



# Woden Community Service Inc.

Annual Report  
2012-2013



WODEN  
COMMUNITY  
SERVICE INC.

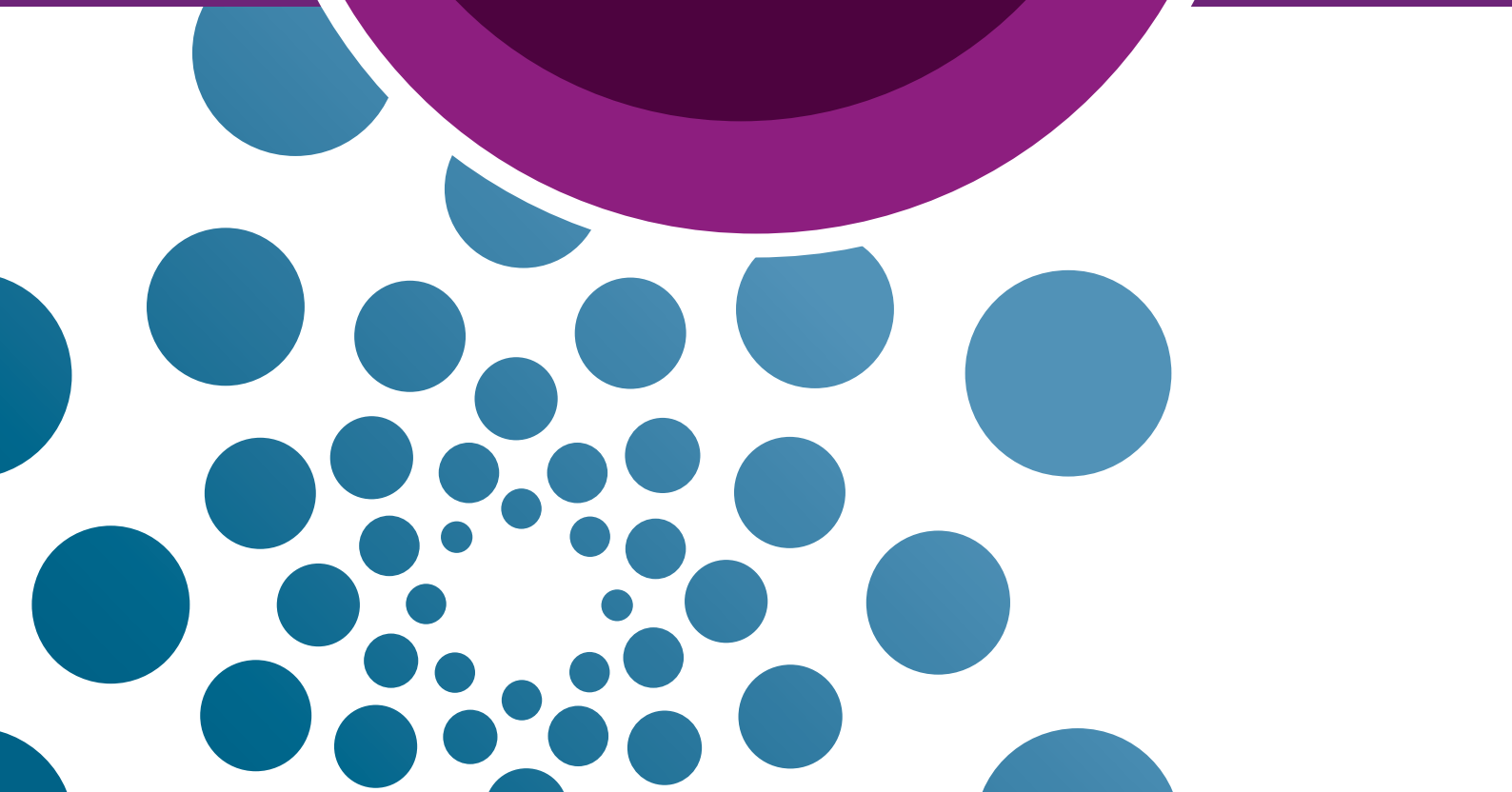




**WODEN** ●  
**COMMUNITY**  
**SERVICE INC.**

# **Woden Community Service Inc.**

**Annual Report  
2012-2013**



# OUR VALUES

WE PUT PEOPLE FIRST

WE ARE INCLUSIVE

WE ARE A PROACTIVE, RESPONSIVE AND  
INNOVATIVE SERVICE

WE SUPPORT EACH OTHER TO DO OUR WORK

WE VALUE BEING PART OF THE COMMUNITY

WE ACT WITH HONESTY,  
INTEGRITY AND TRANSPARENCY

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# WCS STRATEGIC PLAN 2010–2015

## GOAL 1: DELIVER EXCELLENT SERVICES

### *Strategies*

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

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

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

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

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

## GOAL 2: WORK IN PARTNERSHIP WITH THE WODEN COMMUNITY

### *Strategies*

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

Identify service gaps and respond strategically.

## GOAL 3: STRENGTHEN AND PROMOTE WCS'S ORGANISATIONAL IDENTITY

### *Strategies*

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

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

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

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

## GOAL 4: SUSTAIN AND DEVELOP OUR WORKFORCE

### *Strategies*

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

Sustain ongoing staff professional development.

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

## VISION

A DIVERSE  
AND COHESIVE  
COMMUNITY

## PURPOSE

SUPPORTING, DEVELOPING  
AND CELEBRATING  
COMMUNITY STRENGTH



# BOARD OF GOVERNANCE

## *President*

Helen Scully

## *Treasurer*

Christopher Wood

## *Secretary and Public Officer*

Janet Thompson

## *Director*

Chris Redmond

## *Committee Members*

Michele Abel

Libby Cremen

Martin Devine

Chris Healy


Bhavana Kaul

Chandalala Mambwe

David Menzel

Marie Luise Persson

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



# ACKNOWLEDGEMENT

WCS acknowledges the sovereignty of the Aboriginal people and their ownership and custodianship of the land. We pay our respects to the past and present

Aboriginal elders of this land. We acknowledge the continuing contribution that Aboriginal people make to the life of the Canberra community.

# PRESIDENT'S REPORT

My report in this Canberra centenary year is very brief just mentioning a few of the major events and achievements. I will leave it to our Director to provide the finer details in his report.

I believe the chief attainment of the year was the award of accreditation in March. The Board, Director and staff put an enormous amount of energy into preparing for the accreditation process and we were all well rewarded by the successful outcome of our effort. The effort will be ongoing as it is a continuous improvement process and the Board has embarked on its improvement plan of by reviewing policies on a regular basis as well as instituting a variety of other improvements to our processes. With all these plans our competency in governance should improve enormously although we are proud to know that this organisation is operating in a very ethical and professional manner in any case.

One of the sadder events of the year was our realisation that Café Ink was nearing the debit level that we had set as the benchmark for deciding on closure. Although socially it was a great success for the employees who benefited, we had to face the fact that the Café was costing more than the social benefit was generating. So unfortunately the decision was made to close the Café at the end of the financial year. We are pleased that it is passing on to another social venture and we wish the new operators every success and hope for a good outcome. The library is very keen to have a café on its premises and we hope that the new operator from the Mon community of Burma will be able to generate sufficient business to provide him and his staff with an income.

It has been a very busy year with threats of reduced funding and opportunities for changing our programs to meet community needs. The future is more uncertain, funding wise, than it has been for a long time. We have the beginning of the new Disability Insurance Scheme which is challenging all community services including ours to provide a whole new range of services and meet new demands. HaCC, Tenancy Support, *The Big Issue* and Youth Services are all facing funding challenges and changes. I know that our Director Chris Redmond is working in a very broad and

strategic way to achieve the best outcomes for the community in this more difficult and new environment. It is hard work and there is a lot to do. Stresses are inevitable and our organisation is faced with change. This will be a big challenge and the Board would like to thank Chris for his very genuine efforts to keep ahead of the challenges facing those in the community in need of our services and help. The Board supports our Director in his efforts and is now looking at a possible organisational review designed to bring Woden Community Service into line with the broader role it is playing in our community.

There are many staff to thank. Particularly I would like to thank Dipak Mehta for his excellent reporting to the Board. We rely on his good financial management and advice in our governance role. Thanks also to the senior staff and all those who work hard behind the scenes to make our organisation so successful. I hope that we can continue to put our motto into practice now and in the future – Can we help you. Can you help us. That is what we are about.

*Helen Scully*

**I BELIEVE THE CHIEF ATTAINMENT OF THE YEAR WAS THE AWARD OF ACCREDITATION IN MARCH. THE BOARD, DIRECTOR AND STAFF PUT AN ENORMOUS AMOUNT OF ENERGY INTO PREPARING FOR THE ACCREDITATION PROCESS AND WE WERE ALL WELL REWARDED BY THE SUCCESSFUL OUTCOME OF OUR EFFORT.**





*Closing the Gap  
Day 2013*



*Woden Valley  
Community  
Festival*





# DIRECTOR'S REPORT

If one word could describe the past year it would be quality, which is such a focus of the work that all programs across Woden Community Service (WCS) strive to achieve. Quality took on more significance in the 2012–2013 year as WCS achieved prequalification with the Community Services Directorate as an approved provider of service and received accreditation by the Quality Improvement Council of Australia. The latter will keep staff busy as we continually work through improvement action plans over a three year cycle.

Staff and volunteers worked hard across all programs, most notably those involving partnerships with other community organisations to deliver better services to people seeking assistance. Partnerships are a developing approach to work that will become more and more common in the years ahead. WCS already has dynamic partnerships with a number of agencies across Canberra – Belconnen Community Service, Anglicare, Southside Community Services, Barnardos and the YWCA of Canberra.

In the past 12 months WCS has been nurturing our partnership with Anglicare and Southside Community Services in the delivery of the Child, Youth and Family Services program, sharing staff and resources and developing new practice frameworks to integrate the best practices of each organisation into the new service. Our partnership with Belconnen Community Service and the YWCA of Canberra in the delivery of the Supportive Tenancy Service continues to mature. Despite the program funding ceasing at the end of this financial year the three agencies are putting together a budget bid for a new and expanded service aimed at assisting people in public and private rental accommodation and those with mortgage who are experiencing housing stress.

WCS struck two new partnerships during the year when it was chosen as one of the providers of the Partners In Recovery Program, a care coordination program for people experiencing mental illness funded by the

Department of Health and Ageing. The program is being led by Medicare Local ACT as the 'backbone' organisation in a collective impact approach with other funded and non funded agencies in the consortium.

We also partnered with Barnardos, Belconnen Community Service and the YWCA of Canberra to provide the Child Youth and Family Services Gateway, a telephone and online information and referral service for vulnerable people in the ACT.

The ACT Government recognised WCS's accommodation requirements in the 2012 Budget by allocating \$500,000 for a feasibility study and design phase for a new community centre, including office accommodation for WCS staff. The service model presented to the government highlighted a collocated service approach that offered office accommodation to services that complement those provided by WCS to better assist people accessing services in one location rather than navigating a sometimes complex service system. Planners and architects are currently busily occupied identifying potential sites for the new community centre and developing designs for the many purposes that we are hoping to put it to! This service model is based on the partnership approach to quality service delivery.

As this edition goes to production some WCS programs are settling into the Smith Family building in Launceston Street Phillip. Three WCS mental health programs, the tenancy support service and family support are collocating with The Smith Family and other co-tenants to create a service hub in Woden. The programs were chosen as there is a clear link between the three possible issues which might be better addressed by accommodating them together. The Smith Family also identified these services as the most appropriate to support the work they assist.

Other new or expanded programs brought into service during the year include the Personal Helpers and Mentors program employment service, assisting people with a mental illness to re-engage in employment and training. The Transition to Recovery program received increased funding to assist people at risk of entering hospital due to a deteriorating condition or assisting people to re-establish themselves upon release from hospital.

WCS's delivery of support service to newly arrived migrants and refugees was acknowledged by renewed funding for three years from the Australian Government Department of Immigration and Citizenship.

A new feature to WCS services during the year was the completion of our new website – [www.wcs.org.au](http://www.wcs.org.au). The website has been comprehensively remodelled with an up to date community news section. The website will be the platform for greater online service and information access in the not too far distant future.

WCS recognised the contribution of long serving staff this year with a dinner celebration at a local restaurant. The intention was to publicly recognise the years of service to the organisation and the people of Woden, ranging from five years to 30 years of service.

One person who carried the values and service flame of the organisation, Stephanie Tolson, over 30 years of service, ceased work this year to develop and pursue other life interests. I would like to thank Steph for her incredible dedication as a staff member and service provider to the family day care and Home and Community Care programs particularly.

Nick Ilic, WCS's first HR manager, passed away in October last year after a brave battle with cancer. Nick lived large in the organisation in both personality and performance. He introduced HR processes never seen before in the organisation and oversaw the redevelopment of WCS's Information and Communication Technology. Nick is well remembered and much missed.

It was with a tinge of sadness that WCS closed Café Ink, the social enterprise established in 2010. Café staff did a fantastic job in bringing the café to life and capturing the imagination of the broader community in its mission to provide people excluded from the labour market with the opportunity to work, earn money and engage in the life of their community.

There are a couple of challenges on the horizon for WCS in changing service environments that will deliver better service responses for people. One is the *National Disability Insurance Scheme (NDIS)* which will provide choice and control to people in determining the services they want, who, when and how they are delivered. WCS is rethinking its approach to delivery through discussions with families and others involved in the lives of people living with a disability.

The other is the change to aged care services which is taking a similar approach to NDIS – self directed funding for people who will be purchasing rather than receiving services.

Both of these initiatives will stretch WCS in a good way as we work to ensure that WCS is responsive to the role that people want us to play in their lives.

The Board has been highly engaged in the strategic development and delivery of the organisation's charter throughout the year, particularly with WCS's approach to quality improvement. Their support for the organisation and for the Director cannot be understated.

I would like to thank all staff and volunteers for their dedication and enthusiasm for their work throughout the year and their embracing of the notion of service to the people WCS works with.

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

*Chris Redmond*





# RECONCILIATION ACTION PLAN

Reconciliation starts with acknowledgment and understanding of the custodianship of Aboriginal and Torres Strait Islander peoples in this country and the injustices that have happened. For Woden Community Service (WCS), reconciliation has involved starting to look at things differently, exploring new paths, meeting new friends, celebrating the cultures of Australia's First Peoples.

As a service, WCS is seeking to work together with Aboriginal and Torres Strait Islander people so that we can provide respectful and appropriate services, which contribute to healing and addressing disadvantage. The process of creating a Reconciliation Action Plan has been a journey which has been both difficult and enjoyable – we've learnt a lot and thank all those who have contributed as we looked at what is reconciliation and how we can help create it.

This was the WCS winning entry in the ACTCOSS competition 'What does Reconciliation mean to your workplace?' held during NAIDOC Week.

2012 to 2013 has seen the RAP working group consolidate targets set out in the 2012–2015 RAP, meeting most months and participating in community events. Highlights have been:

- Aboriginal culture, history and heritage training held for 12 participants at Woden Youth Centre on 9 April 2013.
- Close the Gap Day event held at Woden Library and Café Ink on 21 March 2013 with a yarning circle.

- A WCS information stall at Burrunju Aboriginal Event day on 23 February 2013.
- Staff member attended Seven Sisters Songline at National Museum of Australia on 1 March 2013.
- Two staff members and a Big Issue vendor attended the concert to mark the fifth anniversary of the Apology to the Stolen Generations on 13 February 2013.
- Six staff and one program participant went on the National Sorry Day Bridge Walk organised by Winnunga Nimmityjah Aboriginal Health Service.

**FOR WODEN  
COMMUNITY SERVICE,  
RECONCILIATION HAS  
INVOLVED STARTING TO LOOK  
AT THINGS DIFFERENTLY,  
EXPLORING NEW PATHS,  
MEETING NEW FRIENDS,  
CELEBRATING THE CULTURES  
OF AUSTRALIA'S  
FIRST PEOPLES.**

- Chris and Susan went to the YWCA of Canberra lunch at the National Press Club on Thursday 30 May 2013, where a panel discussed constitutional recognition. WCS supported this event, along with Belconnen Community Service, Communities@Work, Northside Community Service and ACTCOSS.

- Julie attended the opening of an exhibition at Belconnen Community Service on Wednesday 29 May 2013. This collaborative, mixed media exhibition was created by Warlpiri artist Wanta Jampijinpa, Canberra artist Lee Anne Proberts and students from the ANU School of Music.

- A morning tea was held at Winnunga on 5 June 2013.
- On 19 June 2013 Julie and Chris attended the ANTaR Community Groups for Constitutional Recognition.
- On the 24 June Chris and Paul attended the Winnunga social health team meeting.



2013 Reconciliation Week Award Presentation from ACTCOSS

- Lollipop and Lyons Children’s Centres participated in the Winnunga 25th Birthday celebrations on the 10 July 2013.

WCS is also working towards incorporating a stronger organisational focus on reconciliation.

- RAP is now a permanent agenda item at the Manager’s meeting.
- The six standards of the ACTCOSS cultural toolkit are being discussed by all programs across the organisation and their feedback will be used to identify gaps and address ways of filling them.
- 29 local organisations were mailed the WCS 2012–2015 RAP, with a covering letter from Chris and an extract from the 2012 Annual Report.
- A WCS reference group of local Aboriginal and Torres Strait Islander people is being assembled. This group will meet with our RAP working group once or twice a year to discuss progress on our RAP and give us feedback and support.

*RAP Team*

National Sorry Day Bridge Walk



National Sorry Day Bridge Walk



Charmaine holding art she and Nicole made for Healing Foundation 2013

# HUMAN RESOURCES AND INFORMATION TECHNOLOGY

## OUR PEOPLE – OUR GREATEST RESOURCE

Woden Community Service (WCS) recognises that the continued success of the organisation is dependent on its most valuable resource – its employees. The organisation invests in its employees through strong leadership and mentoring, the provision of training and development, ongoing staff support, regular performance feedback, valuing experience and diversity and providing a safe and positive working environment.

The strong staff attraction and retention rate at WCS provides evidence of the organisation being a preferred employer within the community sector.

### *Employee feedback and implementation into practice*

Our Annual Employee Survey provided the opportunity for staff to offer feedback on the positives of working in the organisation and identify where improvements could be implemented in the future.

Consistent positive feedback reinforcing the values of WCS included:

“WCS is a great place to work, with great staff, a good vibe and provides a flexible, supportive, friendly work environment”

“WCS has dedicated, professional and passionate staff and a great reputation”

“WCS has a strong commitment to the community and the people who access its services”

“WCS is inclusive, where staff have a sense of belonging, are treated equally and provided with good pay and conditions”

The feedback for improvement has been invaluable as we work towards implementing upgraded accommodation, increased opportunities to bring staff and programs together and enhanced practices for reward and recognition.

### *Staff Events – Length of Service Recognition*

An organisational celebration staff dinner was held in May 2013 with over 110 attendees and representation from all programs. Length of Service recognition presentations were given by the Director to our valued employees who had contributed over 5, 10 and 20 years’ service to the organisation.

### *Quality Assurance*

WCS successfully achieved accreditation in February 2013 through substantial input and commitment by the whole staff team. The external Accreditation Review Team identified WCS’s strengths as its leadership; its strong alliance with the community; and the way in which it delivers quality services that meet community needs through programs implemented by highly committed and qualified staff.

Whilst celebrating achieving accreditation, both the organisation and the review feedback report identified areas for development over the next three years. These include building on our systems and frameworks for Planning, Evaluation and Quality Improvement that will support WCS current and future needs.

### *Industrial Relations Advice – Jobs Australia*

WCS has become a member of Jobs Australia who provide a range of industrial advice to employers on award compliance, negotiating enterprise agreements, equal opportunity, industrial disputes and workplace change.



## Renegotiation of the Multiple Enterprise Agreement (MEA)

Negotiations have commenced on the renewal of the MEA in conjunction with Employer Groups, Jobs Australia, and the Australian Services Union in consultation with all staff. It is anticipated that the new Agreement will be finalised by end 2013 /early 2014.

## HR Networks

The Community Sector HR Network Group in the ACT provides a valuable support and advice network to Human Resources professionals. The group meets quarterly on a formal basis and discusses a range of issues and shares expertise and resources.

## INFORMATION TECHNOLOGY

Over the last 12 months Information Technology achievements have included:

- Upgrading Qikkids (Childcare Accounting) and Health Management Systems HACC software and sourcing the appropriate hardware to meet current and future demands
- Upgrading mobile phone contracts
- Modifying cabling at the Youth Centre and improving phone lines and reliability
- Providing Wireless Network access for Lyons School Age Care
- Improving access for youth accessing the internet at the Youth Centre
- Preparation for usage of Windows 7
- Planning for the fit out of the Smith Family office space.

Our ICT Manager, Stuart Hogan, has been selected for the position of Vice President on the Board of Computing Assistance Support and Education (CASE).

*Stephanie Tolson, who has contributed over 30 years' dedicated service to the organisation pictured with the Director Chris Redmond.*



## WORK ENVIRONMENT AND SAFETY

During 2012–2013 the Work Health and Safety (WHS) Committee continued to meet on a quarterly basis to ensure WCS provides a healthy and safe environment for all employees and volunteers.

The committee has carried out regular monitoring at all sites, reducing workplace hazards and implementing general repairs and maintenance where required. The committee continues to monitor the injury/incident and near misses throughout the year to support and update risk management plans for the organisation.

Woden Community Service has taken a proactive approach to the health and wellbeing of staff throughout the year by providing:

- Flu vaccinations
- Free community health checkups through Oz Help
- Nutrition seminars for healthy eating in the workplace
- Therapeutic seated neck and shoulder massages by a qualified practitioner at an affordable rate
- Mindfulness sessions offered on a weekly basis.

There has been a very positive response to these programs.

WCS continues to provide training on WHS issues including manual handling, defensive driving, fire training and food handling training.

As we strive to ensure that our work environment is safe for all, we share in this motto: *Always be responsible for the safety of yourself and others.*

*Diedre Hobson, Human Resources Manager and Stuart Hogan, IT Manager*

**A BIG THANK YOU TO ALL OUR STAFF AND VOLUNTEERS WHOSE DEDICATION AND CONTRIBUTION ENABLE WCS TO DELIVER THE QUALITY OF SERVICE IT PROVIDES TO INDIVIDUALS AND THE COMMUNITY.**

# CHILDREN'S SERVICES

## LOLLIPOP CHILDREN'S CENTRE

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

During 2012 Lollipop joined with the senior citizens who use the community room at WCS every Friday by entertaining them with song and dance and participating in art and craft activities. Lollipop has also developed a strong relationship with Woden Library and the children participate in story telling sessions both at the Library and at the centre most weeks.

During the past year we had a visit from Kenny Koala, plus visits from the ACT Fire Brigade, Mr Bamboozle's remarkable magic show, South Care Helicopter Service and an ACTION bus wash excursion. A visiting possum had the children amused in the preschool room and opened discussions regarding wildlife and the role of ACT rangers. These activities provided great educational and learning opportunities for the children.

The 2012 Christmas party was great fun with 300 people participating. There was a petting zoo, jumping castle, face painting, art and craft, food and a visit from Santa.

In 2013 Lollipop's aim was to further develop our relationship with the wider community.

NAIDOC week gave us the opportunity to welcome back Larry Brandy as our guest performer. The children love joining in this experience.

Lollipop educators have also experienced some changes this year. We have said goodbye to Sharolyn, Dhanashree, Madelyn and Jayna. We have welcomed Rokeya, Faapaia, Jalpa and Richa to the Lollipop team. Lucy, Rebecca, Amanda, Yvonne, Kamaljeet, Emily, Charmaine, Amrita, Vidya, Andrew, and Glen remain in our Lollipop team.

This year we have seen Qura take maternity leave, as will Amanda, Shabana and Nicole by the end of the year.

*Nicole Metcalfe, Director and the Lollipop Team Nominated Supervisor (Director)*



*Harmony Day 2013, the children performed at the Indigenous Close The Gap event held at Woden Library*



*The children enjoyed the Winnunga 25th Birthday celebration*





# LYONS CHILDREN'S CENTRE

Our permanent staff are Director Janine Beaumont, Part time Director Rebecca (Bec) Vanhala, Assistant Director Bhaneesha Munbodh, Amy Wilson, Ashleigh Turton, Bernadette Kavan, Youneui Lee, Celestine Gnanamane, Chelsea Knight, Hayden Whitfield, Jana Beaumont, Khola Javed, May Hamadeh (accounts), Miranda Witchard, Moharee Pathinayake, Ting Ting Lou, Tom Tomczowek, Sarah Cole, Masomeh Masomi Waygham and Jagroop (Ruby) Kaur. Bec has increased her working hours this year now she has returned from maternity leave.

Staff who have left during the year are: Jamila Ismail, Christina McEvoy and Mercy Librando.

Since Christina left, Bhaneesha has taken up the part-time Assistant Director role and WH&S officer.

A new licence agreement between the Directorate and Woden Community Service was signed in February 2013. It is a five year agreement with an option to extend a further 3 + 3 years, to provide the childcare component and canteen services at the school.

Lyons Children's Centre was assessed on 17 and 18 September 2012 and was rated on 9 October 2012 as 'meeting' the National Quality Standard. Lyons Early Childhood School is undergoing their external validation process in August 2013. An important element of this process is the service delivery component of the birth to 8 year olds Early Childhood Schools model.

WCS held its community Christmas lunch in the school hall, with 63 participants and 26 volunteers attending. Entertainment, singing and interesting company was enjoyed by all!

WCS and Rotary combined again to run the annual Easter Egg Hunt in the school grounds. About 50 families enjoyed looking for eggs, plus an egg and spoon race, a tug of war, sack races, face painting, and craft activities.

In June Lyons Children's Centre joined in with WCS Reconciliation Action Group and visited Winnunga Aboriginal Health Service in Narrabundah for morning tea. Stemming from that visit, the Tathra room children had an excursion to help the Winnunga community celebrate its 25th birthday on 10 July 2013.

Indigenous Small Business recently gifted us some handmade wooden resources which we gratefully received during a presentation at the Hellenic Club in Woden.



*The children having fun at the 2012 Global Picnic*



*Lending a hand at the working bee*



*Celebrating book week*



*At the top of the hill!*



P & C funding grant of \$3000 has allowed us to purchase outdoor climbing equipment and indoor resources.

We have hosted many more student practicums at our centre this year, from University of Canberra, Australian Catholic University and Canberra Institute of Technology. CIT has asked if we would like to work in partnership with them as a demonstration centre, to assist their students with their professional learning. This exciting new CIT program is being trialled at Lyons Children's Centre from August to December 2013.

On 8 April 2013 the 'Let's Read' National Early Literacy public launch took place at our school. Families were invited and Minister Peter Garrett read to the preschool children. Professor Frank Oberklaid (Director for Centre Community Child Health) later visited the babies and toddlers and chatted to the educators with some encouraging feedback.

The nursery outdoor learning space has been upgraded to make it a safer and more usable space. There are now wooden terraces, seating and edging, rocks for climbing on and artificial grass. Parents, children and staff held a productive working bee! The space is now greatly enjoyed by the children and educators.

On 11 November 2012 we held a successful Global Picnic which coincided with the conclusion of the Woden Valley Festival. There were many activities including Bollywood dances, healthy food tasting, choir, multicultural arts and craft displays, and Larry Brandy, who engaged the children and their families in Indigenous story telling.

### *Our Bushwalk – Anuna VAC, July School Holidays 2013*

During the school holidays, the Preschool Vacation Care group went for a walk, up over the hills behind Lyons. We walked a really long way, and took the opportunity to play and explore in an outdoor environment, with many natural resources.

The children were very excited about reaching the top of the hill, especially because we could see Parliament House! We also discovered many, many, many piles of horse manure, which was the source of many shouts, discussions of where poo comes from, and was a kind of natural obstacle course.

We thoroughly enjoyed being in the 'wild' places, and look forward to our next excursion!

*Janine Beaumont, Director*

## WODEN/WESTON FAMILY DAY CARE

Family Day Care is a flexible option for parents and staff, offering full and part-time care during regular hours, out of hours, overnight and weekends.

The childcare educators are employed by Woden Community Service and work from their own homes in the Woden, Tuggeranong and Weston Creek area.

Our fieldworkers Sharon and Yvonne visit educators' homes on a regular basis and educators can attend playgroup every Tuesday and Thursday. The Southside Community Services bus provides transport for children and educators to the Weston Creek Community Hub so they can enjoy the activities and social contact of playgroup.

Family Day Care Coordination Unit staff, in conjunction with Communities@Work and Noah's Ark, are participating in delivering Paint and Play at the Weston Hub. It is being well received with up to 100 families attending most weeks. Every week we have new parent enrolments and positive comments on the activities and environment for the families.

*Jenny Pearce, Director*



FDC  
Playgroup

## SCHOOL AGE CARE

School Age Care currently run seven After School Care programs. These are located at Curtin, Garran, Hughes, Red Hill, Torrens and Lyons primary schools, with Before School Care programs currently running at Garran, Red Hill and Torrens. We also operate Vacation Care Programs at Garran and Lyons. All of our programs provide fun and recreational play-based activities in safe environments for an eclectic group of children.

Our permanent Educators include: Nila Chaleune, Krysta Cordina, Brian Pearce, Michael Aisbitt, Elise Bailey, Edie McLister, Linda Balding, Vidya Chandra, Chriss Wallwork, Robert Paterson-Wheeler, Julio Caggiano, Courtney Martin, Emma Simons, Tim Palmer, Penny Burns, Qader Sachawars and Patrick Burge. Permanent staff who have left our program include Alex Brown and Sarah Burgess.

Late last year the Principal at Farrer Primary informed us that we would no longer be running the School Age Care Program in 2013. All equipment has since been redistributed to other SAC programs and Courtney Martin (Coordinator at Farrer) is now co-coordinating Curtin SAC with Linda Balding. We have since discussed Licence Agreements with the Principals at all of our remaining programs and have received a positive response from all schools. We have also sent out parent surveys at all of our programs and have since received positive feedback.

We have increased our numbers at Garran (110), Curtin (77) and Torrens (55) due to demand. Both Red Hill programs have had a decrease in numbers. Torrens Before School Care attendances have been dramatically low and we are monitoring the viability of keeping the program open.

This year, staff have been required to obtain a Working with Vulnerable People card in order to work. This has created some strain on our staffing as these can take up to 5-8 weeks to process.

We have a new CPRU advisor, Tim Toogood, who was able to visit our programs and give advice to all our coordinators. We continue updating our policies which have been sent out for all educators and parents to read and comment on. We have introduced 'Summary Sheets' as a means of recording injuries and incidences in all our programs as part of our Risk Mitigation Plans. Krysta Cordina and Kerry Bargas have been to most programs early this year to conduct Work Health and Safety audits.

Our staff have also undertaken a number of training sessions throughout the year in professional development. We have also been lucky to have two guest



speakers at our coordinator's meetings, Masepah Banu and Deborah Eades from the Indigenous community, who were kind enough to come and speak to us about how SAC can include Reconciliation into the program.

All of our Vacation Care programs have been a success this year, the only issue being the lack of cooling facilities in both Hughes and Lyons centres in the summer holidays. We had successful excursions in vacation care in the summer to the Googong Woolshed for a three day camp, and to the snow at Mt Selwyn in winter.

This year's snow trip to Mt Selwyn was filled with fun and enjoyment, even with the little amount of snow we had to play in. It was a great location for the snow trip again this year with plenty of room for the children to play and explore. The lack of snow didn't deter the 29 children (some who had never seen snow before), staff and our volunteer parents – Tania and Gudrun, from enjoying themselves.

We hired toboggans this year which the children appeared to enjoy. They made a small jump and had to learn how to navigate their way down the ice to get over the jump. After the excitement of playing in the snow we all enjoyed a hot chocolate with marshmallows and TimTams.

*Nila Chaleune and Krysta Cordina,  
School Age Care*





# COMMUNITY PROGRAMS

## DISABILITY PROGRAMS

Funded by ACT Government's  
Community Services Directorate

It has been an exciting year for WCS Disability Programs, we have played an important role in supporting service users in achieving goals and facilitating their active participation in many activities and celebrations throughout the Canberra region.

In March 2013, I had the privilege of joining the WCS team as the Disability Programs Manager. I have met many amazing people who have allowed me to be a part of their lives and have welcomed and supported me in settling into my new role.

I am very proud to be a part of the WCS community and am very excited and enthusiastic about the future. There is so much we as an organisation do to support our community and I am excited to be a part of the transition to *National Disability Insurance Scheme (NDIS)* and how we can support individuals and families in achieving their goals.

I would like to thank staff for their ongoing support and dedication, you all give so much of yourselves and your dedication is rewarded in the smiling faces of our service users. We are in a unique position where each day we play an important role in the lives of people, we share their achievements, we celebrate their milestones and we are there for them when times are tough. It is definitely a role that is valued and appreciated by all!

*Donna Law, Disability Programs Manager*

## *Community Life Skills Achievements*

This year one of our Community Life Skills (CLS) service users joined *the Big Issue* team; with his new job he has been able to purchase a new large television for his room. John Brothie has continued to support a service user to maintain his link with the Brumbies rugby team and enjoys attending the big games in Canberra, many thanks to John for his commitment and generously volunteering his time to facilitate this valued experience.

A number of CLS service users attended the Canberra Show and the Summernats, thanks to the generosity of these organisations. These are both very popular attractions and we were again careful to make maximum use of the complimentary tickets and service users and staff were grateful to the organisers of both events. Without the complimentary tickets some service users would be unable to attend these great events.

CLS service users took part in many and varied activities throughout the year. Many events attended this year were in conjunction with the celebrations of the Canberra Centenary.

Some events included:

- Talouse Lautrec and Turner exhibitions at the National Gallery
- The Centenary exhibition at the National Museum
- Varied exhibitions at the Canberra Museum and Gallery.

There were of course all the usual tourist attractions that are always popular with CLS service users, including: the War Memorial, Questacon, old and new Parliament houses, musical events, smaller art galleries, including many and varied exhibitions throughout the year, the National Library, the High Court and the National Portrait Gallery.

CLS also made good use of such places as Strathnairn farm and gallery, Federation Square, the Dinosaur Museum, reptile exhibitions, Cockington Green, Tidbinbilla and Floriade. Many of these are exclusive to the ACT and we are very lucky to be able to access such a wide variety of wonderful venues.

Our dinner groups have a huge variety of restaurants to choose from and we are able to sample cuisines from many different countries and cultures. Our dinner groups encourage parents and housemates to participate with us. Past staff members have also come along from time to time to maintain their relationships with service users that they have supported in the past.

CLS encourages service users to maintain a healthy lifestyle and we attend swimming and gym sessions. One service user continues with his gym sessions and with CLS staff support, has maintained his health and fitness levels.

We also encourage and support service users to participate in outdoor activities such as walking, ball games and bowling.

My thanks must again go out to the entire CLS team for their effort in maintaining a consistently high level of service delivery to all service users, continued support of myself and each other, and for their flexibility in making changes to their daily routine, often at very short notice. This has resulted in a low level of session cancellations which has been appreciated by service users, house staff and parents.

This work was rewarded when CLS was awarded the 'Marvellous Mob' award at the end of year WCS celebrations.

Various members of the CLS team and the program as a whole have received a lot of positive feedback this year. This began with a service user satisfaction survey early in 2013 and continued steadily throughout the year. This was received from service users, parents, group house staff and members of the general public.

My sincere thanks go to the reception and finance teams and all levels of management for their ongoing support again this year.

*Dawne Ballard, CLS Manager*

## **Community Supported Respite Achievements**

Community Supported Respite (CSR) service users have been extremely active in the community this year, we have enjoyed participating in many activities such as bowling, swimming, gym, café visits, shopping, and golf, we have shared many adventures together.

Service users have been working hard on achieving many shared goals including independent use of public transport, participating in community activities and celebrations, attending band nights, expanding our culinary skills and achieving new individual life skills.

CSR has also played an important role in service users' lives by facilitating ventures such as the APSC supported job placements, the ACT Ambulance Service work experience initiative, the launch of our art program, and being chosen to be a part of an Australia-wide podcast on 'Ordinary People with Extraordinary Jobs'.

## **APSC Supported Placements**

WCS was approached by the Australian Public Service Commission (APSC) to provide direct support to individuals living with disability to assist their employment at the APSC. This initiative stems from the 'As One - APS Disability Employment Strategy' that aims to improve workplace participation across the Australian Government for people with a disability.

The APSC used targeted employment for recruiting an APS 1 position vacancy within its Corporate Group. The position is non-ongoing and full-time with duties that involve collecting and sorting mail, records management, greeting visitors, issuing security passes and escorting visitors through the building and other duties as required.

WCS employs a support worker through a brokered agreement between the APSC and WCS. The support worker provides direct assistance to the employee/s in assisting their 'on the job' skill development and facilitation of relationships within the department until it is determined that work duties can be undertaken independently. Currently there are two employees supported at the APSC.



*Declan and John  
work experience  
August 2013*



## ACT Ambulance Service – Work Experience

WCS approached the ACT Ambulance Service to work in partnership to support two young people living with a disability with on the job work experience at the SouthCare Helicopter Base in Symonston. WCS will support the young people in assisting them to carry out general maintenance duties around the site.

The team at ACT Ambulance Service have been very supportive of getting this initiative 'off the ground' and are very keen to support the young people in providing them with real on the job experience in a supportive work environment. This type of initiative demystifies perceptions of people with disabilities in the workforce and also promotes social connection, sense of purpose, challenging work, self worth and a real sense of contribution to the community. Discussions are also ongoing with the potential engagement of another young person from WCS to gain work experience in the Joint Emergency Services Agency Training Centre which is located at the same site as the helicopter base.

There are also many benefits in providing work experience opportunities to people with a disability as it promotes a diverse and productive workplace, accepting employees work better as a team which benefits all, also people with a disability are very loyal, often more engaging, take less sick days, may have unique skills and bring a different perspective to their work.

## CSR Art Program

The term 3 CSR Art Program will be facilitated in two different areas, covering the cartooning of program participants and the production of a group painting. Cartooning sessions will involve 'quick drawing' and conventional drawing depicting participants in a positive way, including important aspects of their life in each cartoon.

This can include:

- People
- Physical and social activities
- Places/environment
- Future hopes and dreams.

Each person gets to keep their personalised cartoon for future reference. Each cartoon will be drawn on large (A2) sheets of paper to fit in all details and for putting on display, if they choose, so it can be seen easily by the person. A simple but important art therapy based program which demonstrates the effect positive visual images can have on someone – particularly with an element of humour included through cartooning. As future reference, it can also have positive impact on an individual.

The Group Poster Project will be a goals based program which will include all participants being involved through painting and conversation.

A large painting will be created showing each person's favourite place in Canberra – this idea is based on the Centenary 100 theme for 2013. Andrew Hore, cartoonist and illustrator will help draw and paint each participant's ideas(s) on a large canvas featuring favourite places (can be anywhere in the ACT).

This activity will be a fun and interactive painting production, with the goal of having a piece produced for display before the end of term three which shows the group's thoughts and ideas to a wider public.

Both programs are flexible and with a relaxed format for the group but also productive with active participation. There is also the important element of humour in both projects.

## Looking to the future

It has been an exciting time watching *DisabilityCare Australia* launch in the pilot areas across NSW, Tasmania, South Australia and Victoria, we are very excited to be a part of the launch of *DisabilityCare Australia* in the ACT, 1 July 2014.

We will continue to participate in public forums such as the Quarterly Disability Forum, the Afterschool Care Working Group and maintain our membership with the National Disability Service.

WCS has dedicated a lot of time and effort to support families and service users in preparation for transitioning to *DisabilityCare Australia*. All service users, parents and stakeholders have continually been kept up to date with information on new developments, community information session's dates and times, and direct support from WCS in preparing applications for the Enhanced Service Offer grants.

We will continue to promote and support partnerships with other organisations in the ACT region including: Belconnen Community Service, House with No Steps, Anglicare, Southside Community Services, *the Big Issue* and YWCA. By fostering these partnerships we are able to broaden our scope in provision of services and provide wider access to essential support programs for service users.

We will continue to strengthen relationships with the Woden School and Black Mountain School to ensure we are able to 'Catch', identify young people with a disability and provide support and information through their senior school years and beyond.

*Donna Law, Disability Programs Manager*





LAC Cooking Class

## LOCAL AREA COORDINATION

Funded by ACT Government's Community Services Directorate

During 2012–2013 Local Area Coordination (LAC) worked with 111 individuals and families. LAC has been working hard to support many participants to make future plans and start to work on these plans. LAC is very focussed on each and every participant and assists them to live the lives they wish to have.

LAC along with the DISH (Disability Information and Support Hub) has been working alongside the Enhanced Service Offer Planning Team to help support people wanting to apply for the available grants.

It was identified that there was a 'gap' for people who wanted to learn basic cooking skills on the Southside of Canberra. With this in mind, LAC spoke with the WCS Volunteer Coordinator to source some volunteers. The class was open to all community members who wished to gain some basic skills.

The Woden Youth Centre kitchen was used to teach 12 participants (in two groups) some basic cooking skills and recipes. The classes were six weeks each in length run during school terms. To individualise the sessions each participant was asked what they would like to learn to cook. This way they all had the opportunity to learn a favourite recipe. In term 4 there will be another class commencing with the hope of starting a similar class on the Northside of Canberra.

Two volunteers were recruited to deliver the cooking class. Both volunteers have been a great addition to the class and the community. They both faced the weekly challenges of working as a team with people with disabilities and deliver a smooth class. Their contribution to Woden Community Service and the community is highly appreciated.

It was a big learning curve for both volunteers being exposed to other people living with disabilities and all of different age groups. The volunteers mentioned in their feedback sheet that they see this role as very rewarding

and they feel valued for their contribution to the life of the participants. One of the volunteers herself has a physical disability and she mentioned that she felt valued being part of the class and she felt she belonged to something.

It was something she looked forward to every week knowing that she will be contributing to the welfare of someone. She also mentioned it was something important for her as it builds her self confidence in talking to others and also give confidence to others, especially the participants that someone with a disability can volunteer. The volunteers enjoyed the class as much as the participants did. They filled in the gaps wherever was needed and always communicated effectively with the volunteer coordinator and LACs about suggestions and new ideas. The volunteers were able to see the vision of this cooking class and work together with the LACs to realise it.

### *A brief look at one participant's story*

- A male participant stated he needed to 'give something back to the Canberra community' and wanted 'to be a part of the Centenary celebrations and feel included'
- He was interviewed by the coordinator of a volunteer inclusion program run by Volunteering ACT and given a volunteer role on Canberra Day
- The participant has subsequently volunteered at the 'No Need to be Told' Youth Event in Civic recently
- The Centenary Events Coordinator informed LAC that the participant did a sterling job at the above events and that they sincerely hope his volunteering will continue after the centenary year on an ongoing basis
- The participant has been offered a volunteer role at the upcoming 'Wind Air Water' event at the Belconnen Arts Centre, and the Events Coordinator stated they would like to feature his volunteer role as an encouragement to other younger volunteers
- He was also given a volunteer role throughout July and August as a welcomer at the Canberra Museum.

*Debbie Moger, Team Leader*

## HOME AND COMMUNITY CARE

Woden Community Service receives HACC funding to provide case management and transport services to older people and younger people with a disability in the Woden area.

There has been a turnover in staff during the year especially three team members, Stephanie Tolson, Wilhelm Speldewinde and Bob Lamb retiring. Stephanie Tolson has worked in the community sector for 35 years in different community services and different positions. Her last 10 years were spent with the WCS HACC team. Stephanie was a tireless worker who was well respected by the service users and staff alike.

Donna Furber is the new transport coordinator. She brings to the position a wealth of skills and has already established a rapport with the service users. Pam Jones, our part-time driver, who joined the team in April, has lots of experience as a driver, including driving a 67 seater bus and transporting people and children with a disability. We have received a lot of positive feedback about Pam from our service users and staff.

The HACC program was audited in December 2012 and I am pleased to report that 8 out of 10 requirements of the improvement plan were achieved. This is due to the hard work of our dedicated team members. The audit recommended improvements to the other standards which have been implemented and practised by the team.

Our program continues to support CIT students undertaking Certificate III in Home and Community Care by allowing them to have their field placement with us. We always get positive feedback from the CIT student coordinator and from the students themselves.

The Seniors Day Expo at EPIC was attended by a high number of older people with their families and carers and wonderful entertainers. It was a good chance to engage with the public and for networking with other community services.

HACC  
Drivers and  
Transport  
Coordinator



## Staff

Alice Butler Program Manager

Donna Furber Full-time Transport Coordinator  
(commenced 4 April)

Julie Krueger Part-time Case Manager

Guy Schrieber Part-time Case Manager

Leeanne Wear Full-time Case Manager  
(commenced 15 April)

Mavis Angove Social Group

Brian Sclater Full-time Driver

John Kaye Full-time Driver

Pam Jones Part-time Driver (commenced 2 April)

Shelagh Rowsell Part-time Accounts Officer

### Retirements:

Stephanie Tolson, Wilhelm Speldewinde and Bob Lamb

### Resignations:

Jaswindar Singh, Kevin Gill, Joanne Travers

## Case Management

We welcome Leeanne Wear to the Case Management team. Leeanne started as a social work student on field placement with us on 11 February for 10 weeks. Leeanne took over the positions of Stephanie Tolson and Bob Lamb who were job sharing in case management.

Services such as domestic assistance, personal care and shopping all come under the HACC umbrella and are managed by our Case Managers. The outputs this year have seen an increase in the need for these services. There were also a considerable number of enquiries for home and garden maintenance not only during summer months but throughout the year. It is also very important to mow lawns to minimize another bushfire hazard. We are now in the process of establishing this type of service to meet these demands. With this support from the Case Management team and the broader HACC team, people are able to stay in their own homes longer than would have been possible without such services – a clear sign that the government's initiative is working.

Currently we have two part-time and one full-time case manager in the team delivering service to approximately 577 service users. An increase of more than a 100 service users from last year's report. The number of case management hours delivered was even with the contracted outputs. The domestic assistance outputs were considerably higher than the contracted outputs and last year's outputs.

There was an increase in the total number of service users under the age of 65 who had a disability, requiring transport, domestic assistance and social support.





*Community Lunch*

## ***Transport***

There have been some staff changes in our HACC transport team this year with our new Transport Coordinator, Donna Furber and bus driver Pam Jones. We have also had a growing number of volunteer drivers joining the HACC team whom we heavily rely on to help us provide such a responsive and flexible service. We would like to thank our volunteers for their help, support, dedication and hard work.

Amongst some of the changes this year, the Community Bus is now managed by the HACC program, giving service users with disabilities or mobility issues easier access by using the motorised hoist. The Community Bus has recently been downsized from a 22 seated bus to a 12 seated Mercedes Sprinter mini-bus.

The HACC bus has been popular for service users with weekly shopping trips to Woden, Southlands in Mawson, Weston Creek and once a month Aldi trips. There have also been groups going to places such as Cooma, Yass and Goulburn and many local trips to visit attractions in Canberra.

The extension of the HACC operating hours has continued to help service users not only get transport to early or late medical appointments but also to contact the HACC team over the phone for any queries or booking requests. The HACC transport now operates between 7:30am and 5:00pm, Monday to Friday (excluding public holidays).

We have established a new partnership between Woden Community Service and Southside Community Service. Southside Community Service has agreed to transport groups of up to 22 people including people with disability, and vice versa, Woden Community Service will transport service users of less than 10 in a group. Likewise if either organisation has an overflow of transport requirements we can share bookings with each other depending on availability.

## ***Social Support Groups***

WCS's social groups aim to provide activities for older people, or people with disability, who are isolated, live alone or come from culturally and linguistically diverse backgrounds throughout the Woden area. Social groups give people the opportunity to engage with others and form new friendships.

The community lunch, organised by HACC twice a year, is very popular. For those service users who choose not to attend the social groups, it is their only chance of getting out and socialising. The members of each social group have the opportunity to meet other group members attending different social group days. All HACC team members support the Activities Coordinator to make the community lunches an enjoyable day for the service users.

The social group members enjoy the organised entertainment, activities and the trips within and outside Canberra. Each social group has an outing once a month, visiting op shops where they fill up the van with their shopping. This is followed by a lunch at the club, wherever they collectively choose.

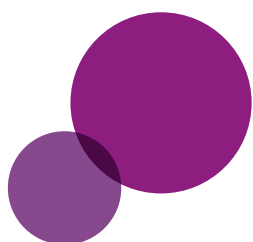
The Monday group is held at the Masonic Hall in Pearce and the Tuesday and Friday groups are held in the Lutheran Church Hall, Lyons. Another Friday group is held in the WCS community room. These groups are organised by a Social Group Coordinator, a paid volunteer and a number of volunteers.

During the warmer months, the members of the social group enjoy going to local picnic areas and places of interest around the ACT. The newest addition to their outings is 'The Arboretum' where they enjoy the ambience and affordable lunch offered by the restaurant.

Each Friday, 10-14 senior women from the Woden community meet at the Woden Community Centre as one of their means of socialising. The aim is to provide

women who are socially isolated with the opportunity for social interaction, an avenue to meet and form friendships, to be entertained by singers, dancers and educated by speakers covering a wide range of topics including health, nutrition and travel. They also learn about craft from our dedicated craft demonstrators and volunteers. A morning tea of scones or muffins and a two course lunch with discussions on the benefits of fresh food has renewed an interest in cooking simple healthy meals.

Volunteers play a huge part in the running of this group. Thank you to these hard working and dedicated women, Betty Lees, Shirley Cooper and Denise Kraus. Feedback about program implemented with the group has been positive. The women keep in contact through the week by telephone, develop friendship and good interaction with each other by having a lively conversation. They all have healthy appetites and everyone says they have a lovely day before they're transported back to their home. Staff at Woden Community Service are very welcoming to the women and this helps in creating a warm friendly atmosphere.



## Rural Settlements

HACC is presently supporting a group of 18 people/ service users, some living in rural areas of the ACT, others having relocated to the urban areas. On average, 8-10 people meet at Lanyon once a month for morning tea and social support. Some also attend our community lunches in July and December and last December the group also had their own Christmas lunch. We presently have seven service users receiving domestic assistance, either weekly or fortnightly. There has been an increase with this assistance due to new service users coming onto the program referred by another service user, or a previous service user who has been inactive for some years.

All service users have been affected by the 2003 bushfires, some losing property and having to relocate, losing a family member, losing stock, or sustaining a physical injury.

The ongoing monthly meetings are important for this group as there is a close bond that exists between them. They have known one another for many years, originating from the various rural areas which were ravaged by the fires. This bond was again evident at the Rural Get-together day on Saturday 19 January this year.

*Alice Butler, HACC Program Manager*

## HACC SERVICE USER STATISTICS

PROGRAM	CONTRACTED OUTPUTS (in Hours)	ACTUAL OUTPUTS 2010-2011 (in Hours)	ACTUAL OUTPUTS 2011-2012 (in Hours)
Case Management	4166	4164	4330
Domestic Assistance	4074	4990	5535
Rural	250	186	204
Social Support	782	851	940
Rural	250	111	80
Personal Care	1365	1356	1397
Rural	250	17	2
Tuesday Social Group	2800	1820	2663
Monday Masonic & Friday Social Groups - Lyons	4200	3103	4394
WCS Friday Social Group	2304	2021	2032
Transport	15250	11715	13650

# CHILD YOUTH AND FAMILY SERVICES

## Youth Connections (YC)

Funded by the Department of Employment, Education and Workplace Relations

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

### Group Activities – Barista Course

Youth Connections, in conjunction with Café Ink and Grill'd Restaurant in Woden ran an eight week skills course for young people at risk of disengaging from school. The program covered workplace skills including food handling and food service. This gave young people the opportunity to increase their self-esteem and confidence through learning customer service skills and practical skills that will improve the chances of future employment. The final session was an opportunity for the young people to put their skills into practice with WCS employees playing customers and the young people providing table service, customer service and coffee making. What a great job they all did and the experience was enjoyed by all.

### Group Activities – Equine Therapy

The Equine Therapy Group was run in partnership with Brora Farm and its owner Sam Goesch. Students from four high schools in the Woden/Weston area were referred to participate in the five week program which aimed to help young people who were at risk of disengaging from school.

The young people undertook a variety of activities with the horses while at the farm.

These activities included:

- Interactions and 'being' with the horses
- Basic equine safety
- Basic equine skills and handling
- What does your body say and breathing skills
- What are your goals?
- Games and challenges

- Discussions about appropriate/ inappropriate behaviour
- Team skills/independent skills
- Taking responsibility
- Success– how does it feel?
- Bullying and how to defuse a situation.

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

*"This young lady suffers from acute shyness. She barely talks to anyone at school, speaking in whispers and has no friendship group or friends. The young person was so shy that she would sit in the girl's toilets to eat her lunch away from all other students. When she arrived at the first session of the course she answered Paul when he spoke with her. This in itself was a big thing. She was quite nervous of the horses and sat alone behind all the others on the bus. The young person participated fully in all the activities offered and quickly built friendship with the others on the group. She began to talk with the young people both at the course and on the bus and then began to sit with one of the girls at school for lunch. The Deputy Principal has commented on the huge change that has come about since the young person participated in the Equine Group. The Deputy Principal sees the young person in classroom settings and has feedback from her teachers. This group has been life changing for the young person".*

Youth Connection facilitated groups at Melrose High School, Stromlo High School, and Alfred Deakin High School. These groups were Building Strengths based and covered topics such as digital identity, sexting, self esteem, communication, alcohol and other drugs – safe partying, and mental health. The groups were co facilitated with the schools youth workers or chaplains.

**Paul Crowe, Youth Connections Case Coordinator**



## *Child, Youth and Family Services (CYFS)*

Funded by ACT Government's Community Services Directorate

The last 12 months has seen many changes within the CYFS program, as it strives to establish and provide a high quality, collaborative and best practice service, for vulnerable service users in both the youth engagement and case management components of the program.

Since the last report Janelle Duncan has joined the team as the Senior Case Manager in January 2013. The CYFS team is now based in several locations, making it easier for people to access the service and fostering collaboration between service providers. The youth engagement team will be located at the Woden Youth Centre, while the case management team will be located at the Southside Community Services and the new Smith Family office space of Woden Community Service.

There has also been a significant amount of time spent focused on strengthening relationships between the three organisations to ensure that we all work together in a consistent and streamlined manner which draws on the strengths of each organisation.

### *Network Coordination*

Regional Network Coordinators work closely with the Child, Youth and Family Services team (CYFS) and the Central Intake Service to facilitate referrals, build partnerships and collaborative practice across ACT Government and community sectors. The development of the Regional Network Service Activity Plan was a useful process as it helped consolidate the relationship between the Network Coordinators, define the roles and responsibilities of the Network Coordinators and identify overlaps with Youth and Family Connect.

The relationship that has developed between the Network Coordinators is an excellent example of how collaborative practice can work across organisational boundaries in the ACT. The four Coordinators are working as a group in a strategic way to identify key stakeholders and make contact, as well as address some of the systemic issues arising with the implementation of the new program.

The Network Coordination Governance Group has played a key role in developing a number of processes across the service system. These include the review of referral pathways and the Common Assessment Framework.

The South Weston Consortium Governance Group is another excellent example of collaboration across the three organisations. All organisations work together and are focused on drawing on the strengths of each organisation for the benefit of the region and the South Weston CYFS team.

The establishment of the Child, Youth and Family Gateway has been the priority for Network Coordinators, with the launch of the service in December 2012. The Network Coordinators worked closely together to get the service up and running within a short timeframe.

A significant amount of work has been put into the work practices, promotion, data collection and recording for the new service, as well as the day to day running and management of the service. The Gateway is a high quality, evidence based service which is a real credit to the hard work and commitment of all those involved.

### *The Child Youth and Family Gateway*

The Child, Youth and Family Gateway was established in December of 2012 and is run by a consortium of services: Belconnen Community Service, the YWCA of Canberra, Woden Community Service and lead by Barnardos. The Gateway acts as the Information, Engagement and Coordination Service as funded by the Community Services Directorate under the current Child, Youth and Family Service Program's Service Delivery Framework.

The Gateway is a service for children, young people and families who want to access support but aren't sure where to start. We also assist service providers to make referrals on behalf of clients to appropriate services.

Since December 2012 The Gateway has received 781 phone calls, 552 SupportLink referrals and has made 545 referrals to various support services.

The implementation of The Gateway has streamlined access to services which is important for vulnerable members of the community who may have issues accessing services on their own. The Gateway also provides an important function in preventing children, young people and families from entering the statutory system by linking them in with community supports before they reach a crisis point. We have also been assisting statutory services to link families in with appropriate supports when exiting the statutory system.

This has been assisted by The Gateway's co-location with Care and Protection Services which commenced in July 2013. So far the co-location has been extremely successful and The Gateway has seen an increase in referrals from CPS staff.

Another important function of The Gateway has been the implementation of Weekly Allocation Meetings, which include services that are a part of the Child, Youth and Family Services Program and other relevant services. These meetings have assisted to further streamline vulnerable people's access to services and create a higher level of accountability within this service system.



The most important function of The Gateway is preventing vulnerable members of the community from having to tell their story over and over again as they try to find support. People often tell Gateway Engagement Officers that they feel relieved when we explain that we will tell their story for them.

### Gateway Case study

*Rachel\* and Neil\* were referred to The Gateway by Housing ACT in early June. The family were experiencing several extreme hardships: drug and alcohol dependencies with some of their children, overcrowding in the house, financial stress, transfer issues with housing and their teenage daughter was four months pregnant. On top of all of this Neil has recently been diagnosed with a rare and terminal form of leukaemia. A Gateway staff member attended a home visit with the family and was able to undertake a detailed initial assessment with them. When the Gateway worker informed Rachel and Neil that the purpose of the assessment was so that they wouldn't have to tell their story over and over again, Rachel said that she was so relieved that she wouldn't have to keep telling her story anymore. Rachel explained that she has sometimes spent whole days on the phone just calling service after service, telling her story and trying to get support. The family gave permission for this initial assessment to be taken to a Weekly Allocation Meeting. As a result of this the family were immediately linked in with a case management service without having to tell their story again.*

Although there have been some ups and downs implementing this program, from technical issues to data collection, we have remained a strong team and worked together for the benefit of the families and individuals accessing this service.

**Shannon Wood, Gateway Engagement Officer**



### Case Management Program

The introduction of the new Gateway service has seen a marked increase in referrals to the case management part of the program. It is envisaged that the division of program roles will increase the capacity for case managers to deliver more services to families.

The CYFS team has participated in a wide variety of relevant staff development training courses over the past 12 months, in order to strengthen their skills and knowledge and to further enhance the services they are able to provide to people.

South Weston CYFS nominated to be involved the 'Improving Services with Families' project as one of the programs involved in the second stage of this research. Two CYFS staff took on lead worker roles for three families that were accepted into the project. While this process was very labour intensive, and placed additional pressure on the individual staff members, the process was extremely valuable in terms of positive outcomes for people.

Excellent data collected from the project was also provided to the project organisers, which hopefully leads to growth within the sector around how we provide quality supports to families who are vulnerable. The whole process was extremely valuable in terms of skill development, knowledge and professional growth for the staff members involved.

### Youth Engagement Program

The Youth Engagement Team, at times with limited resources, has done a great job of maintaining an effective youth engagement component to the program. There are two afternoons a week of open access drop in activities, band nights twice a month, three afternoons of open access drop in activities during school holiday periods, as well as conducting excursions on a number of these days.

We have also provided two hours of late night outreach once a week and have attended a variety of local community expos and gala days etc, in order to raise awareness and share information about the services the program can provide. The teams have also been actively involved in attending service provider forums and meetings to keep abreast of what is happening within the sector, as well as maintaining a CYFSP presence.

**Janelle Duncan, Program Manager**

# THE BIG ISSUE

Funded by ACT Government's  
Community Services Directorate

*The Big Issue* Australia is the country's longest standing social enterprise — an independent magazine published fortnightly. *The Big Issue* develops sustainable and creative solutions to homelessness; providing opportunities for people who are marginalized to positively change their lives.

Since 1996, *The Big Issue* vendors have sold more than six million magazines and over \$13.2 million has gone into the pockets of Australia's homeless and unemployed.

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.

Woden Community Service manages the ACT operations of *The Big Issue*. We distribute magazines and provide support, training and materials to vendors. This support extends to assistance with tackling housing, health, training or employment problems.

Attracting more than 210,000 readers per fortnight, *The Big Issue* magazine is a general interest publication featuring arts and entertainment, current affairs, lifestyle, personal experiences and its own particular brand of irreverence.

## Promotion of the magazine to the Canberra community

*The Big Issue* promotes the program to the Canberra community so that more people are informed about the important role the magazine plays in people's lives and therefore are hopefully more likely to buy the magazine. This supports both the social inclusion and distribution aspects of the program.

The program continued to use back editions to raise awareness amongst potential customers. Pitch promotions were held, where staff and volunteers handed out magazines to people passing a pitch with posters displayed in the area to attract attention and explain more about the program. At the promotions, a vendor was usually selling the current edition of the magazine.

Staff of *The Big Issue* actively promote the program to local businesses. This has been a strong link to the local community.

TBI Goes  
Digital



## Vendors

*The Big Issue* had 42 registered vendors between July 2012 and June 2013, 26 more than the year before. Of these, usually around 14-18 vendors sold each week. The number of new vendors was slightly up on the previous period.

During this past year, one vendor was successful in obtaining mainstream employment in a café, while several others combined some mainstream or supported employment with selling *The Big Issue*.

WCS has received some positive feedback from vendors, these quotes give an indication of the range of benefits that vendors get from the program.

*"The Big Issue is the best thing that has ever happened to me."*

*"And I like The Big Issue mostly, because it is honest and modest and bold at the same time." – M*

*"I am feeling heaps better this year. I was locked in my room scared to come out and off my face. I am looking forward to clearing up old court matters and getting my shit together." – J*

*"This has been a terrific year for me. I have been out selling more and it makes me happy." – K*

*"S' and I have started saving some money every fortnight... I have bought some new dress and Steven got some new trousers." – B*

*"Being profiled in the magazine was wonderful this year and I am still selling the edition with me in it!" – M*

*"I have not been out of the house for weeks and it's really good to be out and about and doing something."*

This feedback reaffirms the core values of the program, in terms of providing vendors with an opportunity to interact with the community, as well as providing some additional income. Vendors also emphasised the importance of communication and support.

As noted, 42 vendors were involved in the program during July-December 2013. Staff have regular contact with vendors to ensure that they have support both in selling *The Big Issue* and in any other area of their life. The vendor support worker would have face to face contact with most vendors most days between Mondays to Fridays. This is usually in the form of a pitch visit or a one to one chat. Additional contact between staff and vendors is on the phone. *The Big Issue* operates a phone support service during office hours, weekend and evenings.

The regular contact staff have with vendors means that vendors can talk about issues in their lives e.g. health, employment, housing or legal matters. Often vendors just appreciate being able to talk to someone, and staff provide encouragement and help to talk through options. At other times, more practical assistance is sought. The list below provides some examples of the support provided in the last twelve months.

- A vendor's flat was flooded due to a problem in a neighbouring flat, which caused considerable damage. Big Issue staff assisted the vendor to get advice on what to do, and provided support in resolving issues.
- A vendor was struggling with mental health issues. Staff referred her to an outreach program and went with her to an initial meeting. The vendor has subsequently reported that she has been very pleased with the support and her progress.
- Staff have visited several vendors in hospital. Vendors have reported that the ongoing contact has been appreciated.
- Staff assisted a vendor to move into an ACT Housing property and sought advice regarding the lease on the property from the Supportive Tenancy Service at Woden Community Service.

- Staff continued to assist a vendor who attends Gambling Care for counselling and encouraged her to continue saving. The vendor support worker assisted the vendor with improvements to the security in her home using money she had saved.

Many vendors receive support from Woden Community Service or other organisations, including PHaMs programs, Richmond Fellowship, ACT Mental Health and Disability ACT. The staffs at *The Big Issue* work closely with these programs to ensure that there are no gaps or overlaps in the support provided, and that support is consistent.

### Fortnightly get-togethers

The traditional BBQ get together was placed on hold around Christmas 2012. In its place we had get togethers at Café Ink. This was in an attempt to let vendors see themselves as 'working people' who do not get together for a 'free feed' but rather have a coffee and talk business.

Unfortunately, due to the closure of Café Ink (June 2013) we decided to move our vendor get together to the Community Room at WCS.

Regardless of where the meeting is held, the vendors attending have a good chat and it is a great opportunity for new vendors to meet the 'family'.

*David Fawcett and Ron Jackson*

**THE BIG  
ISSUE DEVELOPS  
SUSTAINABLE AND  
CREATIVE SOLUTIONS TO  
HOMELESSNESS; PROVIDING  
OPPORTUNITIES FOR PEOPLE  
WHO ARE MARGINALIZED  
TO POSITIVELY CHANGE  
THEIR LIVES.**

## BIG ISSUE SALES

	July-Dec 2012	Jan-June 2011	Jan-Jun 2013
Total sales (magazines only)	25,507	15,951	16154
Averages sales per week	697	638	621

# MENTAL HEALTH PROGRAMS

WCS has significantly expanded its Mental Health Programs (MHP) over the last year. Transition to Recovery program (TRec) funding has now doubled and the service is able to support up to 30 people across the ACT. The intensive outreach provided by TRec supports people to manage transitions from hospital and to avoid a hospital admission and has received positive feedback over the last 12 months.

The program continues to develop a responsive model of care based on the feedback received from participants, carers and clinical management. The Personal Helpers and Mentors program (Southside) has also expanded with an extra full-time worker dedicated to providing support to people with mental health issues whose primary recovery goal is employment.

WCS has become a Partners In Recovery (PIR) provider, overseen with our other partners by the lead agency ACT Medicare Local. This initiative is committed to ensuring coordinated care for people with severe mental illness and complex needs who are more at risk of falling through gaps in the service system.

These initiatives and our programs reflect our commitment over many years to identify need and establish effective programs and services to better assist people in our community who experience significant mental health issues.

Our Mental Health Programs are focused on developing the personal resources of participants to reduce the impact of the symptoms of their mental illness, create stronger linkages to the community through social activities, employment and training and, within a care coordination framework, to work with clinical services and community organisations to better support and assist participants to move towards and achieve greater independence and quality of life.



*PHaMs Team*

## *The Personal Helpers and Mentors Program (PHaMs)*

Funded by Department of Families, Housing, Community Services & Indigenous Affairs (FaHCSIA)

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 severely affected by the experience of mental illness. The WCS PHaMs program (Southside) operates for people living in Woden, Weston Creek and Tuggeranong. Participants of the program come from all walks of life and demographics and are assisted across a range of activities from ongoing support to shorter term, more intensive interventions. 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 six full-time workers, two full-time Peer Support workers and now one PHaMs Employment Services worker, as well as 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.

### **PHaMs Employment Services**

We understand how important it is to help people with experience of mental illness build their capacity to find and keep a job and stay connected with their community. Consequently, the new PHaMs Employment Service is geared to working with people with mental illness on the Disability Support Pension or other Centrelink payments to help them become ready to enter the workforce. PHaMs will work closely with employment agencies to ensure people have all the support they need to become work ready and to help them seek and secure employment.

Woden Community Service is responsible for the delivery of the PHaMs Employment Service in South Canberra, Woden/ Weston, Tuggeranong and Molonglo Valley. Richmond Fellowship ACT is responsible for the delivery of the service in North Canberra, Belconnen and Gungahlin.

### **PHaMs Staff**

Louise Kearins, Leila Cormick, Keith Mahar, Bruce Stephenson, Paul Russell, Rachael Cox and Mark Crowley.



## Transition to Recovery (TRec)

Funded by Mental Health, Justice Health and Alcohol & Drug Services (MHJHADS), Department of Health and Ageing (DoHA)

Transition to Recovery (TRec) is an intensive Step Up and Step Down community outreach program which aims to assist participants to transition successfully to the community following an acute episode of mental illness and admission to the Adult Mental Health Unit. It also provides additional support and increased community recovery options for people, currently linked with the clinical mental health teams, who are showing signs of relapse and are at risk of hospitalisation.

In September 2012 WCS signed a contract variation to double the places for people requiring post hospital and community mental health support. The service provided intensive support to 112 people which included 2,328 occasions of outreach support.

With increased funding we have an increased team and Sandra Popovic and Vibhuti Rao joined the team along with Rachael Cox and Sera Yimam.

We have worked closely with Mental Health Justice Health and Drug and Alcohol Services to nurture a productive partnership to ensure a good flow of referrals and solid clinical management for those in the program.

The Centre for Mental Health Research at the ANU under the guidance of Professor Kathy Griffiths has commenced interviewing people who have accessed the program. The evaluation will help to guide TRec's development and implementation and ensure that the model of service delivery meets the needs of consumers and carers.

### TRec Staff

Prue Gleeson, Maree Fish, Jayne Tandl, Yohannan Mathai, Sera Yimam, Sandra Popovic, Vibhuti Rao, Jonathon Twinn, David Jenkins and Rachael Cox.

## Partners In Recovery (PIR)

Funded by Department of Health and Ageing (DoHA)

PIR aims to better support people with severe and persistent mental illness with complex needs, and their carers and families, by getting services and supports from multiple sectors they may come into contact with (and could benefit from) to work in a more collaborative, coordinated, and integrated way.

ACT Medicare Local is the lead agency for PIR funding in the ACT. Woden Community Service will provide two full-time workers and office space for the PIR team operating out of Woden.

### PIR Staff

To be announced

## WHAT DID YOU ACHIEVE FOR YOURSELF IN TREC?

**"I LEARNT TO START TO BE ABLE TO FEEL SAFE AND TRUSTING ENOUGH TO SAY AND GIVE VOICE TO MY EXPERIENCES AND LEARN WHAT THE FEELINGS WERE/ ARE/THE TRIGGERS. I LEARNT IDEAS THAT TOOK TO INTERVENE AND NOT BECOME OVERWHELMED. I FELT HEARD AND SEEN AND I FELT I COULD GET THROUGH THE HARD STUFF."**



The TREC Team

## Holistic approach to Mental Health

*TRec helped our family survive and thrive through a very difficult time when a family member was suffering from a mental illness. Being able to talk with people who understand the processes of such an illness was reassuring and enabled me to support my husband and children in a much more healthy way. It helped take away the stigma of mental illness and I knew that I was not alone in dealing with this problem. The TRec members who phoned and visited were wonderful – caring and great listeners who let me talk about how I was feeling as a carer. The members who came so faithfully to walk with my husband each week and to visit places of interest around Canberra and to listen to him treated him with such respect and earned his trust and respect through their thoughtful responses and kindness. I wish that all people with mental health issues could have the benefit of such a dedicated and experienced team.*

## WCS Mental Health Programs (MHP) Peer Framework and Workforce Strategy

The WCS MHP is committed to assisting people in their recovery journey. Research has identified the importance of peer support in the mental health field, including the availability of peer support workers – workers with a personal experience of mental illness and recovery. As a result, we have taken innovative steps to both offer peer support and develop a peer support workforce to meet people’s needs. While PHaMs is required by its funding agreement to have one peer support worker, the WCS PHaMs team has two peer support workers.

As well as employing Peer Workers on a full-time and casual basis, the PHaMs program provides direct peer mentoring and a range of initiatives that involve peers in recovery groups and activities which has included art and philosophy groups and a men’s and women’s group. Peer work in our programs provides ongoing support and opportunities for participants to develop skills and provide opportunities to contribute to the recovery of other peers in the program.

Not only are these participants providing excellent support and encouragement to other people with mental illness, the opportunity has also helped them to find productive and important work and further progress their own recovery in the process.

## Other MHP activities

### Peerzone

WCS joined with Belconnen Community Service (BCS) to begin the process of bringing this new and innovative peer support and recovery program to Canberra. Peerzone is a series of three hour face-to-face workshops led by and for people with experience of mental distress or addiction. The workshops are backed up by online resources and a chat facility.

Two people from both WCS and BCS attended the facilitator training in March with Mary O’Hagan, (previously Mental Health Commissioner in New Zealand) and Sara McCook Weir who completed a successful series of workshops pilots in 2011–12 for adults, young people and Maori in the Wellington region.

Peerzone works on three levels to enhance the recovery and wellbeing of people who participate:

- It invites people to rebuild a more positive story of their lives
- It offers tools for whole of life wellbeing and
- It creates a community of mutual support.

We look forward to bringing Peerzone to Woden and beyond!

### Certificate IV in Mental Health Peer Support

Recently three participants and one team member of the WCS Personal Helpers and Mentors Program (PHaMs) participated in the development of Australia’s first Certificate IV in Mental Health Peer Support.

The Certificate IV in Mental Health Peer Support has been developed to improve the quality of peer support and enhance the peer workforce through a nationally recognised qualification. WCS is at the leading edge of Peer Workforce development and already employs peer workers on a fulltime and casual basis. Now is the time for more organisations to do so!

**A PEER RECOVERY WORKER IS SOMEONE WHO DRAWS ON AND SHARES HIS OR HER OWN LIVED EXPERIENCE OF MENTAL ILLNESS AND RECOVERY TO INSPIRE HOPE AND SUPPORT OTHERS IN THEIR RECOVERY JOURNEY.**



*Wade working at Café Ink*

## Art Group

The new art group is facilitated by a professional artist and teacher, Dermot Seymour, who applied for voluntary work through the WCS Volunteer Program. We initially formed the group for a number of more isolated men in our program with a few select others that we believed could provide peer support within the group. After this successful trial period we have opened it up to a wider audience and a dozen or so now participate from all different walks of life.

## Mindfulness

Last year Prue Gleeson and Tricia Eldridge undertook an eight week Mindfulness course at the Mindfulness Centre in Lyneham. Prue has led an increasingly successful Mindfulness group at the Woden Library on Fridays ever since.

## Café Ink

Lastly we would like to thank the excellent work of Café Ink which provided a wonderful work environment for a number of participants of the PHaMs program and really good coffee for us over three years. Sadly it has closed in its original form but we welcome the new Café and a new management and the opportunity to continue to support it as a social enterprise. It is good to see the Café continue under the social enterprise model and that WCS was able to support another community association in starting a business.

WCS Mental Health Programs looks forward to continuing our contribution to Woden Community Service's vision of supporting, developing and celebrating community strength in the area of mental health.

**CAFÉ INK EMPLOYEE:  
"... YOU FEEL A SENSE OF  
SELF RESPECT AND ESTEEM FROM  
WORKING AT THE CAFÉ. YOU'RE  
MUCH MORE PRODUCTIVE AND  
DON'T FEEL LIKE A BURDEN ON  
SOCIETY. YOU MEET CUSTOMERS,  
HELP PEOPLE AND DO GOOD  
THINGS. YOU FEEL BETTER  
ABOUT YOURSELF... I CAN  
ALSO MAKE A REALLY  
GOOD COFFEE..."**



*Richard, Wade and Ornella at Café Ink*

# STRATEGIC SERVICES TEAM

The Strategic Services team consists of the following programs:

- Volunteers
- Supportive Tenancy Service
- Community Development
- Settlement Grants
- Assistance with Care and Housing for the Aged (ACHA)
- Woden Festival
- Communications
- Café Ink.

This team represents a cross section of programs within WCS, whose aim is to engage, support, encourage and provide opportunities for people to participate within their local community.

As demonstrated by the following highlights, 2012-13 has been a wonderful year with the implementation of new community initiatives, in addition to building on supports and activities through new and ongoing community partnerships. We were also faced with challenges, including how to operate within a changing fiscal and sector context. This has resulted in some difficult decisions, including closing Café Ink and exploring new ways to raise our profile and develop new service partnerships.

The team have welcomed new staff members of Emma Dryden and Judy Bates who have established a dynamic team around community engagement and exploring volunteer opportunities. Justin Lea and Michelle Smith have also joined the Supportive Tenancy Service who have continued WCS's strong commitment of supporting people who may be experiencing difficulties in their tenancies.

I thank the team for their skills, enthusiasm and commitment to their work, the organisation and the community in which we have the privilege to be a part of.

*Emma Walter, Team Leader*

## VOLUNTEERS

Funded by the Department of Health and Ageing

80 volunteers worked regularly throughout 2012 and 2013, with an additional 40 volunteers for one off events, such as the Woden Valley Festival and Community Christmas Day Lunch. Volunteering is a strong part of Woden Community Service culture and over the past year over 55 staff members volunteered their time outside of their work hours to contribute to community events.

The volunteer program works with WCS programs and the community to meet identified service gaps and needs. Our core volunteer team work an average of six hours each week in the following positions: community transport drivers, shopping assistance, facilitating social lunches, Board of Governance, gardening assistance to seniors, child care, companion visiting, English language classes, Youth Centre, art classes, cooking classes, administration/reception, respite, Community Life Skills program and *The Big Issue* support. Our volunteer team plays a major role in supporting people in our community who may be vulnerable and at risk of experiencing social isolation. In addition, the volunteering program provides opportunities for people within the community, students and service users work experience, a chance to develop skills, learn more about the role of community services and to participate within their local community.

WCS acknowledges the amazing work of volunteers in developing and contributing to the life of the Woden community – we could not do what we do without your ongoing support.

*Emma Dryden,  
Volunteer Coordinator*



*Three volunteers  
Rose, Sue and  
Angela*





Ian and Betty celebrating with WCS team at volunteers awards



Emma and David at the ACT volunteer awards

## SUPPORTIVE TENANCY SERVICE

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

The Supportive Tenancy Service (STS) seeks to reduce homelessness in the ACT by working with tenants to sustain tenancies at risk. Support workers engage with tenants experiencing a wide variety of issues, from rental arrears to property condition to disputes with landlords. STS is tenancy neutral and supports people in public housing, private rental and people with mortgages.

STS has a focus on early intervention and prevention, seeking to provide support when issues first arise. The workers seek to build on the strengths of each tenant, so that they have the skills and resources to be able to sustain their tenancy into the future. Often tenants come to STS when their housing is imminently at risk and the workers support tenants through legal and other processes. Where needed, workers liaise with other services for specialist financial or legal advice.

STS is a partnership between WCS, Belconnen Community Service (BCS) and the YWCA of Canberra, with WCS taking on the lead agency role. The service is funded for two workers in each agency. In 2012-13, WCS was able to employ an additional part-time worker to increase the capacity of the service, reflecting the high demand for support. Workers generally focus on supporting tenants in a particular area of Canberra, although with flexibility where needed. In addition, BCS is responsible for the intake service, employing a worker for this purpose. All BCS workers are based at the Housing ACT Central Access Point (CAP) in Nature Conservation House in Belconnen, with workers from other agencies spending one day a week at the CAP. The co-location with Housing ACT is an opportunity to work collaboratively with Housing ACT to identify tenants who may require some support.

In 2012-13, STS worked with over 750 tenants. Of these, STS provided one off support to just over 150 tenants, including talking through issues and providing information on options or services. STS contacted over 90 tenants through engagement activities, such as residents' meetings or stalls at community festivals. Finally, STS workers provided more intensive tenancy support to just over 500 tenants. Of the tenants who received one-off or tenancy support, around 55% were in public housing and almost 30% were in private rental properties.

STS had a very high level of success in sustaining tenancies. Of the tenants who received tenancy support, very few were not in ongoing tenancies at the end of the period. Of those tenants experiencing rental arrears, many had entered into agreements to pay back amounts owing and had been able to sustain these repayments. STS seeks feedback regularly from people who have been with the service, and their comments endorse the value of the service, as well as identifying some aspects that may be improved.

The current funding agreement for the service finished on 30 June 2013. However, the ACT Government extended funding for the service to 30 June 2014, in line with the extension of the National Partnership Agreement on Homelessness (NPAH). The continuation of the NPAH and the Supportive Tenancy Service beyond this time will be determined through 2013-14.

*Amanda\* contacted STS after talking to Tenants Union (TU) regarding a Notice to Remedy issued by her private landlord shortly after Amanda moved in. TU had advised that the Notice to Remedy, which was for a procedural issue, was not valid. The landlord continued to issue Notices and eventually announced an eviction inspection. Through this time, TU provided legal advice, while the STS support worker assisted Amanda to gather evidence and complete documentation, and generally supported Amanda in taking the actions needed to sustain her tenancy. The landlord did not pursue the necessary processes to seek an eviction through the ACT Civil and Administrative Tribunal, and Amanda is still in the property.*

*Housing ACT referred David\* to STS for support in dealing with severe squalor and hoarding and maintenance issues including build-up of mould. Housing ACT had decided to move David to another property and would coordinate this, but wanted STS to provide support for David to settle into the new property and support him to maintain the property. David had become very socially isolated with few supports. The STS support worker assisted in arranging furniture and household items for David, and visited regularly after he moved, working with him to increase his awareness around his hoarding behaviours. The support worker also linked David with other supports and activities, to increase his social engagement, increasing his skills and self-esteem, and thereby improving his capacity to sustain his tenancy.*

## Examples of how STS works

*Julie Evans (Program Manager), Lisa Hartwig, Justin Lea and Michelle Smith (Support Workers)*

# SETTLEMENT GRANTS PROGRAM

Funded by Department of Immigration & Citizenship (DIAC)

2012-13 was another rewarding year for the Settlement Grants Program (SGP) which assists newly arrived refugees, humanitarian entrants and spouses of holders of skilled migrants and partner's visas.

The Department of Immigration and Citizenship increased its intake of refugees and humanitarian entrants from 13,600 to 20,000 people. This new policy caused a significant increase in the number of these visa holders who settled in the ACT and subsequently increased the workload of this program.

SGP assisted people from several different ethnic backgrounds but the majority were from Iraq, Iran, Afghanistan, Sudan, South Sudan and Yemen. The type of assistance provided varied but the issue of accommodation reoccurred as one that had an impact on settlement within the community.

SGP arranged for guest speakers to attend information sessions to provide information about their services to the attendees. These sessions included topics such as: Legal Aid, Domestic Violence, Police, Law, Centrelink, Housing, ACT Election, Early Childhood intervention and Mental Health. These information sessions are organised to assist service users to be well informed

about the service providers and their services, the system in Australia, facilitate their integration into main stream society and to be informed with correct and an up to date information about their rights and obligations in their new country.

For the third year in a row, and in what became an annual event, SGP organised a team of volunteers from previous and current service users to be part of 'Clean Up' Australia Day. This activity is enjoyed very much by the volunteers and they consider it a small token in their efforts to contribute to their new homeland and feel part of this society.

In July, an outing was organised for some service users to celebrate 'Refugees Week'. The attendees enjoyed their day visiting Tidbinbilla Reserve Park and the satellite tracking station near the park. They went for a walk in the park and saw Australian animals and birds free in their natural habitat.

This program applied for another three years funding and the application was successful. Obtaining this grant from DIAC for another three years is a reward for the hard work and successful outcomes of our organisation in assisting this target group.

Finally I would like to thank the Strategic Services team and the Manager, Emma Walter for their support and assistance in my work to assist people using this service.

*Mohammed Berjaoui, Program Manager*



*Above: Senator Lundy and Mohammed Berjaoui at the SGP information session.*

*Below: the SGP Tidbinbilla Visit*



# ASSISTANCE WITH CARE AND HOUSING FOR THE AGED (ACHA)

Funded by Department of Health and Ageing

The Assistance with Care and Housing for the Aged (ACHA) provides assistance to older people to fulfill their expectations of a secure, stable and happy life within a safe and protected environment and tenancy.

Some people face many obstacles as they age, including changes in health and support requirements, changing accommodation needs that are difficult to meet due to the shortage of aged persons units, lengthy Housing ACT, Nursing Homes and Hostels waiting lists and very high cost of the private rental market and its limited availability.

Many of the program's tasks include writing support letters for service users who are applying for accommodation with Housing ACT, accompanying and advocating for people in their interviews and contacts with Housing ACT and negotiating around renovations, upgrading and maintenance issues. Providing information about allied services; providing assistance to access these and other services available in Tuggeranong, Woden, Weston Creek areas and in some cases across Canberra and all the time encouraging independence, decision-making and raising self-esteem.

From 1 July 2012 to 30 June 2013 the ACHA worker has supported 92 service users with varying housing and support needs. 54 of these individuals came from Non-English speaking backgrounds.

Prevention remains the main focus of the program. Support was directed towards those service users most 'at risk' of becoming homeless or inappropriately housed because of their age, lack of supports and health.

ACHA has also assisted a number of service users with gaining Tenant Participation Grants. These grants have provided added value to their role in their community, increased social participation and decreased their living stress.

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

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

*Muataza Alwali, Program Manager*

# COMMUNITY DEVELOPMENT

Funded by ACT Government's Community Services Directorate

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

Some of the key activities in 2012-13 included:

## *Support to Rural Communities*

WCS has been honoured to support the rural communities of Tharwa, Stromlo and Uriarra. This has included:

- Supporting the 2012 Tharwa Fair, Bush Dance and Cuppacumbalong Open day in April 2013.
- Connecting with residents from Stromlo, in partnership with Communities@Work to identify and address community needs and explore opportunities for future engagement.
- Facilitating a rural get together to acknowledge the tenth Anniversary of the 2003 bushfires, held at the Cotter and attended by residents from Stromlo, Uriarra and rural holdings including Naas. Food and entertainment was provided and reuniting of residents was a highlight of the day.
- Assisting Stromlo residents to obtain a fire trailer and three training sessions with ongoing training in 2013.
- With this the Centenary Year of Canberra WCS collaborated with the ACT Government in 'Parties in the Villages' and 'Unmade edges' for celebrations in the rural communities.
- WCS and ACT Government supported the residents of Uriarra celebrate their Community Day in June.

## *Woden Interagency*

CDP organises and promotes quarterly Interagency Meetings, an opportunity for service providers from across the region and the ACT to share information and network.

## *Tax Help*

The CDP has continued to work in partnership with the Australian Taxation Office for WCS to become a tax help centre after two successful years in 2011 and 2012.





*Tharwa Bush Dance*

*International Womens Day 2013*



*Easter Egg Hunt 2013*



*Tax Help Award*



*2013 bushfire anniversary get together*



A volunteer provided assistance to people on low incomes with simple tax returns free of charge for one day a week between July and October. This service has received overwhelming positive feedback and is a great resource for people to access support.

### ***Community Christmas Day lunch***

In its third year, the community Christmas Day lunch was a great success with 63 people enjoying a wonderful meal and companionship. A big thank you to the 26 people from our community who volunteered their time to help on the day, as well as Lyons Early Childhood School for use of the venue.

### ***Tenant Participation Grants (TPG)***

WCS has continued working with tenants who were successful in receiving a TPG through Housing ACT. The funding is to increase social and economic participation for tenants of public and community housing and support is provided to ensure projects are implemented successfully.

### ***Global Kitchen***

In partnership with Lyons Early Childhood Centre and Nutrition Australia, after school care sessions were held to educate children and parents on healthy eating, culminating in a Global Picnic with entertainment, stalls and international dishes provided by parents.

### ***International Women's Day***

WCS in conjunction with Libraries ACT with guest speaker Joanna Zubrzycki and a display by Aboriginal screen print artist Ceretha Skinner held an event to celebrate International Women's Day. Over 50 people attended this event and results of feedback were positive.

### ***Annual Easter Egg Hunt***

In partnership with Rotary Club of Woden Daybreak and Lyons Children's Centre, the event was held at Lyons Early Childhood School the weekend before Easter. Approximately 50 families enjoyed looking for eggs, plus an egg and spoon race, a tug of war, sack races, face painting and craft activities.



# WODEN FESTIVAL

The Woden Valley Festival (WVF) is a week-long series of community events held throughout the Woden Valley, Canberra, annually since 2007. The festival culminates with the main event, The Carnival, which is an all-day family-friendly event, held in Eddison Park.

The festival provides opportunities for residents of the Woden Valley and greater Canberra to gather in a positive and uplifting environment to celebrate local arts, social inclusion, community organisations and groups and healthy lifestyles. It is a chance to talk with neighbours, discover local talent, learn about the local area and get active.

WVF aims to:

- Provide a festival for community cohesion and celebration
- Showcase local community groups and resources, including Eddison Park
- Engage with members of the community to reflect the festival they want
- Encourage local community members, organisations, businesses to run events
- Raise the profile of WCS and other local organisations in the general community

In 2012 the festival program consisted of:

- 15 events, including *A Night at the Circus*, *The Great Debate* and *Next Gen Poetry Slam*
- Four competitions, including 'Home Made Jam', 'Lift Off' and 'Young Snappers Photography Competition'
- Over 200 performers and active participants
- Nine venues throughout Woden Valley
- Approximately 8,000 people attending festival events
- A new and innovative online gallery of local graffiti art.

*Rafe Morris, Festival Coordinator and Communications Officer*

## *A big thank you to our sponsors*

Woden Community Service Inc  
ACT Government  
Bendigo Community Bank  
Hindmarsh  
Canberra Institute of Technology (CIT)  
Hellenic Club  
Just Clowning Around  
ActewAGL  
Woden Tradies Club  
Southern Cross Health Club  
Ray White Canberra  
The Warehouse Circus



# COMMUNICATIONS

The Communications Coordinator assists in promoting the wide range of programs and services offered by WCS, promoting the organisation as a whole, and assisting with various community engagement projects. In 2012 key achievements included identifying WCS's social media needs and developing a social media strategy, assisting with communications regarding the closure of Café Ink, and the drafting and distribution of WCS press releases.

This year WCS contributed to the Centenary Canberra initiative, Boundless Canberra; an all abilities playground to be built by Lake Burley Griffin. Assistance was provided in producing a video designed to encourage people to donate to the project. The video consisted of a song with lyrics written by local children, arranged by a local band, sung by a 300 person community choir, and filmed and recorded by local organisations.

*Rafe Morris, Festival Coordinator and Communications Officer*



*Boundless Choir*



*Happy customers at the Café Ink Farewell*



*David, Katie, Shannon and Chris at the Café Ink Farewell*

# CAFÉ INK

Funded by Woden Community Service Inc

Woden Community Service has been operating Café Ink since May 2010. During this time Café Ink has not only provided wonderful coffee, cakes and catering to the Woden Valley, it has also employed and provided training to 14 people who would otherwise have been unemployed.

Café Ink was awarded the Inclusion in Small Business and ACT Chief Minister's Award of Excellence at the 2010 Inclusion Awards and was also mentioned in Federal Parliament as an example of how social enterprise can work within communities to assist those most vulnerable.

It was with great sadness that Woden Community Service announced that it was unable to continue to fund Café Ink and regretfully made the decision to close the café as of Friday 28 June 2013.

WCS had solely funded this venture and had made a considerable investment in the development and ongoing running of Café Ink over the past three years. The decision to close the café was not made lightly and all efforts and considerations were made to sustain Café Ink's operation.

With every effort made by WCS and Libraries ACT to ensure that there remained a café at the Woden Library, WCS warmly welcomes Loka and Mikhin Chanmi, a Mon couple from Burma/Myanmar who will continue to run Café Ink as a social venture, reopening on 2 September 2013. It is rumoured that the new Café Ink will serve traditional Burmese cuisine as well as coffee, cakes and sandwiches.

WCS would like to acknowledge and thank the support from customers and supporters during the life of the café. Many people have been on this incredible journey with us and without your support this would not have been possible.

We would also like to make a special mention to all the employees and for managers Matt, Jarrod and Ornela who worked tirelessly to pursue an ambitious social-enterprise business model.

Although we are disappointed about the closing of Café Ink we know that Café Ink has had a significant impact on people's lives and the local community, and we celebrate the successes without regrets.



# FINANCIAL REPORT

This financial year WCS experienced a 12.5 percent growth in revenue reflecting an increase in the level of government funded services as well as fee based Children Services. WCS is aware of the tougher financial times ahead, however, we are also capable enough to manage it with a dedicated management team and strong financial focus.

During this year WCS successfully partnered in CYFS Gateway services with Barnardos, Belconnen Community Service and YWCA of Canberra. This service was started in December 2012. Step Up and Step Down Adult Outreach service, a mental health program, doubled in capacity and funding during the year. The PHAMS mental health program received additional funding for a new employment service. Unfortunately, a couple of activities ceased during the year such as Café Ink, WCS's social enterprise, and Farrer school age care program.

The net result for the year was a surplus of \$210,444 compared to surplus of \$289,729 in the previous financial year. It is to be noted that this surplus follows contributions of \$38,000 for Woden Valley Festival, \$8,000 for Reconciliation Action Plan and \$100,000 in Social Enterprise which reflects the organisation's commitment to the community. WCS was proudly accredited by the Quality Improvement Council during the year.

## *Review of financial position*

- Operating activities resulted in a net inflow of cash \$641,624 compared to net cash inflow \$547,508 in the previous financial year
- Capital expenditure incurred for the year was \$324,434 compared to \$296,256 in the previous financial year
- WCS has sufficient funds to maintain operations assuming appropriate program funding from ACT and Australian Governments continues in future
- Current Assets of the organisation are \$4,206,236 compared to current liabilities of \$2,475,045 which demonstrates a very strong liquidity position.

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

*Dipak Mehta, Finance Manager*



**INDEPENDENT AUDITOR'S REPORT**  
**TO THE MEMBERS OF**  
**WODEN COMMUNITY SERVICES INCORPORATED**

We have audited the accompanying financial report of Woden Community Services Incorporated, which comprises the statement of financial position as at 30 June 2013, the statement of comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, notes comprising a summary of significant accounting policies and other explanatory information, and the statement by the Board of Management.

*Board's Responsibility for the Financial Report*

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

*Auditor's Responsibility*

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

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

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

*Independence*

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



*Opinion*

In our opinion the financial report presents fairly, in all material respects, the financial position of the Woden Community Services Incorporated as at 30 June 2013 and its financial performance and cash flows for the year then ended in accordance with Australian Accounting Standards and *Associations Incorporation Act (ACT) 1991*.

**RSM BIRD CAMERON**



**GED STENHOUSE**  
Director

Canberra, Australian Capital Territory  
Dated: 26 August 2013

CAN WE HELP YOU? CAN YOU HELP US?

## BOARD OF MANAGEMENT REPORT

Your board of management submits the financial report of Woden Community Service Inc. for the financial year ended on 30 June 2013.

## BOARD OF MANAGEMENT

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

Helen Scully	President
Christopher Wood	Treasurer
Janet Thompson	Secretary/ Public Officer
Chandalala Mambwe	Member
Martin Devine	Member
Libby Cremen	Member
Bhavana Kaul	Member
Chris Healy	Member
David Menzel	Member
Marie Luise Persson	Member
Michele Abel	Member

## PRINCIPAL ACTIVITIES

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

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

CAN WE HELP YOU? CAN YOU HELP US?


### **SIGNIFICANT CHANGES**


1. Cafe Ink operations ceased with effect from 28 June 2013.
2. Farrer after school age care centre ceased with effect from 01 February 2013.
3. A new activity, CYFS Gateway, started in April in partnership with Barnardos, Belconnen Community Service and the YWCA of Canberra.
4. Step up and Step down outreach program activity doubled in capacity.
5. PHAMS mental health program received additional funding for a new activity.

### **OPERATING RESULT**

The surplus from the ordinary activities amounted to \$210,444 (2012: \$289,729).

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

  
\_\_\_\_\_  
(Helen Scully- President)

  
\_\_\_\_\_  
(Christopher Wood – Treasurer)

Dated this 26 day of August 2013



**Woden Community Service Inc.**  
**Financial Report for the Year Ended 30 June 2013**

**STATEMENT OF COMPREHENSIVE INCOME FOR THE YEAR ENDED 30 JUNE 2013**

	Note	2013 \$	2012 \$
Revenue	3	12,182,765	10,826,364
Employee benefits expense		(8,832,229)	(7,826,831)
Depreciation and amortisation expense	4	(214,233)	(207,038)
Other expenses	4	(2,925,859)	(2,502,766)
		<b>210,444</b>	<b>289,729</b>
<b>Surplus before income tax expense</b>			
Income tax expense		-	-
		<b>210,444</b>	<b>289,729</b>
<b>Surplus for the year</b>		<b>210,444</b>	<b>289,729</b>
Other comprehensive income after income tax:			
Net (loss)/gain on revaluation of financial assets		-	-
Other comprehensive income for the year, net of tax		-	-
		<b>210,444</b>	<b>289,729</b>
<b>Total comprehensive income for the year</b>		<b>210,444</b>	<b>289,729</b>

The accompanying notes form part of this financial report



## Woden Community Service Inc.

### STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2013

	NOTE	2013 \$	2012 \$
<b>ASSETS</b>			
<b><u>CURRENT ASSETS</u></b>			
Cash and cash equivalents	5	1,440,655	2,114,373
Investments	5	2,395,082	1,300,000
Receivables	6	215,129	235,039
Inventories	7	-	731
Other assets	8	155,370	181,415
<b>TOTAL CURRENT ASSETS</b>		<b>4,206,236</b>	<b>3,831,558</b>
<b><u>NON CURRENT ASSETS</u></b>			
Property, Plant, Equipment and Vehicles	9	774,703	806,356
<b>TOTAL NON-CURRENT ASSETS</b>		<b>774,703</b>	<b>806,356</b>
<b>TOTAL ASSETS</b>		<b>4,980,939</b>	<b>4,637,914</b>
<b>LIABILITIES</b>			
<b><u>CURRENT LIABILITIES</u></b>			
Payables	10	1,311,597	1,167,642
Other Payables	10	832,149	845,375
Provisions	11	331,299	288,823
<b>TOTAL CURRENT LIABILITIES</b>		<b>2,475,045</b>	<b>2,301,840</b>
<b><u>NON CURRENT LIABILITIES</u></b>			
Provisions	11	18,327	58,951
<b>TOTAL NON-CURRENT LIABILITIES</b>		<b>18,327</b>	<b>58,951</b>
<b>TOTAL LIABILITIES</b>		<b>2,493,372</b>	<b>2,360,791</b>
<b>NET ASSETS</b>		<b>2,487,567</b>	<b>2,277,123</b>
<b><u>EQUITY</u></b>			
Retained Surplus		2,335,899	2,125,455
Reserve		151,668	151,668
<b>TOTAL EQUITY</b>		<b>2,487,567</b>	<b>2,277,123</b>

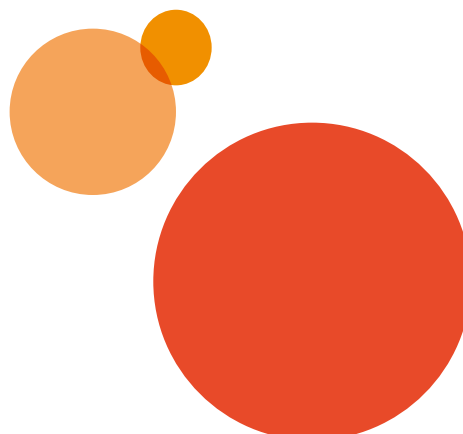
The accompanying notes form part of this financial report

## Woden Community Service Inc.

### STATEMENT OF CHANGES IN EQUITY FOR THE YEAR ENDED 30 JUNE 2013

Note	Retained Earnings \$	General Reserve \$	Reserve for Vehicles \$	Total \$
<b>Balance at 1 July 2011</b>	<u>1,835,726</u>	<u>116,668</u>	<u>35,000</u>	<u>1,987,394</u>
<b>Comprehensive income</b>				
Net Surplus/(Deficit) for the year	289,729	-	-	289,729
Other comprehensive income for the year	-	-	-	-
<b>Total comprehensive income</b>	<u>289,729</u>	<u>-</u>	<u>-</u>	<u>289,729</u>
<b>Balance at 30 June 2012</b>	<u>2,125,455</u>	<u>116,668</u>	<u>35,000</u>	<u>2,277,123</u>
<b>Balance as at 1 July 2012</b>	<u>2,125,455</u>	<u>116,668</u>	<u>35,000</u>	<u>2,277,123</u>
<b>Comprehensive income</b>				
Net Surplus/(Deficit) for the year	210,444	-	-	210,444
Other comprehensive income for the year	-	-	-	-
<b>Total comprehensive income</b>	<u>210,444</u>	<u>-</u>	<u>-</u>	<u>210,444</u>
<b>Balance at 30 June 2013</b>	<u>2,335,899</u>	<u>116,668</u>	<u>35,000</u>	<u>2,487,567</u>

The accompanying notes form part of this financial report

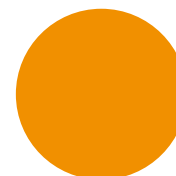


## Woden Community Service Inc.

### STATEMENT OF CASH FLOW FOR THE YEAR ENDED 30 JUNE 2013

	Note	2013	2012
		\$	\$
<b>CASH FLOWS FROM OPERATING ACTIVITIES</b>			
Receipts from Fees		5,343,186	4,948,356
Receipts from Other Services		828,245	596,691
Payments to Suppliers and Employees		(11,561,170)	(10,353,013)
Interest Received		154,741	173,272
Operating Grants Receipts		5,875,891	5,182,052
Inventory		731	150
<b>Net Cash Provided from Operating Activities</b>	<b>17b</b>	<b>641,624</b>	<b>547,508</b>
<b>CASH FLOWS FROM INVESTING ACTIVITIES</b>			
Fixed assets purchases		(324,434)	(296,256)
Proceeds from sale of fixed assets		129,240	66,364
Proceeds from long term deposit		-	1,397,789
Purchase long term deposit		(1,120,149)	(1,300,000)
<b>Net Cash Used in Investing Activities</b>		<b>(1,315,343)</b>	<b>(132,103)</b>
Net Increase in Cash Held		(673,719)	415,405
Cash Held at Beginning of the Financial year		2,114,373	1,698,968
<b>Cash Held at the End of the Financial year</b>	<b>17a</b>	<b>1,440,654</b>	<b>2,114,373</b>

The accompanying notes form part of this financial report.



## Woden Community Service Inc.

### NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2013

#### NOTE 1: SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

This financial report is a general purpose financial report that has been prepared in accordance with the Australian Accounting Standards 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 statements, except for the cash flow information, have been prepared on an accruals basis and are based on historical costs, modified, where applicable, by the measurement at fair value of selected non-current assets, financial assets and financial liabilities. The amounts presented in the financial statements have been rounded to the nearest dollar.

#### Accounting Policies

##### (a) Income Tax

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

##### (b) Property, Plant and Equipment

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

##### Depreciation

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

Estimated useful life for each class of depreciable assets is:

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

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



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

**(c ) Borrowing Costs**

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

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

**(d) Leases**

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

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

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

**(e) Financial Instruments**

*Recognition and Initial Measurement*

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

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

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

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

*Derecognition*

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

**Classification and Subsequent Measurement**

*I. Financial assets at fair value through profit or loss*

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

*II. Loans and Receivables*

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

*III. Held-to-maturity investments*

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

*IV. Available-for-sale financial assets*

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

*V. Financial Liabilities*

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

*VI. Fair Value*

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



Woden Community Service Inc.

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2013

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

*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 and Cash Equivalents**

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.

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.

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

**(j) Impairment of Assets**

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

**(k) Critical Accounting Estimates**

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

**(l) Comparative Figures**

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

**(m) New Accounting Standards for Application in Future Periods**

The AASB has issued the following Accounting Standard which is mandatorily applicable for future reporting periods and is relevant to the organisation. The organisation has decided not to early adopt this Accounting Standard. The organisation's assessment of this Accounting Standard is set out below:

AASB 2011-9: Amendments to Australian Accounting Standards- Presentation of items of Other Comprehensive Income (applicable for annual reporting periods commencing on or after 1 July 2012).

The main change arising from this Standard is the requirement for entities to group items presented in other comprehensive income (OCI) on the basis of whether they are potentially reclassifiable to profit or loss subsequently.

This Standard affects presentation only and is therefore not expected to significantly impact the organisation.



**Woden Community Service Inc.**

**NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2013**

	2013	2012
	\$	\$
<b>NOTE 2</b>		
<b>KEY MANAGEMENT PERSONNEL COMPENSATION</b>		
The aggregate compensation of key management personnel of the Association is set out below:		
Short Term Benefits	483,788	444,485
Post Employment Benefits	43,542	40,004
	<u>527,330</u>	<u>484,489</u>
<b>NOTE 3</b>		
<b>REVENUE</b>		
Operating Activities		
Fees	5,323,276	4,980,325
Operating Grants	5,889,117	5,073,080
Other Operating Revenue	815,631	599,687
<b>Total revenue from operating activities</b>	<b>12,028,024</b>	<b>10,653,092</b>
Non-operating activities		
Interest received	154,741	173,272
<b>Total revenue from non-operating activities</b>	<b>154,741</b>	<b>173,272</b>
<b>Total revenue</b>	<u><b>12,182,765</b></u>	<u><b>10,826,364</b></u>
<b>NOTE 4</b>		
<b>SURPLUS</b>		
Surplus before income tax expense has been determined after:		
Depreciation of property, plant and equipment	214,233	207,038
Remuneration of auditor		
-Audit or review services	19,000	17,535
Rental expense on operating leases		
minimum lease payments	179,292	140,417
<b>NOTE 5</b>		
<b>CASH ASSETS</b>		
Cash at Bank	1,440,655	2,114,373
	<u>1,440,655</u>	<u>2,114,373</u>
Investments:		
Term Deposit for 12 months- Maturity date 28 Mar 2014 @ 4.22% pa	1,344,550	1,300,000
Term Deposit for 12 months- Maturity date 20 Jun 2014 @ 4.05%pa	15,424	-
Term Deposit for 12 months- Maturity date 2 Apr 2014 @4.20%pa	1,035,108	-
	<u>2,395,082</u>	<u>1,300,000</u>
<b>Total</b>	<u><b>3,835,737</b></u>	<u><b>3,414,373</b></u>

Woden Community Service Inc.

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2013

	2013	2012
	\$	\$
<b>NOTE 6 RECEIVABLES</b>		
Sundry Debtors	245,912	241,783
Accrued Income	18,540	20,390
Provision for Impairment of Receivables	(49,323)	(27,134)
<b>Total</b>	<b>215,129</b>	<b>235,039</b>
<b>NOTE 7 INVENTORIES</b>		
Inventory- Café	-	731
<b>Total</b>	<b>-</b>	<b>731</b>
<b>NOTE 8 OTHER CURRENT ASSETS</b>		
Prepayments	130,140	181,251
Accrued interest on term deposits	25,230	164
<b>Total</b>	<b>155,370</b>	<b>181,415</b>
<b>NOTE 9 PROPERTY, PLANT AND EQUIPMENT</b>		
Hire Purchase/ Capitalised leased assets	135,887	236,067
Less: Accumulated Depreciation	(81,765)	(138,429)
	54,122	97,638
Vehicles - at cost	635,661	511,484
Less: Accumulated Depreciation	(120,605)	(135,752)
	515,056	375,732
Equipment - at cost	512,539	512,095
Less: Accumulated Depreciation	(383,150)	(326,243)
	129,389	185,852
Building Improvement	132,136	207,176
Less: Accumulated Depreciation	(56,000)	(60,042)
	76,136	147,134
<b>Total property, plant equipment &amp; vehicles</b>	<b>774,703</b>	<b>806,356</b>

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2013

Movements in carrying amounts

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

	Hire Pur/Cap. Leased Assets	Vehicles	Equipment
Balance at the beginning of year	97,638	375,732	185,852
Additions	-	276,400	43,434
Depreciation Expense	(14,489)	(91,702)	(86,865)
Disposals	(29,027)	(45,374)	(13,032)
Carrying amount at the end of year	<u>54,122</u>	<u>515,056</u>	<u>129,389</u>

	Bldg. Improvement	Total
Balance at the beginning of year	147,134	806,356
Additions	4,600	324,434
Depreciation Expense	(21,177)	(214,233)
Disposals	(54,421)	(141,854)
Carrying amount at the end of year	<u>76,136</u>	<u>774,703</u>

<b>2013</b>	<b>2012</b>
<b>\$</b>	<b>\$</b>

**NOTE 10 PAYABLES**

Trade creditors and accruals	<u>1,311,597</u>	<u>1,167,642</u>
	1,311,597	1,167,642
Other Payables:		
Grants received in advance	136,416	84,665
Unexpended Income	<u>695,733</u>	<u>760,710</u>
	832,149	845,375
<b>Total</b>	<u><b>2,143,746</b></u>	<u><b>2,013,017</b></u>

Woden Community Service Inc.

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2013

	2013	2012
	\$	\$
<b>NOTE 11</b>		
<b>PROVISIONS</b>		
CURRENT		
Employee entitlements	331,299	288,823
NON-CURRENT		
Employee entitlements	18,327	58,951
<b>Total</b>	<u>349,626</u>	<u>347,774</u>

**NOTE 12** CAPITAL AND LEASING COMMITMENTS

**Operating Lease Commitments**

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

- not later than 12 months	107,130	65,718
- between 12 months and five years	102,598	58,118
	209,728	123,836

**NOTE 13** SEGMENT REPORTING

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

**NOTE 14** ASSOCIATION DETAILS

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

**NOTE 15** EVENTS AFTER THE BALANCE SHEET DATE

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



NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2013

**NOTE 16 RELATED PARTY DISCLOSURE**

During the year ended 30 June 2013 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.

	2013 \$	2012 \$
<b>NOTE 17 CASH FLOW INFORMATION</b>		
<b>a. Reconciliation of Cash</b>		
Cash at Bank	1,440,655	2,114,373
<b>b. Reconciliation of net cash provided by operating activities to operating surplus</b>		
Operating Surplus	210,444	289,729
<b>Non-cash flows in surplus:</b>		
Add back (profit)/ loss on asset sale	12,614	(2,996)
Add back depreciation charge	214,233	207,038
<b>Changes in assets and liabilities</b>		
Increase/(Decrease) in Grants in Advance	(13,226)	108,972
Increase/(Decrease) in Provisions	1,852	(79,039)
(Increase)/ Decrease in Prepayments	51,111	(108,418)
Increase/ (Decrease) in Creditors	143,955	164,041
(Increase)/Decrease in receivables	19,910	(31,969)
(Increase)/Decrease in inventory	731	150
<b>b. Net cash provided by operating activities</b>	<b>641,624</b>	<b>547,508</b>

**NOTE 18 ECONOMIC DEPENDENCY**

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

**Woden Community Service Inc.**

**NOTE TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2013**

**NOTE 19  
FINANCIAL INSTRUMENTS**

**a. Financial Risk Management Policies**

The financial instruments consists mainly of deposits with banks, accounts receivable, accounts payable and leases. The Organisation does not have any derivative instruments as at 30 June 2013.

**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 2013.

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.

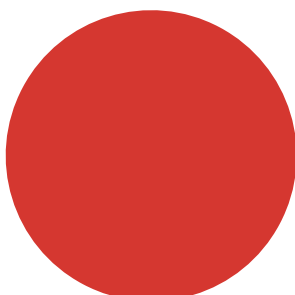
The credit standing of counterparties is reviewed monthly for liquidity and credit risk. The trade receivables balances at 30 June 2013 and 30 June 2012 do not include any counterparties with external credit ratings. Customers are assessed for credit worthiness using the criteria detailed above.

**Price risk**

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

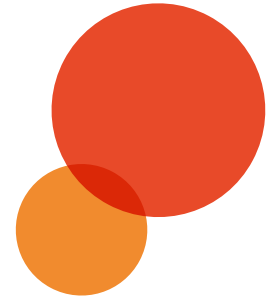
**b. Financial Instruments Composition and Maturity Analysis**

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



**Woden Community Service Inc.**  
**Note 19: Financial Instruments (cont'd)**

	<u>Weighted Average Effective Interest Rate</u>		<u>Floating Interest Rate</u>		<u>Fixed Interest Rate</u>			<u>Non - Interest Bearing</u>			<u>Total</u>	
	2013 %	2012 %	2013 \$	2012 \$	2013 \$	2012 \$	2013 \$	2012 \$	2013 \$	2012 \$	2013 \$	2012 \$
<b>FINANCIAL ASSETS</b>												
Cash and Cash equivalents	3.47%	4.60%	1,412,984	1,792,862	2,395,082	1,314,050	25,230	-	27,671	307,624	3,860,967	3,414,536
Trade and Other Receivables			-	-	-	-	-	-	215,129	235,039	215,129	235,039
<b>TOTAL FINANCIAL ASSETS</b>			<b>1,412,984</b>	<b>1,792,862</b>	<b>2,395,082</b>	<b>1,314,050</b>	<b>25,230</b>	<b>-</b>	<b>242,800</b>	<b>542,663</b>	<b>4,076,096</b>	<b>3,649,575</b>
<b>FINANCIAL LIABILITIES</b>												
Hire Purchase			-	-	-	-	-	-	-	-	-	-
Trade and Other Payables			-	-	-	-	-	-	1,311,597	1,167,642	1,311,597	1,167,642
<b>LIABILITIES</b>			<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>1,311,597</b>	<b>1,167,642</b>	<b>1,311,597</b>	<b>1,167,642</b>
Trade and sundry payables are expected to be paid as follows:												
<b>Trade Payables</b>												
Less than 6 months											\$	\$
											1,311,597	1,167,642
<b>Total trade and sundry payables</b>											<b>1,311,597</b>	<b>1,167,642</b>



**Note 19: Financial Instruments (cont'd)**

**c. Fair value of financial instruments**

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

**d. Sensitivity Analysis**

**Interest rate risk**

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

As at 30 June 2013, 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:

	2013 \$	2012 \$
<b>Change in Profit</b>		
- Increase in interest rate by 1%	38,333	31,069
- Decrease in interest rate by 1%	(38,333)	(31,069)
<b>Change in equity</b>		
- Increase in interest rate by 1%	38,333	31,069
- Decrease in interest rate by 1%	(38,333)	(31,069)

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



**Woden Community Service Inc.**

**NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2013**

**Note 20: New standards and interpretations issued but not yet effective as on 30 June 2013**

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

Reference	Title	Summary	Application date (financial years beginning)	Expected Impact
AASB 9	<i>Financial Instruments</i>	Replaces the requirements of AASB 139 for the classification and measurement of financial assets. This is the result of the first part of Phase 1 of the IASB's project to replace IAS 39.	1-Jan-15	Minimal Impact
2009-11	<i>Amendments to Australian Accounting Standards arising from AASB 9</i>	Amends AASB 1, 3, 4, 5, 7, 101, 102, 108, 112, 118, 121, 127, 128, 131, 132, 136, 139, 1023 and 1038 and Interpretations 10 and 12 as a result of the issuance of AASB 9.	1-Jan-15	Minimal Impact
2010-7	<i>Amendments to Australian Accounting Standards arising from AASB 9 (December 2010)</i>	Amends AASB 1, 3, 4, 5, 7, 101, 102, 108, 112, 118, 120, 121, 127, 128, 131, 132, 136, 137, 139, 1023 & 1038 and Interpretations 2, 5, 10, 12, 19 & 127 for amendments to AASB 9 in December 2010	1-Jan-15	Minimal Impact
AASB 13	<i>Fair Value Measurement</i>	Provides a clear definition of fair value, a framework for measuring fair value and requires enhanced disclosures about fair value measurement.	1-Jan-13	Minimal Impact
2011-8	<i>Amendments to Australian Accounting Standards arising from AASB 13</i>	Amends AASB 1, 2, 3, 4, 5, 7, 9, 101, 102, 108, 110, 116, 117, 118, 119, 120, 121, 132, 133, 134, 136, 138, 139, 140, 141, 1004, 1023 & 1038 and Interpretations 2, 4, 12, 13, 14, 17, 19, 131 & 132 as a result of issuance of AASB 13 <i>Fair Value Measurement</i> .	1-Jan-13	Minimal Impact
AASB 119	<i>Employee Benefits</i>	The amendments to this Standard eliminates the option for defined benefit plans to use the corridor approach to defer the recognition of actuarial gains and losses and introduce enhanced disclosures about defined benefit plans. The amendments also incorporate changes to the accounting for termination benefits.	1-Jan-13	Minimal Impact
2011-10	<i>Amendments to Australian Accounting Standards arising from AASB 119</i>	Amends AASB 1, 8, 101, 124, 134, 1049, 2011-8 & Interpretation 14 as a result of the issuance of AASB 119 <i>Employee Benefits</i> .	1-Jan-13	Minimal Impact

AASB 1053	<i>Application of Tiers of Australian Accounting Standards</i>	This standard establishes a differential financial reporting framework consisting of two Tiers of reporting requirements for preparing general purpose financial statements.	1-Jul-13	Minimal Impact
2011-4	<i>Amendments to Australian Accounting Standards to Remove Individual Key Management Personnel Disclosure Requirements</i>	This Standard amends AASB 124 <i>Related Party Disclosures</i> to remove all the individual key management personnel (KMP) disclosures contained in Aus paragraphs 29.1 to 29.9.3.	1-Jul-13	Disclosure only
2012-2	<i>Amendments to Australian Accounting Standards – Disclosures – Offsetting Financial Assets and Financial Liabilities</i>	This Standard amends the required disclosures in AASB 7 to include information that will enable users of an entity’s financial statements to evaluate the (potential) effect of netting arrangements. It also amends AASB 132 to refer to the additional disclosures added to AASB 7 by this Standard.	1-Jan-13	Disclosure only
2012-3	<i>Amendments to Australian Accounting Standards – Offsetting Financial Assets and Financial Liabilities</i>	This Standard adds application guidance to AASB 132 to address inconsistencies identified in applying some of the offsetting criteria of AASB 132.	1-Jan-14	Minimal Impact
2012-5	<i>Amendments to Australian Accounting Standards arising from Annual Improvements 2009-2011 Cycle</i>	This Standard makes amendments to AASB 1, 101, 116, 132, 134 & Interpretation 2 as a result from 2009-2011 Annual Improvements Cycle.	1-Jan-13	Minimal Impact
2012-6	<i>Amendments to Australian Accounting Standards – Mandatory Effective Date of AASB 9 and Transition Disclosures</i>	This Standard amends the mandatory effective date of AASB 9 <i>Financial Instruments</i> so that AASB 9 is required to be applied for annual reporting periods beginning on or after 1 January 2015 instead of 1 January 2013.	1-Jan-13	Minimal Impact
2012-9	<i>Amendment to AASB 1048 arising from the Withdrawal of Australian Interpretation 1039</i>	This Standard amends AASB 1048 Interpretation of Standards as a consequence of the withdrawal of Australian Interpretation 1039 Substantive Enactment of Major Tax Bills in Australia.	1-Jan-13	No expected impact
2012-10	<i>Amendments to Australian Accounting Standards – Transition Guidance and Other Amendments</i>	Amends AASB 10, AASB 11 and related Standards with respect to transition guidance to clarify the circumstances in which adjustments to an entity’s previous accounting for its involvement with other entities are required and the timing of such adjustments. In addition amends these standards so that they apply mandatorily to not-for-profit entities from 1 January 2014, with early application permitted for not-for-profit entities only from 1 January 2013.	1-Jan-13	Minimal Impact







**WODEN** ● ● ●  
**COMMUNITY**  
**SERVICE INC.**