

Woden Community Service Inc.

Annual Report
2009–2010



woden ●
community
service inc.

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Acknowledgement of Traditional Ownership

WCS acknowledges the traditional owners of the land, the Ngunnawal and Ngambri people, and pay our respects to their elders past and present. We acknowledge their continuing contribution to the Canberra community.

WCS STRATEGIC PLAN 2010 – 2015

GOAL 1 – EXCELLENCE IN SERVICES

Strategies

- Deliver collaborative, responsive and innovative services.
- Regularly review program to ensure relevance, transparency and quality.
- Provide opportunities for all staff to initiate and actively participate in, sector and program development.

GOAL 2 – STRENGTHEN SERVICE PRACTICE

Strategies

- Ensure that all programs continuously meet legislative requirements and contracted outputs
- Sustain a continuous quality improvement culture
- Manage the organisation's risk environment
- Develop outcomes based measurements
- Establish benchmarks and standards of best practice

GOAL 3 – ANTICIPATE AND RESPOND TO COMMUNITY NEEDS

Strategies

- Increase strategic participation in sector and community forums/debates
- Identify partnerships/'friends' within corporate sector
- Research future accommodation needs and opportunities
- Develop parameters to guide reinvestment of WCS reserves

GOAL 4 – ANTICIPATE AND RESPOND TO COMMUNITY NEEDS

Strategies

- Develop a cohesive identity for the organisation to guide future development and place
- Review and redesign website and information products against new goals to improve identity
- Incorporate feedback mechanisms in corporate communications (goes into business plan)
- Ensure organisational structure serves the organisation's identity
- Establish long-term marketing and communication strategies
- Acknowledge and celebrate diversity in our community

GOAL 5 – SUSTAIN OUR WORKFORCE

Strategies

- Develop internal communication strategy
- Engage in ongoing staff professional development
- Reward good ideas and innovative service delivery
- Develop a flexible workforce able to work across all programs

Vision: A diverse and cohesive community

Purpose: Supporting, developing and celebrating community strength



BOARD OF MANAGEMENT

PRESIDENT:	Helen Scully
SECRETARY:	Janet Thompson
TREASURER:	Shane Bellchambers
GENERAL MEMBERS:	Libby Cremen
	Jamie Crosby
	Martin Devine
	Chris Healy
	David Menzel
	Peter Mitchell
	Marie Luise Persson
DIRECTOR:	Chris Redmond

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, working or studying in the Woden area, or who is volunteering in or using the services of Woden Community Service Inc. is eligible to become a member of the Board of Management.

Woden Community Service Inc would like to acknowledge the following organisations for their generous support throughout the previous financial year. In supporting Woden Community Service, they are building and strengthening our community.

ACKNOWLEDGEMENTS

ACTCOSS

ACT Inclusion Support Agency
– Heather Lehoczky

ACT Libraries – Vanessa Little and Sarah Steed

Advance Personnel

Advocacy for Inclusion

Australian Sports Commission
– Gabe Hodges

Belconnen Community Service
– Leisure, D2DL and Open Art programs

Beyond Q Bookshop Curtin

The Brumbies

Burrangiri

Canberra Men's Centre

Canberra Show Society

Capital Careers

Capital Interiors

CASE – Darrell Burkey and Sam McKeon

Catholic Care

Commonwealth Motors

Communities@Work in Weston Creek

Daryl, Fay and Peter – The Big Issue volunteers

Disability ACT

Early Morning Centre Civic

Hands On Art Studio

Heart Foundation Walking - Bill Caddey

Home Help

Integrated Family Support Project staff

Julian (supported by Gungahlin Regional Community Service) who helped with deliveries of the Big Issue

Marymead

Robyn Moore

Immanuel Lutheran Church Woden

Lyons Early Childhood School – Sally Carter

John McGrath Ford

Mental Health Foundation's respite program

Mental Health ACT

Vanisha Mishra-Vakaoti

Renald Navily

Pensioners of Woden

Richmond Fellowship

Rotary Club of Woden Daybreak

RSPCA

St Albans Anglican Church Lyons

Sharing Places

Social Ventures Australia

Smith's Alternative Bookshop Civic

Statesman Hotel

Step Up Step Down

Summernats

Tandem

The Body Shop in Woden, Civic and Belconnen

The Southern Cross Retirement Village

Tuggeranong Arts Centre

Volunteering ACT

Voodoo Creative

Warramanga Service Station

Woden Plaza Centre Management and Security

Woden Valley Community Council

Women's Centre for Health Matters

Youth Coalition of the ACT

PRESIDENT'S REPORT

2010

This year has presented the Board with a few unusual challenges. Towards the end of 2009 Chris surprised us by proposing a social enterprise venture in the guise of Cafe Ink. We heard all the rationale and found the information provided by Social Ventures Australia very interesting and exciting. The venture would be in line with our vision, we thought. The hard part was considering the cost. This would be a very different activity for us as a social enterprise would be a business venture without any grants or funding from an outside source, quite outside the experience of a non profit organisation. We would have to spend some of our hard won capital reserve and that raised the whole question of what should we be doing with our reserves other than invest them. We also had to consider how much of our reserves it would be safe to invest was difficult and to my knowledge did not have a precedent in Woden Community Service.

With considerable trepidation and much careful deliberation we decided to go ahead with the venture in the Woden Library. Chris and particularly Matthew Gallagher spent many hours negotiating with the former owners of the library cafe, the library staff, ACT Government planning authorities and potential builders. They came up with an approval to operate and the ACT Government handed over a small sum to make good the interior of the cafe where it had been damaged by the former owners.

The next hard bit came when the quotes for the building came in at almost double the expected cost.

The Board would be required to approve a much larger outlay than originally planned. Another careful deliberation, flying emails, an extraordinary meeting and assurances from Shane our mentor and colleague Board member resulted in the final approval.

Now we have been in operation

for several months and the social advantage for the staff is very obviously positive. We need more time to assure the financial success although it is looking optimistic at present with a growing clientele and increasing takings as the weeks progress. There is a huge amount of support for the Cafe and it is a very successful business in its quality of service and products. I congratulate everyone who has contributed, particularly Matthew who manages it all.

Other achievements include the Woden Festival which was held at the end of October. It was highly successful being bigger and better than last year. We have also published the Woden Voice and I think we should be proud of the quality of that publication.

Early in the new year we again participated with the senior staff in rethinking and writing our Strategic Plan. This time we had a very able facilitator who managed to get us thinking hard without feeling it too much and we came up with a one page, easy to read, document. A business plan followed on which devolves down to each program and ultimately to the employee work plans of all staff.

Again we have carried out a performance appraisal for our Director. Last year we consulted senior staff and some of the other staff asked if they could be consulted next time. So we sent a survey out to all staff and Board members inviting them to respond if they would like and if they knew enough about Chris' performance to make an appropriate assessment. The majority response was affirmative and I think can be summed up in words of one respondent "Chris is the best Director WCS could have".

Since our workshop on the new Occupational Health and safety laws was held we have had one incident causing staff to rewrite some policy and procedures regarding carrying clients in cars. Thankfully the Board members have not been held responsible!

Other activities during the year include the opening of Betsy Gallagher Park, a memorial to our long serving and much loved former Director, Betsy.

We have also launched a very well thought out Aboriginal Reconciliation Action Plan which I know some staff spent a lot of time and energy on.

The Board approved the funding of the annual Christmas Party for the staff as well as paid leave for three days following the Christmas holidays. This was to express our appreciation to the people who work more than their allotted hours in order to give the excellent service that we want WCS to be known for. I believe that staff appreciated both.

These are but a few of the activities which WCS has done this year. There are all the usual services performed by every program which I can only mention in passing or we would be here for a long time.

It has been a very successful year. Thank you to all the staff who have made it so.

Helen Scully



DIRECTORS REPORT

2010



DEPARTURES

This Annual Report is a departure from Woden Community Service's reports from years past as we are highlighting the work of WCS through the activities within programs – not just a description of what we do, who we work with and how many people we worked with. It describes our work through our day to day activities in our diverse programs. Whilst this reflects WCS's daily operations there were a number of "stand out" events in the life of the organisation over the year.

A highlight of the year was the establishment of Café Ink – a Woden Community Service funded initiative in the Woden Library. About 15 years ago Woden Community Service ran the Dillybag Café from the same location, engaging volunteers in raising funds for the service. In June this year Woden Community Service revisited the Dillybag with the Chief Minister opening Café Ink, a social enterprise offering training and employment to people long excluded from the work force.

Woden Community Service has been exploring the development of a social enterprise for a couple of years as a means of providing enduring assistance to people who access the service's programs rather than just program assistance. A social enterprise is a business with a social purpose. Our purpose was to run the café as a business, selling products as good as, if not better than other cafes in Woden, using fair trade products, local produce where possible and baking all the café's and sandwich fillings. Most importantly the café provides people who have been out of work for some time with a job, training, a valued role and some human interaction.

To some extent the café is an analogy of Woden Community Service – learning from our past successes, maintaining our commitment to people and a high quality of service as organisation defining traits and continually looking for ways to engage with the community that we work with and that we are a part of.

During the year Woden Community Service developed a Statement of Commitment to reconciliation with Aboriginal and Torres Strait Islander

people – acknowledging that there is still much work needed to be done to address the disadvantage that they have experienced. Woden Community Service is developing a Reconciliation Action Plan that will outline the work that we will undertake to pursue practical reconciliation in our everyday work – from employing Aboriginal and Torres Strait Islander workers to undertaking cultural awareness training and acknowledging the traditional owners of the land that we live and work on.

These are two significant activities that demonstrate Woden Community Service's continuing commitment to the people we work with and the organisation's focus on the provision of quality services. New initiatives based on a tradition of service.

New service opportunities are generated by our work with community organisations across Canberra that recognise the benefits of working together to create and deliver better services for people. Our strong relationships with the Woden Valley Community Council and the Rotary Daybreak Club of Woden demonstrate the value of organisations working together. Both of these organisations support major community events within Woden each year – the Easter Egg Hunt, the Woden Community Festival and the Christmas dinner.

During the year WCS also marked the passing of our first long serving Director, Deanne Proctor, who lead the organisation for 10 years in the 1970s and 80's. Deanne was a tireless advocate for people throughout Canberra and made a significant contribution in laying the foundations of the organisation as it is today.

WCS also commemorated a garden to Betsy Gallagher, the Director succeeding Deanne, who guided WCS for 15 years before retiring due to ill health. Betsy worked for WCS for 25 years and is remembered for the values she instilled in the organisation and creating a person focused service.

All of Woden Community Service's programs are working with other organisations to deliver better programs for people and the benefits of this work for

the people we work with are very apparent. Working with Aboriginal and Torres Strait Islander organisations will provide the same benefits for those members of the Woden community.

The Board has been inspiring, visionary and risk ready over the past year. It has been a source of great support for the organisation in plotting our future, ensuring that our values and tradition remain true. I thank them for their commitment to the organisation, their courage in the face of challenges and their willingness to take a risk and try something new. I am sure the benefits will be realised in the future.

I would like to thank each staff member for their dedication and enthusiasm for their work and the potential that they recognised within the organisation as we diverged from the well worn path of government funded service delivery. Each and every staff member has made their unique and significant contribution to the organisation that ensures that it has a part of them within it.

Volunteers are the lifeblood of a community and a service such as WCS. I acknowledge the selfless work of the 80 or so people who give of their time and themselves to support and walk alongside people using WCS's services.

I want to thank the myriad of organisations that work with WCS is a range of ways to deliver services, fill gaps in service and create events that make this community stronger, including community and service organisations and government departments.

Lastly, I acknowledge the people who use our services and who make WCS the organisation that it is – thank you!

Chris Redmond

The following staff left Woden Community Service during the year:

Angela Anderson – a long term member of the Local Area Coordination team

Joanne Cosentini – Coordinator of the Curtin School Age Care program

Libby Cremen – Manager of Research and Program Development

Ben Davies – Community Life Skills Support worker

Amanda Degrave – Community Life Skills Support worker

Marion Donohue – Family Day Care Playgroup Leader

Jocelyn Duthie – Director of the Curtin School Age Care program

Chris Flaherty – long serving manager of the Home and Community Care program

Andrew Hore – long serving member of the Youth Centre team

Bob Lamb – Driver and Case Manager in the Home and Community Care program

Don Portway – Community Life Skills Support worker

Their contribution to Woden Community Service is greatly appreciated.

WCS'S 40TH ANNIVERSARY

WCS staff and volunteers from over the past 40 years gathered to celebrate the organisation and its achievements over the four decades at the Hellenic Club in March this year. It was a great tribute to the organisation and more importantly the people who have made it the place that it is.

While there were few from the very early days the following decades were represented by people joining their former colleagues and friends in saluting Woden Community Service. A group of people worked on the preparations for the gathering months in advance, collecting photographs that charted WCS evolution from a volunteer based family and community support organisation to a large community service organisation of over 200 staff, covering the Woden Valley and other regions on the Southside of Canberra.

People travelled from far and wide to celebrate the event with one couple cutting short a trip around Australia and others travelling from interstate to attend.

WCS President Helen Scully, ACT Minister for Community Services Joy Burch and former President and long standing Board member Pat Wenger addressed the revellers and shared memories of the service.

“It was a great tribute to the organisation and more importantly the people who have made it the place that it is.”



BETSY GALLAGHER GARDEN



During the year Woden Community Service commemorated a garden in memory of Betsy Gallagher, WCS's Director from 1988 – 2004. Betsy was a greatly loved and admired leader of the organisation in which she instilled strong values of service to the people of the Woden Valley and the ACT.

Betsy worked for Woden Community Service Inc for 25 years – 10 years in the family day care program and the following 15 years as the Service's Director. Over those 25 years Betsy worked on the organisation's foundations that had been laid by dedicated volunteers who had established the service and the work of Deanne Proctor, her predecessor.

Betsy had very strong principles that valued social justice and human rights on both a personal and professional level. As a result WCS became and remains a highly principled, values based organisation that is strongly aligned to its community and its members.

In her years as director of WCS Betsy and the Board nurtured the organisation through the usual travails of a community organisation, through funding cycles and the insecurity associated with ensuring sufficient funding and ongoing existence and supporting the local community and its members.

Betsy lived and breathed Woden Community Service, she was the security person called out after hours, she developed innovative programs to meet the expressed needs of people within the community, she supported fledgling organisations that provided vital services to the community, she handed over services to other more appropriate service providers when they were ready to take the responsibility.

The garden was design by Paul Barisic-Bentley, a local landscape designer, whose family has connections with WCS stretching over many years. The garden fringes the north eastern boundary of Lollipop Child Care Centre and is filled with native grasses and ground covers.

VALE DIANNE PROCTOR

Dianne Proctor, Woden Community Service's inaugural Director, passed away recently. Dianne was appointed Director of Woden Community Service in 1978 and brought a new feisty approach to government policy and service delivery. She saw the service as being a leader in the community, a lobbying agency with a very public face.

Dianne initiated significant development of Woden Community Service's programs for residents of the Woden Valley and the service itself, including increase office space for the services and a playing a wider role in the community sector.

An enduring memory of Dianne is of her sitting in her smoke filled office having heated discussions about issues within the local area and across Canberra and strategising actions to address them.

**Director
Woden Community
Service
1978 – 1988**

One of the services established by Dianne was the Community Life Skills, a community access program for adults living with a disability. It was the first such service in Australia that worked with people living with profound disabilities to provide them with recreational activities in their community that others take for granted. All of the people in the program lived in institutions, now many live in supported accommodation throughout Canberra.

Dianne brought a new, more political and more totally involved view of community service to WCS – a move in keeping with the changing needs of the community. Under her direction the service had become more concerned with issues wider than Woden and the ACT, such as child care and disability services. She resigned from WCS to take a position as the CEO of the National Family Planning Association, a role that engaged her nationally and internationally in women's health and reproductive health.

Dianne remained an active campaigner until the end, an inveterate letter writer and call back correspondent fighting for social justice and human rights.



WCS'S JOURNEY OF RECONCILIATION

In 2009 Woden Community Service made a commitment to practical reconciliation with Aboriginal and Torres Strait Islander people through the development of a Reconciliation Action Plan. There are two steps in the development of the plan – initially an organisation makes a Statement of Commitment to Reconciliation which outlines their intention to develop a RAP and what actions they will take to prepare the action plan. The second step is the drafting of the action plan, with the assistance of Reconciliation Australia and numerous stakeholders, particularly Aboriginal and Torres Strait Islander organisations and individuals.

During the year WCS developed our Statement of Commitment and worked through the process of drafting the Reconciliation Action Plan. WCS has received exceptional support from Reconciliation Australia and Aboriginal and Torres Strait Islander peoples in developing the Statement of Commitment and the Reconciliation Action Plan.

WCS committed to reconciliation as we regard it as “unfinished business” that Australia needs to complete to address the high level of disadvantage experienced by Aboriginal and Torres Strait Islander people as a direct result of colonisation and their dispossession from their land, their relationships and their way of life.

WCS wants to take practical steps to engage Aboriginal and Torres Strait Islander people within the organisation – as people who use the range of services that we offer and as people who work within the organisation. We also want to work more closely with Aboriginal and Torres Strait Islander organisations to support their work and their experience in delivering service.

The work of Reconciliation Australia in encouraging and supporting organisations to develop Statements of Commitment and Reconciliation Action Plans is to be commended. WCS would like to acknowledge the efforts of Caitlin Buxton from Reconciliation Australia in assisting WCS to develop our statement and Reconciliation Action Plan



Woden Community Service recognises that Aboriginal and Torres Strait Islander peoples are the original custodians of this land.

We are committed to reconciliation in all aspects of our work.

We acknowledge the injustices experienced by Aboriginal and Torres Strait Islander peoples since colonisation.

We acknowledge the disadvantage experienced by many Aboriginal and Torres Strait Islander people today and our shared responsibility in addressing this.

Statement of Commitment

This agreement commits **Woden Community Service** to developing a Reconciliation Action Plan (RAP) by August 2010.

Woden Community Service areas of action will include:

- Developing mutually beneficial relationships with Aboriginal and Torres Strait Islander peoples and organisations
- Understanding and addressing the difficulties that Aboriginal and Torres Strait Islander peoples may face in accessing Woden Community Service.
- Encouraging recruitment of Aboriginal and Torres Strait Islander employees.
- Undertaking an organisational cultural awareness self assessment.
- Acknowledging the Traditional Owners of the land at meetings and other appropriate times.

Signed

Chris Redmond

Director

21/12/2009

CHILDREN'S SERVICES

WODEN WESTON FAMILY DAY CARE

This is the Family Day Care playgroup at Weston Community Hub. The building has been renovated which has encouraged the playgroup to be flexible to use other accommodation at Weston and visit different places during the renovation.

The community bus has taken our home based child care workers and their children to visit the libraries in our area, going to Paint and Play Sessions and visiting other carers for in-home playgroup sessions. We are looking forward to having our new playgroup room at the Weston Community Hub before the end of the year.

The Weston playgroup provides an opportunity for the home based child care workers to network with their peers, as well as draw ideas from the session to use in their own homes to maintain and offer quality care for children and families. The children enjoy the opportunity to join in the activities and to relate to other children, and this increases their exposure to the diversity present in our community.

The Toy Library is also located at the Weston Community Hub and this allows the childcare workers to borrow an assortment of age appropriate toys free of charge.

Jenny Pearce
Director

Woden Weston Family Day Care



LOLLIPOP CHILDREN'S CENTRE

During NAIDOC week Lollipop Children's Centre children celebrated throughout the week with a variety of activities and experiences.

Preschool staff talked about traditional styles of painting in Aboriginal and Torres Strait art with the children, who then painted long cardboard tubes to resemble didgeridoos. This was followed up by inviting a Didgeridoo player to demonstrate the different sounds that can be made. We loved the music! All the children were present on that day and we danced as well as blew the didgeridoo. Staff have observed since that children with communication challenges have benefited the most from this cross cultural experience.

Other art work included the nursery room making hand print paintings, and the toddler room making a hand and dot painting collage to create the Aboriginal flag which was displayed in the room for three weeks. The preschoolers also painted rocks which have been displayed with their didgeridoos.

The children loved the Aboriginal focus, took great pride in their work and play, and still talk about it.

Lollipop Children's Centre



SCHOOL AGE CARE

During the July school holidays the Vacation Care program had a visit to the snow. 40 excited children piled into the bus at 7.00am and talked, watched DVDs, sang and ate munchies all the way to Thredbo. Six staff and one volunteer staff accompanied the children.

It was a lovely sunny day with lots of snow. Everyone had fun – snowball fights, making snowmen and angels in the snow, games and races, sliding around and chasing each other! To warm up before the long ride home, everyone had a cup of hot chocolate at a local cafe. It was a tired group that arrived back in Woden at 6.00pm that night.

Everyone had a great day out, in a different environment, teaming up with new friends on the slopes for fun and games, and the chance to have a busy and enjoyable day in the snow with friends.

This year all seven of our School Age Care Programs participated in the accreditation process carried out by the National Childcare Accreditation Council. After all the programs were validated and moderated they were finally awarded with an accreditation rating of good to high quality.

School Age Care



COMMUNITY PROGRAMS



WODEN YOUTH CENTRE

Woden Youth Centre is funded by the Department of Disability, Housing and Community Services and Office for Children, Youth and Family Support.

Woden Youth Centre (WYC) is a multipurpose drop-in facility which provides information, support and referral services for young people aged 12-25 years. Woden Youth Centre aims to assist young people to make informed decisions, enhance resilience and support networks.

Drop-in provides recreational activities including: pool tables, table tennis, basket ball, boxing equipment, play station two, internet, job board, band room (musical instruments), fortnightly band nights and a range of scheduled centre based and school holiday programs. The youth centre also provides case management and individualised outreach programs to schools, colleges and the broader community.

During this financial period 3,667 people accessed WYC. On average 28 young people utilised drop-in facilities daily.

Community Supported Respite Program

The Community Supported Respite program provides community access activities during school term and

holidays for young people aged 12 – 25 years with an intellectual disability living at home with family/carers or guardians.

The program offers young people a range of activities including work experience at Yarralumla Nursery and Woden Youth Centre cafe as well as social occasions and group events to facilitate positive community inclusion that is age appropriate.

Band events and Lift Off 09 music competition

Woden Youth Centre band nights provide opportunities for youth bands to perform and develop skills in coordinating music events on a fortnightly basis. WYC hosted a number of fundraising events raising money for the Emmanuel Kedogo Rescue Centre in Africa and for youth suicide prevention in Australia.

WYC coordinated Lift Off 09, a music competition for young people aged 12-21 years. Two heats were held with three bands selected from each heat to perform at the finals at the Woden Valley Community Festival in October 2009. The winning three piece band, Turbulence was awarded a two day recording session with distribution. Since receiving this prize, Turbulence has received some airplay within Australia and on a small scale in America and Canada.

School holiday programs

During the January and April school holiday programs young people participated in a number of activities some of which included a trip to the coast, paint ball with the Australian Federal Police, BBQ's at Edison skate park, Friday evening cooking program, Zone 3, art and craft activities and pool competitions.

Volunteer Week

Betty Shaw and Ian Lynch have been volunteers with Woden Youth Centre for approximately ten years. In their voluntary capacity, Betty and Ian operate the youth centre's cafe on Thursdays and Fridays and provide support to the youth centre team and young people.

Betty and Ian were proudly presented a personalised cartoon drawing for Volunteer Week in appreciation of their outstanding commitment to young people, community and Woden Youth Centre.

Cafe

As part of the Community Supported Respite program, Sharon Champion and Michael Frazer operate the youth centre's cafe on Mondays and Wednesdays during term time. Michael and Sharon are responsible

for general operations including: serving customers, stock take and purchasing, preparing menu items, operating the cash register and other general duties.

Andrew Hore

After seven years working with Woden Youth Centre, Andrew Hore resigned in February 2010 to pursue his passion as a cartoonist/artist. Andrew kindly gave his time to draw a personalised cartoon of Betty and Ian (volunteers) and presented them with these in appreciation for Volunteer Week.



The youth team would like to acknowledge Andrew's dedication and commitment and thank him for the laughter and entertainment he shared with all who had the privilege to work with him.

Sindy Pearson
Youth Services Manager



COMMUNITY PROGRAMS

DISABILITY PROGRAMS

Community Life Skills

Funding Body: Department of Disability, Housing and Community Services

Manager: Dawne Ballard

Community Life Skills (CLS) is a community life skills development and community access program for adults living with a disability. Eligibility requires that people are aged 18-65, living within the ACT region and are perceived to be living with an intellectual disability. The goal of CLS is to support people enhance their lives through social inclusion, skill development and maintenance and gaining valued roles within the general community.

Community Life Skills provides support to 32 people in total. Each person receives a minimum of one individual support session per week with the remainder of scheduled hours conducted in small groups not exceeding ratios of two support workers to three service users. Two people now access CLS support using brokered agreements for three hours per week each. One of these is quite new to the program and is supported to deliver boxes of The Big Issue to various drop-off points within the ACT.

Committed to the principles of Social Role Valorisation (SRV), the program's focus is to assist service users to gain social acceptance and a sense of community belonging. This is achieved by ongoing participation within the general community and by gaining and / or maintaining roles that are valued and accepted as a normal part of community life.

Service is provided on an individual and small group basis. CLS encourages the development and retention of skills and relationships relevant to the individual service user.

It's hard to believe that almost another busy year has passed and, as usual, quite a lot has been happening within the CLS program.

CLS has seen a few staff changes over the past few months. One person came to us from Corrective Services and after three months they made him an offer he said he couldn't possibly refuse which was disappointing to both CLS service users and staff. John Brothie and Stuart Poole did a bit of a swap around. John came back to CLS as a support worker and Stuart became coordinator for the Big Issue. It was great that they both were able to stay with the organisation. Ben Davies and Amanda Degrave have also moved on. Three part time staff joined the team. One has worked with CSR in the past and one is currently working across both CSR and CLS and the other has experience in the Youth and Disability sectors. Some positives for the year include:

One service user is a volunteer with the RSPCA, sometimes with CLS and sometimes with members of her family. She also took part in "Cupcake Day" last year with the assistance of CLS support workers. The staff at WCS enjoyed fresh homemade cakes and raised \$163.85 for the RSPCA. This is coming up again soon and plans are well underway for us to participate again.

Another service user received an award from Meals on Wheels for long standing service to that program. He has been delivering meals as part of his participation with CLS for over 10 years and is a valuable and well liked participant. Our thanks to present and past CLS staff who over the years have helped to make this award possible.

The association between the Brumbies rugby team and a CLS service user continued this past year and again was a huge success. The service user was able to attend all home games, mostly with John (CLS support worker) volunteering his own time. This association has allowed the service user to continue to be a great ambassador for the Brumbies and for people with a disability. The two were asked to attend the launch of the Brumbies Companion Card which allows

people with a disability to attend matches with free entry for an attendant support worker. Many organisations have now come on board with this scheme and other CLS service users have applied for a card.

Two service users are keen craftspeople and are continuing to learn new skills with their card and jewelry making.

Yet another service user was able to have his CLS sessions reorganized to enable him to attend "Men's Shed" once a week. This has proved to be a valuable outing and one he greatly enjoys.

CLS staff have undergone some valuable training during the past year, including Defensive Driving, Recognising and Preventing Bullying in the Workplace, Social Thinking with Michelle Garcia Winner and Positive Behaviour Support. SRV and other training will be undertaken later in the year by various staff members.

Again CLS service users took part in many and varied activities throughout the year. The organisers of the Summernats and the Canberra Show were again very generous with free entry tickets which enabled some service users to attend who would otherwise not be able to.

Floriade is again coming up and is a favourite venue for many service users and staff alike. The CLS Christmas lunch last year was attended by over 40 people including service users, parents, group house staff and CLS staff. This was held at the old Kambah Wool Shed and all agreed it was a great venue and a good time was had by all. We all enjoyed barbequed chicken and sausages, various fresh salads prepared by CLS staff members, traditional Christmas pudding with custard and cream and plenty of soft drink and juice. Because of the overwhelming response and positive feedback it is intended to hold the event at this venue again this year.



COMMUNITY PROGRAMS

Local Area Coordination is a joint program of both Woden and Belconnen Community Services. We support people with disabilities living in the Gungahlin, Belconnen, Woden and Weston Creek areas of Canberra. The Gungahlin office, which has two coordinators, operates from the Gungahlin Marketplace Centre Management office complex.

The two coordinators from the Woden LAC moved from its former shopfront at Phillip to the Woden Community Service hub in June. The majority of our office furniture and effects has been placed in storage pending our move to a future LAC shopfront which will house all coordinators and is to be shared with House with No Steps, FLY and PATH.

We have 51 service users living in either the Woden or Weston Creek areas. Their needs range across the broad spectrum of daily living within the wider community – information gathering, representation at tribunal hearings, advocacy in dealing with Centrelink and issues of tenancy under Housing ACT, and linking clients up with opportunities in the community that match their requests, especially if a WCS program can assist. An example of this is a young man with an intellectual disability and anxiety issues who was advised by his GP to exercise. LAC organised membership at a nearby gym and a personal trainer to devise an individual program of fitness. LAC and the WCS Community Linkages program are also organising the service user's move to another flat within his local environment so that he can continue his recreational pursuits and travel to work without disruptions.

Another person has been attending an art class, which has significantly broadened his social network. One of his artworks has been chosen by the agency Advocacy for Inclusion for their 2010 Christmas card list.

Other service users of LAC have been provided with volunteers by the WCS Volunteer Coordinator. These have been excellent matches, preventing service

users from experiencing further social isolation and assisting them in accessing different aspects of the wider community with growing confidence.

Local Area Coordination seeks a better life for all those in our duty of care. When a positive outcome is achieved, we gain immense satisfaction from having touched a life and from having helped a person towards higher ground. As one person stated recently:

"Thank you for all your support, for being there and for caring. Please don't stop." This person told LAC that he wanted to offer a gift in thanks. The gift was a quote from Albert Schweitzer. "At times our own light goes out and is rekindled by a spark from another person. Each of us has cause to think with deep gratitude of those who have lighted the flame within us".

Airdrie Isbister
Maryanne Allan
Angela Anderson

THE BIG ISSUE

The Big Issue is a fortnightly magazine sold by vendors around Canberra. It provides an employment opportunity for people who are homeless, marginalized or disadvantaged. Through this, vendors earn money, build their skills and connect with the community. The magazine is a general interest publication featuring arts and entertainment, humour, current affairs and personal stories.

Who are the vendors?

Vendors of The Big Issue come from many different backgrounds. Many have experienced homelessness, or have disabilities or mental health issues. Most vendors have been long-term

unemployed. There are no set criteria for selling The Big Issue – it is open to anyone wanting to work. Some vendors want to move to mainstream employment eventually, but others enjoy selling The Big Issue and will continue for many years.

A typical fortnight

The magazines arrive from Melbourne – where they are produced by The Big Issue Australia – on the Thursday before release. Over the next few days, the magazines are sent out to distribution points across Canberra – including The Body Shops at Civic, Woden and Belconnen Mall, Beyond Q Bookshop in Curtin, Smith's Alternative Bookshop in Civic and Tuggeranong Arts Centre.

Vendors come into Woden Community Service on release day – Monday – to share in a meal and get the latest magazine. Volunteers help with the transport and food on release days.

Vendors then head out to sell around Canberra. They buy magazines for \$2.49 from the distribution points and sell them to customers for \$5, keeping the profit. Vendors sell on public land in Civic, Woden, Belconnen, Dickson, Curtin and Tuggeranong. They also sometimes sell at special events, such as the Folk Festival (Bryan is shown here, selling at the entrance to the festival), the PM's XI cricket match, the Multicultural Festival, Tropfest and various community festivals.

The magazine gets great support from its readers, with vendors taking pride in building up a customer base. Vendors often report that they receive tips or gifts from customers, particularly prior to Christmas. During 2009-10, vendors sold over 34,000 magazines in Canberra, compared with around 24,600 the previous year.

" In 2009-10, 50 people were vendors. Of these, 29 were still selling as of June 2010. The photo here of Canberra vendors was taken for the Christmas edition of the magazine (photo by Ben Davies). "



COMMUNITY PROGRAMS

What else happened?

Vendors can be published in the magazine. In 2009-10, eight vendors had a total of 16 pieces published. These ranged from jokes to movie reviews to more serious pieces, such as this one (in box). There were also two vendors profiled in the magazine. Vendors enjoy seeing their thoughts and stories on paper, to share with the readers.

There are social activities for vendors, such as the annual Christmas party, which was held in Glebe Park. Other activities are to support vendors in the program. There was a formal sales training day, where an experienced salesman passed on some tips and all vendors got to practice (the photo here shows Pam as a vendor, with Bryan pretending to be a customer).

The Big Issue hosted an amazing presentation by Robyn Moore in May. The invitation was extended to other programs in WCS and other agencies, and over 50 people attended. Robyn is well-known for her voice over work, including all the female voices in 'How Green is my Cactus', and the voice of Blinky Bill. Robyn used humour and stories to inspire the audience. One of the vendors, Laurence (pictured below), thanked Robyn and presented her with a Big Issue cap and certificate.

The Big Issue staff support the vendors as they make positive changes in their lives. During the year, three vendors obtained mainstream employment, and another three started work at Café Ink. Vendors tackled issues from addiction to debt with courage.

Several vendors secured housing, while others bought cars.

Street Soccer, which is run by The Big Issue Australia, uses the power of sport to promote social inclusion and personal change, with players getting together once a week at Reid Oval. Several vendors went along, with one being selected for the ACT team at the National Street Soccer championships. Woden Community Service has supported the Street Soccer program though contributing towards oval hire, uniforms and a development day.

I work for The Big Issue in Canberra and have done so on and off for the past two years. Being a person with a long-term illness and depression, I find it hard to find work. ...

Thanks to The Big Issue, I am able to work and make a bit of extra pocket money for things I want or need. Also, the fortnightly BBQs are a good way to catch up with other vendors. ...

Thank you to all the people who buy the magazine from me and a big thank you to Julie and John (former manager) who run The Big Issue in Canberra for giving me another chance after I stuffed up the first time.

Dennis

What do the vendors think?

Vendors were asked to provide feedback on the program, as part of the badge renewal process in June. The comments below provide an indication of what vendors get out of being part of The Big Issue.

Julie Evans
Program Manger

“ It is about meeting people, as well as making money. ”

“ It is the most friendly and non-discriminatory program. It is also very helpful with the other aspects of life. ”

“ I like the freedom – the fact I can work when I want. ”

“ I wouldn't give it away for quids. ”

“ I've met lots of lovely people. One woman gave me some beautiful soap, saying it was something nice for me to enjoy. ”

“ I enjoy the contact with the public, talking with people, building my self-esteem and confidence. ”

“ I like to make money and make people smile. ”

“ I like that you can set your own hours, do it all yourself, with no boss telling you what to do. The onus is on the vendor to be a better person. ”

“ I like selling the Big Issue by myself (this is a vendor with a severe disability and limited independence, who now needs very little support while selling). ”



COMMUNITY PROGRAMS

PERSONAL HELPERS AND MENTORS PROGRAM

Funding Body: Department of Families, Housing, Community Services & Indigenous Affairs (FaHCSIA).

Staff: Louis Kearins, Mark Bothe, Leila Cormick, Keith Mahar, Bruce Stephenson, Paul Russell, and Omegaia Sowelu.

The Personal Helpers and Mentors program (PHaMs) is a national, community based mental health outreach service which supports adults whose ability to manage daily activities and to live independently in the community is seriously affected by the experience of mental illness. The Woden Community Service PHaMs program operates for people living in Woden, Weston Creek and Tuggeranong. Currently we are supporting over 60 people across a range of activities who come from all walks of life and demographics. Participants work with their own mentor, a member of the PHaMs team, who supports them on their unique journeys of recovery – helping them overcome barriers to living valued and fulfilled lives in their own communities.

The PHaMs team includes five full-time and two part-time workers, three Peer Support workers and a growing membership of those who support our peer support initiatives, including PHaMs participants. The team reflects the diversity of our work and a variety of life experiences, education, skills and training. We are fortunate to have a stable and very committed team.

A key element of the PHaMs program is its emphasis on community support and social inclusion as an

integral part of recovery from mental illness. As well as our one on one work with individuals of the program, we have several group initiatives to report on.

The WCS Art Group continues despite Renald Navilly having to take extended sick leave. Renald has been an inspiration to us and we are ever grateful for his contributions to WCS and across the whole community mental health sector over many years. We wish him all the very best in his recovery and look forward in hope to his return to his valued work in our community. The Belconnen Community Service Open

Art program has been extremely supportive and a seamless transition has taken place with Omegaia (PHaMs) and Carmel (BCS) now taking over the facilitation of the Art Group. Omegaia has provided the continuity for the group. We are immensely grateful for her constancy and commitment and have the reminders of the group's creativity in several locations within the building. The major project completed over the last year was the commissioned work now hanging in the courtyard of the Psychiatric Services Unit at The Canberra Hospital, a beautiful mosaic incorporating themes of recovery.

Other groups the PHaMs team has developed include the Women Supporting Women (WSW) group, the Chat & Chew group for men and a mixed Philosophy group that now meets weekly upstairs at Cafe Ink. We also organised in May a trip to Kosciuszko National Park in partnership with Belconnen Community Service with mutual participants of the PHaMs program and the Southside Leisure program.

“Currently we are supporting over 60 people across a range of activities who come from all walks of life and demographics.”

As well as supporting these initiatives we have completed one and started another Ending Self Stigma course which was reported on last year. The courses have a focus on reducing internalised stigma and its impact on recovery for participants. Jessica Sutherland is assisting us in evaluating the course: “The results of the evaluation conducted on the (Ending Self Stigma course) suggest that the program itself was highly successful, very well received and of great benefit to the participants. Specifically, the program has been credited by participants with helping them to think about themselves more positively and motivating them to undertake activities which they had previously not been doing (and which have made a difference to their quality of life).”

We held our first PATH workshop in August at the Woden Youth Centre for about 20 participants including people from four existing WCS programs and its various groups. Planning Alternative Tomorrows with Hope (PATH) is a future focused planning tool that is being promoted in the mental health field to assist people in their recovery journey. WCS identified that a PATH workshop would be useful to a number of PHaMs participants in terms of progressing their recovery planning, as well as being a logical extension to offer those people who have recently completed the Ending Self Stigma course and other people involved in WCS programs with mental health concerns. Professional cartoonist Andrew Hore was commissioned to both assist in the presentation of the workshop material and also help individuals to graphically present their own PATH, while adding an entertaining element for participants. It was a great success and we hope to be able to provide many such workshops into the future.

Our collaboration with the Women's Centre for Health Matters (WCHM) on developing a peer support group model specifically for women experiencing mental health issues has continued and Louise and Paul are on the Peer Support Group Project Steering Committee. The Evaluation Framework has been completed and an evaluation of the WSW group will be conducted and final report published in June next year.



COMMUNITY PROGRAMS



HOME AND COMMUNITY CARE

Funding Body: Federal Department of Health and Ageing and ACT Health

Staff: Robyn Rutherford (Program Manager), Stephanie Tolson (Case Manager), Lisa Hartwig (Case Manager), Annie Rietdyk (Case Manager), Lorraine Moises (Groups Co-ordinator), Linda Peers (Transport Co-ordinator), Brian Sclater (Driver), Wilhelm Speldewinde (Driver), Sheilagh Rowsell (Accounts and transport co-ordination) and Mavis Angove (Friday Group Co-ordinator).

Retirement: Chris Flaherty

The Home and Community Care Program supports people who are frail aged with a disability, younger people with a disability and carers of both.

Woden Community Service receives HACC funding to provide case management, centre based activities, and transport support to people living in the Woden area and in the bush fire affected rural areas south of the ACT. We also receive client services funding to purchase domestic assistance, personal care and social support.

This last year has seen some staff changes and a continued growth in the need for HACC services. We have seen the Chris Flaherty retire and myself take on the role of Program Manager. Lisa Hartwig is working in the HACC team as Case Manager, and Annie Rietdyk took up a part-time position as Case Manager.

The demand for HACC services remains high, and in most areas we are meeting or exceeding our contracted outputs. There is no waiting list at present, although the demand for transport at times exceeds available resources.

The social groups continue to provide varied and valuable activities for both younger and older people who are more isolated in the community. Groups run on Mondays, Tuesdays, and Fridays (two groups – at Lyons and in the Woden Community Centre).

In addition to the regular social groups, we have run two very successful community lunches in 2010. In April we were treated by the special appearance of 'Annie and the Armadillos', a renowned Canberra music group, who were very well received. Even the 90 year olds were up dancing!! The last big lunch for this year will be at Christmas time, which is always popular celebration.

HACC transport remains in high demand with several paid drivers and a band of committed volunteers providing a vital service to the people of Woden. Our new Ford Transit Van has proved extremely useful again this year for larger group outings, shopping and of course the fortnightly Aldi expedition. In addition, the new Monday Mystery Bus tours have been very well supported and look to continue into 2011. For these trips, we have again targeted those isolated older people with disabilities who seldom get the chance to go out.

Following on from the 2009 HACC external audit, the team has been working on some continuous improvement measures to ensure quality service delivery.

I would like to thank the team for what has been a fairly complex year with many operational changes. As the demand for HACC services grows, we will endeavor to provide a flexible service with quality at its core.

Robyn Rutherford

HACC Rural Report

The last 12 months have been constant where the HACC Rural program is concerned. Monthly Lanyon get-togethers continue to be popular, with most participants attending every month at the lovely warm Lanyon café. Most months there are around 10 people attending, which indicates it is still a valuable activity.

HACC funding also continues to support a number of rural people with domestic assistance, transport and social support. Several of the rural people have also been enjoying the Monday Mystery bus tours, which has been great to see.

Progress on the Tharwa bridge has been rapid, with new timbers being added as time allows. The bridge will be closed for short periods over the next 12 months, which hopefully will not impact too heavily on the community.

The year ahead should see the continuation of close links with the rural ACT communities.

Robyn Rutherford

Tuesday Respite Group

Funded by: ACT Health

Staff: Stephanie Tolson, Lorraine Moises and Mavis Angove

Volunteers: Helen Nastopoulous, Arthur Nastopoulous, and Helen Poon

Tuesday Group has had a great year of welcoming new members and creating new friendships within our group. On a weekly basis group members between the ages of 65 – 90 years, enjoy lots of fun and frivolity – participating in an array of stimulating activities as well as being informed and entertained by stories of other's worldly travels. As well as these new found friendships and tales of adventure, the group tantalise their taste-buds with a nutritious home-cooked meal prepared with great care by the dedicated volunteers.

Some of the much enjoyed activities have included Craft with Beryl – card making, participation in Belly Dancing, sing-a-longs with various musical groups and test driving a battery operated motor scooter by brave participants around the hall!

An enjoyable day outing was spent at the Tulip Farm amongst the vibrant colours of the tulips.

We look very much forward to continuing with Tuesday Respite Group during the coming year with many more enjoyable outings and interesting guest speakers.

Stephanie Tolson

COMMUNITY PROGRAMS

HACC Transport

Funding Body: Federal Department of Health and Ageing and ACT Health

Our HACC Transport team includes: Linda Peers (Co-ordinator), Brian Sclater (Driver), Wilhelm Speldewinde (Driver), Ian Thompson and 14 volunteers.

The HACC Transport program operates from 8.30 – 4.30 Monday to Friday providing transport to people who are frail aged with a disability, younger people with disabilities and carers of both who live in the Woden area. Transport is provided by two drivers and a group of dedicated hardworking volunteers. The focus of the HACC transport tends to be on assisting people to attend medical appointments but with extra resources, we are now able to provide transport to activities, social events and to assist people with shopping.

Transport requests have been very busy for the HACC team this year. Our 12 seater bus is frequently used for transport, shopping and outings. Other programs have also booked the bus for their own activities. Service users are very happy to pay the \$3 each way fee and no-one is refused service if they are unable to pay on the day.

Over the last year the three HACC funded vehicles travelled over 65699 kilometres. The total number of drives for the year amounted to 11715. Service was provided to 324 people. Volunteers donated a great deal of time and kilometres to support our service users. Their contribution to the total of transports during the year was 2734 of the overall 11715!

Our Community Lunches are well attended. The Statesman Hotel in Curtin is proving a very successful venue. Lunches are held three times a year with acceptances totalling up to 60 people who thoroughly enjoy the occasion. Transport is provided for most of the people attending and volunteers assist staff to support our service users on the day.

Our volunteers are an essential part of Woden Community Service. Without their dedication we would not be able to operate as effectively, or provide such a flexible and responsive service. I would like to welcome back Ian Thompson who has stepped in to help with driving and relief driving. Finally, I would like to thank my colleagues for their support throughout what has been a particularly tough year for me and also another very busy and productive year.

Linda Peers
Transport Co-ordinator

Social Support For Centre Based Groups At Pearce And Lyons

Funded by: ACT Health

Staff: Lorraine Moises and Annie Rietdyk

Volunteers: Kaye Mayberry (Friday Lyons group)

The Woden Community Service groups are generally run in the community rooms for older persons situated throughout the Woden area. The groups are targeted at elderly people who are isolated, live alone or come from culturally and linguistically diverse backgrounds.

Over the past year, the interest and attendance of people has increased and there has been very positive feedback from group members. We have arranged a varied program for the participants.

We have had guest speakers from the RSPCA, Diabetes Association, the home safety program and Australian Heart Foundation. In addition, there have been musical entertainers plus some line dancing and gentle exercises.

The bus trips are continuing to be popular as we visit venues around Canberra and beyond. One trip in particular that was well received was to the Cooma railway station exhibition with morning tea and

lunch at the local worker's club. Other popular outings were the visit to the Canberra Arboretum in spring, a lake cruise, various BBQs, picnics and visits to local nurseries.

The Masonic group in Pearce has new members and the participants make frequent comments on how much they enjoy the group and look forward to meeting every Monday. This group gives people the opportunity to engage with others in their residential community and from that new friendships are formed.

I have a an excellent volunteer in Kaye Mayberry and wish to thank her for her dedication over the past year. Annie Rietdyk has also joined the Friday group crew and is enjoying the varied program. I believe these social groups will continue to do well and grow in numbers in the distant future and I am pleased to be a part of them.

Lorraine Moises
Social Support Group leader

Friday Women's Group

Each Friday from 10 to 14 of the more senior of women in the Woden community meet at the Woden Community Centre. The group's aim is to provide socially isolated women with the opportunity for social interaction, an avenue to meet and form friendships. It also provides entertainment and information in a wide variety of forms. We have singers, dancers, craft demonstrations, and guest speakers covering a wide range of topics including health, nutrition and travel.

As research has shown that community linkages reduce anxiety and depressive symptoms caused by social isolation, this group is a vital link for some of the most vulnerable people in our community. During this Friday morning meeting, conversation is lively, they sing with guest singers, suggest poems to be read, have very healthy appetites and have in their words, "a lovely day".

A morning tea of scones, muffins or pikelets and a two course lunch is provided at minimal cost. This incorporates discussions around the benefits of fresh food demonstrates the ease at which a simple but healthy meal can be prepared.

This group relies on volunteers to assist and Woden Community Service and volunteer drivers to transport the women to and from their homes to the centre.

Feedback about this group and its function has been very positive.

Finally, but importantly, some participants keep in contact through the week by telephone, providing friendship and support for each other.

Mavis Angove



COMMUNITY LINKAGES AND DIRECTIONS TEAM

SUSTAINING TENANCY PROGRAM

Funded by: Social Housing and Homelessness Services

The Sustaining Tenancy Program (STP) works with public, private and community housing tenants that reside in the south of Canberra. The purpose of this program is to ensure fewer people enter the cycle of homelessness and are able to access and sustain appropriate and stable accommodation.

STP can walk beside people as they deal with confronting and complicated issues and systems.

The success of this program to date has depended upon the relationships built between Housing ACT and other support services.

Starting in January 2010 WCS has trialled a combined Sustaining Tenancy and Social Inclusion Program (SIP). The aim of the combined programs was to increase each program's capacity while introducing new initiatives and activities to tenants living in Woden and Weston Creek. WCS combined the SIP and STP programs to create more capacity within the two programs to provide a holistic service to people in our community. This has meant that the Community Linkages program has been able to work with more people on an individual basis concerning education, employment and social participation as well as allowing the STP side of the program to increase the scope of the work it is able to do with people at risk of losing their tenancy. This combined approach allows both programs to address underlying causes of homelessness, tenancy stress and social exclusion in a supportive manner. The two programs have utilised three workers (two full-time, one part-time).

Social Inclusion Program (Formerly Community Linkages Program)

The Social Inclusion Program (SIP) works with tenants in Woden and Weston Creek, including the villages of Pierces Creek, Stromlo and Uriarra. The aim of

the SIP is to encourage the development of positive social skills and supportive relationships and to provide opportunities for tenants to participate in the social, economic and civic lives of their local community, both at a neighbourhood and broader community level.

Over the past 12 months some of the key activities residents have been involved in are:

Tenant Initiated Grants (TIG):

Now in its fourth year the TIG is a Housing ACT initiative that provides funds to tenants to improve their community. 2009/10 saw WCS offer to auspice service to 11 individuals or groups for this year's TIG process. Of the 11 applications, 10 were successful and are currently auspiced by WCS. These include community room upgrades, construction of a gazebo and for the third year, the Access to Art Program.

Life Skills Workshops:

Building on the collection of feedback regarding what information tenants would like access to (collected through surveys in late 2009), the SIP ran a number of workshops across Canberra (in partnership with other SIP providers) which had a varied rate of attendance. SIP worked in partnership with the Settlement Grants Program to facilitate a number

STP Case Study

A single mother with two children self referred to the program for assistance with an application for public housing. She had recently separated from her partner and left the family home with the children. The person had already applied for public housing, however; she said that she needed someone to support her through the process. She also advised that she was on a waiting list for a refuge.

The family was temporarily living with a friend and was sleeping on the floor. During the application process the mother's health was deteriorating. The family was forced to move three times and had to spend nights sleeping in the car. STP (through the Carers fund) was assisting this family with food and petrol vouchers, as the constant moves were putting additional strain on their limited budget. During this time alternative accommodation was sourced but there were no vacancies.

This family's situation was assessed by HACT as a high needs and they were facing approximately 18 month waiting period for public housing. The STP worker assisted the person with the review of the decision. The appeal confirmed the original decision, which didn't alter the family's situation. STP assisted with a further appeal. After two weeks, Housing ACT made the decision to place this family on the list for priority allocation.

The family was offered a house one week later and they accepted the offer. The family was assisted with furniture by WCS and they were slowly settled in their new family home. The STP worker still contacts the family and their situation is improving every day.

This case study demonstrates the advocacy role of STP and the partnerships developed with Housing ACT to guide tenants through the relevant processes to ensure a beneficial outcome. It also highlights the flexibility of having funds to expend to meet needs of travel and furniture.

COMMUNITY LINKAGES AND DIRECTIONS TEAM

of workshops covering a broad range of topics concerning both housing and tenancy related matters as well as education, employment and life skills. The workshops not only provided information and skill development opportunities, but also a social activity and an opportunity for people new to the area to meet other members of their local community.

The list below outlines the topics covered by these sessions:

- Employment
- Housing and accommodation
- Crime and Safety, Family Violence and Child Protection
- Community Education
- Early Childhood and school aged children information
- Domestic Violence and Legal Aid
- Aged Care services in your community
- Volunteering
- Conflict Resolution

Residents Meetings:

An opportunity for residents to meet with their Housing Managers and other services (e.g. Neighbourhood Watch, AFP, Spotless) to identify common issues and discuss potential solutions.

Local community lunches and dinners:

These events provide a social opportunity for residents to come together while enjoying a meal and receiving information about topics they have identified as important. The Falls Prevention program, Council of the Ageing and Conflict Resolution Service are just three of the organisations that have come as guest speakers to some of these events.

Christmas Dinner:

This activity is held in partnership with the Rotary Club of Woden Daybreak and WCS Community Development Program, to provide tenants from the Woden and Weston regions the opportunity to enjoy a free meal during the Christmas period. 2009 saw a huge growth in interest in this activity with an additional 37 people registering their interest this year bringing the total amount of RSVP's to 87.

SIP relies on strong partnerships to ensure initiatives get off the ground. The program would like to thank Housing ACT, other ACT Community Linkages Providers, Conflict Resolution Service, Directions ACT, Legal Aid, Carers ACT and other WCS programs including The Woden Youth Centre, Sustaining Tenancy, Family Connections, PHaMS and Community Development.

SIP has also enjoyed support from the Rotary Club of Woden Daybreak in initiatives such as the Christmas Dinner and Easter Egg Hunt (run in partnership with Community Development). Without the dedication of the Rotary volunteers and the generosity of their donations raised through these activities, tenants across the Woden Valley and Weston would not be able to enjoy these great events. The program looks forward to continuing work with these and other partners on various community initiatives in years to come.

Aleks Kocevsha
Amy Garner
Lynton Sheehan

COMMUNITY DEVELOPMENT

The Community Development Program (CDP) at Woden Community Service works with people who live, work or study in the Woden Valley and the rural communities of Tharwa and the villages of Stromlo, Uriarra and Pierces Creek. The full-time worker facilitates community development activities that encourage people to develop connections and participate within their local community.

Key activities of the CDP included:

Woden Interagency

CDP facilitates the Woden Interagency – a quarterly meeting that provides a wonderful opportunity for key groups and organisations that work with people in the Woden Valley, to come together, network and share information and ideas.

Woden Community Service Promotion

CDP has coordinated WCS participation in community events, such as Youth Week, Multicultural Festival, Inaugural Multicultural Parenting Expo and Directions ACT Interagency Day to assist in providing information to the local community and raising awareness of the work of WCS. It also provided an opportunity to network with other agencies and discuss potential partnerships

Easter Egg Hunt

The Easter Egg Hunt was held in partnership with Rotary Club of Woden Daybreak and Lyons Early Childhood School on Sunday 28 March 2010. Despite a different venue from previous years, it was a wonderful community event with over 200 parents and children enjoying chocolate, activities and food. This partnership was an innovative way to support and promote the school as a community hub.

Woden Valley Community Festival

Woden Valley Community Festival was held on 31 October 2009 at Eddison Park. The festival's new theme of Healthy Communities, Positive Wellbeing and Sustainable Living, attracted many vibrant and diverse stall holders, activities and sponsors. The festival was attended by over 3000 people with positive feedback on the day received from the local community.

Woden Community Service 40th Anniversary Celebrations

CDP was part of a small working group that was responsible for organising the 40th Anniversary celebrations of Woden Community Service. A dinner was held at Hellenic Club on Friday 19 March. It was an opportunity for current and former staff to come together and celebrate the work of WCS. CDP put together a slideshow of photos that ran throughout the evening, to assist in the reminiscing.

Emma Walter

“Without the dedication of the Rotary volunteers and the generosity of their donations raised through these activities, tenants across the Woden Valley and Weston would not be able to enjoy these great events.”



COMMUNITY LINKAGES AND DIRECTIONS TEAM

FAMILY SUPPORT

Family Work

Throughout the past year Family support has focused on strengthening and supporting families and building on family members' existing skills so that a crisis is less likely to happen. We have been supporting local families to develop safe environments for children, build strong working relationships and continue to develop a healthy and harmonious community. Family Support have worked as part of the Integrated Family Support Project (IFSP) in the capacity of case co-ordinator for several families facing extreme hardship in different areas of their lives and also participated in a lot of very interesting valuable formal and informal professional development provided through this project. The Three year IFSP Project will be completed in November 2010. Family Support at Woden have found this project has been of great benefit to the families involved and has provided an open opportunity for community organisations and government agencies to further develop their ways of working more closely together to assist families to achieve their goals and experience a better quality of life.

Woden Paint and Play Playgroup

A free outdoor playgroup for children 0 – 5 years and their parents / carers. Held on Tuesday mornings during the school terms (with a break for school holidays and rainy days). Woden Community Service, Lyons Early Childhood School, Noahs Ark Resource Centre and YMCA set up activities which include play dough, bubbles, chalk drawing, easel painting, pasting, trikes, a great sand pit with lots of digging equipment, a fun cubby house, a garden maze, swings, tunnels and ball play, stories and songs.

Woden Community Service 'Bikes Wanted' Project

We seek out bikes of any size (child or adult), James, a volunteer helps to fix and service the bikes and we are currently searching for sponsors and developing plans for involvement in the Woden Festival. All pre-loved bikes go to help provide independence, mobility, transport and recreation assisting families and individuals to become leaner, greener and more connected with the community.

FAMILY CONNECTIONS

The Family Connections program has worked with 38 new families this year to facilitate their engagement with their local communities. One way this has been done is by co-facilitating Move and Groove.

Move and Groove is a music and active play program run in collaboration with Lyons Early Childhood School. It aims to engage families who formal services find "hard to reach" through a fun and non-stigmatising program.

Rebeca Gonzalez

“ Twinkle, twinkle, little star
Come and join, it's not too far
We will sing & move & groove
Make new friends & eat good food
Twinkle, twinkle, little star
Move and Groove is what we are! ”



COMMUNITY LINKAGES AND DIRECTIONS TEAM

VOLUNTEERS

One way to really appreciate the contribution they make it is to try to imagine what our world would be like without volunteers.

The contribution they make in areas such as Emergency Services, Bush Firefighting, Surf Life Saving and First Aid at various public events are perhaps some of the more public and obvious examples of how things would be different without them.

But there are many more and many less obvious or public ways in which volunteers make important contributions to their community,

We have a long tradition of volunteering at Woden Community Service which goes back to the founding of this community organisation in 1969.

WCS was established and run entirely by a group of volunteers for the first few years of its existence and volunteers have continued to be an important part of the work we do.

Over the past year volunteers have supported a wide range of our programs including Child Care, the Woden Youth Centre, a range of disability programs, support for families, The Big Issue, English conversation classes for migrants, and various activities in our Home and Community Care program supporting older people to continue to live independently in their own homes.

Volunteers also play an important part in the overall management of our work with a group of 10 volunteers comprising the WCS Board of Management. The Board has regular meetings to guide the activities, policies and finances of the work at WCS.

That the benefits of volunteering flow both ways is illustrated by the following comments by two of our volunteers:

"I find teaching English both challenging and rewarding and one day I hope to extend my experience by teaching overseas."

"I am very fortunate to have the opportunity to work with the two Big Issue co-ordinators, Julie and Stuart, who are very dedicated and provide great support for both the vendors and the volunteers. While I am new to volunteering, I am thoroughly enjoying it and will be looking for other opportunities to help out in the local community."

Another example of the positive volunteering experience at Woden Community Service is the young volunteer with our Lollipop childcare program who had successfully completed the second year of a commerce degree at the University of Canberra. The positive experience in volunteering with our Lollipop childcare program helped this young volunteer to make an important career decision and she is now studying for her Diploma in Childrens' Services at the Canberra Institute of Technology in 2010.

New volunteers are always welcome at Woden Community Service.

Contact details for people interested in volunteering are listed on our website at www.wcs.org.au

RESEARCH AND PROGRAM DEVELOPMENT

Over the past year, the Research and Program Development area has focused on a number of projects which aim to build the capacity of the organisation to respond to the needs of the local community and to promote evidence based practice.

Results-Based Accountability

Work has continued on investigating ways to implement a Result Based Accountability (RBA) framework within WCS programs, including the Family Connections Program, Community Linkages and Sustaining Tenancy Programs and the WCS Social Enterprise, Cafe Ink.

Ending Self-Stigma Evaluation

An evaluation of an ending self-stigma course (facilitated by the Personal Helpers and Mentors Program) was conducted. The results of the evaluation were overwhelmingly positive, with participants reporting that the content of the program was useful and had made a difference in their lives.

Transformation of Disability Services

Preliminary work has also started with transformation of one of the Disability Programs, from a highly structured model to an individualised, personalised

model. An application for a Disability ACT Innovation Grant was submitted to assist with the process of transformation to the new model. This model, representing the next step in the evolution of disability services, is underpinned by a belief that all people are entitled to a "good life". It seeks solutions in mainstream society: in existing services, activities, structures and institutions. It works to build strong "circles of support" to assist with enabling the development and pursuit of a person's support configuration and life vision.

Organisational Structure

A preliminary investigation has also begun of the current structure of WCS and looking at ways to ensure all programs, particularly one-person programs, are receiving the support they require and are part of a bigger team. This also serves a purpose to encourage staff to work across a variety of programs, to share their expertise across the organisation, as well as providing greater choice for service users.

Jessica Sutherland



COMMUNITY LINKAGES AND DIRECTIONS TEAM



ASSISTANCE AND CARE WITH HOUSING FOR THE AGED (ACHA)

Funding Body: Department Of Health & Aging

Co-Ordinator: Mohammed Berjaoui

This program assists older people who are frail, on low incomes, homeless or living in inappropriate accommodation to access appropriate, long term and secure housing and community resources to enhance independence, quality of life, and allow them to remain in the community.

This program deals with real people, and real problems. People who are in certain age and path of life with expectations of a secure, stable and happy life expect a safe, and protected environment and tenancy. Some of these people are facing many obstacles and their dreams are shattered because of the barriers they are encountering, these are mainly:

- a. Shortage of aged persons units.
- b. Lengthy Housing Act waiting list – (even the priority and the early allocations lists)
- c. Lengthy Nursing Homes and Hostels lists.
- d. Very high cost of the private rental market and its limited availability.

Many of the Program's tasks include writing support letters for clients who are applying for accommodation with Housing ACT, accompanying clients and advocating for them in their interviews with Housing ACT, negotiating with Housing ACT and the maintenance department over renovation, upgrading and maintenance issues. Assisting clients with their rental rebate forms or any correspondence with Housing ACT, helping clients in private rent and

accommodation to access the services available in Tuggeranong, Woden, Weston Creek regions and in some cases in all the regions of Canberra.

In 2009/2010 assisted in starting an art and social group in Dyraaba Court. Dyraaba Court is a sixty unit older person's Housing ACT complex in Mawson.

The group meets weekly to enjoy learning the techniques of art and craft from one person who lives in the complex and has a long and wide experience in this field.

I also organized and supported other activities in the complex like outings, cooking classes and invited guest speakers to speak about different issues of interest to the residents. These activities give the participants the benefits of social gathering, connection, skill development, and encourages innovation.

This program provides more creative and flexible services that really focus on each individual which in return will enhance independence and quality of life for our service users.

Working as an ACHA Coordinator with a wonderful, dedicated, energetic and supportive team of colleagues in the Community Development Team is very rewarding and beneficial for the team members and the service users.

SETTLEMENT GRANTS PROGRAM (SGP)

Funding Body: Department Of Immigration And Citizenship

Co-Ordinator: Mohammed Berjaoui

This program aims to assist newly arrived refugees and humanitarian entry migrants to become independent and contributing members of the ACT Community and Australian society. This was achieved through casework, referrals, Community Development activities, information sessions on Australian Legal, moral and social norms and linking the service users to relevant CALD Community groups, support services and resources.

The information sessions on a variety of issues and the community development activities were well attended and receive positive feedback from clients. Many clients become more independent and informative through these sessions and

activities, including starting to contact the service providers directly using the contact numbers which they obtained from the guest speakers and the flyers given to them at the information sessions. They are also using the telephone interpreting service (TIS) whenever they need to. They gain social independence and self-advocacy skills.

The types of assistance required by the service users reflects the trends established in previous years. The shortage of ACT Public Housing and private rental accommodation and its high rental cost continues to be a major issue for the newly arrived refugees and humanitarian entrants. There are also shortages in refugees and supported accommodation especially for single men or men with children.

Other reasons for the required assistance is the lack of employment opportunities for people with poor English language skills, and the resulting depression and general ill health associated with unemployment. Family and personal issues especially during relationship breakdowns is triggering a lot of conflict which accentuates isolation and other associated problems such as financial, housing emotional and mental health, sometimes culminating into legal issues.

I look forward to another busy and productive year especially as the program has gained a three year full time funding grant. I would like also to thank all the colleagues I have worked with this year, and the management in WCS, they are always supportive and encouraging.

COMMUNITY LINKAGES AND DIRECTIONS TEAM

COMMUNITY BUS

2009-2010 found the community bus actively involved throughout the community transporting people to their required venues for appointments, social activities and group outings.

The bus is a 22 seater which is part of the regional bus service funded through the ACT Government. The bus is for residents of the Woden Valley area and is wheelchair accessible.

The community bus service supports older persons, people with a disability, families with young children and people who find it difficult to access community activities, due to not being able to

access other transport options, such as Home and Community Care and/or public transport. The bus is also accessed by groups to go on outings across the ACT.

Total transport numbers for the financial 2009/2010 year is 3690 trips.

Woden Community Service ensures that any eligible group or individual has the benefit of the bus and are actively promoting the service throughout the community.

The bus and driver, Raymond, provides a wonderful service to individuals and their families in the Woden Valley.

“

Woden Community Service ensures that any eligible group or individual has the benefit of the bus and are actively promoting the service throughout the community.

”

CAFÉ INK

Café Ink is a Woden Community Service (WCS) social enterprise initiative that is fast becoming a vibrant and thriving part of the Woden community. Funded solely by WCS, and officially launched on June 10 2010 by ACT Chief Minister Jon Stanhope, Café Ink opened its doors for business on 3 May 2010. In this time Café Ink has continued to build from strength to strength as both a commercial business and as a provider of employment, skill development and training opportunities for people outside of the labour market and perceived as vulnerable.

Since opening Café Ink has supported and maintained paid employment for 10 people previously outside of mainstream employment or long term unemployed and identified as vulnerable. Currently these 10 people contribute 40% of Café Ink's total staff hours. More importantly, since opening, less than 5% of rostered shifts have been unable to be completed due to staff absences. This high work attendance reflects positively on the supportive environment that WCS and Café Ink has provided for Ink employees.

Through employment at Café Ink individuals have been provided greater social and economic participation, skill development and the provision a valued role for people to fulfill within their community. I am pleased to say the Café Ink team carries out their work with enthusiasm and competence that would have remained untapped had no such opportunities been provided.

Second, though no less importantly, to the explicit impacts that Café Ink is working to achieve is commercial viability. Whilst Cafe Ink is still a fledgling business its trade continues to grow week by week. This trend is deeply encouraging as to the overall longevity of Café Ink.

The ingredients that are assisting Café Ink grow steadily are its regular customer base who not only

align with the ambition of the Café but have found the food, beverages and atmosphere at Ink to their liking. Another element that continues to push the business toward sustainability is the catering service available. This is a fast growing part of Café Ink's business that not only generates income but also provides additional work hours for all staff.

Finally I would like to thank the WCS Board for their unanimous backing of Café Ink and assisting WCS to continue to be a progressive community organisation that offers relevant programs and activities to the Woden Community. Chris Redmond for his vision for WCS to undertake entry into social enterprise. The entire WCS Finance team for their efforts and ongoing support. Each WCS program that has provided exceptional support to their program participants that has enabled a smooth transition into employment. All the WCS staff that continue to support Café Ink with their patronage and at times their hospitality skills and of course the whole Café Ink team who continue to surprise me with their abilities and personal growth.

Matt Gallagher



HR, IT AND WORK ENVIRONMENT

HUMAN RESOURCES

Human Resource Management guides and policies continue to be developed and/or refined.

A number of new HR guides were developed particularly around OHS, including driver safety and the transport of service users.

A new MOU was promulgated in November 2009 to cover financial years 2009 to 2012.

Staff also voted on a new Multiple Enterprise Agreement (MEA) which was approved by Fair Work Australia on 29 January 2010.

WCS complied with the new National Employment Standards introduced by the Federal Government in January 2010.

The 2010 Equal Opportunity for Women report was accepted by the Equal Opportunity for Women in the Workplace Agency. WCS is compliant with the EOWW Act for 2010. Our report also lists strategies for 2010/11.

The ACT Budget made provision for indexation to the community sector of 3.3%. This meant that each of the contracts that WCS holds with ACT departments were increased by 3.3%. As signatories to the Multiple Enterprise Agreement, WCS undertook to pass this rate of payment onto staff through wage increases. WCS made a commitment to staff through its MOU to pass on this increase to all staff, not just those on ACT departmental contracts. This has an impact on some programs that are not ACT Government funded, such as federally funded programs and all children's services programs. For the latter there will be fee increases to cover the increased wage costs.

A new Human Resource Network group was established by ACTCOSS. The group comprises human resource and administrative support personnel

from local community agencies. The aim is to share experiences and knowledge helpful in managing Human Resources within respective agencies.

INFORMATION TECHNOLOGY

A new email client 'Zimbra' was trialled and a survey of the involved staff completed. Following a successful trial of the Zimbra Workgroup Collaboration Suite, WCS purchased a dedicated server and integrated staff email and calendars into Zimbra. Zimbra provides a range of extra functionality, including:

- Sharing of email, calendars, address books and task lists with other staff and the ability to set the level of control from view only to manage.
- Management of resources allowing staff to view availability and book the usage of cars & interview rooms.
- Remote access from anywhere via Internet access.
- Allows users to set and manage out of office automated email replies.

A Virtual Private Network was established between Central Office and the Youth Centre. This provided movement of data between the locations and syncing of the Human Resource Manual information drive for automated updates at the Youth Centre. Additional shared information drives will be added in future.

The proposed Intranet was scheduled for early 2010. This was postponed until a proven Internet software product is sourced and trialled. In the interim, staff will be eased into a shared information arrangement. To do this we established the WCS Resources Shared Drive for use by all staff for storing of program information and forms allowing access by staff from other programs.



“The aim is to share experiences and knowledge helpful in managing Human Resources within respective agencies.”

HR, IT AND WORK ENVIRONMENT

This arrangement and the planned Intranet will improve WCS's learning organisation capability and record keeping.

DECT phones were integrated into the existing phone system for use by the Lollipop Child Care Centre and the Big Issue program. This enables Lollipop staff to make or receive calls whilst outside with children in care and Big Issue staff to be contactable by vendors whilst hosting gatherings or meeting with other vendors.

An IT based digital identification system was procured to provide photo identification cards for both staff and volunteers. ID cards were printed for staff and volunteers giving them a form of identification for use when meeting with service users or other organisations.

WCS continues its membership with CASE (Computing, Assistance, Support and Education). CASE is a nonprofit organisation providing education, advocacy and technical support to other nonprofit organisations. They continued to provide: maintenance of WCS servers, support for information technology issues as requested; recommendations on services or products to meet our information technology needs and assistance in establishing those services or products. They also provide technicians available to supplement our existing internal IT support including the provision of on-site staff during annual leave situations.

Our IT Officer continued with training at the CIT, completing subjects on Client Support, Network Administration Basics, Networking Operating Systems and Network Peripherals.

To manage IT support requests we use an open source product called Trouble Ticket Express. TTE uses a web based interface and provides central management and monitoring of requests for support with the ability to respond to request from the interface. Responses are emailed to the user, and provides the ability for the user to add more information to the Support Request. We received and responded to over 270 requests for support via TTE or email over the financial year.

WORK ENVIRONMENT

Workplace Safety Representatives attended training programs.

Those Staff who drive regularly for work purposes attended a defensive driver training program.

Ergonomic assessments of workstations and the work environment are regularly undertaken. Following an OHS assessment, revisions to Central Office's reception area are proposed.

To support OH&S compliance, a number of safety audits of key work areas were undertaken by an external consultant.

New OHS guides on driver safety, safety when transporting service users and a risk assessment profile were developed.

The refurbishment of Central Office in 2008 improved our working environment and every staff member was equipped with the latest communication, information technology equipment and ergonomic work stations. However, WCS is running out of room and a new building is required not only to meet OHS obligations and work environment standards but the provision of facilities to cater for the expanding needs of the community and our service users.

The Local Area Co-ordination team moved into Central Office from across the way in Phillip.

WCS are moving into the new Weston Creek Community Services Hub to establish a network base for WCS. This will strengthen our profile, service delivery and ease of access for Weston Creek residents.



FINANCIAL REPORT

The 30th June 2010 financial statements for Woden Community Service Inc. which appear on the following pages disclose a surplus of \$113,139 for the year (last year \$ 108,646). This surplus result of \$113,139 was principally achieved from our fee based programs and investment income. However, the result was adversely affected by losses of \$116,000 for a small number of government programs where funding did not match service delivery outputs. This short funding pattern has been addressed through meetings with stakeholders and we are optimistic that such losses will not be of a recurring nature.

During the year Woden Community Service embarked on an exciting new concept through the introduction of a café. The café is attached to the Woden Community Library and is called Café Ink with a philosophy of social inclusion. This set up was assisted by Social Ventures Australia. As with most new business start-ups it takes a little while to become established. Café Ink incurred a loss of \$ 47,000 during the year which was closely in line with expectations. It is very pleasing to be able to report the organisation was able to absorb these combined losses of \$163,000 and still return a surplus of \$113,139.

Points to Note:

- Strong net assets at 30/6/10 \$1.757m
- Net liquid assets at 30/6/10 strong at \$1.129m
- Very strong operating result outside of "one off type" losses
- Capital expenditure for the year low at \$90,000 incurred for Café. Indications are that capital expenditure requirements for the organisation are minimal for the short term which on a continuing strong operating performance base should allow ongoing growth in net liquid assets.

Once again I would like to thank the accounting and finance staff for their dedicated and professional support and enormous contribution during the year. The team remains committed to value adding and providing timely and accurate information.

The year ahead will no doubt throw out some new challenges. Along with those challenges we look forward to working with Chris Redmond, our Director, and the Board in achieving their goals and aims.

Gary Daw
Finance Manager

RSM Bird Cameron
Chartered Accountants

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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 balance sheet as at 30 June 2010, the statement of comprehensive income, statement of changes in equity and cash flow statement for the year ended on that date, a summary of significant accounting policies, other explanatory notes 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 (including the Australian Accounting Interpretations) and the Associations Incorporation Act (ACT) 1991. The responsibility also includes establishing and maintaining internal control relevant to the preparation and fair presentation of the financial report that is free from material misstatement, whether due to fraud or error; selecting and applying appropriate accounting policies; and making accounting estimates that are reasonable in the circumstances.

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. These Auditing Standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance 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 Board, as well as evaluating the overall presentation of the financial report.

The financial report has been prepared for distribution to members for the purpose of fulfilling the Board's financial reporting requirements under the Associations Incorporations Act (ACT) 1991. We disclaim any assumption of responsibility for any reliance on this report or on the financial report to which it relates to any person other than the members, or for any purpose other than that for which it was prepared.

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

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FINANCIAL REPORT

RSM Bird Cameron
Chartered Accountants

Independence

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

Auditor's Opinion

In our opinion the financial report of Woden Community Services Incorporated presents fairly in all material respects, the financial position of Woden Community Services Incorporated as at 30 June 2010 and its performance and its cash flows for the year then ended in accordance with Australian Accounting Standards (including the Australian Accounting Interpretations) and the requirements of the Associations Incorporation Act (ACT) 1991.

RSM BIRD CAMERON
Chartered Accountants



GED STENHOUSE
Director

Canberra, Australian Capital Territory
Dated: 25 August 2010

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 2010 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


Shane Bellchambers - Treasurer 15/8/10

FINANCIAL REPORT

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 2010.

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
Shane Bellchambers	Treasurer
Janet Thompson	Secretary/ Public Officer
Peter Mitchell	Member
Martin Devine	Member
Libby Cremen	Member
Jamie Crosby	Member
Chris Healy	Member
David Menzel	Member
Marie Luise Persson	Member

The following members have resigned during the year:

Marion Blake	Member
Louise Evans	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.

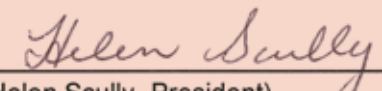
SIGNIFICANT CHANGES

The organisation has started a social venture with the basic intention to provide disadvantaged people with a supportive environment to increase their social and economic participation through paid employment, work-skill development and the opportunity to access certified training.

OPERATING RESULT

The surplus from the ordinary activities amounted to \$113,139 (2009: \$108646).

Signed in accordance with the resolution of the members of the board.


(Helen Scully- President)


(Shane Bellchambers – Treasurer)

Dated this 18 day of 8 2010.

FINANCIAL REPORT

BALANCE SHEET AS AT 30 JUNE 2010

PARTICULARS	NOTE	2010 \$	2009 \$
<u>CURRENT ASSETS</u>			
Cash and cash equivalents	5	1,532,445	2,663,950
Receivables	6	216,110	155,339
Inventories	7	1,482	-
Other Current Assets	8	1,374,559	55,808
TOTAL CURRENT ASSETS		3,124,596	2,875,097
<u>NON CURRENT ASSETS</u>			
Property, Plant, Equipment and Vehicles	9	790,685	808,788
		790,685	808,788
TOTAL ASSETS [A]		3,915,281	3,683,885
<u>CURRENT LIABILITIES</u>			
Payables	10	446,252	415,638
Other Payables	10	675,825	748,308
Borrowings	11	169,802	116,775
Provisions	12	704,084	618,757
TOTAL CURRENT LIABILITIES		1,995,963	1,899,478
<u>NON CURRENT LIABILITIES</u>			
Provisions	12	161,692	-
Borrowings	11	-	139,920
		161,692	139,920
TOTAL LIABILITIES [B]		2,157,655	2,039,398
NET ASSETS [A]-[B]		1,757,626	1,644,487
<u>EQUITY</u>			
Retained Surplus		1,640,958	1,527,819
Reserve		116,668	116,668
TOTAL EQUITY		1,757,626	1,644,487

The accompanying notes form part of this financial report

WODEN COMMUNITY SERVICE INC.

STATEMENT OF CHANGES IN EQUITY FOR THE YEAR ENDED 30 JUNE, 2010

PARTICULARS	Retained Earnings	General Reserve	Total
Balance at 1 July 2009	1,419,173	116,668	1,535,841
Surplus/(Deficit) for the year	108,646	-	108,646
Balance at 30 June 2009	1,527,819	116,668	1,644,487
Surplus/(Deficit) for the year	113,139	-	113,139
Balance at 30 June 2010	1,640,958	116,668	1,757,626

The accompanying notes form part of this financial report

FINANCIAL REPORT

WODEN COMMUNITY SERVICE INC.

STATEMENT OF COMPREHENSIVE INCOME FOR THE YEAR ENDED 30 JUNE 2010

PARTICULARS	NOTE	2010 \$	2009 \$
Revenue	3	8,197,138	7,557,473
Employee Benefits Expense		(6,073,655)	(5,701,083)
Depreciation and Amortisation Expense	4	(174,114)	(152,207)
Borrowing costs expense	4	(22,828)	(31,237)
Other Expenses		(1,813,402)	(1,564,300)
Surplus before Income Tax Expense		113,139	108,646
Income Tax Expense		-	-
Net Surplus after Income Tax Expense		113,139	108,646
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		113,139	108,646
Total comprehensive income transferred to equity		113,139	108,646

The accompanying notes form part of this financial statements.

WODEN COMMUNITY SERVICE INC.

CASH FLOW STATEMENT FOR THE YEAR ENDED 30 JUNE, 2010

	Note	2010 \$	2009 \$
CASH FLOWS FROM OPERATING ACTIVITIES			
Receipts from Fees		3,558,832	3,536,079
Receipts from Other Services		491,332	409,505
Payments to Suppliers and Employees		(7,638,105)	(7,029,267)
Interest Received		130,703	121,101
Operating Grants Receipts		3,883,015	3,911,120
Inventory		(1,482)	-
Net Cash Provided from Operating Activities	18b	424,295	948,538
CASH FLOWS FROM INVESTING ACTIVITIES			
Fixed Asset Purchases		(156,009)	(461,959)
Proceeds from Sale of Fixed Assets		-	36,500
Investment in Term Deposits (for 12 months)		(1,312,898)	-
Net Cash Used in Investing Activities		(1,468,907)	(425,459)
CASH FLOWS FROM FINANCING ACTIVITIES			
Hire Purchase Loan/ Finance Lease		(86,893)	(77,343)
Net Cash Provided by Financing Activities		(86,893)	(77,343)
Net Increase in Cash Held		(1,131,505)	445,736
Cash Held at Beginning of the Financial year		2,663,950	2,218,214
Cash Held at the End of the Financial year	18a	1,532,445	2,663,950

The accompanying notes form part of this financial report.

FINANCIAL REPORT

WODEN COMMUNITY SERVICE INC. NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2010

NOTE 1 STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES

This financial report is a general purpose financial report that has been prepared in accordance with the Australian Accounting Standards Board, Australian Accounting Interpretations, other authoritative pronouncements of the Australian Accounting standards Board and the requirements of the Associations Incorporation Act (ACT) 1991.

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 report has been prepared on an accrual basis and is based on historical costs modified, where applicable, by the measurement at fair market value of selected non-current assets, financial assets and financial liabilities.

(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 capitalized 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.

WODEN COMMUNITY SERVICE INC. NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2010

Estimated useful lives for each class of depreciable asset are:

Building Improvement	10 years
Equipment	5 Years
Motor Vehicles (CLS & CSR)	7 Years
Other Motor Vehicles	5 Years
Computer Equipment (PHAMS)	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.

(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.

FINANCIAL REPORT

WODEN COMMUNITY SERVICE INC. NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2010

(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.

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.

WODEN COMMUNITY SERVICE INC. NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2010

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.

(f) Employee Benefits

Provision is made for Woden Community Service Inc.'s liability for employee benefits arising from services rendered by employees to balance date. Employee benefits expected to be settled within one year have been measured at the amounts expected to be paid when the liability is settled, plus related on-costs. Employee benefits payable later than one year have been measured at the present value of the estimated future cash outflows to be made for those benefits.

Contributions are made by Woden Community Service Inc. to an employee superannuation fund and are charged as expenses when incurred.

(g) Cash

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

(h) 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.

FINANCIAL REPORT

WODEN COMMUNITY SERVICE INC.

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2010

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).

(i) 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.

(j) Impairment of Assets

At each reporting date, the Association 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.

(k) Critical Accounting Estimates

The Association 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.

(l) 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, 2010

NOTE 2	KEY MANAGEMENT PERSONNEL COMPENSATION	2010 \$	2009 \$
	The aggregate compensation of key management personnel of the Association is set out below:		
	Short Term Benefits	411,402	457,231
	Post Employment Benefits	37,026	35,641
		448,428	492,872

NOTE 3	REVENUE	2010 \$	2009 \$
	Operating Activities		
	Fees	3,619,604	3,377,811
	Operating Grants	3,955,498	3,650,797
	Other Operating Revenue	491,333	407,764
	Total revenue from operating activities	8,066,435	7,436,372
	Non-operating activities		
	Interest received	130,703	121,101
	Total revenue from non-operating activities	130,703	121,101
	Total revenue	8,197,138	7,557,473

NOTE 4	SURPLUS	2010 \$	2009 \$
	Surplus before income tax expense has been determined after:		
	Depreciation of property, plant and equipment	174,114	152,207
	Borrowing cost expense	22,828	31,237
	Remuneration of auditor		
	-Audit or review services	15,000	17,000
	Rental expense on operating leases		
	minimum lease payments	112,673	114,234

NOTE 5	CASH ASSETS	2010 \$	2009 \$
	Cash at Bank	1,532,445	2,663,950

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE, 2010

NOTE 6	RECEIVABLES	2010 \$	2009 \$
	Sundry Debtors	214,258	156,617
	Accrued Income	13,230	10,100
	Provision for Impairment of Receivables	(11,378)	(11,378)
	Total	216,110	155,339

FINANCIAL REPORT

NOTE 7 INVENTORIES

	2010 \$	2009 \$
Inventory- Café	1,482	-
Total	1,482	-

NOTE 8 OTHER CURRENT ASSETS

	2010 \$	2009 \$
Prepayments	61,661	55,251
Unexpired GST Hire Purchase	-	557
Investment in Term Deposits	1,312,898	-
Total	1,374,559	55,808

NOTE 9 PROPERTY, PLANT AND EQUIPMENT

	2010 \$	2009 \$
Hire Purchase/ Capitalised leased assets	389,907	389,907
Less: Accumulated Depreciation	(127,661)	(70,965)
	262,246	318,942
Vehicles - at cost	219,365	219,365
Less: Accumulated Depreciation	(79,499)	(35,626)
	139,866	183,739
Equipment - at cost	381,770	528,911
Less: Accumulated Depreciation	(181,766)	(334,030)
	200,004	194,881
Building Improvement	207,176	116,597
Less: Accumulated Depreciation	(18,607)	(5,371)
	188,569	111,226
Total property, plant equipment & vehicles	790,685	808,788

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 Purchase/ Capitalised Leased Assets	Vehicles	Equipment	Building Improve- ment	Total
Balance at the beginning of year	318,942	183,739	194,881	111,226	808,788
Additions	-	-	65,432	90,579	156,011
Depreciation Expense	(56,696)	(43,873)	(60,309)	(13,236)	(174,114)
Disposals (wdv)	-	-	-	-	-
Carrying amount at the end of year	262,246	139,866	200,004	188,569	790,685

WODEN COMMUNITY SERVICE INC.

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE, 2010

	2010 \$	2009 \$
NOTE 10 PAYABLES		
Trade creditors and accruals	446,252	415,638
	446,252	415,638
Other Payables:		
Grants received in advance	170,219	330,705
Unexpended Income	505,606	417,603
	675,825	748,308
Total	1,122,077	1,163,946

NOTE 11 BORROWINGS

CURRENT		
Hire Purchase	-	6,781
Lease Purchase	169,802	109,994
	169,802	116,775
NON-CURRENT		
Hire Purchase	-	-
Lease Purchase	-	139,920
	-	139,920
Total	169,802	256,695

NOTE 12 PROVISIONS

CURRENT		
Employee entitlements	704,084	618,757
NON-CURRENT		
Employee entitlements	161,692	-
Total	865,776	618,757

FINANCIAL REPORT

WODEN COMMUNITY SERVICE INC.

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE, 2010

	2010 \$	2009 \$
NOTE 13 CAPITAL AND LEASING COMMITMENTS		
(a) Finance Leasing and Hire Purchase Commitments		
Payable:		
- not longer than 1 year	180,370	139,603
- longer than 1 year but not longer than 5 years	-	156,094
	180,370	295,697
Less future finance charges	(10,568)	(39,002)
Net Lease Liability	169,802	256,695
(b) 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	52,447	52,107
- between 12 months and five years	56,425	53,571
	108,872	105,678

NOTE 14 SEGMENT REPORTING

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

NOTE 15 ASSOCIATION DETAILS

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

NOTE 16 EVENTS AFTER THE BALANCE SHEET DATE

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

NOTE 17 RELATED PARTY DISCLOSURE

During the year ended 30 June 2010, 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.

WODEN COMMUNITY SERVICE INC.

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE, 2010

	2010 \$	2009 \$
NOTE 18 CASH FLOW INFORMATION		
a. Reconciliation of Cash		
Cash at Bank	1,532,445	2,663,950
b. Reconciliation of net cash provided by operating activities to operating surplus		
Operating Surplus	113,139	108,646
Non-cash flows in surplus:		
Add back (profit)/ loss on asset sale	-	1,740
Add back depreciation charge	174,114	152,207
Changes in assets and liabilities		
Increase/(Decrease) in Grants in Advance	(72,483)	260,324
Increase/(Decrease) in Provisions	247,017	99,942
(Increase)/ Decrease in Other Current Assets	(5,853)	25,186
Increase/(Decrease) in Fees Received in Advance	-	-
Increase/ (Decrease) in Creditors	30,614	142,225
(Increase)/Decrease in receivables	(60,771)	158,268
(Increase)/Decrease in inventory	(1,482)	-
b. Net cash provided by operating activities	<u>424,295</u>	<u>948,538</u>

NOTE 19 ECONOMIC DEPENDANCY

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

FINANCIAL REPORT

WODEN COMMUNITY SERVICE INC.
NOTE TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2010

NOTE 20 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 2010.

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 2010.

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 2010 and 30 June 2009 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 TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2010 Note 20: financial instruments (cont'd)

	Weighted Average Effective Interest Rate	Floating Interest Rate		Fixed Interest Rate Maturing Within one Year		From 1 to 5 Years		Non - Interest Bearing		Total	
		2010	2009	2010	2009	2010	2009	2010	2009	2010	2009
		\$	\$	\$	\$	\$	\$	\$	\$	\$	\$
FINANCIAL ASSETS											
Cash and Cash equivalents	5.88%	1,344,497	1,265,310	-	1,243,603	1,312,898	-	187,948	155,037	2,845,343	2,663,950
Trade and Other Receivables	3.60%	-	-	-	-	-	-	216,110	155,339	216,110	155,339
TOTAL FINANCIAL ASSETS		1,344,497	1,265,310	-	1,243,603	1,312,898	-	404,058	310,376	3,061,453	2,819,289
FINANCIAL LIABILITIES											
Hire Purchase	10.10%	-	-	169,802	109,994	-	139,920	-	-	169,802	249,914
Trade and Other Payables	9.25%	-	-	-	6,781	-	-	-	-	-	6,781
TOTAL FINANCIAL LIABILITIES		-	-	169,802	116,775	-	139,920	446,252	415,638	446,252	415,638
								446,252	415,638	616,054	672,333

Trade and sundry payables are expected to be paid as follows:

Trade Payables	2010	2009
Less than 6 months	\$	\$
	446,252	415,638
Total trade and sundry payables	446,252	415,638

FINANCIAL REPORT

WODEN COMMUNITY SERVICE INC.
NOTE TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2010
Note 20: 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 2010, 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:

Change in Profit

- Increase in interest rate by 1%
- Decrease in interest rate by 1%

Change in equity

- Increase in interest rate by 1%
- Decrease in interest rate by 1%

	2010 \$	2009 \$
- Increase in interest rate by 1%	26,574	25,089
- Decrease in interest rate by 1%	(26,574)	(25,089)
Change in equity		
- Increase in interest rate by 1%	26,574	25,089
- Decrease in interest rate by 1%	(26,574)	(25,089)

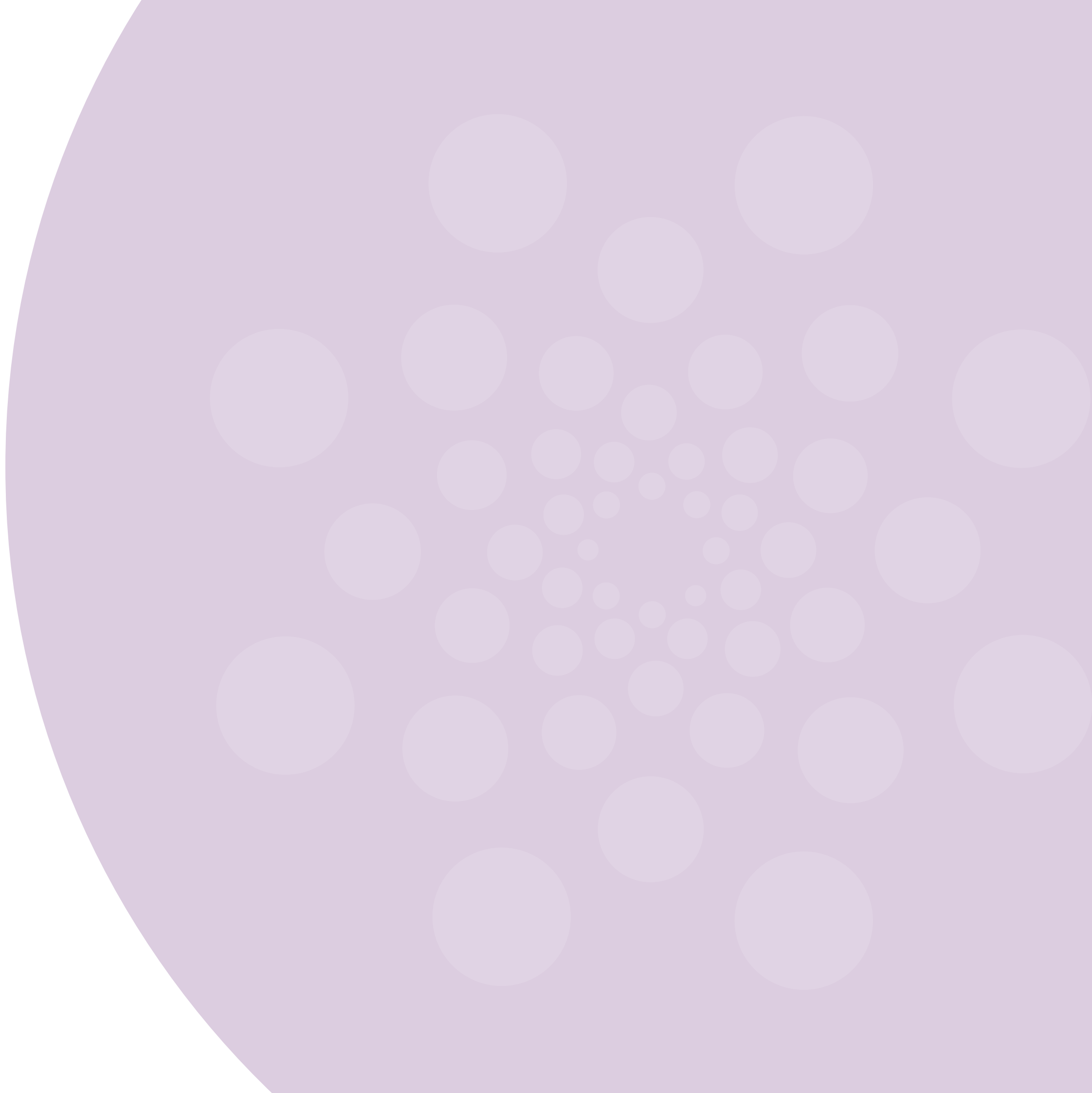
This sensitivity analysis has been performed on the assumption that all other variables remain unchanged.
No sensitivity analysis has been performed for foreign exchange risk, as the entity is not exposed to fluctuations in foreign exchange.

WODEN COMMUNITY SERVICE INC.
NOTES TO THE FINANCIAL STATEMENT FOR THE YEAR ENDED 30 JUNE 2010.

NOTE-21 New standards and interpretations issued but not yet effective

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 2009-5	<i>Further Amendments to Australian Accounting Standards arising from the Annual Improvements Project [AASB 5, 8, 101, 107, 117, 118, 136, 139]</i>	Amends a number of standards as a result of the annual improvements project.	1 January 2010	Minimal
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 2013	Minimal
Interpretation 19	<i>Extinguishing Financial Liabilities with Equity Instruments</i>	This Interpretation addresses the accounting by an entity when the terms of a financial liability are renegotiated and result in the entity issuing equity instruments to a creditor of the entity to extinguish all or part of the financial liability. It does not address the accounting by the creditor.	1 July 2010	Minimal
AASB 124	<i>Related Party Disclosures</i>	Revised standard. The definition of a related party is simplified to clarify its intended meaning and eliminate inconsistencies from the application of the definition	1 January 2011	Disclosure only
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 January 2013	Minimal
2009-12	<i>Amendments to Australian Accounting Standards</i>	Amends AASB 8 Operating Segments as a result of the revised AASB 124. Amends AASB 5, 108, 110, 112, 119, 133, 137, 139, 1023 & 1031 and Interpretations 2, 4, 16, 1039 & 1052 as a result of the annual improvement project.	1 January 2011	Minimal
2010-1	<i>Amendments to Australian Accounting Standards – Limited Exemption from Comparative AASB Disclosures from First-time Adopters</i>	Amends AASB 1 <i>First-time Adoption of Australian Accounting Standards</i> ; and AASB 7 <i>Financial Instruments: Disclosures</i> . Principally give effect to extending transitional provisions of AASB 2009-2.	1 July 2010	Minimal



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