



Woden Community Service Inc.

Annual Report
2011-2012



**WODEN
COMMUNITY
SERVICE INC.**



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2011-2012**



**WODEN
COMMUNITY
SERVICE INC.**

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

This plan was developed by the Staff and Board of Woden Community Service to express our values, our approach to our work and what we aim to achieve by working with our community.

GOAL 1: EXCELLENCE IN SERVICES

Strategies

Deliver collaborative, responsive and innovative services

Regularly review programs to ensure relevance, transparency and quality

Provide opportunities for all staff to initiate and actively participate in sector and program development.

GOAL 2: STRENGTHEN SERVICE PRACTICE

Strategies

Ensure that all programs continuously meet legislative requirements and contracted outputs

Sustain a continuous quality improvement culture

Manage the organisation's risk environment

Develop outcomes based measurements

Establish benchmarks and standards of best practice

GOAL 3: ANTICIPATE AND RESPOND TO COMMUNITY NEEDS

Strategies

Increase strategic participation in sector and community forums/debates

Identify partnerships/'friends' within corporate sector

Research future accommodation needs and opportunities

Develop parameters to guide reinvestment of WCS reserves

GOAL 4: STRENGTHEN ORGANISATIONAL IDENTITY

Strategies

Develop a cohesive identity for the organisation to guide future development and place

Review and redesign website and information products against new goals to improve identity

Incorporate feedback mechanisms in corporate communications

Ensure organisational structure serves the organisation's identity

Establish long-term marketing and communication strategies

Acknowledge and celebrate diversity in our community

VISION
A DIVERSE & COHESIVE
COMMUNITY

PURPOSE
SUPPORTING, DEVELOPING
& CELEBRATING
COMMUNITY
STRENGTH

GOAL 5: SUSTAIN OUR WORKFORCE

Strategies

Develop internal communication strategy

Engage in ongoing staff professional development

Reward good ideas and innovative service delivery

Develop a flexible workforce able to work across all programs

OF GOVERNANCE

PRESIDENT

Helen Scully

TREASURER

Shane Bellchambers

SECRETARY & PUBLIC OFFICER

Janet Thompson

DIRECTOR

Chris Redmond

COMMITTEE MEMBERS

Michele Abel

Libby Cremen

Jamie Crosby

Martin Devine

Chris Healy

Chandalala Mambwe

David Menzel

Marie Liuse 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.



Director Chris Redmond and Community Development Worker Tricia Eldridge



Michael enjoying the views while paddle boating around the lake

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

Our Board members obviously enjoy working for WCS because most of us have been around for quite a few years and look like staying! Which is just as well because it takes quite a while to learn what the business of the Board is let alone how to do it.

Early this year we had a morning meeting to discuss what we are doing and how we might improve upon it. This discussion built on a similar one at a meeting last year. Our resolve to improve is now absolutely required by WCS's commitment to the Quality Improvement Program being undertaken in order to place us in a better position to win funding and provide service to our growing community. Two of our members have attended an annual Better Boards Conference and some of us have been to training on Governance and Financial Management.

Board Governance policies are being adopted for the first time requiring a significant commitment of effort from the Board to scrutinise and implement. On my count there are 23 policies covering issues such as induction of Board members, attendance at meetings, budget planning, fraud risk management and credit card policy to mention just a few. One of the most important ones that we are currently grappling with is improving and clarifying the interface between the Board's responsibilities and those of the Director. With the Director we are also seeking to improve reporting on our Strategic and Business Plans.

This year we have undertaken a performance appraisal of our Director by seeking the views of senior staff, government agencies, Board members and other similar sized community service organisations. This process has given us some excellent feedback not only about our Director but also about the organisation with some suggestions for changing and growing our structure.

Another task of the Board to assist and support our Director was to research a variety of courses to suggest for him to attend to enhance his professional development. He chose and attended a course on Strategic Thinking and Action.

The Board has also requested a Social Return on Investment evaluation of our social enterprise, Cafe Ink. Cafe Ink has required significant expenditure of WCS funds and we are keen to discover whether that money is being spent usefully or whether it could be used in a more productive way, helping more people. We expect an outcome by the time of the annual general meeting.

The Lyons Early Childhood School childcare project is another challenge which the Board continues to support with the hope that it will improve its balance sheet enough to cope with the payment of rent which is now required by the school.

We were sad to hear of the recent resignation of our Human Resources Manager, Nick Ilic, who has significant health problems. The Board would like to thank Nick for his hard work writing many policies and assisting with negotiating pay and conditions in our enterprise agreements.

Many of our senior staff have stepped up during the year to take on broader responsibilities in our growing organisation and implementing new programs. We understand that all are doing well with new tasks and we are very pleased to know that our Director is receiving good support from staff.

Our mental health programs have been extremely successful as shown by the extension of government funding offered to expand the program. Thank you to all the very dedicated staff who are essential to the success of this much needed service.

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ALONE HOW TO DO IT.**



Woden Valley Festival



Global Kitchen

Most of our programs have done exceedingly well during the year and as usual there are many who are prepared to go the extra mile and volunteer for extra tasks such as the Community Festival, Easter Egg Hunt, working on the Reconciliation Plan and other events. You are all very much appreciated and the Board is always pleased to hear of the success of so many of our programs via the reports you send us. I know that I have omitted to mention many activities and many people in the interests of brevity however please know that the Board acknowledges and praises the contribution of everyone to our work.

Lastly I would like to thank Chris Redmond, our Director who represents Woden Community Service in the broad social service community in the ACT. He has also led the organisation with his vision in a most professional way bringing it from a small community service to a large business with capacity to grow further to serve a wider community. We look forward to bigger and better things next year.

Helen Scully



Woden Valley Festival

DIRECTOR'S REPORT

The past year has been a celebration of strengthened relationships, renewal and change between Woden Community Service and community sector services and government agencies. New programs have commenced, new national initiatives announced and new service frameworks implemented which have provided challenges and significant achievements for staff and the community sector.

Children's Services saw the introduction of the Australian Government's mandated Early Years Learning Framework which commenced in child care centres in January 2012, changing child: Educator ratios, programming requirements, staff qualifications and more professional staff within centres. All of the planning and preparation for the new framework was undertaken while maintaining a quality service to children and families and minimising costs to parents accessing the services.

School Age Care Programs are now preparing for the introduction of the framework in January 2013 and have been preparing throughout the year for this change. Family Day Care will follow School Age Care. There is no doubt of the benefits for children with a more rigorous, educationally focused program, however despite the financial contributions of the ACT Government to assist with building renovations to meet the new ratios, the cost of the implementation has been borne by organisations and the efforts and goodwill of staff.

At the time of writing last year's annual report the Transition to Recovery program (TRec), a "Step Up Step Down" Adult Outreach service for people leaving hospital or at risk of entering hospital due to a mental health episode, was just commencing. This year the program is well established and its effectiveness acknowledged through the doubling of funding for its services across the ACT.

The program relies on the collaboration of community based outreach workers and clinical services to work intensively with people at periods of great personal vulnerability of hospitalisation due to their conditions. Program staff work throughout the week, including weekends and after hours during the week to provide support to people and their families when they are experiencing profound isolation.

WCS's Mental Health programs – Personal Helpers and Mentors and TRec – have combined their accumulated experience and knowledge and have sought to improve service delivery through staff development and sharing of resources, including staff, to create an integrated mental health service.

In early 2011 Woden Community Service partnered with Anglicare ACT and Southside Community Services to deliver the Child, Youth and Family Services program to the South Weston Region of Canberra, stretching from Duffy to Oaks Estate and bounded by Lake Burley Griffin and Sulwood Drive.

The Youth Services and Family Support Programs had not been reviewed for many years and the new program approach combined the new programs and targeted their focus on children, young people and families who were vulnerable of entering into the Care and Protection or youth justice systems, leaving of school or not reaching developmental milestones. The partnership was successful in its tender application and the new service was implemented during the year. It has been a rewarding challenge to integrate the service operations of three organisations in delivering case management, youth engagement and network coordination programs.

**THE PAST YEAR HAS BEEN
A CELEBRATION OF
STRENGTHENED RELATIONSHIPS,
RENEWAL AND CHANGE
BETWEEN WODEN COMMUNITY
SERVICE AND COMMUNITY
SECTOR SERVICES AND
GOVERNMENT AGENCIES.**

Woden Community Service, in partnership with Belconnen Community Service and the YWCA of Canberra, deliver the Supportive Tenancy Service across the ACT to people under housing stress and at risk of losing their tenancy or housing. During the year the three organisations engaged a program manager to support the delivery of the service by leading the team and focusing their efforts on creating a consistent model of service delivery and working together to achieve program outcomes. This service is critical to reducing the risk of homelessness and by supporting people to maintain their property tenure.

A number of changes are approaching for the community sector which many organisations are preparing for, not the least of which was the hard fought and successful equal pay case for community sectors workers employed under the Social and Community Services (SACS) Award. The Australian Services Union and its members have been advocating for pay increases commensurate with the level of responsibility and value as other similar types of work in the government sector. The successful campaign will see people employed under this award receive significant pay increases over the next eight years (in nine instalments) commencing in December this year. The wage increases have been financially backed by the ACT and Australian Governments. I acknowledge the commitment made by both governments to support community sector workers.

Another significant change on the horizon that will have an impact on the community sector is the Australian Government's decision to fund a National Disability Insurance Scheme for people with a disability, again a successful campaign by people with disabilities and their advocates for not only improved funding, but also increased decision making about life opportunities and living better lives through greater self-determination.

Rather than people choosing from a menu of services available from organisations supporting people with a disability, people will be able to determine the services they want, plan for better outcomes and opportunities to live the lives they choose rather than are chosen for them. This will require current service providers to rethink their service delivery and their relationships with people living with a disability about how they will work to support their plans for the future. WCS is working with people and their families and researching models of service delivery based on co-design principles in which people receiving services are actively engaged in service development to prepare for the new service landscape.

The Home and Community Care Program has undergone and will continue to experience substantial change in the next few years as primary funding responsibility is assumed by the Australian Government's Department of Health and Ageing for most people over the age of 65 years. The ACT Government's Health Directorate has responsibility for the provision of HACC services to most people under the age of 65 accessing their services.

I acknowledge WCS staff and the ACT community sector for the way they have approached these changes and worked hard to implement them and make the transition for people accessing services as smooth as possible. There has been a huge amount of policy work (and legislation) behind the changes that have been competently managed by our public sector colleagues in both the ACT and Australian Government.

Nick Ilic, WCS's HR and IT Manager for the past six years, stood down at the end of the financial year following a serious illness that he has been battling for over a year. Nick is a highly committed and loyal person, with a true interest and concern for people and the community sector and has advocated for improved pay and conditions not only within WCS but across the sector. I thank Nick for his tireless efforts over the past six years, his wise counsel, his outspokenness, his generosity and his warm friendship.

I thank the Board, volunteers and staff of Woden Community Service for their continued dedication to the organisation's work, its service to the broader ACT community and to the individuals in the various programs that WCS delivers. I also acknowledge the work of WCS's sector colleagues, with whom we work to assist and support people within our communities, and staff from the ACT and Australian Government Directorates and Departments who encourage, engage and enthuse us in our endeavours.

As always, the people who provide the purpose of our service, those who access WCS programs, attend WCS hosted community events and participate in the life of WCS, continue to inspire us with your courage and willingness to share your lives.

Chris Redmond



RECONCILIATION ACTION PLAN

In 2011-12, Woden Community Service's reconciliation journey continued to develop, as we worked towards reconciliation in our community and improving opportunities for Aboriginal and Torres Strait Islander people.

In the past year, the Reconciliation Action Plan (RAP) working group prepared a report on the achievements under WCS's first RAP and began developing the next version. It was encouraging to review how much WCS had achieved in the previous year, including a wide range of events and discussions within the organisation and community. It had also been a time of learning, as we did not achieve all that we had set out in our first RAP. In preparing for the revision, the working group sought ideas from local Aboriginal and Torres Strait Islander people on appropriate and realistic goals for the new RAP. In addition, a group of staff met several times to use the ACTCOSS Cultural Awareness Self-Assessment Toolkit and had very valuable discussions on a range of issues around cultural awareness and diversity more generally. The revised WCS Reconciliation Action Plan will be released early in 2012-13, and will cover actions and targets for the next three years.

During 2011-12, there were also a wide range of events that WCS either organised or participated in, to raise awareness within the organization and broader community. These included:

- A screening for staff of Babakiueria in August. This is a classic satire from 1986, examining black-white relations in Australia - the story of the fictitious land of Babakiueria, where white people are the minority and must obey black laws. A WCS stall at the NAIDOC in September community day at Winnunga Nimmityjah Aboriginal Health Service in Narrabundah.
- Support for the consultation on constitutional recognition through informing staff about the issues and process, distributing ANTaR postcards, WCS staff attending consultation sessions and making a submission to the expert panel.

- A special screening of Murundak – Songs of Freedom during the Woden Alive in November 2011. This documentary follows the Black Arm Band, an Indigenous Australian super group that brought together leading singing and performing talents including Archie Roach, Jimmy Little, Bart Willoughby and the late Ruby Hunter. This film provides access to 30 years of Aboriginal history and political activism in song.
- Roslyn Brown gave a Welcome to Country for the 2011 Woden Valley Festival.
- Inviting Kerry Reed-Gilbert to run a course on Aboriginal Culture, for WCS staff in February.
- A WCS stall at the 2012 ACT & Region Indigenous Employment and Training Expo in March.
- WCS, Communities@Work and YWCA co-hosted an event at the Woden Library for National Close the Gap day, on 18 April, with Helen Moran, a local artist and performer, and Tracy Keed, a local choreographer, speaking.

In addition to these events, WCS staff attended a wide range of events through the year, including the 40th anniversary events for the Aboriginal Tent Embassy, the Hidden Sorrows dance performance on the anniversary of the apology in February, National Sorry Day Bridge Walk in May, and the ANTaR/ACTCOSS seminar on Rights and Recognition in Reconciliation Week.

Reconciliation
Award 2012



IN 2011-12, WODEN COMMUNITY SERVICE'S RECONCILIATION JOURNEY CONTINUED TO DEVELOP, AS WE WORKED TOWARDS RECONCILIATION IN OUR COMMUNITY AND IMPROVING OPPORTUNITIES FOR ABORIGINAL AND TORRES STRAIT ISLANDER PEOPLE.



Sorry Day
Walk

CHILDREN'S SERVICES

LOLLIPOP CHILDREN'S CENTRE

Lollipop Children's Centre has had an extremely busy and exciting year, with educational changes for the implementation of the Early Years Learning Framework and the new National Quality Assessment Rating System from 1 January 2012.

Lollipop has become more involved in community events and multicultural awareness. We have incorporated events such as Diwali, International Women's Day, Independence Day, Children's Week, Multicultural Week, NAIDOC Week, the Olympic Games and many more. We have been a part of some fun community fundraising events such as Leukemia day, Red Nose day, Jeans for Genes day and Canteen day.

Lollipop has purchased new equipment, and Educators have been a part of some comprehensive professional development and training sessions and meetings to improve their knowledge and skills on the new Early Years Learning Framework.

In July 2012 Lollipop was one of the first centres in the ACT to participate in the new National Quality Assessment rating. This went well and we have learned a lot from the experience.

The children and Educators have been focusing on children's learning, meaningful play and learning outcomes. The children have been introduced to different ways of play and interactions which incorporate their own personal interests and developmental achievements. This is a requirement of the new framework.

Families are being provided with more chances to be involved in the day to day care of their child and are encouraged to participate in events and special days with their children.

Over 70 students participated in work experience programs at Lollipop over the past 12 months, and Nicole has also been offering support and training at Canberra College (Woden campus) for those students studying children's services.

Kenny-Koala



LOLLIPOP HAS BECOME MORE INVOLVED IN COMMUNITY EVENTS AND MULTICULTURAL AWARENESS.



*Larry Brandy
Aboriginal
Educator*



Global Kitchen



Fun water play on the deck at Lyons Childrens Centre

LYON'S CHILDREN'S CENTRE

Our permanent staff are: Director Janine Beaumont, Assistant Director Rebecca Vanhala, Acting Director Christina McEvoy, Amy Wilson, Ashleigh Turton, Bernadette Kavan, Bhaneesha Munbodh, Celestine Gnanamane, Chelsea Knight, Hayden Whitfield, Jana Beaumont, Khola Javed, May Hamadeh (Accounts), Mercy Librando, Miranda Witchard, Moharee Pathinayake, Nicole O'Sullivan, Ting Ting Lou, Tom Tomczowek.

Staff who have left during the year are: Ashley Waddell (maternity leave), Chartae Hood, Bronwyn Maher, Jessica Miller and Vanessa Lillard.

2012 has been a busy and exciting year for us all with the introduction in January of the National Quality Framework. Implementation of the Early Years Learning Framework has been consolidated by our Educators and we have had positive feedback from families. Hayden, Jana and Amy, all UC students, have been given the role of pedagogical leaders and are required to guide staff on the current practices in the field of Early Childhood Education.

The main focus of our work at Lyons Children's Centre is to provide a secure and safe environment for our children to grow and thrive. We celebrated Harmony Day, NAIDOC week, Big Morning Tea. During school holidays we offer the Lyons Early Childhood School preschool children a vacation care program, which is a relaxed and fun time for all. Our staff attend professional development training throughout the year to update their ideas and planning capacity.

A big focus at Lyons Children's Centre is to build close functional relationships with the Education and Training Directorate (ETD) staff with which we share not just families, but spaces, programs and ideas. The ETD funded project Building Belonging 2011 forged professional relationships between the school staff and the WCS staff. This has been followed up in 2012 by a mentoring program with shared class activities

with Children's Centre children and Early Childhood School children. Children in the childcare component also benefit from accessing a music program provided by an outside expert, for which families pay a nominal term fee.

During the past year we have had two working bees with volunteers, including boys from Marist Brothers Pearce to assist in the playground maintenance. We also had an Easter Egg Hunt in the school grounds supported by Rotary in March, and raised over \$300 for cancer research in May with a Biggest Morning Tea organised by Christina McEvoy.

The Global Kitchen in June 2011 was such a success it was repeated in October as part of the Woden Alive celebrations. It involved serving over 300 meals, school children singing, different cultural dances, other multicultural musical items and over \$3000 was fundraised.

Continued community involvement occurs with the development of a community garden at the Lyons Early Childhood School (LECS) site, which when it is completed will be the first on an ETD site. It is collaboration between WCS, LECS and the SEEChange group.

ETD has made a big investment in the premises by supplying fencing at the school which has greatly improved security for all those on the site.

Janine Beaumont, Director



Global Kitchen

SCHOOL AGE CARE

WCS's School Age Care runs eight After School Care programs. These are located at Curtin, Farrer, Garran, Hughes, Red Hill, Torrens Primary Schools and now at Lyons Early Childhood School. We also continue to run Before School Care at Garran, Red Hill and Torrens and operate Vacation Care Programs at Garran and Lyons. These programs operate almost at capacity every day, and provide fun, recreational play-based activities in a safe environment.

Our permanent Educators include: Nila Chaleune, Brian Pearce, Michael Aisbitt, Linda Balding, Elise Bailey, Edie McLister, Vidya Chandra, Robert Paterson-Wheeler, Chriss Wallwork, Julio Caggiano, Alex Brown and Courtney Martin. Both Krysta Cordina and Jennafa Rosenblatt are currently on maternity leave. The SAC accounts team consisting of Maree Walker and May Hamedeh have returned from leave and are now working part-time. Gabriel Singh continues to assist with SAC accounts, but now also supports the finance and payroll teams. The permanent staff that have left our program are Katie Crawford, Nina Bennetts and Talha Syed.

This year we have implemented the National Quality Framework (NQF). The NQF is administered by the Australian Children's Education and Care Quality Authority (ACECQA) and aims to raise quality and drive continuous improvement and consistency in Education and Care Services throughout Australia. For Quality Area 1 'Educational Program and Practice', School Age Care is supported by the nationally endorsed document My Time, Our Place. This document contains Principles that guide educational Practices, which ultimately determines Outcomes for children participating in School Age Care Programs. The seven National Quality Standards represent a benchmark of where quality education and care services should be. SAC Educators will apply these standards when reflecting on their practices and continue to improve outcomes for children, their families and the community.

This year we have taken over the management of the Lyons After School Care Program. This program offers after school care to children from Kindergarten to Year 2 and operates from the school hall. The advantage of the having a junior program means that educators can design and implement a curriculum that is specific to

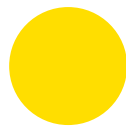
the needs of younger children. Lyons after school care provides a high quality program with educators using both the Early Years Learning Framework and My time, Our Place documents to guide their practices.

In 2012 School Age Care programs were equipped with personal computers and these have proved to be a great asset to Educators. The benefits of having a computer with email and internet access include: Educators being able to carry out administrative tasks on the computer, being able to readily access and download information, and having email allows Educators to have another method of communicating between the program and families.

Our Vacation Care Programs at Lyons and Garran continue to be very popular and provide both existing and new activities for children. This year senior children attending the Garran program have participated in a Woolshed Camp and have gone on a full day excursion to the snow. Other exciting activities implemented this year include: the Mawson Pottery gallery, the Street Theatre, Master Chef Challenges, fishing excursions at Lake Burley Griffin and storytelling at the Woden Library.

Susan Henderson, Children's Services Manager
Nila Chaleune, Director School Age Care
Elise Bailey, Acting Program Director School Age Care

THE ADVANTAGE OF THE
HAVING A JUNIOR PROGRAM
MEANS THAT EDUCATORS CAN
DESIGN AND IMPLEMENT
A CURRICULUM THAT IS
SPECIFIC TO THE NEEDS
OF YOUNGER CHILDREN.



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 child care educators are employed by Woden Community Service and work from their own homes in the Woden, Weston Creek and Tuggeranong areas.

Child care educators are able to care for a maximum of four under school age children and three school age children, giving them a maximum of seven children including their own. Fieldworkers visit each child care educator about once a fortnight to monitor and discuss each child's progress, to circulate toys and to pass on information. Generally these visits are random and the child care educator does not know the fieldworker is coming.

The coordination unit supports the service by providing information, resources and equipment as required. The coordination unit is responsible for the coordination of playgroup, offering training, placement of children with the child care educators and conducting interviews with the prospective families.

Family Day Care operates a playgroup in the new Weston Community Hub.

Educators can attend playgroup every Tuesday and Thursday. The WCS bus provides transport for children and educators to the Weston Community Hub, so they can enjoy the activities and social contact of playgroup. The children join in music, art, games, craft and dramatic play activities as well as build, dig, draw, run, learn to play together and have fun!

This year has been challenging with the introduction of the National Quality Standards in January 2012 with new language, formats, documentation and qualification requirements.

We have been continuing our monthly Get Together for the educators in the Community Room at WCS. These are held on the last Thursday of each month from 7.00pm – 9.00pm

We have been using this opportunity to discuss the changes taking place in the childcare sector. The educators used one of these sessions to discuss their values and ideals and composed a new philosophy for our team. As shown on the right below the photo, it reflects the true meaning of family day care.

Training provided in 2012 included:

- Evaluation of our Quality Improvement Plan
- Using FDCA Diaries in the workplace
- Back care
- First Aid
- SIDS and Kids – safe sleeping
- Anaphylaxis and Asthma training
- EYLF programming

Woden Weston Family Day Care aims to:

Be a happy place, where children laughs, play, have fun and where children can be children.

Create a sense of belonging, where children can develop self-confidence, feel valued and connected to others and develop relationships.

Respect children as competent, capable and active participants in their learning.

Be a journey of discovery in learning to learn.

Offer opportunities to explore investigate experiment and participate in shaping the learning environment.

Encourage and enable children to learn to respect and care for living things.

Provide warm, affectionate and responsive relationships that surround all young children.

Create a community in which children's questions, families' and educators' expectations and knowledge all have a respected place.

Acknowledge and value our own Indigenous heritage and that of the wider community—locally, nationally and internationally.

Jenny Pearce, Director





COMMUNITY PROGRAMS

COMMUNITY LIFE SKILLS

Funding Body: Community Services Directorate

Manager: Dawne Ballard

Community Life Skills (CLS) is a community life skills development and community access program for adults living with a disability. The goal of CLS is to support people in the community to enhance their lives through social inclusion, skill development and gaining and maintaining valued roles and valued relationships.

Service is provided on an individual and small group basis. CLS encourages the development and retention of skills and relationships relevant to the individual service user. CLS also encourages service users to make their own choices in regards to their lives within the community while accessing the program.

Community Life Skills provides support to 27 people. Most service users receive nine hours support weekly through a minimum of one individual support session per week with the remainder of scheduled hours conducted in two small groups per week, usually not exceeding ratios of two support workers to three service users.

There is a range of support provided to people that is tailored to their requirements and interests, including remedial massage and supported swimming sessions. For example, a service user who is receiving three hours of support each week to assist him in delivering The Big Issue, is now managed by that program. This allows him to continue with deliveries to various venues throughout the ACT.

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

This has been assisted in the past few years by positive changes in attitudes of the general public towards people with a disability.

There were many positive and exciting events for CLS during the year:

Again I am able to report that the association between the Brumbies rugby team and a CLS service user continued this past year and again was a huge success. Tau was able to attend some training sessions, Captain's runs and home games, mostly with John (CLS support worker) volunteering his own time yet again. However John has taken a few weeks leave so Tau has not attended as many sessions as in the past. Tau and John also participated in a Brumbies promotional photo shoot – the photos are a fantastic demonstration of the Brumbies' commitment and support for Tau.

Some of our service users are now in possession of a Companion Card, and we are hoping that all will have one by the end of this year. This allows support workers to attend most attractions and functions with them at no cost. Most places we visit operate on this basis already and this enables CLS service users to attend a larger number of attractions with less impact on the programs funds.

As usual a number of CLS service users were able to attend the Canberra Show and Summernats thanks to the generosity of these organisations. These are both very popular attractions and we are careful to make maximum use of the complimentary tickets to enable as many service users as possible to attend.

Two CLS service users were able to attend the Chief Minister's Inclusion Awards late last year. This was a gala evening event and much enjoyed by all. Some service users have little opportunity to dress up and attend such an event so it was very exciting for those able to take part. Hopefully we will be able to attend this important event again this year and again offer the opportunity to some of our service users.

Again CLS service users took part in many and varied activities throughout the year. CLS attended musical events, Questacon, major art galleries, including many and varied exhibitions, the National Museum, the War



Tau inspecting the tulips at Floriade

Michael and Julie at the Chief Ministers Inclusion Awards



Sue dressed up and having a ball at the Chief Ministers Inclusion Awards

Memorial and both Parliament Houses and most other attractions. Many of these are exclusive to the ACT and we are very lucky to be able to access them, mostly without any cost. We also took advantage of the many beautiful parks and walking paths around Canberra in the warmer weather, for BBQ's, picnics and strolls.

Some CLS staff members took part in activities outside the usual work times, including The Woden Festival, Brumbies games and training sessions and the Post School Options Expo.

CLS encourages service users to maintain a healthy lifestyle and attend swimming and gym sessions with as many service users as possible. One service user has been attending a gym weekly with Sarbjeet and is looking very fit and healthy. Sarbjeet has encouraged him to continue attending and to periodically increase the time he spends there. This has had an enormous impact on his health, appearance and outlook.

One service user insists on visiting Commonwealth Park at least every two weeks to check on how the arrangements for Floriade are coming along. He and Bobby will be among the first visitors to this popular event when it opens in September.

Sarbjeet has also persevered with a service user attending Music for Everyone. This got off to a shaky start as more was expected from our service user than he was able to give. Sarbjeet insisted that they be given more flexibility and that he not be asked to perform outside his capabilities. This has worked well for all concerned and the session is now a very enjoyable experience for all concerned.

One service user who had been a volunteer with meals on wheels for about 14 years (with support from CLS staff) decided a few months ago that he had simply had enough and did not want to do it any longer. We congratulate him and the support staff for many years of giving to this worthy service. He is now enjoying the same type of activities offered to other CLS service users and is very happy and relaxed.

We continue to encourage walking and outdoor activities whenever the weather permits and healthy eating habits whenever possible. Some service users

continue to show positive results from these activities, in the form of weight loss and an increase in general fitness levels.

Our dinner groups made use of very many and varied restaurants around town, providing service users with a huge variety of meals and venues. We are very lucky to have team members from different cultural backgrounds who have introduced us to their traditional foods, increasing the number of dinner venues we attend. Staff and service users are all enjoying many different cuisines from different parts of the world.

We continue to have BBQs and picnics when the weather is suitable and these are always popular with service users. We have on a few occasions been able to combine a free music concert with a BBQ dinner. Occasionally we are joined at dinner by housemates and group house staff and sometimes by parents and siblings. Close to Christmas we have dinner with housemates, house staff, parents and past support workers.

The CLS Christmas lunch was again held at the Kambah Woolshed and was very well attended. We had an increase in the number of parents and house staff who attended and all agreed to "do it all again next year". Again the CLS team worked hard to provide transport, support and fabulous food to service users, parents and family members and group house staff.

Three new service users entered the program late last year and have all settled in very well. They were chosen on the basis of their need for Community Access and the program is making a very positive difference to their lives. CLS has received a lot of positive feedback from them, their parents and group house staff.

My thanks must again go out to the entire CLS team for their effort in maintaining a consistent high level of service delivery to all our 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.

My sincere thanks go to Kerry Bargas, Chris Redmond, Sharon White and the reception and finance teams for their ongoing support again this year.

HACC PROGRAM

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

There have been major challenges with staffing this year. We have had four staff out of nine leave placing pressure on the rest of the team. All staff have now been replaced.

Despite the upheaval we have achieved a considerable amount of output. New policies and procedures were developed and implemented, new forms developed to capture the data and a new care plan template was produced. Regular internal team audits have been established and case managers have been checking their service users' files to update them and to ensure that the data is correct. This is in the background of a considerable increase in the number of service users this financial year compared with last year.

Staff

Alice Butler - Program Manager

Kevin Gill - Transport Manager (commenced 25 June)

Stephanie Tolson - Case Manager (P/T-Job share with Robert Lamb)

Julie Krueger - Part time Case Manager (commenced 1 March)

Guy Schrieber - Part time Case Manager (commenced 1 May)

Bob Lamb - Case Manager (P/T-job share with Stephanie Tolson)

Joanne Travers - Social Group Coordinator (Part time)

(commenced 17 October)

Mavis Angove - Social Group (Paid Volunteer)

Brian Sclater - Driver

Wilhelm Speldewinde - Driver

John Kaye - Driver (Part time)

We were also pleased to welcome Ms Nazneen Haque, who is on graduated return to work for Dept. of Finance. Ms Haque is working five hours, four days per week assisting with administration duties.

Case Management

We welcome Julie Krueger and Gay Schrieber to the Case Management staff. Julie commenced working with us on 1 March. Julie came from another program of WCS, the Community Life Skills (CLS), as a support worker of people with a disability. She replaced Lisa Hartwig, who moved to another WCS program, Supportive Tenancy Service. Gay commenced 1 May replacing Annie Ryttyke who left in April. Gay had worked previously in the Outreach Program of Goodwin Aged Care Services as an outreach coordinator. She has transferrable knowledge and skills dealing with older people and those with a disability.

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 Case Management, personal care, and domestic services. In addition, the need for social support in the form of shopping assistance has also increased as a result of the increased number of frail aged living in their homes. With the 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.

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

Currently there are four part-time Case Managers in the team delivering services to approximately 416 clients. The number of Case Management hours delivered was higher than the contracted outputs. The domestic assistance outputs are considerably higher than the contracted outputs and last year's outputs.

The demand for Case Management services has grown again this year and the needs of some clients are quite complex. With the increase expected in the number of "baby boomers" drawing on services, the need for more case managers will become apparent.

Transport

The aim of the community transport program is to provide transport to people who are frail, aged with a disability, younger people with disabilities and carers of both whom live in the Woden area. Transport is provided by two full-time drivers, one part-time driver and a group of dedicated hardworking volunteers. The HACC transport priority is to transport the elderly to medical appointments; however, we can also transport people to their social activities and shopping.

The HACC Transport team extended its operating times, from 7:30am-5:00pm, Monday to Friday to cater for the early and late medical appointments.

Transport requests have been very busy for the HACC team this year but still we didn't meet our contracted outputs. We had to cancel some mystery trips due to staff shortages. Our 12 seater bus is frequently used for transport, shopping and outings. Other programs have also booked the bus for their own activities. Service users are very happy to pay the \$3 each way fee and no-one is refused service if they are unable to pay on the day.

Our volunteers are an essential part of Woden Community Service. Without their dedication we would not be able to operate as effectively, or provide such a flexible and responsive service.

Social Support Groups

The Woden Community Service groups are generally run for older persons 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.

Over the past year the attendance has increased due to an increased range of activities and better marketing of the groups by the new Social Group Co-ordinator and Case Managers, despite the continued ageing and frailty of the group participants.

Activities for the groups attending the Masonic and Lyons groups include guest speakers from Council of the Ageing (COTA), Arthritis Australia, lake cruises, musical entertainers, poetry recitals, line dancing and belly dancing plus thai chi as well as art and craft activities. Most group sessions begin with age appropriate light exercise which all members are encouraged to participate in. It is encouraging to see some members, well into their 90s actively participating. The participants have received great satisfaction from these activities as evidenced by their willing and enthusiastic participation. We have also been graced with the presence of Marist College students who have willingly served the groups through work experience. Nutrition is also discussed and home style meals with fresh produce are provided.

We held the Community Lunches twice in the year where singing entertainment, jokes, raffle prizes and a three course meal was offered. The latest community lunch was held at Church of Latter day Saints hall, not at the usual Lutheran Church Hall as the area is bigger and can accommodate more than 100 people. It has a bigger space, where wheelchairs and wheelie walkers are easy to manoeuvre. The Case Managers helped with the transport for the 60 attendees.

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



HACC
Community
Lunch.



HACC
Excursion

**YOUTH CONNECTIONS GROUP
ACTIVITIES – BARISTA COURSE
AN OPPORTUNITY FOR YOUNG
PEOPLE TO INCREASE THEIR SELF-ESTEEM
AND CONFIDENCE THROUGH LEARNING
CUSTOMER SERVICE SKILLS AND
PRACTICAL SKILLS THAT WILL
IMPROVE THE CHANCES OF
FUTURE EMPLOYMENT.**

*Ben Johnson, Dunja
Radosavljevic &
Vicky Leung*



*Kate Crawford,
Janine Brissett &
Donna Harrison*

held in the WCS community room. These groups are organised by a Social Group Coordinator, a paid volunteer and a number of volunteers.

The bus trips are continuing to be popular however, the feedback from the people shows a preference for different venues including visits to places outside Canberra and consequently the trip to Kiama and Cooma were well patronized this year. The group participants have expressed how comforting it is to know that they have a First Aid Officer with them at all times and feel extremely confident to embark on extended excursions and bus trips.

The Masonic Group, whose viability was a concern last year, has flourished this year with increased numbers and active participation by the group members. Due to the new appointed Social Group Coordinator who consulted with the group and through discussion concerning their preferred activities has been able to implement their preference through a variety of activities and excursions.

The Friday Women's group has continued to operate successfully. The women are happy with all aspects of the program including entertainment, activities and social interaction.

Numbers are steadily increasing, with a weekly average of 11 over 47 weeks.

The group has been fortunate in having a number of voluntary entertainers, singers, dancers, musicians and visits from Lollipop children (32 weeks out of 47).

Fresh food is prepared and served by reliable and committed volunteers. They play a vital role in the

success of the group and are very much appreciated. A variety of food is served and discussion on nutrition is encouraged. Food costs continue to increase, average cost is \$78 per week.

Woden Community Service staff are very respectful and welcoming to the women, this helps in creating a warm friendly atmosphere.

Rural Settlements

HACC continues to support approximately 15 people living in the rural areas of the ACT. This was as a result of the government supporting people affected by 2003 bush fires. On average, ten of these people meet each month at the Lanyon Café at the Homestead. Several also attended the Christmas in July Community Lunch.

At the moment there are four people who are accessing domestic assistance. It has been difficult for service providers to find workers to service these outlying areas but all requests have been met.

Although at the moment there are not many rural people accessing other services from HACC, this is likely to change in the near future as many of these people are ageing.

For the moment most of this group continue to meet together once a month and are a close knit, friendly and supportive group.

Alice Butler, HACC Program Manager

CHILD, YOUTH AND FAMILY SERVICES (CYFS)

WCS, in partnership with Anglicare ACT and Southside Community Services, were successful in the tender for three programs under the new Child, Youth and Family Services Framework for the South Weston Region, funded by ACT Government. These programs are Network Coordination, Case Management and Youth Engagement Services. The program was officially launched on 1 March 2012 and has gone through four months of planning and implementation.

Within WCS, the program started on 16 March 2012 with Katie Crawford in the Network Coordinator position for the South Weston Region and Ben Johnson in the position of Senior Case Manager and Youth Engagement Coordinator. Within the following three months the team of Case Managers and Youth Engagement Workers joined the team. With WCS Vicky Leung, Janine Brissett and Nina Bennetts filled these positions, based at Woden Youth Centre. Dunja Radosavljevic, employed by Anglicare joined the team based at Woden Youth Centre. Donna Harrison and Andrew Horne are based Southside Community Services in Narrabundah.

The first four months of the program have been focussed on recruitment and training of the new team, maintaining as much of the services previously provided at the Youth Centre as possible and planning for the implementation of the program across the region. There has also been a significant amount of time building the relationship between the three organisations to ensure that the team is working together in a consistent and streamlined manner which draws on the strengths of each organisation.

Network Coordination

Regional Network Coordinators work closely with the CYFS Central Intake Service to facilitate referrals, build partnerships and collaborative practice across the sector and between government and community sectors. In the first four months of this program the four ACT Network Coordinators have developed a strong relationship, working collaboratively across our organisational barriers and are working effectively with the Central Intake Service. Key stakeholders have been identified across the region and ACT and these relationships are being established.

Case Management Program

Drawing on the strengths of the new team, the Case Management Program was established quickly.

This program provides case management activities for vulnerable and at risk children, young people and their families. There was a particular focus on transitioning service users from WCS and Southside Family Support Programs to the new program and developing the relationships with new case managers.

Youth Engagement Program

There have been significant changes to the Youth Services sector with the implementation of the new framework and as such all services have been experiencing a period of uncertainty and change. At Woden Youth Centre a number of the activities have continued. These include two afternoons a week of open access drop in activities and band nights twice a month. The new team has been building relationships with the young people who continue to access the service. A significant amount of time has been spent on planning the implementation of this program across the region, particular in Weston and South Canberra where there hasn't been a youth service. There has also been a focus on the promotion of the new service with the whole team attending numerous events across the ACT including National Youth Week, Drug Acton Week and Homeless Expo. The full program will be rolled out in July-Sept 2012.

Youth Connections

Youth Connections 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. YC provides case coordination support and activities in a manner that is flexible and responsive to the needs of the young people. Youth Connections is funded by the Department of Employment, Education and Workplace Relations.

Youth Connections Group Activities – Barista Course

Youth Connections, in conjunction with Cafe Ink and Grill'd Restaurant in Woden ran eight week skills course for young people at risk of disengaging from school. The program covered workplace skills for example Food Handling, Food Service but also gave an opportunity for young people 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.

Katie Crawford, Program Manager



Skiing at the alps at Selwyn

Lift Off Festival



Ashton Australis donated guitars signed by CONFESSION and LIFT OFF winners Atlantis Awards

WODEN YOUTH CENTRE

Woden Youth Centre (WYC) is an integrated drop-in service that provides a range of programs and services for young people aged 12-25 years, funded by the Community Services Directorate.

Drop-in facilities include cafe, pool tables, table tennis, basketball, boxing equipment, play station, internet, job board, jam room, regular band nights and a range of scheduled centre based and school holiday programs, case management and individualised outreach programs in schools and colleges.

School holiday programs

WYC provides a range of social and recreational centre and community based activities from 12-5.30pm, Monday to Thursday and 12-5.30pm Fridays, school holiday periods.

Ski trip

SCOPE Youth Services provided funding for young people from WYC and Lanyon Youth Centre to attend a joint activity to Selwyn Snow fields in July 2011. This funded activity provided young people and staff with free ski and clothing hire, lift and mountain passes for skiing and snowboarding and practice lessons.

A range of activities are offered during holiday periods, some of these included , BBQ'S, movies and popcorn, dodge ball, tri all active comp, airbrush tattooing, art and craft, cooking, swimming and pool and table tennis competitions.

Music events and Lift off 11 youth band competition

Woden Youth Centre hosts regular band nights for local youth and interstate bands on Friday and Saturday evenings. WYC provides youth bands with the opportunity to perform to their peers and develop a range of skills in event management.

Lift Off 11 a youth band competition was held in October 2011 as part of the Woden Valley festival. This annual event saw 28 local bands aged 12-21 years register for this event. A panel of music industry professionals judged 12 bands over two heats, selecting six finalists to compete in the finals at the Woden Valley Festival in Eddison Park on Saturday 5 November 2011.

This year's winners, Martha Moxley, won a prize package of a two day recording session with Trusound, production services with PAV Music, a photo shoot with Cole Bennetts Photography and website design and services with Synapse Worldwide. Finalists also had the opportunity to perform with renowned hardcore band CONFESSION at the festival.

The Lift Off Festival saw over 500 hundred people throughout the day. Ashton Australis donated two guitars which were signed by last year's winners, Atlantis Awaits, and CONFESSION. The guitars were raffled at the event with which all profits from raffle sales going towards a new stage for the Youth Centre.

Community Supported Respite program

The Community Supported Respite (CSR) program provides support to young people who have a disability aged 12 to 25 years. CSR supports young people to meet their individual needs and achieve personal goals through skill development and facilitation of new and positive relationships in the community. The program offers support in a sensitive and responsive manner for participants to access a range of social and recreational activities.

Over the last year the program has changed to meet the needs of the people accessing the service. Currently CSR provides four different types of support to meet the growing demands of the young people who access the service. As over half of the young people who currently access the program have graduated from school and now are undertaking either work or other community programs we have adapted the CSR program so that it doesn't interfere with their ongoing commitments.

** Images top right courtesy of Josh Sellick, End Vision Photography*

Work experience programs (CSR)

Four young people have been supported to undertake a work experience program and within the WYC cafe two days a week up till March this year. This had to cease due to the introduction of Child, Youth and Family Services frame work which saw a change in the youth centre drop-in opening hours from five days to two per week. The four young people with support learnt variable work skills such as safe food handling practices, customer service and money handling skills.

Community Access day support

At the beginning of 2011 CSR piloted a day support program for a young man who was transitioning from school to work. In January this year we have expanded this program with another young man who also accesses full day support. The two young men cook for Cafe Ink, carry out banking for various programs within WCS, deliver and collect mail for the organisation. The young men have developed greater independence and confidence when accessing the community and completing set tasks.

School holiday programs (CSR)

School holiday programs provide centre based and community focused support services weekdays between 9-4pm. A range of age appropriate activities are provided including coast trips, BBQ's, bowling, paddle boating, Summernats, Floriade, movies and catching up for coffee. During this period due to the lack of interest in the youth centre school holiday program integrated activities were not successful.

These are few of the many significant achievements Youth Programs have achieved in 2011/2012.

It is with sadness Sindy Pearson left the organisation in April this year. I would like to formally acknowledge her contribution to the youth programs and youth sector and her enormous commitment to the young people she supported over many years.

As valued staff members of Woden Community Service, we wish to acknowledge the following staff and wish them well in their future endeavours.

Staff departures

- Sindy Pearson – Youth Services Manager
- David Hanner - CSR
- Amy Linden – Youth and CSR
- Jess Urquhart – Youth and CSR
- Danny Glover - CSR
- Peter Zhang – CSR
- Emma Woollaston - CSR

Kerry Bargas, Team Leader



John and Declan and WCS staff past and present at Volunteer Awards



Volunteers Alice & Cally



Michael and Clint enjoying views from great heights

THE BIG ISSUE

The Big Issue magazine comes out every two weeks. For a lot of vendors their week revolves around this fortnightly routine. They buy the magazine for \$2.50 and sell it for \$5, keeping the difference. It provides them with an opportunity to make money and become their own boss. It also allows them to build connections. In the long run, these connections can be more valuable to the vendor than the dollars they make in a fortnight.

Who are these people that sell on the street?

The vendors come from many walks of life and have experienced issues such as homelessness, physical disability, mental illness and long-term unemployment.

Of the 40 vendors working in Canberra, a quarter are new, having only sold in the last year. The rest are old timers that use The Big Issue as a solid stepping stone for their sense of belief in themselves. Approximately a third would sell less than 12 copies a week but selling the magazine is still something they see as what they do in their working life.

A typical fortnight with The Big Issue

Magazines arrive Thursday morning and within 24 hours are in all the distribution points ready for a Friday afternoon release. Two new distribution points have been added; Hughes Chemist and Centrepoint Creol in Dickson. These sit alongside the established distribution points of The Body Shops in Civic, Woden and Belconnen, Smith's Book Store Civic, Book Lore Lyneham and Beyond Q Bookshop in Curtin.

We hold a BBQ for vendors on release day, either at Woden or at Glebe Park, Civic. Vendors also catch up on Monday mornings for a coffee at the Fish Shack in Civic. Vendors can book their pitches for the week and get the latest updates on tips for selling. Topics such as gambling and drug addiction, housing issues and where to sell to stay out of the elements are all covered.

Sales vary with the weather, vendor's health, the front cover and what's in fashion. An average fortnight will see more than 1600 magazines sold. Total magazine sales for the year were more than 43,400 but if we add in Christmas calendars we had total sales of 48,000. That means $\$2.50 \times 48,000 = \$120,000$ straight into the pockets of vendors!

Canberra vendors in the magazine

Two vendors were profiled this year. Both had a real feeling of excitement as they sold the magazine with their story on the inside!

One of these vendors also got to meet Prime Minister Julia Gillard at the National Library in February 2012. This was part of the National Year of Reading and by invitation vendors sold at the entrance to the conference.

What else has been happening?

The annual vendor Christmas party was held at the Early Morning Centre in Civic. The Director of Woden Community Service plus The Big Issue CEO Steven Persson came from Melbourne to have a chat with past and present vendors, staff and sundries.

This was a great time for all to farewell Julie who left as Program Manager in Sept 2011. The vendors also had a chance to ask Santa for a wish!

Some vendors attended special events such as the Floriade to sell. Shown is Bryan welcomes festival goers to the National Folk Festival.

Newsstands were acquired to help vendors increase sales through looking professional and showing a wider selection of available magazines. Vendors can sell recent back issues and sometimes this can make the difference between a good week of sales and a great week. Shown is vendor Michelle and volunteer David at Woden with the new stand.

Staff training is carried out throughout the year in both a formal and informal nature. Each vendor has their individual style, but sometimes a look at others' techniques can produce real benefits. Some vendors also started producing a mini profile to give away inside the magazine. It is hoped that this will increase the public's awareness of the vendor and allow a build-up of an ongoing conversation.

THE 400 EDITION OF THE BIG ISSUE WAS FOR SALE IN FEBRUARY AND VENDORS & STAFF HAD A CELEBRATION AT SMITH'S ALTERNATIVE BOOK STORE IN CIVIC. VOLUNTEERS HELPED ORGANISE THE CAKES AND VENDORS FELT RIGHTLY PROUD OF THEIR ACHIEVEMENTS.

Vendors also recently got a chance to have a 'makeover' done by the volunteers at The Body Shop. Male and female vendors got a taste of the good life being pampered by the professionals!

Celebrate Selling happens once a year and this summer we had polities, radio stars, CEO's and notable ACT celebrities. Shown is Carrie Graf, coach of the Canberra Capitals and Australian Opals women's basketball teams, getting the 'good oil' on selling techniques from a vendor in Civic.

The Ray White Challenge was held in February 2012. Six Canberra up and coming auctioneers had a go at selling the most magazines in 40 minutes. The national event was held simultaneously in five cities. The vendors had a hoot and the auctioneers had an eye opener as to the daily rebuffs that come from working on the street.

Volunteers from the staff at The Body Shop helped out on the day (see photo).

The FOUR HUNDRED edition of The Big Issue was for sale in February and vendors and staff had a celebration at Smith's Alternative Book store in Civic. Volunteers helped organise the cakes and vendors felt rightly proud of their achievements.



*Photo courtesy
Wayne Quilliam
Photography*



*The Body Shop
and The Big Issue
working together.*



MENTAL HEALTH PROGRAMS

The successful establishment over this year of the new Transition to Recovery program (TRec) as well as becoming a service provider for the Housing and Recovery Initiative (HARI) is a significant achievement for Woden Community Service.

With the Personal Helpers and Mentors program (Southside), which has been in operation for five years now, it reflects 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. WCS's 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 independence.

Casual TRec and HARI staff:

Attila Fenyvesi; Mark Crowley; Rosie Khlos; David Jenkins

The Personal Helpers and Mentors program (PHaMs)

Funding: 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 seriously 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 five full-time workers including two full-time Peer Support workers and a growing membership of those who support our peer support initiatives, including PHaMs participants. The team reflects the diversity of our work and a variety of life experiences, education, skills and training.

PHaMs Staff:

Louis Kearins; Leila Cormick; Keith Mahar; Bruce Stephenson; Paul Russell.

Transition to Recovery (TRec)

Funding - Mental Health, Justice Health and Alcohol & Drug Services (MHJHADS)

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. The program includes an after-hours service up to 9pm, seven days per week. People participating in TRec now have a level of support that has not been available in the ACT to this point.

We are fortunate to have recruited a team of exceptional quality including the recent addition to the team of Yohannan Mathai. For the after-hours component of the program we also have a small team of Peer Workers who add their personal experience of mental health issues and recovery to the work they do. WCS has engaged the services of Professor Kathy Griffiths from the Centre for Mental Health Research at the ANU to evaluate the program from its inception. 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 Tandi, Yohannan Mathai



Some of the team of WCS Mental Health Programs

Housing and Recovery Initiative (HARI)

Funding: Mental Health, Justice Health and Alcohol & Drug Services (MHJHADS)

WCS MHP has been accepted as a provider of two HARI packages. HARI aims to provide intensive support for people with mental health issues to participate more fully in the community, maintain successful tenancies, improve their quality of life and assist in their recovery from mental illness. The program operates as a partnership between the participant, Mental Health ACT, Housing ACT and WCS Mental Health Programs. Since January we have steadily increased support to our active HARI participant with PHaMs providing the care coordination due to the complex nature of this case. We have been maintaining contact with another PHaMs participant who has been living at Brian Hennessy Rehabilitation Centre pending the allocation of a suitable Housing property. We have supported two peer workers with training and mentoring to provide the afterhours support (weekends) and increasing their hours during business hours too as PHaMs withdraws more of the direct face to face work. HARI/PHaMs has provided up to 40 hours of direct support to this participant per month.

WCS MENTAL HEALTH PROGRAMS PEER FRAMEWORK

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 client need. While PHaMs is required by its funding agreement to have one peer support worker, the WCS PHaMs team has two peer support workers. PHaMs 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.

THE TRec PROGRAM- A MOTHER'S PERSPECTIVE

The TRec Program workers became involved in my daughter's life shortly before she was to be released from the Psychiatric Unit. My daughter was traumatised, confused, highly anxious and in some denial about her medical diagnosis. The TRec workers provided her with a non-judgemental, nurturing support program to help her acclimatise back to outside life and the demands and trials it brings. The intensive weekly TRec visits and phone calls, helped lessen my daughter's anxiety and she greatly valued her TRec worker. It took my daughter a long time to feel completely comfortable with her worker and to open up and trust again. She was just doing so, when the 3 month allocated TRec time was up. This was very difficult for her to cope with, as she then had to adjust to several new workers from a range of government agencies. She deeply missed that safe and familiar, one on one support from her TRec worker.

In addition to supporting my daughter, the TRec workers were also wonderful in the way that they were concerned for my physical and emotional well-being. They always kept me informed about the program, their aims etc. and where necessary asked for my input. If I had any queries, I always felt comfortable in phoning the TRec team.

The TRec program and workers have played an instrumental part in helping my daughter start her journey back to everyday life. The only improvements that could have been made were for the program to be able to be more flexible and continue in some capacity beyond the 3 month period - this would have been so beneficial in my daughter's case.

Many thanks for the dedication and support of the TRec team.

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.

While the TRec Service Level Agreement does not require us to employ a peer support worker, the program philosophy also embraces the importance of peer support in mental health recovery. TRec has been developing a peer framework for how the program will incorporate a peer perspective to participants. It includes guiding ethics, values and key principles as well as an outline of peer based recovery activities that will be provided in addition to case management. A Peer Consultant Group was formed to provide recommendations about this aspect of the TRec program. The group included Peer Workers in the PHaMs program, two PHaMs participants currently working as peer educators and mentors and two experienced peer advocates including the Consumer Representative on the TRec Consumer and Carer Advisory Group.

One inspiring aspect of this workforce development strategy is that four people who entered the PHaMs program as participants are presently engaged in the TRec and HARI programs. Not only are these workers 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

While in our last report we farewelled Renald Navilly and Omagaia Sowelu who had co-facilitated a highly successful art group for over three years, we can now happily report the inception of a new one.

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 have formed the group at this stage for a number of more isolated men in our program with a few select others that we believe can provide peer support within the group. We will assess how it goes and possibly open it up to a wider audience in future.

Woden Community Service was the first "beta site" - a location where someone other than the American creators offered Ending Self Stigma (ESS); a 9-week group intervention designed to help people acquire tools to minimise self-stigma of mental illness and its negative effects. MHP has offered the course twice and Keith Mahar and Mark Crowley were invited by the University of Marylands to participate with two of the American creators of ESS in a workshop about ESS at the Mental Health Services Conference in Adelaide

on 7 September 2011 in Adelaide. Keith attended the Parliamentary Committee on assisting people with mental health issues to return to work. The Ending Self Stigma course was mentioned and recorded in Hansard. Keith also attended the National Mental Health Stigma Conference in Brisbane.

Andrew Mottrum (who did his Masters in Psychology on mindfulness) conducted a workshop with our WCS MHP teams and Supportive Tenancy Service. He gave us a brief background in mindfulness, conducted some simple exercises with us and described his research with school children affected by trauma. He is a clinician at Queanbeyan Mental Health and uses mindfulness techniques with clients of his service. We met with Sue Hayes from the Canberra Mindfulness Centre. Sue is a practising psychologist with a long association in the community sector. Following those discussions Prue Gleeson and Tricia Eldridge (Community Development) undertook the eight week Mindfulness course at the Centre in Lyneham. They have been running a Mindfulness group at the Woden Library which is being attended by WCS staff as well as people from our Mental Health Programs.

Paul Russell, Keith Mahar and cartoonist Andrew Hore conducted another Planning Alternative Tomorrows with Hope (PATH) workshop in February, inviting participants and team members of TRec also. The PATH workshop helps people identify their dreams and some small steps towards their ideal future life.

Earlier in the year we used a Mental Health Community Coalition ACT sponsored training initiative funded by the Mental Health Policy Unit to contribute to a series of tailored training sessions with Mark Quinn for our Mental Health Programs teams in Solution Oriented Brief Therapy. Mark provides supervision sessions for the teams to progress the model and our skill in using it in our day to day work with participants of our programs.

Lastly we would like to thank the excellent work of Cafe Ink which continues to provide a wonderful work environment for a number of participants of the PHaMs program and really good coffee for us!

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.

A Peer Worker Story

2009 was a year to remember it is when I really became aware that Mental Illness was real.

It is the year that I needed help and where to start, and who to trust was the most important question for me at the time. So I took out the white pages and looked through it and found Woden Community Service it stood out and there it read Personal Helpers and Mentors, so I rang and to my surprise there was a warm and friendly voice on the other end straight away I felt that I could talk with someone on what was involved and how the program worked without stigma attached.

One week later I started the most amazing phase of my life.

My recovery back to where I wanted to be and beyond I had hopes and dreams.

Now 2012 I have learned so much about the power of my own choices.

As a Peer Worker with TRec my own experiences and what I have learned along the way, I can share with others on their Recovery.

With Hope, Dreams do come true.
Rosie Klohs.

Members of the
TRec Team - Prue,
Yohannan, Maree
and Jayne



CAFE INK EMPLOYEE: "... YOU FEEL A SENSE OF SELF-RESPECT AND ESTEEM FROM WORKING AT THE CAFE. 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..."

Thoughts and Experiences of a TRec Participant

Before Trec: Quite isolated; not much trust in anyone; been in psyche ward for a while.

With Trec: bit of counselling; not so alone; much trust in worker; trust in worker when going to introduce me to community groups and classes.

Now: keeping up with two community groups; go alone and am a regular there and now go to two a week. Have attended some courses and workshops. Have PHaMS and recovery workers. Have abstained from drugs and stayed well – no more admissions to hospital; learning how to handle difficult situations. Having more social experiences.

Feelings: Was a bit sad after just getting to know the worker then ceasing contact. But adjusted. Have linked me back to the community and keeps me well.

Thank you for the work you put in with me.

STRATEGIC SERVICES TEAM

The Strategic Services team consists of the following programs:

- Volunteers
- Community Bus
- Supportive Tenancy Service
- Community Development
- Settlement Grants
- Assistance with Care and Housing for the Aged
- Woden Festival
- Communications
- Café Ink – social enterprise

This team represents a cross section of programs within WCS, whose aim is to work internally to encourage all programs to work from a community development framework - to support, develop and celebrate community strength.

2011-12 has been a wonderful year for the team including the celebration of another successful Woden Festival and growth in the number of volunteers. It has also seen a number of changes within the team including: welcoming Julie Evans to Manager of the Supportive Tenancy Service – a partnership with YWCA and Belconnen Community Service, Ornella Anastoploutos as the new manager of Café Ink and Rafe Morris the Communications and Woden Festival Coordinator. They all possess a wealth of experience within their fields and I am excited about the skills and enthusiasm they all bring to the ongoing development and implementation of each program.

This year has also seen some people departing within the team, to pursue different opportunities within and beyond the organisation. This includes saying goodbye to Rebeca Gonzalez (Family Connections),

Jarrad Stewart (Café Ink), Lynton Sheehan and Aleks Kocevaska (Supportive Tenancy Service), Tricia Eldridge (Community Development) and Geoff Hayes (Volunteer Coordination). Each and everyone have made a positive impact on both the team and organisation and I am so grateful to have been a part of their professional and personal development.

I would just like to take this opportunity to say a big thank you to the team. Your commitment to your work, the community and the organisation is a great credit to yourself and it is an honour and privilege to work with you all.

Emma Walter, Team Leader

**THANK YOU TO ALL THE
WONDERFUL VOLUNTEERS
WHO SUPPORT THE WORK
OF WODEN COMMUNITY
SERVICE – WE WOULD NOT BE
THE ORGANISATION WE ARE
WITHOUT YOUR ONGOING
SUPPORT & CONTRIBUTION.**

VOLUNTEERS

Funded by the Commonwealth Government through the Department of Health and Ageing

The Volunteer program at Woden Community Service (WCS) continued to grow in 2011-12, to the point where we had over 90 volunteers in June 2012.

Our volunteers support a range of community activities and WCS programs. These include child care, support for people with a disability, youth and family support programs, English conversation classes for people who have English as their second language, The Big Issue and supporting older people to continue to live independently within their own homes.

WCS acknowledges the amazing work of volunteers in developing and contributing to the life of the Woden community. This is demonstrated in the recognition of the wonderful work of Betty Shaw and Ian Lynch, who have volunteered at the Woden Youth Centre for more than 15 years (pictured second and third from left at front), were nominated for the ACT Volunteer of the Year Awards during National



Volunteers

Betty Shaw and
Ian Lynch



Volunteer Week in May 2012. Betty and Ian are proudly supported by past and present WCS staff and Youth Centre participants.

Volunteers also play an important role in the overall management of our work at WCS, with a group of 11 volunteers comprising the WCS Board of Management. The Board has regular meetings to guide the activities, policies and finances of the work of the organisation.

Due to the nature of community work, there are also times throughout the year when many WCS staff also become volunteers for those activities which occur outside of traditional business hours, such as community expos and the Woden Festival.

New volunteers are always welcome at Woden Community Service. Contact details for people interested in volunteering are available on our website at www.wcs.org.au.

Thank you to all the wonderful volunteers who support the work of Woden Community Service – we would not be the organisation we are without your ongoing support and contribution.

Geoff Hayes

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 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 that each tenant has, 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. There are two workers in each agency and each focuses on a particular area of Canberra, although with flexibility where needed. BCS is responsible for the intake service, employing a worker for this purpose. All BCS staff are based at the Housing ACT Central Access Point (CAP) in Nature Conservation House in Belconnen, with staff 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 2011-12, STS worked with over 800 tenants. Of these, just under 100 were provided with one off support, such as talking through issues and providing information on options or services. Another 220 were contacted through engagement activities, such as residents' meetings or stalls at community festivals. Finally, STS workers provided more intensive case management support to just under 500 tenants. Of the tenants who received one-off or case management support, 61% were in public housing and 26% were in private rental properties.

STS had a very high level of success in sustaining tenancies. Of almost 500 tenants who received case management support, only a handful 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.

The private rental market in Canberra is both very tight, with few vacancies, and very expensive. This means

Example of how STS works

Jody* contacted STS for assistance around her arrears for her private rental property. She was experiencing a high level of stress due to financial pressures, which not only included the rental arrears but other debts. She had also recently lost her job. Jody had become very depressed and the worker's first concern was Jody's wellbeing. The STS worker gradually built up a relationship with Jody and assisted in liaising with the landlords and the ACT Civil and Administrative Tribunal (ACAT), as well as talking to Jody about her options for her tenancy. The Tenants Union provided advice to the STS worker around Jody's ACAT processes. During this time, Jody started taking on occasional work, building up her own business.

The end result of the ACAT process was that ACAT granted an order of termination and possession for the owners, however, the final date set meant that Jody had a longer period in which to leave. The STS worker supported Jody as she looked for alternative accommodation and dealt with her other financial issues. Prior to the set date to vacate, Jody moved into another private rental property, which she considered to be affordable. The STS worker has since stayed in touch to ensure that Jody will be able to sustain her new tenancy.

** Name and details have been changed.*

that it can be very challenging for people on low incomes to find and maintain private rental properties. Some of the greatest challenges workers have is when a tenant finds that they can no longer meet rental payments after a change in circumstances such as loss of a job or breakdown of a relationship. STS works with tenants to explore all available options. While continuing to provide support to those affected, the agencies who are partners in STS also work to raise these issues and contribute to discussions about housing options within Canberra.

Julie Evans, Lisa Hartwig and Jonathon Twinn

SETTLEMENT GRANTS PROGRAM

Funded by the Commonwealth Department of Immigration and Citizenship

The aim of the program is to support newly arrived refugees and humanitarian entrants with settlement information and advocacy. The program provides tailored practical support that can assist individuals and families to successfully integrate into the community.

The main focus of the program is to assist and encourage people to be an active part of the Australian community. This integration was facilitated through providing people with several information sessions and workshops related to their daily life issues and problems. Guest speakers were invited to talk about different topics such as Early Childhood Education, parenting techniques, information on the census – purpose and process, employment pathways, Housing and Policing. People were also encouraged to participate in main and multicultural events like "Clean Up Australia Day".

The information sessions and workshops on health, policing, housing, parenting and employment pathways were well attended and the positive feedback from participants showed that they were useful and informative. The flyers, information sheets and contact numbers were a very good source of information to the people attending who used them in dealing with the service providers, schools and neighbours.

This project through the provision of effective and responsive case management, information sessions, workshops, community involvement and activities, all assisted participants to understand Australian values and the services available. Feedback received from people reported that through attending these activities they better understood how to integrate within the mainstream Australian community.

With the assistance of a SGP worker able to strengthen and develop key partnerships with local and interstate organisations providing similar settlement and community support to the target groups. These partnerships were developed through participating in training organised by DIAC and other organisations, and through attending interagency forums, COMPASS and Refugees Support Groups meetings. This provided opportunities to discuss service issues, identify gaps and share best practice initiatives.

During the year the program has achieved very successful outcomes with many people. An example of the role of this project is the support provided to an elderly female refugee from Iraq. This person has been attending the information sessions over the last two years. Through meeting other people at these sessions, she has developed confidence to start to go out and socialize with the broader community. It also assisted in reducing her depression, based on trauma associated with her experience in her home country and the lack of respect or status she felt she had in Australia.

To assist her in improving her mental health, it was suggested she may like to take up a hobby. She agreed and decided to learn how to paint even though she had never painted before. She was introduced to a well-known artist of Arab background in the Canberra community to assist this elderly person with painting lessons. After a year of instruction and painting within a group she progressed quickly and had her first exhibition in the Multicultural Centre in Civic last February and sold 32 paintings. Her success has encouraged other participants of the program to take up hobbies and join different groups which help them in the integration and settlement process.

Another success story is a former participant who the program had supported four years ago when he first came to Australia with his parents and siblings on humanitarian visas. This person worked in a cabinet making factory during the day and cleaned offices at night with a contractor whom the program connected him to for employment. In the past two years he started gaining cleaning tenders and employing other refugees. To acknowledge his success and wanting to give back to the people who supported him, he sponsored a community BBQ during Clean Up Australia Day. This was a great community event and an opportunity for him to share his settlement story with other people who were in the early stages of their settlement journey. It was a very successful activity. The participants felt proud that they are part of this community are helping in keeping Australia clean.

This is year two of a three year program. I am happy with the progress of the program and the flexibility of negotiating our work plans to reflect feedback and emerging needs e.g. topics for information sessions. I will continue to actively seek feedback and implement this in the upcoming year. This year I will increase

promotion of the program through participating in Agency Hubs, stalls and networking with new service providers in the ACT and surrounding regions.

Some needs that have been identified for the upcoming year include:

- Support and information on mental health and the broader health system.
- Supporting people to learn more about managing their finances and budgeting.

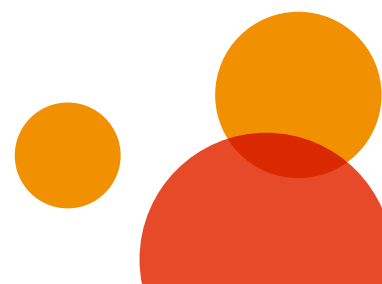
The ongoing need is the issue of housing, due to the lack of appropriate and affordable accommodation within the ACT. The casework and information sessions on this topic have assisted some people in finding accommodation, but this has not solved the problem completely. Due to a shortage of affordable and appropriate accommodation options in the ACT, many people are still on the waiting list at Housing ACT and struggling to find affordable private rental accommodation. They are spending a very high percentage of their income on rent or sharing accommodation with other families, and this is having a negative impact on their life financially and psychologically. SGP is aware that this is a systemic issue across the ACT, with no easy short term solutions. We will be focusing on this issue and working with stakeholders, such as Housing ACT and Supportive Tenancy Service, to ensure that the needs of this target group is well understood.

Another need that has continue throughout Year 2 is an increasing number of requests for migration support particularly sponsoring relatives and support needed in completing and translating forms. Although services such as MARRS and Companion House do have access to a migration agent, feedback received from people is that they have established a relationship with the SGP worker and do not want to have to tell their story again. I would be interested in discussing this issue further with DIAC and other stakeholders to find potential solutions.

The lessons learnt from delivering this project is the value of providing correct, plain, simple and practical information to people about the service providers and the Australian system. This is the best way to support and assist them in the integration process.

Working closely with other service providers and colleagues internally at Woden Community Service has assisted the project in supporting people with multiple and complex issues.

Mohammed Berjaoui



ASSISTANCE WITH CARE AND HOUSING FOR THE AGED (ACHA)

Funded by the Commonwealth Government through the Department of Health and Ageing

The Assistance with Care and Housing for the Aged (ACHA) program assists older people who are frail, on low incomes, homeless or living in inappropriate accommodation to access appropriate, long term, suitable and secure housing and community resources to develop independence and support them to remain in the community.

In 2011-2012 the ACHA worker has supported 65 people with varying housing and support needs. Thirty of these individuals came from Non-English speaking backgrounds.

There has been an increase in support requested by people who have recently moved to the ACT to be close to friends and/or family. The ACHA worker has actively worked with this group, to meet their needs, due to issues of accessing affordable and appropriate accommodation within the ACT and concerns around their health and wellbeing.

ACHA has also continued to assist the social group in Dyraba Court, a 60 unit older person's Housing ACT complex in Mawson. The group meets weekly to enjoy a range of activities that encourages all residents to connect with each other, including regular outings. This program provides more creative and flexible services that really focus on each individual which in return will enhance their independence and quality of life.

Working relationships between Housing ACT and ACHA have improved dramatically in the last few months, which in turn provides the best possible outcome for service users through coordinated service delivery. This has also resulted in a greater awareness about the role of ACHA within services and departments that has led to increased referrals to the program.

The last 12 months have been challenging and rewarding. It is a joy to come to work when I have so much support from the skilled people in our team in Woden Community Service. That is beneficial for me as the ACHA worker and the service users.

Muataza Alwali

COMMUNITY DEVELOPMENT

Funded by ACT Government Community Services Directorate (Housing and Community Services)

The Community Development Program (CDP) facilitates activities and provides information that encourages people to develop connections and participate within their local community. Key activities of the CDP during 2011-12 included:

Woden Interagency

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

Easter Egg Hunt

In partnership with Rotary Club of Woden Daybreak and WCS Child, Youth and Family Service, the Easter Egg Hunt was held at Lyons Early Childhood School on 1 April 2012. A great day was had by all who attended - with the Easter Egg Hunt, egg and spoon race, sack races, card making, face painting and colouring activities. Approximately 250 adults and children attended. Rotary Club of Woden Daybreak provided refreshments and WCS staff and LEC staff supported the day. Feedback on the East Egg Hunt was sought by participants and overwhelmingly enjoyed by everyone! Feedback on how to improve the event was also captured including:

“Thank you again for a brilliant morning. We had a great family time. As mentioned, the age breakdown for the egg hunt could perhaps be different for next year?...say, 0-2years, 3-5years, 6+? See you next year!”

Woden Valley Festival

Woden Valley Festival was held on Saturday 5 November at Eddison Park. The festival's theme of Healthy Communities, Positive Wellbeing and Sustainable Living, attracted many vibrant and diverse stall holders, activities and sponsors. The festival was attended by over 5000 people with positive feedback on the day received from the local community.

Community Christmas Day lunch

The Christmas Day lunch was a great success again with over 40 people sharing in a wonderful meal and companionship. A big thank you to the 15 people from our community who volunteered to help out on the day – doing everything from cooking, transporting, serving, chatting and the (always fun job) cleaning! Based on the overwhelming feedback received from participants we will be looking to hold this again in 2012.

International Women's Day Event (IWD)

In partnership with ACT Libraries an International Women's Day event was held at the Woden Library on 8 March 2012. There was a morning tea and four community guest speakers. The speakers were local members of the community who spoke about the following topics: recovering from Mental Health, Sudanese Women in Canberra, MS recovery and honouring a woman Botanist in Canberra. 27 people attended the IWD Event. Feedback on the day included:

"My friend and I were pleased to read on the International Women's Day Website that there was a local event in Woden celebrating International Women's Day. We enjoyed the guest speakers and pleased we could come along. Thank you for organising this event."

Tenants Initiated Grant (TIG) and Tenant Participation Grants (TPG)

The CDP worker continued working with TIG and TPG group applicants to ensure that they received the necessary support to implement their projects and connecting them to other services in Canberra.

**ACHA PROGRAM:
THIS PROGRAM PROVIDES
MORE CREATIVE AND FLEXIBLE
SERVICES THAT REALLY FOCUS
ON EACH INDIVIDUAL WHICH
IN RETURN WILL ENHANCE
THEIR INDEPENDENCE
AND QUALITY OF LIFE.**

Tax Help

The CDP have worked in partnership with the Australian Tax Office for WCS to become a tax help centre again in 2012 following its success in 2011. 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 2011. The service will run again at the same time this year at the Woden Community Centre.

Peer to Peer Supervision Pilot Program

The CDP worker over the past eight months worked with Oz Help and Northside Community Service in a collaborative working group to explore the viability and potential implementation of a peer supervision model in the ACT community sector.

This was based on a need identified through a CD Net workshop facilitated in 2011 by CDP Worker, on behalf of the CD Net, around strengthening the sector. Workers identified the need for peer supervision and support as a way to reflect on their practice, outside of the traditional supervision framework. Based on this feedback and other research undertaken by the working party, a business plan was developed and an application was made through the ACT Community Service Grant Programs to train peer supervision facilitators. The application was successful and the peer supervision group is piloting a six month project in 2012.

LYONS COMMUNITY GARDEN

The CDP, Lyons Early Childhood School (LECS) and Woden SEE Change have been working throughout 2012 continuing to develop a plan for establishing a community garden at Lyons Early Childhood School.

The school is within walking distance from the Woden shopping centre and the school supports having a garden on site. The space at the school provides a wonderful outdoor learning space for their pupils but also provides a community space for food growing, skills development and recreation/entertainment. The Education and Training Directorate are in discussions with LECS Principal regarding the issues of having a community garden located in the school grounds. At this stage the group will await the outcome of these discussions. There are over 50 people on a contact list who have expressed interest in this project.

Tricia Eldridge

COMMUNITY BUS

*ACT Government Community Services Directorate
(Housing and Community Services)*

The Woden Community bus is an integral part of Canberra's transport system working with the other regional services to provide transport to people who are not eligible for Home and Community Care transport or cannot access public transport, such as ACTION buses.

Each community bus serves a region taking people to any part of Canberra for a range of activities including medical appointments, group outings, shopping and access to playgroups and services for children. The bus is a 22 seater that is wheelchair accessible. In the past year a total of 4400 trips were provided to people who would not have otherwise have access to their community, due to a lack of transport options.

Raymond Knight

COMMUNICATIONS

The main focus of the communications officer for this year has been the redevelopment of the organisation's website.

The new Woden Community Service website was launched in August 2012. WCS staff have made a huge contribution towards its new format and content. It aims to be more personal, easier to access and vibrant. Planning has assured that the new site has greater functionality so that it can streamline WCS administration processes and also be a more effective promotional tool. Importantly it aims to engage the community more in WCS programs.

Astoria Barr and Rafe Morris

WCS SOCIAL ENTERPRISE – CAFÉ INK

Café Ink is a WCS social enterprise initiative based at Woden library, launched in April 2010. Café Ink has undergone some changes since its launch including employment of a full-time experienced manager, casual employment for three employees (up to 15 hours/week) and growing the catering trade.

In the past year the Café has grown from strength to strength, including a change in menu, skill development of the casual employees and developing the catering side of the business. The café is also building its customer base and making financial gains.

To assist in the ongoing viability of the Café, WCS has engaged SVA Consulting to undertake a Social Return on Investment (SROI) analysis on Café Ink – our social enterprise. The purpose of the SROI is to have a holistic analysis of the impact of the Café Ink since its opening – beyond just the balance sheet.

Ornela Anastoploutos



FINANCIAL REPORT

OPERATING RESULTS FOR THE YEAR

This financial year WCS experienced a 17.5 percent growth in revenue reflecting an increase in the level of funded services.

During the year WCS successfully tendered for the Children, Youth and Family Services Program in consortium with Southside Community Services Inc. and Anglicare ACT. However, the Youth Centre and Family Support programs ended in February 2012.

The net result for the year was a surplus of \$289,729 compared to surplus of \$229,768 in the previous financial year. It is to be noted that this surplus follows contributions of \$25,000 for Woden Valley Festival and \$22,000 for Woden Voice Newsletter which reflects the organisation's commitment to the community. Though Café Ink incurred a loss, it has continuously maintained the motive of Social Enterprise through encouraging and employing people who have been excluded from labour market for a long period. WCS also engaged Social Ventures Australia Consulting to evaluate Social Return on Investment in Café Ink. The analysis put a "dollar value" on the social benefits derived from working at the café for people working or training at the café.

REVIEW OF FINANCIAL POSITION

Operating activities resulted in a net inflow of cash \$547,508 compared to net cash inflow \$587,389 in the previous financial year.

Capital expenditure incurred for the year was \$296,256 compared to \$223,281 in the previous financial year.

WCS has sufficient funds to maintain operations assuming appropriate program funding from ACT and Commonwealth Governments continue in future.

Current Assets of the organisation are \$3,831,558 compared to current liabilities of \$2,301,840 which demonstrates a very strong liquidity position.

The organisation is growing and with this growth the management of finance would be increasingly more 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.

Deepak 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 balance sheet as at 30 June 2012, 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 (including the Australian Accounting Interpretations) 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 2012 and its financial performance and cash flows for the year then ended in accordance with Australian Accounting Standards (including the Australian Accounting Interpretations) and *Associations Incorporation Act (ACT) 1991*.

RSM Bird Cameron
Chartered Accountants



Canberra, Australian Capital Territory
Dated: 1 August 2012

GED STENHOUSE
Director

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 2012.

BOARD OF MANAGEMENT

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

Helen Scully	President
Shane Belchambers	Treasurer
Janet Thompson	Secretary/ Public Officer
Chandalala Mambwe	Member
Martin Devine	Member
Libby Cremen	Member
Jamie Crosby	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

The organisation has successfully tendered for the CYFS Programs during the year. The Youth Centre and Family Support programs ended in February 2012. An additional after school age care program started at Lyons from February 2012.

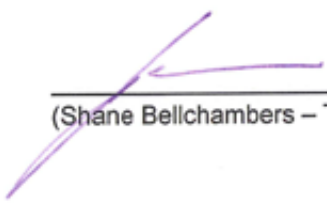
OPERATING RESULT

The surplus from the ordinary activities amounted to \$289,729 (2011: \$229,768).

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



(Helen Scully- President)



(Shane Bellchambers – Treasurer)

Dated this 24 day of July 2012





CAN WE HELP YOU? CAN YOU HELP US?

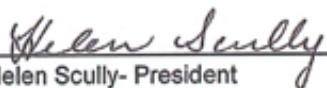
BOARD OF MANAGEMENT'S DECLARATION

The Board members declare that:

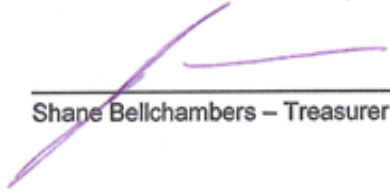
- a) In the Board members' opinion, there are reasonable grounds to believe that the association will be able to pay its debts as and when they become due and payable.
- b) In the Board members' opinion, the attached financial statements and notes thereto are in accordance with the Associations Incorporations Act (ACT) 1991 including compliance with accounting standards and giving a true and fair view of the financial position as at 30 June 2012 and performance of the organization for the year ended on that date.

Signed in accordance with a resolution of the Board members.

On behalf of the Board members:



Helen Scully- President



Shane Bellchambers – Treasurer

Dated this 24 day of July 2012

WODEN COMMUNITY SERVICE INC.

STATEMENT OF COMPREHENSIVE INCOME FOR THE YEAR ENDED 30 JUNE 2012

PARTICULARS	NOTE	2012 \$	2011 \$
Revenue	3	10,826,364	9,211,081
Employee Benefits Expense		(7,675,264)	(6,636,288)
Depreciation and Amortisation Expense	4	(207,038)	(182,113)
Borrowing costs expense	4	-	(10,551)
Other Expenses		(2,654,333)	(2,152,361)
Surplus before Income Tax Expense		289,729	229,768
Income Tax Expense		-	-
Surplus for the year		289,729	229,768
Other comprehensive income after income tax:			
Net (loss)/gain on revaluation of financial assets		-	-
Other comprehensive income for the year, net of tax		-	-
Total comprehensive income for the year		289,729	229,768

The accompanying notes form part of this financial report

WODEN COMMUNITY SERVICE INC.

STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2012

	NOTE	2012	2011
		\$	\$
ASSETS			
<u>CURRENT ASSETS</u>			
Cash and cash equivalents	5	3,400,487	1,698,968
Receivables	6	235,039	203,070
Inventories	7	731	881
Other assets	8	195,301	1,470,786
TOTAL CURRENT ASSETS		3,831,558	3,373,705
<u>NON CURRENT ASSETS</u>			
Property, Plant, Equipment and Vehicles	9	806,356	780,506
		806,356	780,506
TOTAL ASSETS		4,637,914	4,154,211
LIABILITIES			
<u>CURRENT LIABILITIES</u>			
Payables	10	1,167,642	1,003,601
Other Payables	10	845,375	736,403
Provisions	11	288,823	288,044
TOTAL CURRENT LIABILITIES		2,301,840	2,028,048
<u>NON CURRENT LIABILITIES</u>			
Provisions	11	58,951	138,769
		58,951	138,769
TOTAL LIABILITIES		2,360,791	2,166,817
NET ASSETS		2,277,123	1,987,394
<u>EQUITY</u>			
Retained Surplus		2,125,455	1,835,726
Reserve		151,668	151,668
TOTAL EQUITY		2,277,123	1,987,394

The accompanying notes form part of this financial report

WODEN COMMUNITY SERVICE INC.

STATEMENT OF CHANGES IN EQUITY FOR THE YEAR ENDED 30 JUNE 2012

PARTICULARS	Retained Earnings	General Reserve	Reserve for Vehicles	Total
Balance at 1 July 2010	1,640,958	116,668	-	1,757,626
Surplus/(Deficit) for the year	229,768	-	-	229,768
Reserve for Vehicles	(35,000)	-	35,000	-
Balance at 30 June 2011	1,835,726	116,668	35,000	1,987,394
Surplus/(Deficit) for the year	289,729	-	-	289,729
Balance at 30 June 2012	2,125,455	116,668	35,000	2,277,123

The accompanying notes form part of this financial report

STATEMENT OF CASH FLOW FOR THE YEAR ENDED 30 JUNE 2012

	Note	2012 \$	2011 \$
CASH FLOWS FROM OPERATING ACTIVITIES			
Receipts from Fees		4,948,356	4,022,192
Receipts from Other Services		596,691	730,419
Payments to Suppliers and Employees		(10,353,013)	(8,691,986)
Interest Received		173,272	168,477
Operating Grants Receipts		5,182,052	4,357,686
Inventory		150	601
Net Cash Provided from Operating Activities	17b	547,508	587,389
CASH FLOWS FROM INVESTING ACTIVITIES			
Fixed Asset Purchases		(229,892)	(166,009)
Proceeds from long term deposit		1,383,903	
Purchase long term deposit		-	(85,055)
Net Cash Used in Investing Activities		1,154,011	(251,064)
CASH FLOWS FROM FINANCING ACTIVITIES			
Hire Purchase Loan/ Finance Lease		-	(169,802)
Net Cash Provided by Financing Activities		-	(169,802)
Net Increase in Cash Held		1,701,519	166,523
Cash Held at Beginning of the Financial year		1,698,968	1,532,445
Cash Held at the End of the Financial year	17a	3,400,487	1,698,968

The accompanying notes form part of this financial report.

WODEN COMMUNITY SERVICE INC.

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2012

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

(a) Income Tax

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

(b) Property, Plant and Equipment

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

Depreciation

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

Estimated useful life for each class of depreciable assets is:

Building Improvement	10 Years
Equipments	5 Years
Motor Vehicles (CLS & CSR)	7 Years
Other Motor Vehicles	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 2012

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 2012

	2012	2011
	\$	\$
NOTE 2	KEY MANAGEMENT PERSONNEL COMPENSATION	
	The aggregate compensation of key management personnel of the Association is set out below:	
	444,485	463,153
	40,004	41,683
	<u>484,489</u>	<u>504,836</u>
NOTE 3	REVENUE	
	Operating Activities	
	4,980,325	4,009,152
	5,073,080	4,297,108
	599,687	736,344
	10,653,092	9,042,604
	Non-operating activities	
	173,272	168,477
	173,272	168,477
	<u>10,826,364</u>	<u>9,211,081</u>
NOTE 4	SURPLUS	
	Surplus before income tax expense has been determined after:	
	207,038	182,113
	-	10,551
	17,535	16,700
	140,417	101,546
NOTE 5	CASH ASSETS	
	3,400,487	1,698,968

WODEN COMMUNITY SERVICE INC.

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2012

	2012	2011
	\$	\$
NOTE 6 RECEIVABLES		
Sundry Debtors	241,783	215,429
Accrued Income	20,390	9,880
Provision for Impairment of Receivables	(27,134)	(22,239)
Total	235,039	203,070
NOTE 7 INVENTORIES		
Inventory- Café	731	881
Total	731	881
NOTE 8 OTHER CURRENT ASSETS		
Prepayments	181,251	72,833
Investment in Term Deposits	14,050	1,397,953
Total	195,301	1,470,786
NOTE 9 PROPERTY, PLANT AND EQUIPMENT		
Hire Purchase/ Capitalised leased assets	236,067	389,907
Less: Accumulated Depreciation	(138,429)	(178,281)
	97,638	211,626
Vehicles - at cost	511,484	262,589
Less: Accumulated Depreciation	(135,752)	(79,335)
	375,732	183,254
Equipment - at cost	512,095	464,733
Less: Accumulated Depreciation	(326,243)	(246,959)
	185,852	217,774
Building Improvement	207,176	207,176
Less: Accumulated Depreciation	(60,042)	(39,324)
	147,134	167,852
Total property, plant equipment & vehicles	806,356	780,506

WODEN COMMUNITY SERVICE INC.

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2012

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	211,626	183,254	217,774
Additions	-	248,895	47,361
Depreciation Expense	(50,620)	(56,417)	(79,283)
Disposals	(63,368)	-	-
Carrying amount at the end of year	<u>97,638</u>	<u>375,732</u>	<u>185,852</u>

	Bldg. Improvement	Total
Balance at the beginning of year	167,852	780,506
Additions	-	296,256
Depreciation Expense	(20,718)	(207,038)
Disposals	-	(63,368)
Carrying amount at the end of year	<u>147,134</u>	<u>806,356</u>

2012	2011
\$	\$

NOTE 10 PAYABLES

Trade creditors and accruals	<u>1,167,642</u>	<u>1,003,601</u>
	1,167,642	1,003,601
Other Payables:		
Grants received in advance	84,665	199,897
Unexpended Income	<u>760,710</u>	<u>536,506</u>
	845,375	736,403
Total	<u>2,013,017</u>	<u>1,740,004</u>

WODEN COMMUNITY SERVICE INC.

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2012

	2012	2011
	\$	\$
NOTE 11		
PROVISIONS		
CURRENT		
Employee entitlements	288,823	288,044
NON-CURRENT		
Employee entitlements	58,951	138,769
Total	347,774	426,813

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	65,718	65,718
- between 12 months and five years	58,118	58,118
	123,836	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.



WODEN COMMUNITY SERVICE INC.

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2012

NOTE 16 RELATED PARTY DISCLOSURE

During the year ended 30 June 2012 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.

	2012	2011
	\$	\$
NOTE 17 CASH FLOW INFORMATION		
a. Reconciliation of Cash		
Cash at Bank	3,400,487	1,698,968
b. Reconciliation of net cash provided by operating activities to operating surplus		
Operating Surplus	289,729	229,768
Non-cash flows in surplus:		
Add back (profit)/ loss on asset sale	(2,996)	(5,925)
Add back depreciation charge	207,038	182,113
Changes in assets and liabilities		
Increase/(Decrease) in Grants in Advance	108,972	60,578
Increase/(Decrease) in Provisions	(79,039)	(41,681)
(Increase)/ Decrease in Prepayments	(108,418)	(11,172)
Increase/ (Decrease) in Creditors	164,041	160,067
(Increase)/Decrease in receivables	(31,969)	13,040
(Increase)/Decrease in inventory	150	601
b. Net cash provided by operating activities	547,508	587,389

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.

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 2012.

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 2012.

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 2012 and 30 June 2011 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.

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>	
	2012	2011	2012	2011	2012	2011	2012	2011	2012	2011
	%	%	\$	\$	\$	\$	\$	\$	\$	\$
FINANCIAL ASSETS										
Cash and Cash equivalents	4.60%	5.45%	1,792,862	1,356,835	-	-	307,624	342,133	3,414,536	3,096,921
Trade and Other Receivables			-	-	1,314,050	-	235,039	203,070	235,039	203,070
			1,792,862	1,356,835	1,314,050	-	542,663	545,203	3,649,575	3,299,991
TOTAL FINANCIAL ASSETS										
FINANCIAL LIABILITIES										
Hire Purchase			-	-	-	-	-	-	-	-
Trade and Other Payables			-	-	-	-	1,167,642	1,003,601	1,167,642	1,003,601
			-	-	-	-	1,167,642	1,003,601	1,167,642	1,003,601
TOTAL FINANCIAL LIABILITIES										

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

	2012	2011
	\$	\$
Trade Payables		
Less than 6 months	1,167,642	1,003,601
Total trade and sundry payables	1,167,642	1,003,601

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 2012, the effect on profit and equity as a result of changes in the interest rate, with all other variables remaining constant, would be as follows:

Change in Profit

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

Change in equity

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

	2012	2011
	\$	\$
	31,069	27,548
	(31,069)	(27,548)
	31,069	27,548
	(31,069)	(27,548)

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 2012

Note 20: New standards and interpretations issued but not yet effective as on 30 June 2012

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	Financial Instruments	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-13	Minimal Impact
2009-11	Amendments to Australian Accounting Standards arising from AASB 9	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-13	Minimal Impact
2010-7	Amendments to Australian Accounting Standards arising from AASB 9 (December 2010)	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-13	Minimal Impact
AASB 12	Disclosure of Interests in Other Entities	Replaces the disclosure requirements of AASB 127 and AASB 131 pertaining to interests in other entities.	1-Jan-13	Disclosure only
2011-7	Amendments to Australian Accounting Standards arising from AASB 10,11,12,127,128	Amends AASB 1,2,3,5,7,9,2009-11,101,107,112,118,121,124,132,133,136,138,139,1023 & 1038 and Interpretations 5,9,16 & 17 as a result of the issuance of AASB 10, 11, 12, 127 and 128	1-Jan-13	Minimal Impact
AASB 13	Fair Value Measurement	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	Amendments to Australian Accounting Standards arising from AASB 13	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	Employee Benefits	Prescribes the accounting and disclosure for employee benefits. This Standard prescribes the recognition criteria when in exchange for employee benefits.	1-Jan-13	Minimal Impact

Note 20: New standards and interpretations issued but not yet effective as on 30 June 2012 (cont'd) . .

2011-10	Amendments to Australian Accounting Standards arising from AASB 119	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
2010-10	Further Amendments to Australian Accounting Standards – Removal of Fixed Dates for First-time Adopters	Amends AASB 1 for first-time adopters	1-Jan-13	No Impact
2011-4	Amendments to Australian Accounting Standards to Remove Individual Key Management Personnel Disclosure Requirements	This Standard makes amendments to Australian Accounting Standard AASB 124 <i>Related Party Disclosures</i> .	1-Jul-13	Disclosure only
2011-9	Amendments to Australian Accounting Standards – Presentation of Items of Other Comprehensive Income	Amends AASB 1, 5, 7, 101, 112, 120, 121, 132, 133, 134, 1039 & 1049 as a consequence of the issuance of AASB 101 <i>Presentation of Items of Other Comprehensive Income</i> .	1-Jul-12	Disclosure only

STAFF DEPARTURES

***A number of valued people left Woden
Community Service during the year:***

Nicky Amy	Youth Connections
Melanie Bru	Reception
Amy Garner	Supportive Tenancy Service
Rebeca Gonzalez	Connecting Families
Alistair Hare	Café Ink
Maryanne Jha	Local Area Coordination
Aleks Kocevski	Supportive Tenancy Service
Suriya Lee	The Big Issue
Amy Linden	Woden Youth centre
Nick Lucey	Community Life Skills
Jessica Miller	Lyons Children's Centre
Souzan Mohamed	HACC
Sindy Pearson	Woden Youth Centre
Annie Rietdyk	HACC
Lynton Sheehan	Supportive Tenancy Service
Jarrold Stewart	Café Ink
Talha Syed	Accounts
Lesley Theuma	Community Life Skills
Ian Thompson	HACC Transport
Ben Trudinger	Woden Valley Festival
Brad Upward	Community Life Skills
Jessica Urquhart	Woden Youth Centre
Justine Wenger	Woden Youth Centre

***Thank you for your contribution
and best wishes for the future!***



WODEN ●
COMMUNITY
SERVICE INC.

