

Annual Report

2018–2019



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Acknowledgement of Country

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

We also acknowledge Aboriginal and Torres Strait Islander peoples who have come from other nations to live on Ngunnawal land.

We pay our respects to their cultures, ancestors and elders past, present, future and emerging.

COVER

The #Woden Experiment has enlivened the Woden Town Square and seen a big increase in the community’s use of the space. The #Woden Experiment opened in March 2019 and has been extended to early 2020. WCS has worked with Transport Canberra and City Services to encourage and facilitate community use of the Square.

Message from the Board Chair

It has been a year of celebration and change for Woden Community Service in 2019.

2019 marks 50 years of service of WCS to our local community. We have celebrated by bringing together those that were around from the very beginning, acknowledging their contributions and vision for a Woden Valley that was welcoming, supportive and inclusive of everyone who moved here. The afternoon tea was a delightful opportunity to hear some of the challenges and innovations of WCS and to reaffirm our continued purpose and commitment to our community.

In February we welcomed our new Chief Executive Officer, Jenny Kitchin. Jenny has quickly settled in and has made a positive impact with her calm, determined and visionary leadership. The Board is delighted that Jenny has a passion for service to our community and is able to purposefully and genuinely engage with all parts of our community from service users, workers, funders and government.

The Executive team has continued to work tirelessly in a changing environment where we are more often needing to compete in the market to maintain our service delivery. Thank you, Kate West, Kim Spinks and Sharon Flanigan. Recently, we farewelled our CFO, Michael Burton, who has been ably supporting the development of our strategic finance function and wish him a peaceful retirement!

I would like to thank the Board for their continued determination to serve the organisation and fully realise their important contributions to a sustainable and healthy organisation.

Great thanks to our staff who continue to strive to find ways to best support our most vulnerable members of our community and to develop and provide opportunities for learning, enthusiastic social engagement and dignified support - together.

In this next year we will be looking to the future with the launch of a new strategic plan to focus on a renewed organisational discipline and purpose. We will continue to serve our local communities with a single-minded dedication to enabling everyone to engage and participate in our communities.

Jennifer Bennett
Chair, Woden Community Service



Message from the CEO

It was a great privilege to become the CEO of Woden Community Service (WCS) following Chris Redmond after his 14 years of service. My attraction to the agency was its positive reputation in the community, the staff's commitment to clients and the wide variety of community programs WCS offers.

As someone who grew up in Woden as a child it was coincidental to join the agency as it celebrates its 50-year anniversary. This event has already brought many people from its history together to reflect on the growth of the agency from a small volunteer service to one that now has nearly 400 staff and 60 volunteers. The growth has been exciting and extraordinary during that time.

I joined the agency as it was just coming out of a difficult financial period, due in large to the transition of disability services from block grant funding from the government to NDIS funding packages for individuals. Like many other disability service providers the prices offered by NDIA did not meet the costs the agency was experiencing. Fortunately, WCS has turned a corner and we are now operating financially viable disability services, but will need to continue to monitor this closely.

WCS enjoys positive and collaborative relationships with politicians and community leaders who have been keen to discuss their ideas not only about how to partner with us but how to support us. The planning towards a new Woden Community Centre will be a great venture for us to be part of and will certainly alleviate the difficulty we have in operating from a number of sites. More importantly we will be able to properly service the community with rooms and facilities for people to access.

In a partnership with Region Media we have worked to increase our public profile to promote the wide variety of work we do through the stories of our clients and staff. This has assisted us to advocate for issues alongside other organisations like ACTCOSS. While we may be primarily a service provider, we have a critical role to speak out about injustices in the community and how best we can address these at a local and national level. Through some of our services like OneLink and The Little Pantry we can see firsthand the disadvantage that many people in our community continue to experience.

WCS has a very committed and professional board who come from a range of backgrounds. They provide strong leadership, advice and direction to me as the CEO and I am fortunate to have that support. The Executive and staff across the agency have been very welcoming, supportive and informative as I continue to learn so much about the agency and what it offers.

Jenny Kitchin
Chief Executive Officer



The Board and Governance

The WCS Board guides the strategic direction of WCS. Membership for 2018–19 was:



JEN BENNETT
Chairperson



GLENN POWELL
Member



LORA SHAW
Deputy Chairperson



CAROLYN HARKNESS
Member



BRETT STREATFEILD
Treasurer



SEBASTIAN ROSENBERG
Member



BHAVANA KAUL
Member



ALISON OAKLEIGH
Member



MICHAEL MILLER
Member



SARAH ELPHICK
Member (joined November 2018)

Executive Team



JENNY KITCHIN
Chief Executive Officer

Jenny Kitchin joined WCS as CEO in February 2019. She came from Anglicare where she served as Executive Manager of Child, Youth and Family Services overseeing out-of-home care, youth, family housing and homelessness services in NSW and ACT. Jenny is a community services leader with significant experience both in the government and community sectors. Prior to Anglicare, Jenny was a senior executive in the ACT Community Services Directorate and the Regional Director of Barnardos Australia (ACT).

E: jenny.kitchin@wcs.org.au | P: (02) 6234 6868

Executive Team (continued)



KATE WEST
Director, Children, Ability & Mental Health Services

Kate has been with WCS since 2006 in a range of different roles in Children, Youth and Family Services. Today, Kate heads up the Service Development team which delivers children's services, NDIS coordination and delivery, a broad ranging community access program for vulnerable groups and seniors and the mental health and wellbeing programs.

E: kate.west@wcs.org.au | P: (02) 6234 6837



KIM SPINKS
Director, Access & Support

Kim has been working in the homelessness and social housing space for almost 20 years. She has previously worked in both the government and community sectors with diverse service user groups, managing and mentoring teams and establishing service partnerships. She joined WCS in 2017 and leads up the team delivering support in housing, children, youth and families, community development and The Big Issue.

E: kim.spinks@wcs.org.au | P: (02) 6234 6848



JENNIE SEPPINGS
Director, Corporate Support - until May 2019

Jennie had over 15 years of experience in senior Human Resources leadership roles nationally as well as internationally across a diverse range of industries. She brought with her expertise in developing organisational capability through leadership, systems and process improvements. Jennie left WCS to take up a position with Belconnen Community Service.



SHARON FLANIGAN
Acting Director, Corporate Services – since May 2019

Sharon has previously held senior positions in the Australian Public Service across numerous portfolios and has almost 30 years' experience working in a diverse range of programs, policy development, program delivery, service delivery and corporate services.

E: sharon.flanigan@wcs.org.au | P: (02) 6147 3314



MICHAEL BURTON
Chief Financial Officer

Michael has worked as a CFO for nearly 30 years in many Government environments in both New Zealand and Australia since 2001. Michael retired from the Commonwealth Department of Finance in 2013 and since then has worked for AIATSIS before coming to WCS in early 2018. Michael's wide Government experience has been used to work through some financial issues at WCS.

2018–2019 Highlights

There is much to celebrate at WCS. Highlights of our achievements over the last year include:

Introduction of a new Federally-funded psychosocial community-based mental health program – **NEW PATH**.

Growth in the **OUT OF SCHOOL HOURS CARE** services WCS provides across Canberra.

Activation of the **WODEN EXPERIMENT** in the Woden Town Square.

Commencing a **weekend service at OneLink** for referrals for community-based services across the ACT.

Achieving financial stability in the provision of NDIS services.

Appointing a **new CEO of WCS**, the fourth in the fifty year history of the organisation.

Commencing the **celebration of WCS' 50 years of service** to the community.

Securing ACT Government commitment to **build a new Woden Community Centre** to house WCS into the future.

STAFF AND VOLUNTEERS

| Service Line | Number of people |
|---|------------------|
| Children's Services | 208 |
| Children, Youth and Family Support | 12 |
| Seniors' Services | 28 |
| NDIS Services | 55 |
| Mental Health and Wellbeing | 26 |
| The Big Issue | 2 |
| Volunteers | 54 |
| ➤ Emergency Food Relief (The Little Pantry) | 6 |
| Community Development | 1 |
| OneLink | 15 |
| Corporate Support | 24 |
| TOTAL | 430 |

CLIENTS AND PARTICIPANTS



onelink
information and connections



Celebrating our history: 50 years of service

The area of Woden was first established in 1962. Many of the suburbs across Woden were being developed by 1966, with the view to house up to 90,000 people.

The suburbs were largely green field sites backing onto farming land. There was one shop in Curtin, very little public transport and virtually no services as young families began moving into the area.

In May 1969 a meeting was held to consider the formation of a "community aid service" in Woden. Ten people gathered and noted:

- Need for a telephone-referral-counselling-visiting service,
- A focus on social isolation, young families away from the usual supports, preschool families and senior citizens, and
- The general lack of community facilities.



WCS' Brian Pearce and Jennie Seppings receiving ACT Chief Minister's Gold Award to WCS for 50 years of service in March 2019.

WCS offered employment in earnest in October 1976 when it moved to the brand new Lollipop Centre in Corinna Street and took on the operation of the childcare centre.

Today WCS employs 400 staff and has an active volunteer program of volunteers delivering a wide range of services covering: children, families, young people and seniors, disability, housing and mental health support.

WCS is committed to building stronger communities and creating connections for people who are seeking purposeful and valued roles in our community.

We believe that reconciliation with Aboriginal and Torres Strait Islander people is vitally important to a healthy community, particularly in redressing the disadvantage they have experienced through colonisation.

We practise integrity in all aspects of our work in providing quality services and outcomes for people. Reliability, honesty, transparency and collaboration are components of this value that define who we are and what we do.

WCS is responsive to crises within the ACT community and was a key partner in the recovery efforts of the 2003 bushfires and in the response to Mr Fluffy loose-fill asbestos in the ACT.

Our future is built on our history, our values and the key role we play in our community to enrich lives. We recognise the importance of our staff, community and partners in our continuing success for the future.



ABOVE: Pioneer volunteers and staff gathered to celebrate WCS' 50 years of service at an afternoon tea in July 2019. PHOTO: wearefound.com

By July 1969 the name Woden Community Service (WCS) was proposed and in October 1969 a steering committee was established. Three people began taking calls on their home phones and referring volunteers to assist with childcare, transport and social inclusion.

WCS quickly grew. By the end of 1972, WCS moved out of living rooms and into the Torrens Hall. Play groups, a second hand children's clothes store, transport services and counselling services were quickly established.

All of this was driven and run by volunteers. In 1973 a part time staff member began working alongside the volunteers. In 1974 WCS purchased a copying machine which was made available to the community.

By 1975 Family Day Care was being established and activities for elderly people arranged. In 1976 the first after school care program began.

COMMUNITY SERVICE TO MAN HALL EVERY DAY

From next week, members of Woden Community Service will be at the new community hall at Torrens from Monday to Saturday to help and advise anyone who drops in.

The secretary of Woden Community Service, Mrs. E. Burbrook, said this week that the hall would probably be manned from 10 a.m. to 4 p.m. Monday to Friday and from 10 a.m. to 12 p.m. on Saturday. Volunteers would be available to give any help or advice people needed, or simply to make friends.

people could ring were just not enough to meet the growing personal needs of the area," Mrs. Burbrook said. "The service increasingly has referrals from doctors and social workers, and it has been difficult to co-ordinate the many services we offer."

"The office would enable the service to handle the growing number of calls for advice and help. "The two major problems we are called on to solve are transport and loneliness," Mrs. Burbrook said. "We have an increasing number of calls to drive children to pre-schools and day care centres, patients to hospital and old people to shopping tea meetings or simply for a day's shopping."

Clothing trade at Torrens

The Nearly New Shop, which will buy and sell good second-hand clothing, opened yesterday at Torrens Community Hall.

The shop, conducted by...



'Fair cop' copying

Woden Community Service has bought a copying machine for use by its members and people and organisations in Woden Valley who have difficulty gaining access to a copier.

The automated machine was bought with part of a TAB grant to the community service, the publicity officer, Mrs Jenny Widdowson, said yesterday.

The service would charge 1c a page for copying.

Copies would be run off by community service staff from stencils provided by customers.

The copying service would start after Christmas, but if anyone had an urgent copying job, they should phone the community service at Torrens Community Hall (864212).

"We bought the copier for our own needs, but we think there are probably other organisations whose members feel they are imposing by arranging to use a copier belonging to some one else", Mrs Widdowson said.

"Because we offer a service to the community, and because we will charge a cent a sheet, we hope users of the service will not feel they are imposing", she said.

CAN WE HELP YOU?

Können Wir Ihnen Behilflich Sein?
Posiamo Aiutarvi?
Zelite Li Da Vam Pomognemo?
Voimekko Me Autta Teita?

WODEN COMMUNITY SERVICE

seeks to assist in providing information and in meeting personal and community needs in Woden and Weston Creek

office 864212
TELEPHONE
95 9991 86 1888
86 2894

USE THIS AS A BOOKMARK

Telephone Numbers

| | |
|-------------------|-----|
| Emergency | 000 |
| New No. Enquiries | 013 |
| Doctor | |
| Chemist | |

ABOVE: Press clippings on WCS from the early 70s, a promotional bookmark advertising the home-based telephone referral service and pioneer WCS volunteer Maisee Griffiths pictured in late 60s with her daughter.

Strategic Plan

STRATEGIC GOALS FROM THE STRATEGIC PLAN 2016–2020

| Strategic Goal | Indicators of success |
|--|---|
| 1. Striving for Excellence in Service | |
| 1.1 Exceed relevant professional and WCS standards for staff and service delivery | 0.1 All professional standards met and accreditation maintained |
| 1.2 Design and deliver services that offer flexibility and choice for service users | 0.2 High levels of service satisfaction achieved |
| 2. Partnering With Our Community | |
| 2.1 Maintain relevance and responsiveness to our community through service integration and collaboration | 2.1 WCS participation in key community groups and fora |
| 2.2 Recognition of WCS's service offer | 2.2 Increased enquiries for WCS services |
| 2.3 Identifying service gaps in the community and creating service responses | 2.3 Develop and deliver innovative responses to service gaps |
| 3. A Sustainable and Agile Organisation | |
| 3.1 Develop a workforce that has capability and capacity to respond to change | 3.1 Leadership capabilities and staff development enhanced across the organisation |
| 3.2 Operate in a financially sustainable manner | 3.2 Financial management and monitoring underpin WCS's corporate support |
| 3.3 Committed to engage staff in continuous improvement activities | 3.3 Efficiencies created through continual improvement |
| 3.4 Providing staff with professional and personal development opportunities | 3.4 Sustainable design that responds to identified service need |
| 4. Sound Governance | |
| 4.1 Sustainable organisational design and structures | 4.1 WCS leaders are engaged in monitoring and reviewing the effectiveness of the organisational structure |
| | 4.1.1 WCS leaders maintain their active involvement in the Leadership Forum |
| 4.2 Actively engage the Board in accountable and responsible governance of the organisation | 4.2 Board members are involved in decisions regarding viability and WCS's future strategic direction |
| 4.3 Demonstrate leadership by working together to develop and implement service initiatives | 4.3 Board effectively evaluates service initiatives and organisational development |



Our Vision

A Vibrant and Connected Community

Our Purpose

Working Together, Enriching Lives

Our Values

HOPE We welcome, we listen, we value people's stories, we support people to build goals for their future and we offer services based on respect, acceptance and choice.

COMMUNITY We create connections within a diverse community and opportunities for people to engage in meaningful roles. We will continue to work towards reconciliation with Aboriginal and Torres Strait Islander peoples.

INTEGRITY We work together, we are accountable and professional and we partner with others to develop and provide high quality, innovative services.

RESPONSIVENESS We actively engage with individuals, our community and our sector. We respond to critical events to maintain resilient communities.



IMAGE TOP LEFT: Luz Garrety's daughter Mila has been attending WCS Family Day Care for two years. Mila has been with the same educator since the start and loves their days together. PHOTO: Lydia Downe

IMAGE MIDDLE LEFT: A quirky public mural called "Happy Land" was painted under the guidance of artist Bjani Wark in the Woden Town Square as part of the Woden Experiment. PHOTO: WCS

IMAGE BOTTOM LEFT: WCS Seniors' social groups gathered for a Christmas lunch at the Harmonie German Club in December 2018. PHOTO: WCS

Where we work

OFFICE LOCATIONS

HQ/LOLLIPOP:
26 Corinna Street, Phillip ACT 2606

YOUTH CENTRE:
29 Callam St, Phillip ACT 2606

CALLAM OFFICE:
50 Easty St, Phillip ACT 2606

EARLY LEARNING CENTRES

LOLLIPOP EARLY LEARNING CENTRE:
26 Corinna Street, Phillip ACT 2606

LYONS CHILDREN'S CENTRE:
38 Tarraleah Cres, Lyons ACT 2606

EVATT PRESCHOOL:
46 Heydon Cres, Evatt ACT 2617

FAMILY DAY CARE

Suburbs are: Kambah, Torrens, Farrer, Coombs, Richardson, Condor, Fisher, Waramanga, Rivett, Weston

OUT OF SCHOOL HOURS CARE

CURTIN JNR/SNR:
70 Theodore St, Curtin ACT 2605

DUFFY: 47 Burrinjuck Cres, Duffy ACT 2611

EVATT: 46 Heydon Cres, Evatt ACT 2617

GARRAN JNR/SNR: 136 Gilmore Cres, Garran ACT 2605

HUGHES: 10 Groom St, Hughes ACT 2605

LYONS: 38 Tarraleah Cres, Lyons ACT 2606

MARGRET HENDRY:
100 Sutherland Crescent, Taylor ACT 2913

RED HILL: Astrolabe St, Red Hill ACT 2603

TORRENS: 161 Beasley St, Torrens ACT 2607

ONELINK

Housing ACT Central Access Point Nature Conservation House, Corner of Emu Bank & Benjamin Way Belconnen 2617 ACT

Weekend service:
26 Corinna Street, Phillip ACT 2606 and Red Cross House, 3 Dann Close, Garran ACT 2605

MENTAL HEALTH OUTREACH LOCATIONS:

Catholic Archdiocese of Canberra and Goulburn at Blackfriars Parish: 207 Antill Street, Watson 6202

Headspace: 1-3, 1 Torrens Street, Braddon, 2612, Australian Capital Territory

THE BIG ISSUE VENDORS

Canberra City (various sites)
Woden centre (various sites)

THE LITTLE PANTRY

(Emergency Food Relief)
26 Corinna Street, Phillip ACT 2606

SERVICE OVERVIEW

Children's Services

- Lollipop Early Learning Centre
- Lyons Children's Centre
- Family Day Care
- Out of School Hours Care
- Holiday Program

Child, Youth and Family Support

Youth Engagement Team

Seniors

- Home Support
- Social Groups
- Community Transport

Onelink

Housing Support

Emergency Food Relief

- The Little Pantry

Community Engagement

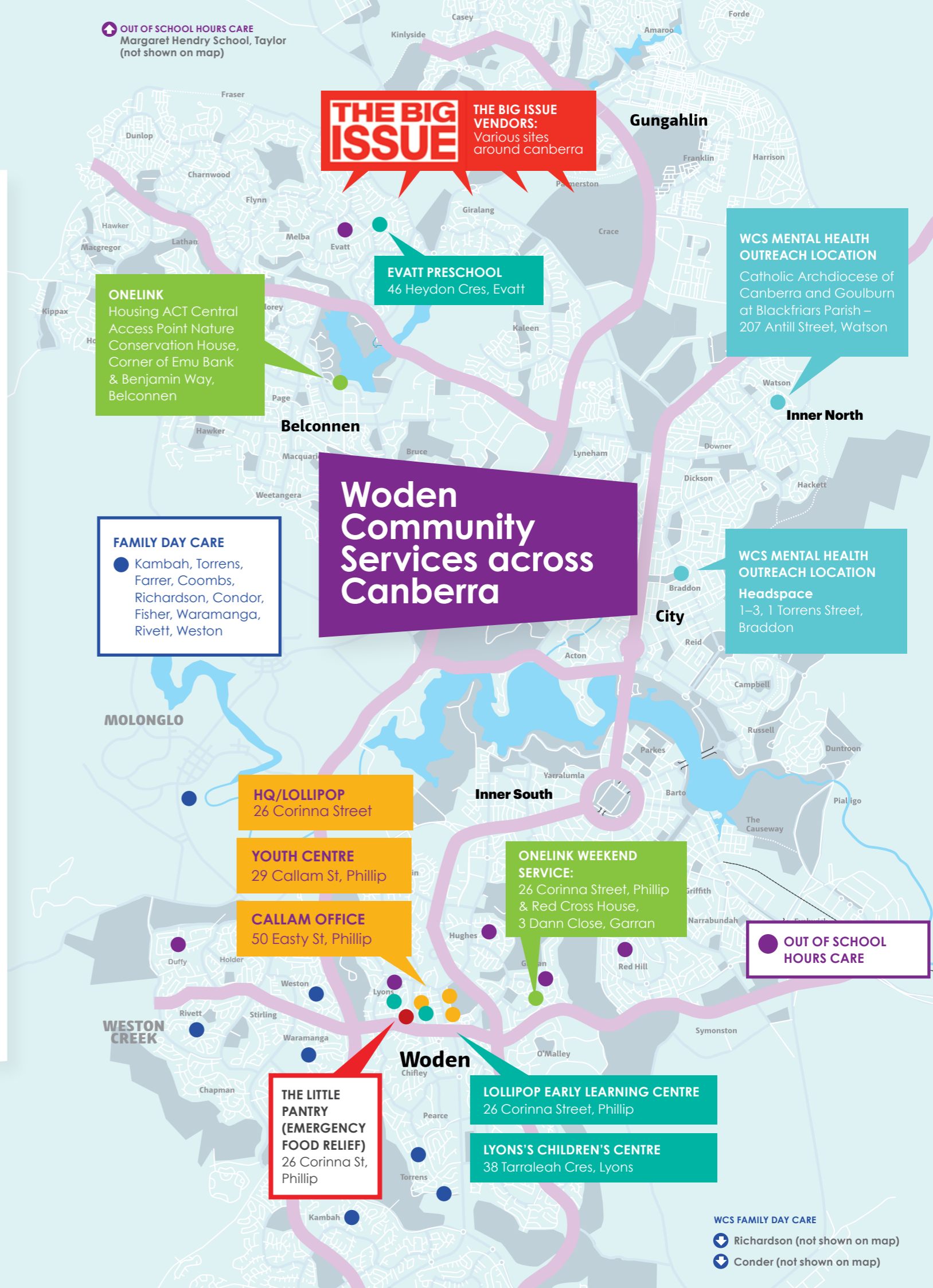
- Community Development
- Volunteering
- The Big Issue

NDIS Services

- Support Coordination
- Direct Service

Mental Health & Wellbeing

- Next Step
- New Path
- Transition to Recovery
- The Way Back Support Service



Karthika Jayaprakash

Karthika Jayaprakash first came to WCS as an intern in the IT team. Karthika quickly established her value and was encouraged to apply for a position. Karthika then joined as a Visicase Support Officer in the WCS IT team.

"I came to Australia in search of a better life, a good career and a place to call home. After a year I didn't get a break until an opportunity emerged at WCS."

"Like I dreamed, with friendly colleagues helping each other, I landed in the best job. I can still remember when I came here for the first time, the positive words from positive people. I'm really happy to be here."

Our People



WCS aspires to be a high performing organisation with a positive and inclusive culture. We work closely with communities and stakeholders and across many areas of government to ensure collaborative policy development, implementation and service delivery.

We will continue to build a diverse, agile and technologically savvy workforce that enables innovation and staff engagement.

We measure our performance and culture through a biannual employee engagement survey and the introduction of key HR measures including workforce planning metrics and turnover of staff. The People and Culture (P&C) team provides accurate, timely and innovative HR and industrial relations advice to managers and employees. P&C has worked closely with managers to identify recruitment needs and retention and attraction strategies supported by updated policies and procedures. Access to an HR on-line self-service system is being rolled-out across WCS for managers and employees.

OUR WORKFORCE

WCS offers a wide range of flexible working arrangements and a variety of work.

WCS continues to benefit from the assistance of approximately 60 active volunteers. Student interns and work experience placements in various service and support areas, contribute to service delivery and create potential career opportunities.

OUR DIVERSITY

WCS is committed to reflecting the diversity of the Australian community in its workforce by building an inclusive culture that respects and celebrates differences. WCS currently has employees that were born in 34 different countries from across the world ranging in age from 17 years to over 70 years of age.

DOMESTIC AND FAMILY VIOLENCE

In support of the Australian Government's National Plan to Reduce Violence against Women and their Children 2010–2022, WCS introduced a new Domestic and Family Violence Policy that supports employees who experience domestic or family violence by providing a supportive workplace environment that promotes flexibility at the time of need.

WORK HEALTH AND SAFETY

We are committed to protecting the health, safety and wellbeing of our people while at work and we take seriously our obligation to provide a safe working environment and to eliminate as much as possible, work health and safety risks. During the past year we have:

- Revised the Terms of Reference for the National Health & Safety Committee,
- Strengthened our work health and safety governance arrangements including the appointment of new Health and Safety representatives,
- Reinstated monthly Emergency Planning Committee meetings,
- Developed new policies and procedures regarding bomb threats and building lock down procedures,
- Refreshed our bullying and harassment policy,
- Provided all employees with access to an influenza vaccination program, and
- Improved reporting on WH&S to the Executive and Board.

To ensure the continued reduction of workers' compensation claims, we have implemented a clear process regarding lodging a compensation claim and educated our people on the relevant legislation, appropriate duty of care and the roles and responsibilities of a manager and employee throughout the compensation process. This focus on due process and early intervention has resulted in a significant reduction of claims lodged and the closure of several long-tail claims.

Our Employee Assistance Program (EAP) continues to offer our people independent professional counselling services for personal or work related issues as well as critical incident debriefing and trauma counselling.

Reconciliation Action Plan



IMAGE LEFT: Children from Lyons Children's Centre gather for the National Sorry Day Bridge Walk at Regatta Point, May 2019. PHOTO: WCS

IMAGE OPPOSITE PAGE: William Tompkins, of the Ngunnawal and Wiradjuri peoples, holds a Smoking Ceremony to welcome the community to the NAIDOC Community Celebration, accompanied by Gregory Joseph playing the didgeridoo, at the Woden Town Centre in July 2019. PHOTO: WCS

In 2018–19, WCS continued its commitment to reconciliation through activities set out in our Reconciliation Action Plan (RAP). Our RAP expired in December 2018 and WCS's new CEO sought to re-establish the RAP Working Group. The new group was formed and met for the first time in June 2019, co-chaired by Hayden Page, a proud Aboriginal man, and Jenny Kitchin the CEO. The group meets monthly and continues to prioritise actions from the past WCS RAP while focusing work on developing a new RAP.

Actions undertaken that related to the past RAP:

- Ensured printed copies of an Acknowledgement of Country were provided to all new service sites,
- Promoted national and local dates of significance for First Nation People across the WCS, including actively encouraging participation in organised local and national events,
- Actively sought to further embed cultural awareness across all our services, through regular presentations to the Board, Executive, Leadership Forum, and staff meetings, and articles in the monthly staff newsletters and on the WCS website, and
- Commenced the process to build printed and electronic resources that focus on First Nation People and their stories, support networks and information sheets on closing the gap that can be used by WCS staff and clients.

WCS also arranged activities to engage the organisation with reconciliation and/or cultural awareness including:

- **July 2018** WCS supported and participated in the community celebration for NAIDOC week, with the Smith Family, Community Services #1, Marymead, Karralika and others.
- **August 2018** Children's Services staff and children marked the Aboriginal and Torres Strait Islander Children's Day with events across various services.
- **March 2019** Children, staff and volunteers from WCS Children's Services participated in the Aboriginal Plant Walking Trail at the Australian National Botanic Gardens.
- **May 2019** Staff, clients, children and volunteers participated in the National Sorry Day Bridge Walk, joining in with over 2,000 other people at Regatta Point.
- **May 2019** WCS hosted a National Reconciliation Week morning tea to which staff, volunteers, clients and Board Members attended. WCS was fortunate to hear a presentation from Dr Rod Little and experience a musical performance from Roland Brown playing his specially designed instrument.

WCS is focused on developing a new RAP for 2019–2022 to continue to support the national reconciliation movement and create ongoing and meaningful opportunities for First Nation Peoples.



PHOTO: Lydia Downe

Sarah Manning

Sarah Manning's son Bailey currently attends Lollipop Early Learning Centre. She has felt connected to the Centre since 2012 when her daughter first enrolled as a one year old.

"Lollipop has really helped our kids to grow and has provided a foundational start in their lives. As a family we have established ongoing friendships here – my daughter found her first BFF (best friend forever) through Lollipop – and the community here is like a big family."

"I have always felt very comfortable with the environment and the educators here. It is really reassuring to know that there are lots of opportunities for Bailey."

Performance Highlights

- Children's Services 21
- Children, Youth and Family Support 23
- Seniors' Services 25
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- OneLink and housing support 37

Connor Neal



Connor Neal has worked for four years in the Out of School Hours Care (OSHC) service at Garran Primary School with up to 139 children present each day.

"Working with children of such varied ages allows me to connect with and help shape the lives of so many incredible and unique personalities. I feel so much passion for the part we play in supporting these young people's lives."

"I have never seen such a beautiful community spirit that supports the lives of so many, even well after they have left care and I love it!"

Children's Services



2,236 CHILDREN



2 VOLUNTEERS



208 EMPLOYEES



348 HOURS OF CARE PER WEEK
17,748 HOURS OF CARE OVER THE YEAR

Children's Services continued to grow and meet the needs of children and families across Canberra. We provide high quality early education and care services and children's services from Gungahlin to Belconnen, in the Woden and Molonglo Valleys, in Tuggeranong and Red Hill, through our Out of School Hours Care services, Early Learning Centres and Family Day Care.

This year all our services implemented a new electronic documentation system, One Child, which allows reduced paper usage and greater sharing of observations and plans with each work team and with parents. This program supports our teams to provide individual learning programs for all children.

WCS receives funding from the Community Services Directorate to provide nine ACT government funded Early Childhood places to disadvantaged children under the Children's Services Program. The program is designed to support vulnerable children to maintain access to quality education and care programs as a protective factor in their lives. It provides a regular routine and learning opportunity for children, while wrap around services at WCS including CYFS Family Support, parenting groups and The Little Pantry provide support for parents in their parenting role.

OUT OF SCHOOL HOURS CARE

WCS provides additional OSHC services on the north side of Canberra, at Evatt Primary School and at Margaret Hendry School in Taylor. Most of our large services have separated the younger children into a different space to allow for developmentally appropriate activities and routines for the children, to ensure better quality and safety for the children. We have increased our enrolments across all our OSHC services during the year. We now educate and care for up to 936 children each day across our nine primary schools. In school holidays we offer programs at five schools and added the sixth at Evatt Primary School in the July 2019 school holidays. We are continuing to work towards attracting and retaining the highest quality staff, especially staff with higher qualifications, to ensure our learning environments are dynamic and innovative.

LOLLIPOP EARLY LEARNING CENTRE

Lollipop had a whole day renovation, inside and out in July 2019, supported by WCS volunteers, Bunnings, Hudsons Recruitment and donations from Capitol Works and Taubmans Paints. The centre looks fresh and the playground is full of garden beds for the children to watch and help things grow. The average weekly attendance is 108 children, with 36 average attendances enrolled in occasional care. Enrolments are growing with more marketing through RiotACT and Facebook, and word of mouth from satisfied families already enrolled.

LYONS CHILDREN'S CENTRE

The collaboration between the early childhood centre and the early childhood school continues to grow, with joint projects such as the early childhood Reconciliation Action Plan called Narragunnawali, and forward planning on a mutual philosophy. Lyons offers the unique model at Early Childhood Schools, having long day care as well as before and after school care and holiday care for preschool to Year 2. The weekly average attendance is 269 children. Stable staff, a focus on the outdoors – walks outside the school gates, chickens, vegetable gardens – and continuous care from birth to eight years has seen consistent enrolments.

FAMILY DAY CARE

WCS provides home-based care for 66 children on average each week, cared for by 15 educators. This flexible family service has seen considerable changes in the past year. WCS has introduced new employment arrangements for the home-based educators, as well the use of tablets to streamline processes, including signing in and out of children. This service continues to offer an alternative to centre-based care for families.

Jasmine and Hayley

Jasmine and Hayley were among the first to graduate from the Girls Empowered Together (GET) course in April. The course provides practical advice and support to help at-risk young women with challenges such as self-esteem, resilience, wellbeing, relationships and safety.

Hayley said: "The start (of the course) was confronting because I didn't know anyone. Then after two weeks it felt like a safe space. I would recommend the program to others, it was amazing."

"Be yourself and don't hide yourself. If you need help, talk to people because there are lots of people who are willing to help you and listen."



PHOTO: @We Are Found Photography

Children, Youth and Family Support



WCS works in partnership with Anglicare to provide the Child, Youth and Family Services Program (CYFSP) in the Woden and Weston region. The CYFSP team is made up of the Family Engagement Team, the Youth Engagement Team and Network Coordination. The team engages with people needing support from the service in a variety of ways including case management, Youth Centre drop-in, group work, playgroups, parenting programs, topic talks and school outreach. The demand for group work within schools has grown with the Youth Engagement Team providing I Respect, Glass Half Awesome and GET programs. All programs have been well received by teachers, parents and the young people participating.

SOME KEY HIGHLIGHTS THIS YEAR HAVE INCLUDED:

THE GIRLS EMPOWERED TOGETHER (GET) PROGRAM

The GET program is an early intervention program to help young women build positive self-esteem and self-image, foster resilience, improve emotional and physical wellbeing, maintain positive relationships, and increase the capacity for vulnerable young females to be safe and independent. The girls identified for the program were at risk young females, 13-15 years of age, who reside or attend school in South Canberra. A key goal of GET was to encourage the participants to stay in school.

THE SUNSET FESTIVAL

Over 200 people participated in the Sunset Festival, a youth week event held at Eddison Skate Park and featuring a line-up of local young acoustic musicians. The event, organized by the Youth Engagement Team, included DJ and live music, prizes, giant blow up activities, skateboard demonstrations, information stalls and youth market stalls.

PARENTING PROGRAMS

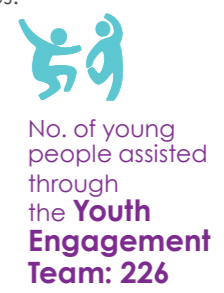
The Family Engagement Team continue to run parenting programs including Circle of Security and Bringing Up Great Kids. The parent feedback has been extremely positive with all people conveying they found many advantages in attending and that their relationships with their children had improved.

PARTICIPANTS HAVE REPORTED:

"I am now more confident in my ability and support and influence positive outcomes."
"I am calmer and our children are calmer and happier. This is a wonderful course and service to provide to the community."

PLAYGROUPS

WCS facilitated playgroups assist families in getting to know their community and local schools across the South Weston Region. These groups bring members of the community together and open up friendships. The playgroups form part of the team's early invention approach and allow needs to be identified and discussed with families in an informal setting. Our multicultural playgroup amalgamated with Lollipop Early Learning Centre's weekly gathering, which presented additional opportunities for families to see Lollipop in operation, and get to know the staff, facilities and resources.



THE COMMUNITY AND SCHOOLS TOGETHER (CAST) PROGRAM

The Family Engagement Team is working in conjunction with Belconnen Community Service to deliver the CAST program in selected schools in Canberra. This involves a WCS Family Case Manager based within Melrose High School for one day per week. The Case Manager works with families identified by the school teachers or counsellors as needing support, information or referral. The response from school staff has been positive and they are grateful for the community support that is being provided.

Timothy O'Halloran

When Timothy O'Halloran first joined a WCS seniors' group activity he was using a walking frame and had some health issues. Timothy really enjoyed joining in the fun and before long he even started dancing and threw away his walking frame.

"My favourite group activities are the ones WCS holds at the Harmonie German Club each week. I have also really enjoyed being part of the Snowy Hydro group of ex workers and family members who worked on the scheme."



Seniors' Services

The WCS Commonwealth Home Support Program (CHSP) had a very productive and fun filled year with our clients. This year we provided a total of 487 clients the following:

- 11,748 trips through our transport program,
- 9,891 hours of Social Support Groups,
- 5,000 hours of Domestic Assistance,
- 458 hours of Personal Care,
- 167 hours of Assistance with Care and Housing, and
- 21 hours of Individual Social Support.

The CHSP team consists of 1 Manager, 3 Coordinators, 1 Client Services Officer, 2 full time Drivers, 3 casual staff Drivers, 9 Volunteers who help with Transport and Social Groups and 13 Home Support Workers who provide domestic assistance and personal care.

Our annual CHSP client Christmas Party was a huge success with over 120 clients joining us for a hearty lunch, games, prizes and dancing. This was followed by our annual Boat Cruise in April with 80 clients attending. We are seeing a large increase of numbers in our special social group events. We now consistently have two buses full of clients accessing our movie groups, discovery trips and regular Erindale Vikings Dance group each month. The team has a strong focus to keep on growing Social Groups this year and continue to reduce the risk of social isolation in our elderly generation in Canberra.

We have expanded our Thursday shopping bus services to include Cooleman Court, along with Mawson Southlands Shopping Centre and Westfield Woden and these are slowly growing in popularity as they become better known.

Visicase, an information management system, was implemented in our client services area and successfully went live mid-May and has been a great asset to the team with the clock off, clock on system being very efficient and accessible for our Home Support Workers.



ABOVE A WCS Seniors' Social Group took a Discovery Trip to the south coast for a lunch of a boat cruise in February 2019. PHOTO: WCS

Gavin Reid

Gavin Reid is a NDIS Support Coordinator and has worked with many people on their NDIS plans to help them receive a variety of supports to improve their lives.

"One of my clients was socially isolated, had a history of incarceration and violence, having lived on the streets from the age of nine. He was extremely depressed about his circumstances and events in his past,"

"Over the last couple of years he has gained a number of close friends, regularly volunteers at our weekly social lunch, has had a couple of jobs, and has regained his driver's license. He has hope for a more positive future and things to look forward to,"

"This is just one of the amazing transformations that my participants are experiencing in their lives as a result of their NDIS plans and funding."



NDIS Services

NDIS Services assists people with a NDIS plan, living with a disability or a mental illness with supports to reach their goals. The NDIS support provided by WCS includes support coordination and outreach support to assist people to access their community. This can include activities such as social groups, support to live independently and mentoring to develop and maintain social skills.

The NDIS team consists of 40 Support Workers working with our participants in a direct support role and seven Support Coordinators guiding the supports involved in a participant's plan. The Direct Service team has increased to four staff, providing rostering duties and administration supports for participants and Support Workers.

This has been an exciting year for the NDIS team. We have relocated to the Woden Youth Centre, creating an environment suitable for our integrated approach to provide care for our participants. This has proven to be a good initiative with positive feedback from the team and clients.

The NDIS team increased our social and capacity building groups from two groups to five groups and more are being introduced. To facilitate the growth of our groups, we have employed a part time Groups Coordinator. Groups are an essential part of recovery for people with a mental illness and encourages inclusion for all participants.

One of our participants, a 57-year-old woman with paranoid schizophrenia has recently started coming to our art group with a Support Worker. This participant hasn't been to a group activity in two years and has told staff that she is having a great time at the art group. The Support Worker has reported she is engaging well with others and actively participating in the activity and conversation.

A highlight of the year was the National Day of Action in May 2019, where participants and our team took part in interviews, discussing the barriers that the NDIS has caused for participants.

 **55**
EMPLOYEES

 **156**
CLIENTS
ASSISTED

Hours of support coordination: 
471 hours per month
5,658 over the year

Hours of direct support:
2,235 hours per month
26,806 over the year



ABOVE WCS NDIS staff and clients gather together for lunch every Friday at the Woden Youth Centre. PHOTO: WCS

Lisa Seidel

Lisa Seidel is a Next Step coach in the WCS Mental Health and Wellbeing team. Next Step is an early intervention coaching service for people experiencing mild to moderate depression and anxiety.

"It is a huge privilege to work with people from all walks of life in a meaningful way to improve their levels of distress."

"It is incredibly rewarding to know that there is something we can do to help. We focus on the solution and moving forward, which is a very special process to be able to be a part of."

As one of Lisa's clients said:

"I'm super grateful that I was a part of the Next Step Program. The structure and framework of it helped me reduce what had previously been levels of worry, anxiety and stress that were hindering my day-to-day life. Lisa was consistently excellent, listened to my concerns and provided advice and resources that were relevant then and will be relevant in the future as well."

Mental Health and Wellbeing

26 EMPLOYEES 1 VOLUNTEER

1,193 CLIENTS ASSISTED

The Mental Health and Wellbeing services at WCS offer a 'stepped care' approach for someone experiencing mental health difficulties, allowing for the most suitable support for people at different times in their mental health experience. This year saw the introduction of a new program in our area, New Path, for people with their first experience of more serious mental illness, and also the closure of our Partners in Recovery program, as it transitions to the NDIS.

NEXT STEP

Next Step is a program that supports people across the age spectrum who are experiencing mild to moderate depression and anxiety, with a free, Cognitive Behavioural Therapy coaching service. This program provides strategies to manage challenging life events such as relationship problems, isolation or financial worries. In this year WCS Next Step Coaches worked with over 770 people. Those who needed more in depth psychological support were stepped up to the Catholic Care part of the Next Step service. This program has become a key feature in the mental health services landscape in the ACT and now has a regular flow of people utilising its benefit.

NEW PATH

New Path is a mental health recovery program, typically for people aged 18 to 35, tackling mental health challenges before they become a longer-term problem. People in the program are supported towards greater independence and self-reliance, working on problems such as getting relationships back on track, addressing drug, alcohol or smoking issues, and engaging with employment and education. This new and exciting program started in April and is steadily building to support a cohort of people who need support at this time of their life but are not eligible for the NDIS.

TRANSITION TO RECOVERY PROGRAM – TRec.

TRec has been an integral part of the WCS mental health landscape since 2011, providing a three-month support service for people transitioning to the community after a hospital stay or a period of acute mental illness and to prevent relapse. In the last financial year TRec worked with 207 people to maximise their potential for recovery and independence.

WAY BACK

The Commonwealth Government has funded Way Back to be rolled out across Australia. WCS has been an integral part of this achievement, running one of the key Beyond Blue Way Back trial sites for the last three years. This 'suicide aftercare' program provides people with non-clinical support for up to three months after a suicide attempt and has become embedded in the ACT service landscape, providing a vital, much needed service for people at this critical time. Way Back had 216 referrals, and 189 people chose to engage with and be supported by the program.

PARTNERS IN RECOVERY (PIR)

WCS has been an integral part of the PIR program and consortium of providers since it began in 2012. PIR supports people with a severe mental illness with additional complex needs involved. Many of the participants in PIR have now transitioned to being supported by NDIS plans, and the workers in PIR have been integral in assisting with this move. This program is closed to new referrals and remaining participants will be supported across the next year to find the right sort of support for their needs.

HOARDING SUPPORT

WCS has been active in the area of hoarding support by delivering the time limited Hoarding Advocacy and Support Service trial. This was a government funded initiative to test the model of using a community agency to help coordinate services and their response for people experiencing extreme hoarding. We hope the experience and report from this trial will inform the much needed planning and future budget initiatives in this area.

Kaye Collins

Kaye Collins began volunteering at WCS in January 2019 supporting The Little Pantry, WCS emergency food relief service to the community, which is run entirely through donations and volunteer support. This involves unpacking and organising the pantry shelves, being present to hand out supplies to people visiting the service and running collection activities for donations.

"My family needed this type of service when I was growing up in regional areas, so this is my opportunity to give back."

WCS Volunteers

WCS Volunteer program has had a year of transition and review throughout the year 2018–19.

Currently, we have 60 active volunteers servicing a variety of programs and ad hoc tasks within the Woden community. WCS runs programs that are either run purely by our dedicated volunteers or heavily assisted by volunteers.

We currently have three English as a Second Language (ESL) Conversation Classes running in the Woden Valley. Two of the ESL classes are generously funded by The



Snow Foundation who have agreed to fund three years of room hire. The other class is in partnership with Hughes Primary School.

The volunteer program is looking forward to implementing the new model of service delivery in partnership with our wonderful, dedicated volunteers.

Emergency Food Relief

WCS funds an emergency relief program through 'The Little Pantry' where people who are struggling can access non-perishable food and personal products.

WCS has seen an increase in the frequency that people are accessing the emergency food relief program, along with new families requiring support. Around 75% of the service users are reoccurring, meaning that most people accessed the pantry multiple times during the year and continue to use the service to support their families.

In order to meet this demand we have implemented several ways of collecting food donations including an internal staff donation drop off in each main building and a monthly food drive on the first Saturday of each month run by volunteers based at Westfield Woden.

In February 2019 The Little Pantry was invited by Beyond Bank as charity of choice to fundraise



at the Shakespeare by the Lakes event, where \$590 was donated by generous Canberrans.

We continue to receive regular donations from Immanuel Lutheran Church and St Albans Anglican Church. We are always looking for creative ways of increasing our donations to meet the demands of emergency food relief within our local community.



ABOVE Volunteers collect grocery donations at Westfield Woden on the first Saturday of every month. PHOTO: WCS



Peter and Genice

Local vendor, Peter was featured in a June 2019 edition of The Big Issue, a social enterprise that helps homeless, marginalised and disadvantaged people positively change their lives. Peter is a vibrant, energetic and experienced salesperson who, with his wife Genice, has developed a market for The Big Issue at his pitch out the front of Kmart in Queanbeyan.

"We have built this pitch up over the last 18 months."

"When we first started we would sit here for hours with no sales and thought we didn't have a hope in hell. Then all of a sudden people started buying and now we have regular repeat customers who know us."

"People don't realise how much enjoyment we get out of doing The Big Issue."

"It's our business. We haven't won lotto, we work really hard at it, but it is great."



PHOTO: WCS

The Big Issue

The Big Issue (TBI) street magazine is a social enterprise designed to provide a legitimate income for people who are homeless or disadvantaged. In Canberra, unlike all other states, WCS manages The Big Issue on behalf of The Big Issue in Australia.

A key focus of TBI is encouraging vendors to reach their full potential as business people. This is achieved through team meetings, supplying identification badges and uniforms, and coaching them to set and achieve goals. Such support keeps vendors motivated and provides an opportunity to link them with other support services.

Selling TBI helps vendors develop and demonstrate a range of skills, including managing their own business, money handling, customer service and problem solving. Potentially, vendors may seek mainstream employment, and are able to use The Big Issue as a path to this. For example one vendor has completed qualifications in Community Services and is working as a support worker. Other vendors see TBI as their ongoing employment, finding the nature of the job suits their circumstances in ways that other employment does not.

Vendors receive benefits from TBI beyond income earned including a sense of purpose and social inclusion through contact with customers, the general public, customers, Body Shop staff and the Vendor Support Officer. In research on TBI by students from the Australian Catholic University one vendor said, "(TBI) Means more than just a job 'you're not worthless, you can do something (sell Big Issue). People with disabilities get knocked back on a lot of jobs'".

As at 30 June 2019 there were 49 vendors who had sold in the last 12 months with approximately 26 vendors selling for each edition. From January to June 2019 there was a steady increase in the number of vendors. The Vendor Support Coordinator is encouraging those who are not yet regularly selling to develop skills and attitudes necessary to be an effective vendor.

A key development this year has seen the introduction of the digital payment system which allows purchasers of the magazine to use their credit/debit card for payment.



ABOVE Nicola Tait from the Australian Catholic University with vendor Luciel who sells TBI on campus each Wednesday. PHOTO: WCS

Community Development

WCS has had a successful year in Community Development taking on new and exciting projects and as well maintaining established links.



A key piece of work has been the collaboration with Transport Canberra and City Services to activate the Woden Town Square. It is part of an ongoing place-making project to create a space for the local community where they can work, live, play and provide opportunities for the community to connect with each other and the space. The project builds on activation of the surrounding area from local business, government and community organisations to improve a previously 'cold' space. Building on current community strengths and relationships, the place making initiative looks to rejuvenate a space that has become dormant and under-utilised.

A WIDE VARIETY OF ACTIVITIES HAVE BEEN HELD IN THE WODEN EXPERIMENT SPACE. SOME OF THESE ACTIVITIES INCLUDE:

USE OF THE PODS (TEMPORARY WORKSHOP BUILDINGS)

Community uptake of the demountable pods at the Woden Experiment has been very high, with a large amount of activities, events and social behaviours taking place. The pods are open rooms where people can eat, socialise, run an activity or workshop.

COMMUNITY MURAL

Lovett Tower located on the edge of the Woden Town Square is a well-known landmark in Woden. Lovett Tower recently became vacant and wooden hoardings were put up as a way to deter entry and vandalism to the building. Collaboration between the Community Development Coordinator, Transport and City Services, Bjarni Wark, local and Canberra wide youth groups, Canberra College, ACT Diversity, The Smith Family and other WCS program participants, saw a wonderfully colourful and creative community mural painted. The work reflected the artistic talents of young people and local artists.

COMMUNITY BOOKSHELF

A Community Bookshelf was created in the pods to provide a resource for people to come, spend time, read or play a game. All books were donated by the community as a way of finding a new home for 'pre-loved books'.

SUSTAINABILITY MARKET

A Sustainability Market was organised for the community as a way to encourage people into the Woden Town Square. Local organisations and businesses were invited into the square to promote sustainability and environmentally conscious goods. The Sustainability Market was well received by the community with positive feedback and a desire to see more markets and activities communicated to stall holders and staff at the event.

WINTER WARMERS WORKSHOPS

The Winter Warmer Workshop program was created to facilitate engagement and use of the Woden Town Square over the Winter period, particularly inside the pods. The Winter Warmer program ran from 22 June until 27 July offering workshops on jewellery making, weaving, macramé, green clean, mandala, nest nurture and kokedama.



ABOVE City Farm stall at the Sustainability Market in Woden Town Square in June 2019.

Children enrolled at Lollipop Early Learning Centre explored the new spaces of #WodenExperiment at Woden Town Square as part of their Harmony Day celebrations on 21 March 2019.


We celebrate Harmony Day to promote diversity and acceptance of other cultures. Harmony Day aims to start a conversation about heritage, culture and community. The event coincides with the United Nations' International Day for the Elimination of Racial Discrimination.

PHOTO: WCS

onelink

information and connections

 15 EMPLOYEES

 18,844 CALLS ANSWERED

391 CLIENTS PROVIDED STS ASSISTANCE

OneLink and housing support

OneLink is a central intake service that assesses requests for support (accommodation and services) and does not turn eligible people away. It prioritises people according to their needs and works with them to access the services they require. When a person calls or visits OneLink, an intake officer assesses and prioritises the person's needs, provides information about options and, where appropriate, follows up with clients to connect them to support. The intake officer will stay in touch with clients until they have all the supports they need.

ONELINK HIGHLIGHTS DURING THIS YEAR INCLUDE:

TEAM DEVELOPMENT

OneLink has increased the capacity of staff to undertake more in-depth work with clients. New recruits include qualified social workers, counsellors, and youth workers. New staff members also come from a variety of international backgrounds.

Building on the introduction of a trauma framework at the end of 2018, OneLink continues to strengthen the team culture through a collaborative, learning environment.

STRENGTHS BASED ASSESSMENT TOOL

The development of a strengths based assessment tool, supports staff to focus on a client's strengths while identifying gaps, challenges and pathways. This includes domestic and family violence risk screening, identification of social connectedness, and the possibility of diversion away from social housing.

HOUSING INTEGRATION PROJECT – GATEWAY SERVICES

OneLink has continued to work closely with Housing ACT in addressing the needs of clients. The aim of this integrated approach is to:

- Identify early the risk or vulnerability factors in a person's housing application to support housing triaging processes for at risk applicants, and
- Identify early and refer clients who require wrap around support in conjunction to their housing application.

INTEGRATION WITH HOUSING ACT – COMPLEX CASE CO-ORDINATION

OneLink has continued to develop its work with clients who are not able to be referred to homelessness services due to highly complex needs. OneLink works with the clients finding solutions through Housing ACT along with case coordination and wrap around support solutions to those who have continued to fall through service gaps.

SUPPORTIVE TENANCY SERVICE

Supportive Tenancy Service (STS) works with people whose tenancy is at risk or who are facing barriers in establishing a private tenancy. STS covers any type of tenancy – public housing, private rental and mortgage. Workers discuss with clients their situation and then explore options and develop a plan with the client.

Housing Options is for people who have the income and capacity to sustain a community or private rental. The Housing Options worker explores options and provides advice on how to secure a community housing or private rental tenancy.

STS team members collaborate with a variety of services within the community to best assist the client and provide quality service outcomes.



ABOVE WEEKEND EXTENDED HOURS
OneLink commenced weekend extended hours in April 2019 operating on both Saturday and Sunday from the WCS Corinna Street building. PHOTO: Lydia Downe

The Woden Youth Centre was first opened 30 years ago.
PHOTO: Lydia Downe

Corporate services

QUALITY AND ACCREDITATION

WCS has a strong commitment to providing high quality services and meeting all relevant accreditation requirements. Since 2013, WCS has held accreditation against the Quality Improvement Council (QIC) Health and Community Standards, as well as continuing to meet accreditation requirements in children's services and aged care services. WCS had been reaccredited for the Health and Community Standards and the National Standards for Mental Health Services in 2016 and will next go through accreditation for these in 2020.

In 2018, in preparation for reaccreditation, WCS initiated a review of current policy and procedure documentation. The first stage of work focussed on document management, with a new Organisation Hub bringing together all current policies, procedures and forms in one place, introducing additional document controls, and identifying priority documents for review. The second stage, in 2019, focussed on developing or updating policies and procedures in these priority areas including: complaints, critical incident management, child protection and reporting, media protocols, sponsorships, social media, protected disclosure, fraud control, acceptable use of information and communication technology, employee responsibilities and code of conduct.

WCS has created an overview of all the standards the organisation is required to meet across all our service areas. We are developing a work program to ensure that all key documents are in place and scheduled for review. This program will incorporate work around risk assessment, internal audit and quality control. This will ensure that WCS is well placed to continue to deliver high quality services for the community.



TRANSFORMATION AND TECHNOLOGY

During the past 12 months, the Information Technology team has continued to work on a number of initiatives to improve the delivery of high quality services, create efficiencies and lower costs. These include:

- Enhancement to the level and breadth of security required to protect data,
- Stabilisation of the HR/Payroll system (iChris) and roll out of an on-line self-service HR module to staff (myHR),
- Rollout, enhancements and development of the case management system (Visicase) for the NDIS, Youth Engagement, Mental Health and Community Access teams, and
- Rollout of NBN to all school sites to provide a reliable and cost effective communications platform.

MARKETING

WCS consolidated its presence on social media placing greater emphasis on working with Facebook. WCS' reach through Facebook continued to grow over the year reaching 1,230 followers by the end of June 2019. Communication through a quarterly email newsletter and the website was maintained with consistent traffic over the year.

In April 2019 WCS commenced an advertising contract with Region Media. Within the first three months there was an increase in the media promotion of services offered by WCS and coverage on relevant issues to our clients and participants. This occurred both on Region Media's leading news website in the ACT, RiotACT, and elsewhere in the media as a result of this partnership.



Woden Town Square has been transformed by the Woden Experiment. PHOTO: Lydia Downe

Supporters and partners

WCS operates with support from funding partners

- ACT Government
 - Community Services Directorate
 - Health Directorate
 - Education Directorate
 - Transport Canberra and City Services
- Australian Federal Government
 - Department of Health
 - Department of Social Services
- Capital Health Network

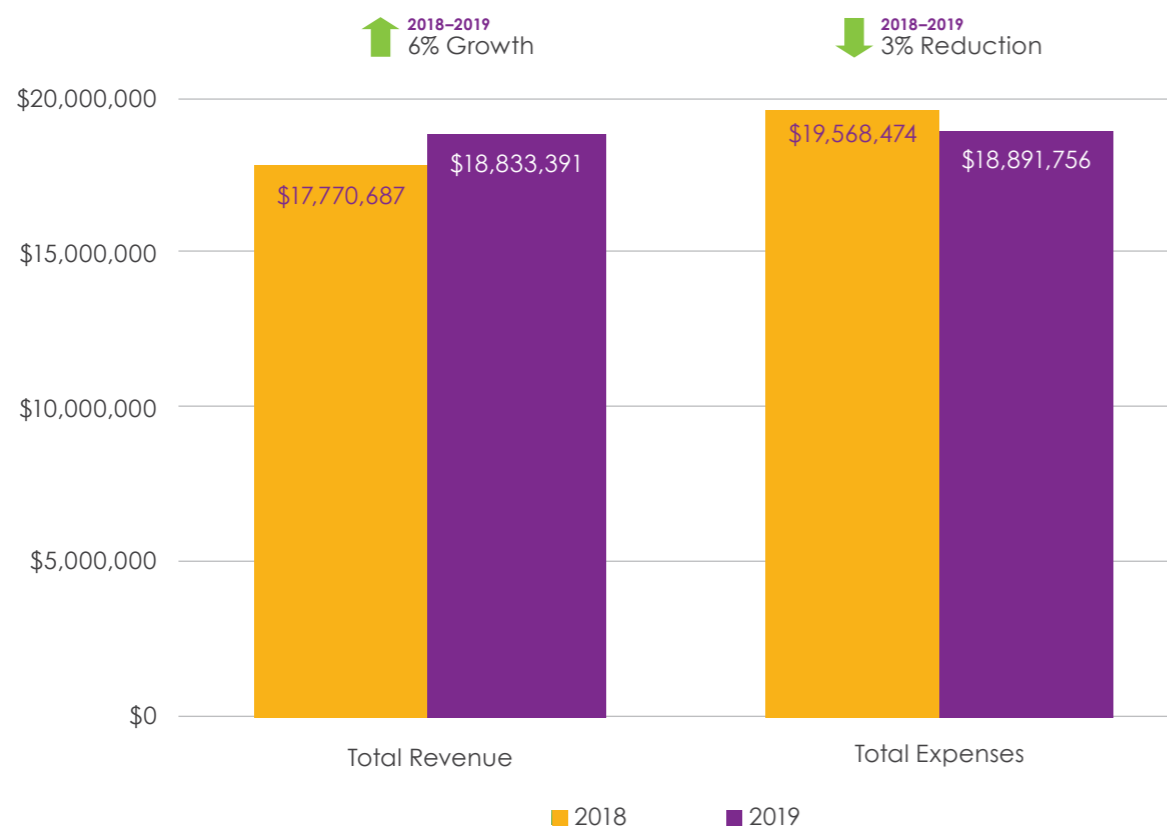
- Flourish
- Garran Primary School
- Goodwin Aged Care Services
- Harmonie German Club
- Headspace
- Hellenic Club
- Hudson Recruitment
- Hughes Baptist Church
- Hughes Primary School
- Immanuel Lutheran Church
- Junction Youth Health Services
- Kendra Healing Arts

WCS has enjoyed support from and working with:

- ACTCOSS
- ACT Health Clinical Partners
- ACTION Community Buses
- Anglicare
- Alcohol Tobacco and Other Drug Association ACT
- Australian Defence Force Academy
- Batyr
- Belconnen Community Service
- Beyond Bank
- Bunnings Gungahlin
- Bunnings Tuggeranong
- Canberra College
- Canberra Vikings
- Canberra Wood Work Guild
- Capitol Works
- Catholic Care Canberra and Goulburn
- Charles Wright School
- Coles Woden
- Communities@Work
- Community Services #1
- Curtin Primary School
- Duffy Primary School
- Evatt School
- Families ACT
- Lifespan
- Lyons Early Childhood School
- Margaret Hendry School
- Marist Christian College
- Mental Health Community Coalition
- Northside Community Service
- Recovery College
- Red Hill Primary School
- Red Six
- Region Media
- Snow Foundation
- South Canberra Veteran's Shed
- Southern Cross Club
- St Albans Anglican Church
- Taubman's Paint
- Think Place
- Torrens Primary School
- Tuggeranong Arts Centre
- Tuggeranong Men's Shed
- Wellways
- Westfield Woden
- Youth Coalition of the ACT
- YWCA Canberra
- Performance highlights

Financial Report 2018–2019

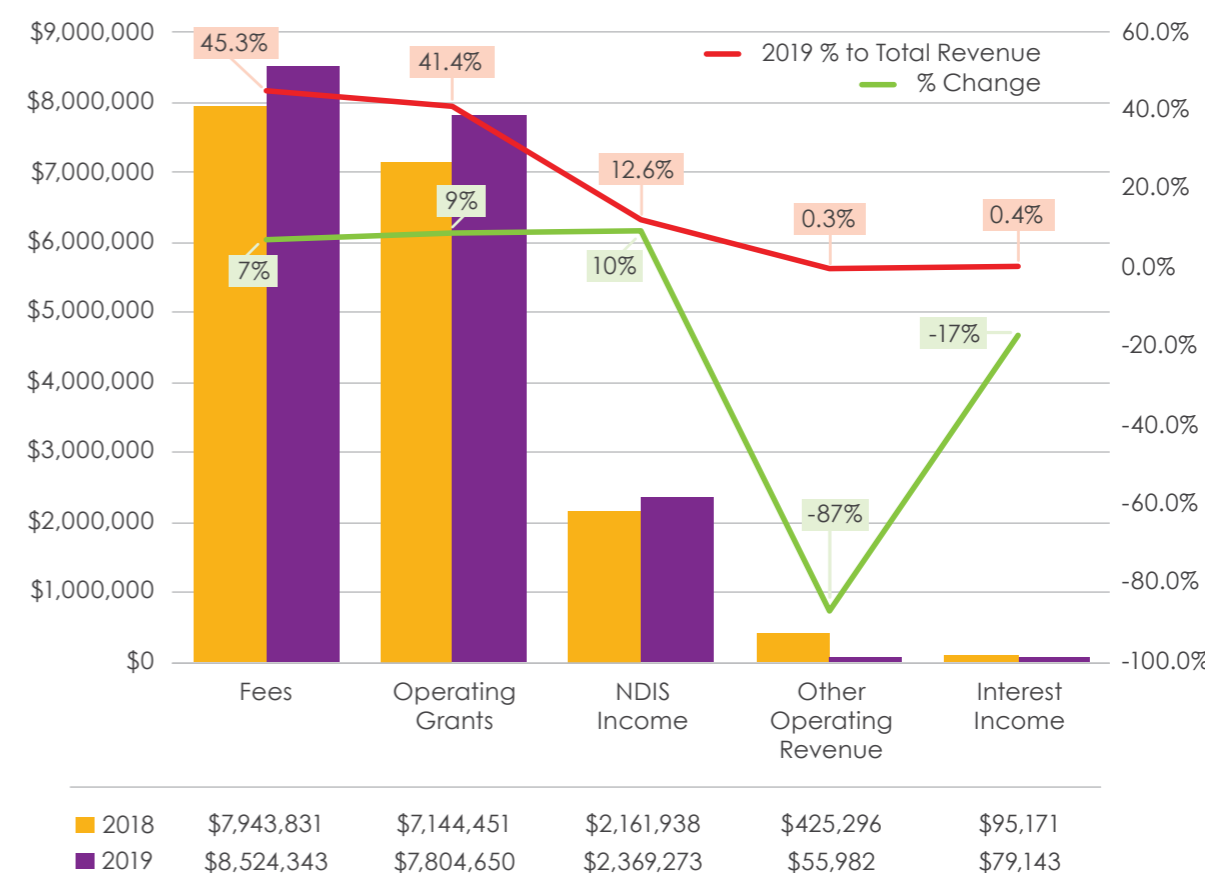
FINANCIAL PERFORMANCE RESULTS



The **total revenue** for the year ended 30 June 2019 has increased from \$17.8 million in FY 2018 to \$18.8 million. This is a 6% growth in revenue compared to FY 2018.

The **total expenses** for the year ended 30 June 2019 have decreased from \$19.6 million to \$18.8 million. The improvement in expenses is caused by a significant one-off expenses in the FY 2018.

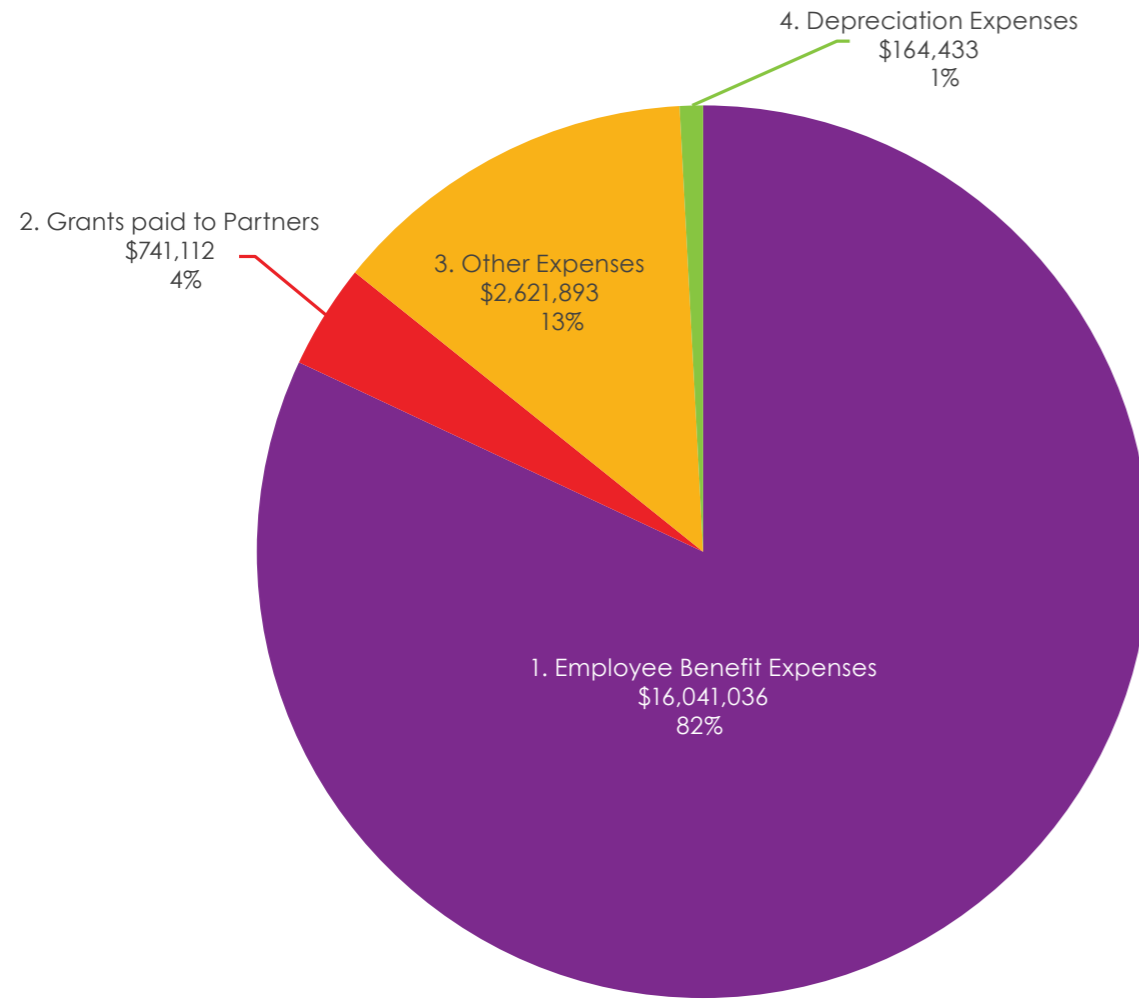
REVENUE CONTRIBUTIONS



The increase in total revenue is due to the increase in activities and revenue stream from the following:

- Fee income from Children's Services continues to be the major contributor to the organisation's revenue at 45.3% of the total revenue. Fee income has increased by \$580,512 compared to FY 2018 due to a fee increase in January 2019, higher utilisation % in Out of School Hours Care (OSHC) and new OSHC programs at Margaret Hendry Primary School.
- Operating grants have been a consistent source of revenue for the organisation, which is 41.4% of the total revenue. Grant revenue is higher by 7% in comparison to FY18 due to new programs such as ACT's Hoarding Advocacy Support Services (HASS), new mental health funded programs such as the National Psychosocial Support program, New Path, and extension of Next Step.
- NDIS revenue contributed 12.6% of the total revenue this financial year. The 10% increase in NDIS income is due to the additional roll-out of the price guide in February 2019 and additional funding for participants with complex needs. In addition, WCS has improved systems to capture all NDIS revenue through system implementations and process improvement.

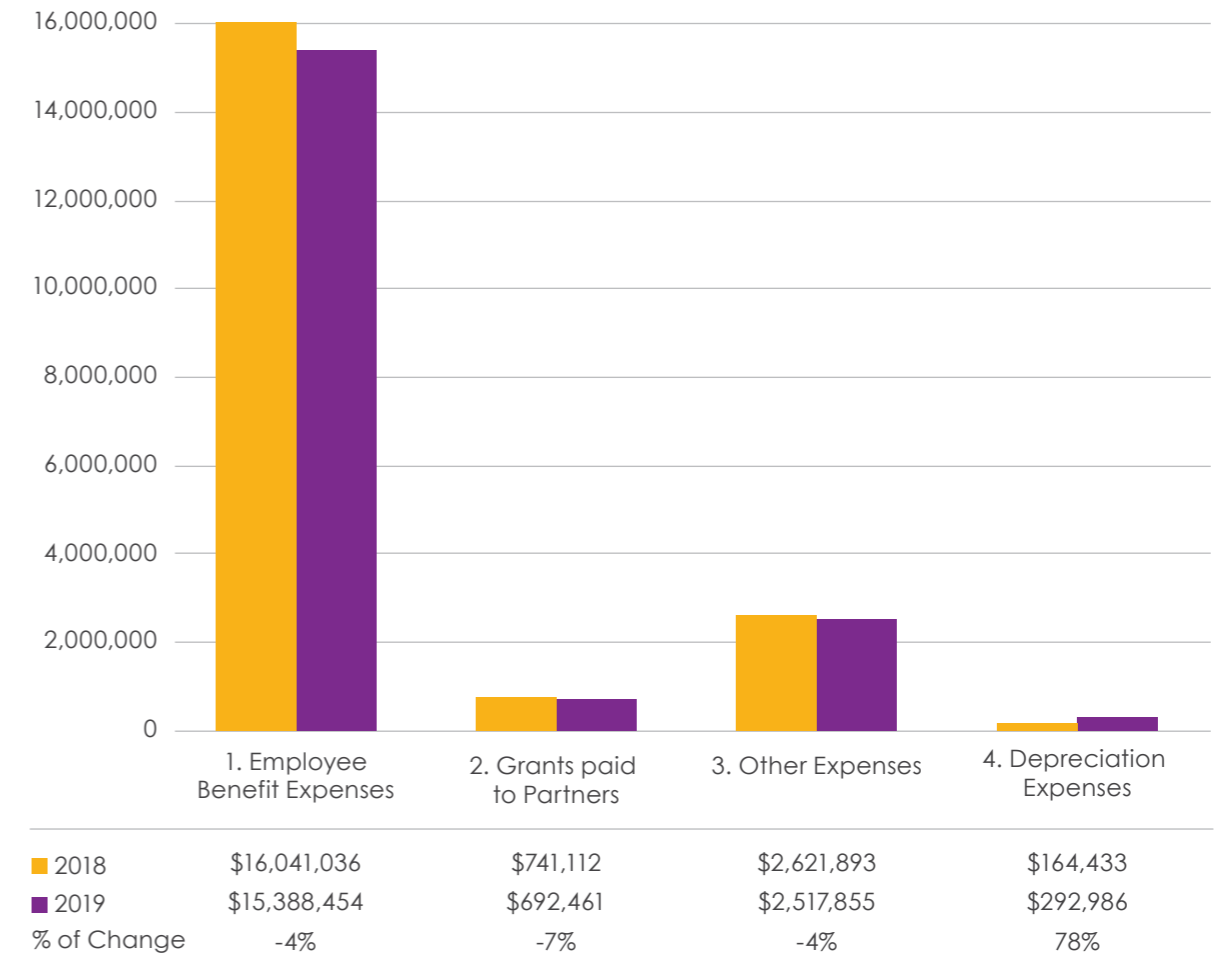
EXPENSES BREAKDOWN



The 3% decrease in total expenses was due to the following:

- Employee benefit expenses has consistently represented 82% of total expenses between FY 2019 & FY 2018. The 4% decline in expenses was due to a more efficient utilisation of resources and FY 2018 included FDC back payment.
- 4% of the total expenses relates to payments to WCS partners in service delivery for programs in Supportive Tenancy Services and Child, Youth and Families Services. This is a 7% decrease compared to FY 2018, which is due to an actual-based cost funding of programs compared to a fixed amount of funding.
- 13% of total expenses relates to operating and administration expenses. FY 2018 included major transactions such as a new premises lease, IT and restructure related costs that were not incurred in FY 2019, which resulted in a decrease in expenses by 4%.
- Depreciation expenses has increased by 78% compared to FY 2018 due to impairment of acquisitions relating to office relocation and IT expenses.

EXPENSES COMPARISON



DEFICIT

The financial operations of the organisation led to a net deficit of \$0.058 million. This is a favourable turnaround of \$1.739 million compared to the deficit of \$1,797 in FY 2018.

The impressive recovery from FY 2018 came about due to more conservative financial management implemented in FY 2019. This ensured that no further inroads occurred into the financial reserves of the organisation and sets a more positive outlook for future financial years.

FINANCIAL POSITION

The operating cash and investment as of 30 June 2019 has a balance of \$1,136,624 and \$1,595,583, respectively. (\$258,792 and \$2,688,507 at 30 June 2018).

The net working capital has increased from \$0.808 million to \$0.940 million as a result of an improved financial performance in FY 2019.



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