in the income statement in the period in which they are incurred.

(d) Leases

Leases of fixed assets where substantially all the risks and benefits incidental to the ownership of the asset, but not the legal ownership, are transferred to Woden Community Service Inc. are classified as finance leases.

Finance leases are capitalized by recording an asset and liability at the lower of the amount equal to the fair value of the leased property or the present value of the minimum lease payments, including any guaranteed residual values. Lease payments are allocated between the reduction of the lease liability and the lease interest expense for the period. Leased assets are depreciated on a straight line basis over their estimated useful lives where it is likely that Woden Community Service Inc. will obtain ownership of the asset or ownership over the term of the lease.

Lease payments for operating leases, where substantially all the risks and benefits remain with the owner of the equipment, are charged as expenses in the period in which they are incurred.

(e) Financial Instruments

Recognition and Initial Measurement

Financial instruments, incorporating financial assets and financial liabilities, are recognised when the entity becomes a party to the contractual provisions of the instrument.

Trade date accounting is adopted for financial assets that are delivered within timeframes established by marketplace convention.

Financial instruments are initially at fair value plus transactions costs where the instrument is not classified at fair value through profit or loss. Transaction costs related to instruments classified as at fair value through profit or loss are expensed to profit or loss immediately. Financial instruments are classified and measured as set out below.

Woden Community Service Inc.

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2014

NOTE 1: SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES Contd...

Derecognition

Financial assets are derecognised where the contractual rights to receipt of cash flows expires or the asset is transferred to another party whereby Woden Community Service Inc. no longer has any significant continuing involvement in the risks and benefits associated with the asset. Financial liabilities are derecognised where the related obligations are either discharged, cancelled or expire. The difference between carrying value of the financial liability extinguished or transferred to another party and the fair value of consideration paid, including the transfer of non-cash assets or liabilities assumed is recognised in comprehensive income statement.

Classification and Subsequent Measurement

I. Financial assets at fair value through profit or loss

Financial assets are classified at fair value through profit or loss when they are held for trading purpose of short term profit taking, where they are derivatives not held for hedging purposes, or designated as such to avoid an accounting mismatch or to enable performance evaluation where a group of financial assets is managed by key management personnel on a fair value basis in accordance with a documented risk management or investment strategy. Realised and unrealised gains and losses arising from the changes in fair value are included in profit or loss in the period in which they arise.

II. Loans and Receivables

Loans and receivables are non-derivative financial assets with fixed or determinable payments that are not quoted in an active market and are subsequently measured at amortised cost using the effective interest rate method.

III. Held-to-maturity investments

Held-to-maturity investments are non-derivative financial assets that have fixed maturities and fixed or determinable payments, and it is Woden Community Service Inc.'s intention to hold these investments to maturity. They are subsequently measured at amortised cost using the effective interest rate method.

IV. Available-for-sale financial assets

Available-for-sale financial assets are non-derivative assets that are either designated as such or that are not classified in any of the other categories. They comprise investments in the equity of other entities where there is neither a fixed maturity nor fixed or determinable payments.

V. Financial Liabilities

Non-derivative financial liabilities (excluding financial guarantees) are subsequently measured at amortised cost using the effective interest rate method.

VI. Fair Value

Fair value is determined based on current bid prices for all quoted investments. Valuation techniques are applied to determine the fair value for all unlisted securities, including recent arm's length transactions, reference to similar instruments and option pricing models.

VII. Impairment

At each reporting date, the entity assesses whether there is any objective evidence that a financial instrument has been impaired. In the case of available-for-sale financial instruments a prolonged decline in the value of the instrument is considered to determine whether impairment has arisen. Impairment losses are recognised in the Comprehensive Income Statement.

Woden Community Service Inc.

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2014

NOTE 1: SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES Contd...

(f) Cash and Cash Equivalents

For the purposes of the Statement of Cash Flows, cash includes cash on hand, at banks and on deposit.

(g) Revenue

Revenue from the rendering of a service is recognised upon the delivery of the service to the customers. Interest revenue is recognised on accruals basis taking into account the interest rates applicable to the financial assets.

Grant income is recognised only when it is attributable to the current financial year. Grant income relating to periods beyond the current financial year is shown in the balance sheet as Grants received in advance under the heading of payables.

Interest revenue is recognised using the effective interest rate method.

All revenue is stated net of the amount of goods and service tax (GST).

(h) Goods and Service Tax (GST)

Revenues, expenses and assets are recognised net of the amount of GST, except where the amount of GST incurred is not recoverable from the Australian Tax Office. In these circumstances the GST is recognised as part of the cost of acquisition of the asset or as part of an item of the expense.

Receivables and payables in the balance sheet are shown inclusive of GST.

(i) Impairment of Assets

At each reporting date, the Organisation reviews the carrying value of its tangible assets to determine whether there is any indication that those assets have been impaired. If such an indication exists, the recoverable amount of the asset, being the higher of the asset's fair value less costs to sell and value in use, is compared to the asset's carrying value. Any excess of the asset's carrying value over its recoverable amount is expensed to the income statement.

(j) Critical Accounting Estimates

The Organisation evaluates estimates and judgments incorporated into the financial statements based on historical knowledge and best available current information. Estimates assume a reasonable expectation of future events and are based on current trends and economic data, obtained both externally and within the organisation. No accounting assumptions or estimates have been identified that have a significant risk of causing a material adjustment to carrying amounts of assets and liabilities within the next accounting period.

(k) Comparative Figures

When required by Accounting Standards, comparative figures have been adjusted to conform to changes in presentation for the current financial year.

Woden Community Service Inc.

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2014

NOTE 1: SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES Contd...

(I) New and Amended Accounting Policies Adopted by the Association

Employee benefits

The organisation adopted AASB 119: Employee Benefits (September 2011) and AASB 2011–10: Amendments to Australian Accounting Standards arising from AASB 119 (September 2011) from the mandatory application date of 1 January 2013. The organisation has applied these Standards retrospectively in accordance with AASB 108 and the transitional provisions in AASB 119 (September 2011).

For the purpose of measurement, AASB 119 (September 2011) defines obligations for short-term employee benefits as obligations expected to be settled wholly before 12 months after the end of the annual reporting period in which the employees render the related services. In accordance with AASB 119 (September 2011), provisions for short-term employee benefits are measured at the (undiscounted) amounts expected to be paid to employees when the obligation is settled. Provisions that do not meet the criteria for classification as short-term employee benefits (ie other long-term employee benefits) are measured at the present value of the expected future payments to be made to employees. Previously, the organisation had separated provisions for benefits with similar characteristics, such as annual leave and sick leave, into short- and long-term portions, and applied the relevant measurement approach under AASB 119 to the respective portions.

The organisation does not expect that all of its employees would use all their annual leave entitlements earned during a reporting period within 12 months after the end of the reporting period. The impact of the adoption of AASB 119 (September 2011) has been considered in the preparation of the financial statements but does not have a material impact on the amounts recognised in respect of the organisation's employee provisions. Note also that adoption of AASB 119 (September 2011) did not impact the classification of leave entitlements between current and non-current liabilities in the organisation's financial statements.

AASB 119 (September 2011) also introduced changes to the recognition and measurement requirements applicable to termination benefits and defined benefit plans. The organisation did not have any of these types of obligations in the current or previous reporting period, therefore these changes did not impact the organisation's financial statements.

Fair value measurement

The organisation has applied AASB 13: Fair Value Measurement, and the relevant consequential amendments arising from the related Amending Standards, prospectively from the mandatory application date of 1 January 2013 in accordance with AASB 108 and the specific transitional requirements in AASB 13.

No material adjustments to the carrying amounts of any of the organisation's assets or liabilities were required as a consequence of applying AASB 13. The organisation does not subsequently measure any assets or liabilities at fair value on a recurring basis after initial recognition.

The organisation doesn't need to apply the AASB 13 disclosure requirements to comparative information provided for periods before initial application of AASB 13 (that is, periods beginning before 1 January 2013). However, as some of the disclosures now required under AASB 13 were previously required under other Australian Accounting Standards, such as AASB 7: Financial Instruments: Disclosures, the organisation has included this previously provided information as comparatives in the current reporting period.

Woden Community Service Inc.
NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2014

		2014	2013
		\$	\$
NOTE 2	KEY MANAGEMENT PERSONNEL COMPENSATION		
	The aggregate compensation of key management personnel of the Association is set out below:		
	Short Term Benefits	506,473	483,788
	Post Employment Benefits	46,849	43,542
		<u>553,322</u>	<u>527,330</u>
NOTE 3	REVENUE		
	Operating Activities		
	Fees	5,752,833	5,323,276
	Operating Grants	6,325,660	5,889,117
	Other Operating Revenue	1,075,681	815,631
	Total revenue from operating activities	13,154,174	12,028,024
	Non-operating activities		
	Interest received	149,942	154,741
	Total revenue from non-operating activities	149,942	154,741
	Total revenue	<u>13,304,116</u>	<u>12,182,765</u>
NOTE 4	SURPLUS		
	Surplus before income tax expense has been determined after:		
	Depreciation of property, plant and equipment	193,997	214,233
	Remuneration of auditor		
	-Audit or review services	19,000	19,000
	Rental expense on operating leases minimum lease payments	213,130	179,292
NOTE 5	CASH ASSETS		
	Cash at Bank	<u>1,804,831</u>	<u>1,440,655</u>
		1,804,831	1,440,655
	Investments:		
	Term Deposit for 12 months- Maturity date 04 Apr 2015 @ 4.00% pa	1,400,000	1,344,550
	Term Deposit for 12 months- Maturity date 20 Jun 2015 @ 3.35%pa	16,049	15,424
	Term Deposit for 12 months- Maturity date 09 Sep 2014 @ 3.55%pa	10,425	-
	Term Deposit for 6 months- Maturity date 2 Oct 2014 @3.70%pa	<u>1,078,583</u>	<u>1,035,108</u>
		2,505,057	2,395,082
	Total	<u>4,309,888</u>	<u>3,835,737</u>

Woden Community Service Inc.

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2014

		2014	2013
		\$	\$
NOTE 6	RECEIVABLES		
	Sundry Debtors	194,098	245,912
	Accrued Income	23,844	18,540
	Provision for Impairment of Receivables	(45,651)	(49,323)
	Total	172,291	215,129
NOTE 7	OTHER CURRENT ASSETS		
	Prepayments	207,152	130,140
	Accrued interest on term deposits	23,977	25,230
	Total	231,129	155,370
NOTE 8	PROPERTY, PLANT AND EQUIPMENT		
	Hire Purchase/ Capitalised leased assets	135,887	135,887
	Less: Accumulated Depreciation	(93,531)	(81,765)
		42,356	54,122
	Vehicles - at cost	669,787	635,661
	Less: Accumulated Depreciation	(189,455)	(120,605)
		480,332	515,056
	Equipment - at cost	631,815	512,539
	Less: Accumulated Depreciation	(451,863)	(383,150)
		179,952	129,389
	Building Improvement	175,940	132,136
	Less: Accumulated Depreciation	(75,262)	(56,000)
		100,678	76,136
	Total property, plant equipment & vehicles	803,318	774,703

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2014

Movements in carrying amounts

Movement in the carrying amounts for each class of property equipment, Building, vehicles and Leased Assets between the beginning and the end of the current financial year

	Hire Pur/Cap. Leased Assets	Vehicles	Equipment
Balance at the beginning of year	54,122	515,056	129,389
Additions	-	74,241	119,276
Depreciation Expense	(11,766)	(94,256)	(68,713)
Disposals	-	(14,709)	-
Carrying amount at the end of year	<u>42,356</u>	<u>480,332</u>	<u>179,952</u>

	Bldg. Improvement	Total
Balance at the beginning of year	76,136	774,703
Additions	43,804	237,321
Depreciation Expense	(19,262)	(193,997)
Disposals	-	(14,709)
Carrying amount at the end of year	<u>100,678</u>	<u>803,318</u>

	2014 \$	2013 \$
NOTE 9 PAYABLES		
Trade creditors and accruals	<u>1,603,108</u>	<u>1,311,597</u>
	1,603,108	1,311,597
Other Payables:		
Grants received in advance	72,361	136,416
Unexpended Income	<u>549,873</u>	<u>695,733</u>
	622,234	832,149
Total	<u><u>2,225,342</u></u>	<u><u>2,143,746</u></u>

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2014

		2014 \$	2013 \$
NOTE 10	PROVISIONS		
	CURRENT		
	Employee entitlements	309,332	331,299
	NON-CURRENT		
	Employee entitlements	1,229	18,327
	Total	310,561	349,626

NOTE 11 CAPITAL AND LEASING COMMITMENTS

Operating Lease Commitments

Non-cancellable operating leases
concentrated for but not capitalised
in the financial statements:
Being for rent of office space and
Community services premises payable:

- not later than 12 months	119,922	107,130
- between 12 months and five years	119,478	102,598
	239,400	209,728

NOTE 12 SEGMENT REPORTING

Woden Community Service Inc. operates in the community service sector within Australia.

NOTE 13 ASSOCIATION DETAILS

The principal place of business of the association is 26 Corrina Street, Woden ACT 2606.

NOTE 14 EVENTS AFTER THE BALANCE SHEET DATE

No events, that affect the financial position of the organisation, have occurred between the Balance Sheet Date and signing of the report.

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2014

NOTE 15 RELATED PARTY DISCLOSURE

During the year ended 30 June 2014 Woden Community Service Inc. did not enter into any contract with any persons who are related/associated to the director or any board members of the organisation.

	2014 \$	2013 \$
NOTE 16 CASH FLOW INFORMATION		
a. Reconciliation of Cash		
Cash at Bank	1,804,831	1,440,655
b. Reconciliation of net cash provided by operating activities to operating surplus		
Operating Surplus	493,156	210,444
Non-cash flows in surplus:		
Add back (profit)/ loss on asset sale	(3,473)	12,614
Add back depreciation charge	193,997	214,233
Changes in assets and liabilities		
Increase/(Decrease) in Grants in Advance	(209,915)	(13,226)
Increase/(Decrease) in Provisions	(39,065)	1,852
(Increase)/ Decrease in Prepayments	(77,012)	51,111
Increase/ (Decrease) in Creditors	291,511	143,955
(Increase)/Decrease in receivables	42,838	19,910
(Increase)/Decrease in inventory	-	731
b. Net cash provided by operating activities	<u>692,037</u>	<u>641,624</u>

NOTE 17 ECONOMIC DEPENDENCY

A significant volume of Woden Community Service Inc. revenue is obtained through Government Grants. The Organisation is dependent on this funding for its continued financial viability as currently structured, however, in the event of the Government Grant ceasing Woden Community Service Inc. has the ability to be restructured and continue to be financially viable.

Woden Community Service Inc.

NOTE TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2014

NOTE 18

FAIR VALUE MEASUREMENTS

The organisation does not subsequently measure any assets or liabilities at fair value on a recurring basis after initial recognition.

NOTE 19

FINANCIAL INSTRUMENTS

a. Financial Risk Management Policies

The financial instruments consists mainly of deposits with banks, accounts receivable, accounts payable and leases. The Organisation does not have any derivative instruments as at 30 June 2014.

i. Treasury Risk Management

The Board members meet on a regular basis to analyse financial risk exposure and evaluate treasury management strategies in the context of the most recent economic conditions and forecasts.

ii. Financial Risk Exposures and Management

The main risks the board is exposed to through its financial instruments are interest rate risk, liquidity risk and credit risk.

Foreign Currency Risk

The board is not exposed to fluctuations in foreign currencies.

Liquidity risk

The board manages liquidity risk by monitoring forecast cash flows and ensuring that adequate unutilised borrowing facilities are maintained.

Credit risk

The maximum exposure to credit risk, excluding the value of any collateral or other security, at balance sheet date to recognised financial assets, is the carrying amount, net of any provisions for impairment of those assets, as disclosed in the balance sheet and notes to the financial statements. The board does not have any single receivable or group of receivables under financial instruments entered into by the board.

There are no material amounts of collateral held as security at 30 June 2014.

Credit risk is managed by the board and reviewed regularly by the Board members. It arises from exposures to customers as well as through deposits with financial institutions.

The board monitors the credit risk by actively assessing the rating quality and liquidity of counterparties:

Only banks and financial institutions with an "A" rating are utilised.

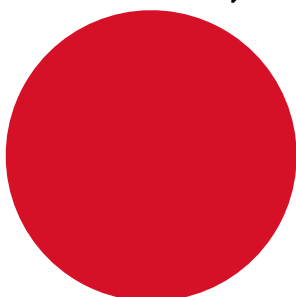
The credit standing of counterparties is reviewed monthly for liquidity and credit risk. The trade receivables balances at 30 June 2014 and 30 June 2013 do not include any counterparties with external credit ratings. Customers are assessed for credit worthiness using the criteria detailed above.

Price risk

The organisation is not exposed to any material commodity price risk.

b. Financial Instruments Composition and Maturity Analysis

The table below reflects the undiscounted contractual settlement terms for financial instruments of a fixed period of maturity, as well as management's expectations of the settlement period for all other financial instruments. As such the amounts may not reconcile to the balance sheet.



Woden Community Service Inc.

Note 19: Financial Instruments (cont'd)

	<u>Weighted Average Effective Interest Rate</u>		<u>Floating Interest Rate</u>		<u>Fixed Interest Rate Maturing Within one Year</u>			<u>From 1 to 5 Years</u>			<u>Non - Interest Bearing</u>		<u>Total</u>
	2014 %	2013 %	2014 \$	2013 \$	2014 \$	2013 \$	2014 \$	2013 \$	2014 \$	2013 \$	2014 \$	2013 \$	
FINANCIAL ASSETS													
Cash and Cash equivalents	3.26%	3.47%	1,568,759	1,412,984	2,505,057	2,395,082	23,977	25,230	236,072	27,671	4,333,865	3,860,967	
Trade and Other Receivables			-	-	-	-	-	-	172,291	215,129	172,291	215,129	
TOTAL FINANCIAL ASSETS			<u>1,568,759</u>	<u>1,412,984</u>	<u>2,505,057</u>	<u>2,395,082</u>	<u>23,977</u>	<u>25,230</u>	<u>408,363</u>	<u>242,800</u>	<u>4,506,156</u>	<u>4,076,096</u>	
FINANCIAL LIABILITIES													
Hire Purchase			-	-	-	-	-	-	-	-	-	-	
Trade and Other Payables			-	-	-	-	-	-	1,603,108	1,311,597	1,603,108	1,311,597	
LIABILITIES			<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>1,603,108</u>	<u>1,311,597</u>	<u>1,603,108</u>	<u>1,311,597</u>	
Trade and sundry payables are expected to be paid as follows:													
Trade Payables													
Less than 6 months											\$	\$	
											1,603,108	1,311,597	
Total trade and sundry payables											<u>1,603,108</u>	<u>1,311,597</u>	



Note 19: Financial Instruments (cont'd)

c. Fair value of financial instruments

Except as detailed in the following table, the board members consider that the carrying amount of financial assets and financial liabilities recorded in the financial statements approximates their fair values.

d. Sensitivity Analysis

Interest rate risk

The organisation has performed a sensitivity analysis relating to its exposure to interest rate risk at balance sheet date. This sensitivity analysis demonstrates the effect on current year results and equity which could result from a change in this risk.

As at 30 June 2014, the effect on profit and equity as a result of changes in the interest rate, with all other variables remaining constant, would be as follows:

	2014 \$	2013 \$
Change in Profit		
- Increase in interest rate by 1%	40,978	38,333
- Decrease in interest rate by 1%	(40,978)	(38,333)
Change in equity		
- Increase in interest rate by 1%	40,978	38,333
- Decrease in interest rate by 1%	(40,978)	(38,333)

This sensitivity analysis has been performed on the assumption that all other variables remain unchanged.

No sensitivity analysis has been performed for foreign exchange risk, as the entity is not exposed to fluctuations in foreign exchange.

Woden Community Service Inc.

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2014

Note 20: New standards and interpretations issued but not yet effective as on 30 June 2014

At the date of this financial report the following standards and interpretations, which may impact the entity in the period of initial application, have been issued but are not yet effective:

Reference	Title	Summary	Application date (financial years beginning)	Expected Impact
AASB 9	<i>Financial Instruments</i>	Replaces the requirements of AASB 139 for the classification and measurement of financial assets. This is the result of the first part of Phase 1 of the IASB's project to replace IAS 39.	1 January 2015 (Changed to 1 January 2017 by AASB 2013-9C)	Minimal impact expected
2009-11	<i>Amendments to Australian Accounting Standards arising from AASB 9</i>	Amends AASB 1, 3, 4, 5, 7, 101, 102, 108, 112, 118, 121, 127, 128, 131, 132, 136, 139, 1023 and 1038 and Interpretations 10 and 12 as a result of the issuance of AASB 9.	1-Jan-15	Minimal impact expected
2010-7	<i>Amendments to Australian Accounting Standards arising from AASB 9 (December 2010)</i>	Amends AASB 1, 3, 4, 5, 7, 101, 102, 108, 112, 118, 120, 121, 127, 128, 131, 132, 136, 137, 139, 1023 & 1038 and Interpretations 2, 5, 10, 12, 19 & 127 for amendments to AASB 9 in December 2010	1-Jan-15	Minimal impact expected
2011-7 (Not-for-Profits Only)	<i>Amendments to Australian Accounting Standards arising from AASB 10,11,12,127,128</i>	Amends AASB 1,2,3,5,7,9,2009-11,101,107,112,118,121,124,132,133,136,138, 139,1023 & 1038 and Interpretations 5,9,16 & 17 as a result of the issuance of AASB 10, 11, 12, 127 and 128	1-Jan-14	Minimal impact expected
2013-9B	<i>Amendments to Australian Accounting Standards – Conceptual Framework, Materiality and Financial Instruments</i>	Part B of 2013-9 makes amendments to particular Australian Accounting Standards to delete references to AASB 1031, and makes various editorial corrections to Australian Accounting Standards.	1-Jan-14	Minimal impact expected
AASB 1031	<i>Materiality</i>	Re-issuance of AASB 1031	1-Jan-14	No expected impact



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