

# Annual Report

## 2019–2020





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## Acknowledgement of Country

Woden Community Service acknowledges the Ngunnawal people as the traditional owners of this land and their continuing connection to land and community. We also acknowledge Aboriginal and Torres Strait Islander peoples who have come from other nations to live on Ngunnawal land. We pay our respects to their cultures, ancestors and Elders past, present and future.

### COVER

WCS opened a new Out of Hours School Care service at Wanniasa School – Junior Campus in 2020.  
PHOTO: @We Are Found Photography



## Message from the Board Chair

Writing our Annual Report is an opportunity for reflection and this year... there is much on which to reflect.

This year we celebrated the 30th Anniversary of the Woden Youth Centre in November. It is special to be able to celebrate the criticality and vitality of the Youth Centre and it's role and importance to young people across generations!

And then as 2020 commenced, the ACT experienced an extraordinary trifecta of natural and health disasters in the bushfires, hail storms and a pandemic. These events have tested our planning, resources, models of service and care, our resilience and our energy.

It is difficult to think that such scale and speed of events may become a normal feature of our operating environment. It is in this context that we think about our role in our community, the importance of growing resilient and healthy communities, how we can provide programs and supports that deliver specific and unique value to our clients, and how we plan new services and spaces with the development of the new Community Centre.

This year we have also commenced a comprehensive analysis and reconsideration of our strategy. In the next year we will launch our new strategic plan. I am delighted to have seen so many passionate and considered ideas bubble through the process to challenge our considerations and planning.

To each member of our staff at Woden Community Service, thank you for continuing to persist through the difficulties that have presented themselves through this year. It has been a test of our courage and culture. We will continue to learn and grow through these experiences.

As Chair, I am privileged to serve an organisation in which every member of staff, executive and the board of directors have risen to the extraordinary challenges of 2020 and continue to deliver quality, consistent services to our clients. Thanks to Jenny and the Executive Team who continue to lead the organisation through these challenges. Thank you.

To our clients that continue to seek services and support from Woden Community Service, you are why we are here. Thank you for working with us.

**Jennifer Bennett**  
Chair, Woden Community Service

## Message from the CEO

It has been a challenging year for all community service agencies. I am pleased to say WCS has managed to work through this with great strength and resilience. The bushfires, while not directly affecting our service users, challenged us with the level of smoke haze across the city. We had to keep children and young people indoors in all our programs, which over summer was hard for everyone.

No sooner were we out of this than we moved rapidly into the COVID-19 crisis which tested WCS in many ways. What quickly became clear was that every service area was impacted differently. For example schools were closed then opened at short notice with far fewer children attending making our out of school hours care programs difficult to plan for; we had difficulty accessing adequate personal protective equipment for workers in our disability programs; the demands on our Supporting Tenancy Service workers increased as people's tenancies became vulnerable with the loss of employment; moving to online rather than face-to-face community mental health support worked for some participants but not for others; ceasing social groups for elderly people led to increased isolation for many.

Overall the feedback we have received from staff is that we have managed the pandemic well in the way we have regularly communicated with staff and responded flexibly in how we have delivered services. We have been very appreciative of the stimulus funding received from both ACT and federal governments during this period.

Following the announcement of \$1.5 million from the ACT Government to design a new community centre, we started working with the government and architects Cox and Associates. This is still in progress while we come up with a building that brings together staff from across all our sites and gives much needed space for the whole Woden community to access.

I applaud all WCS staff for their commitment and hard work during the past year. I also thank the WCS Board for its unwavering support and innovative thinking in how we deliver services across the community.

**Jenny Kitchin**  
Chief Executive Officer



# The Board and Governance

The WCS Board guides the strategic direction of WCS. Membership for 2019–20 was:



**JEN BENNETT**  
Chairperson



**GLENN POWELL**  
Member



**LORA SHAW**  
Deputy Chairperson



**CAROLYN HARKNESS**  
Member



**BRETT STREATFEILD**  
Treasurer



**ALISON OAKLEIGH**  
Member



**BHAVANA KAUL**  
Member



**SARAH ELPHICK**  
Member



**MICHAEL MILLER**  
Member



**SEBASTIAN ROSENBERG**  
Member  
(resigned February 2020)

# Executive Team



**JENNY KITCHIN**  
Chief Executive Officer

Jenny Kitchin joined WCS as CEO in February 2019. She came from Anglicare where she served as Executive Manager of Child, Youth and Family Services overseeing out-of-home care, youth, family housing and homelessness services in NSW and ACT.

Jenny is a community services leader with significant experience both in the government and community sectors. Prior to Anglicare, Jenny was a senior executive in the ACT Community Services Directorate and the Regional Director of Barnardos Australia (ACT).

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

# Executive Team (continued)



**KATE WEST**  
Director of Children, Youth and Family

Kate has been with WCS since 2006 in a range of different roles across WCS. Currently, Kate oversees the Children, Youth and Family Services portfolio which delivers all of our Early Education and Care and Out of School Hours Care programs along with our youth engagement and family support services.

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



**KIM SPINKS**  
Director of Housing and Community Engagement

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

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



**PAM BOYER**  
Acting Director of Disability, Mental Health and Aged Care – since October 2019

Pam Boyer joined WCS in 2014 as the Director of Mental Health and Housing. Her role now encompasses disability, mental health and aged care. Pam has been a community sector manager in the ACT for over 20 years and has a strong commitment to supporting people to live well and independently in the community.

E: [pam.boyer@wcs.org.au](mailto:pam.boyer@wcs.org.au) | P: (02) 6221 9519



**SHARON FLANIGAN**  
Director, Corporate Services

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

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



**BLESSY PASCUAL GUTIERREZ**  
Chief Financial Officer – from September 2019

Blessy joined WCS in 2016. She is a qualified Chartered Accountant and also a member of CPA Australia with over 18 years of experience in financial management, business advisory, taxation, audit, systems application and integration, and financial governance.

E: [blessy.pascual@wcs.org.au](mailto:blessy.pascual@wcs.org.au) | P: (02) 6147 3321



**MICHAEL BURTON**  
Chief Financial Officer – until August 2019

Michael worked as a CFO for nearly 30 years in many government environments in both New Zealand and Australia since 2001. Michael retired from the Commonwealth Department of Finance in 2013 and then worked with the Australian Institute of Aboriginal and Torres Strait Islander Studies before coming to WCS in early 2018.



# Strategic Plan

## STRATEGIC GOALS FROM THE STRATEGIC PLAN 2016–2020

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

### Our Vision

A Vibrant and Connected Community

### Our Purpose

Working Together, Enriching Lives

### Our Values

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

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

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

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



**IMAGE TOP LEFT:** A family enjoying learning about reptiles at the Molonglo Valley Summer Safety Session in December 2019. PHOTO: Molonglo Valley Mingle.

**IMAGE MIDDLE LEFT:** Craig Howker at the 30th birthday of the Woden Youth Centre in November 2019, recalling how it was established and first opened. PHOTO: George Tsotsos/Region Media.

**IMAGE BOTTOM LEFT:** Pioneer volunteers gathered for an afternoon tea and 50th anniversary celebration of WCS in July 2019. PHOTO: DJ/Region Media.



# Where we work

## OFFICE LOCATIONS

RECEPTION:  
26 Corinna St, Phillip ACT 2606

WODEN YOUTH CENTRE:  
29 Callam St, Phillip ACT 2606

OFFICES:  
50 Easty St, Phillip ACT 2606  
1 Bowes St, Phillip, ACT 2606

## EARLY LEARNING CENTRES

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

LYONS EARLY LEARNING CENTRE:  
38 Tarraleah Cres, Lyons ACT 2606

EVATT PRESCHOOL:  
46 Heydon Cres, Evatt ACT 2617

## OUT OF SCHOOL HOURS CARE

**TUGGERANONG REGION**  
WANNIASSA: Sternberg Cres

**WODEN REGION**  
CURTIN: 70 Theodore St  
DUFFY: 47 Burrinjuck Cres  
GARRAN: 136 Gilmore Cres  
HUGHES: 10 Groom St  
LYONS: 38 Tarraleah Cres  
RED HILL: Astrolabe St  
TORRENS: 161 Beasley St

**GUNGAHLIN REGION**  
MARGRET HENDRY:  
100 Sutherland Cres, Taylor

**BELCONNEN REGION**  
EVATT: 46 Heydon Cres

## SUPPORTED TENANCY SERVICES

50 Easty St, Phillip ACT 2606

## CHILDREN, YOUTH AND FAMILY SERVICES PROGRAM

26 Corinna St, Phillip, ACT 2606

## DISABILITY SERVICES

Woden Youth Centre: 29 Callam Street, Phillip ACT 2606

1 Bowes St, Phillip ACT 2602

## MENTAL HEALTH OUTREACH LOCATIONS:

26 Corinna Street, Phillip ACT 2606

1 Bowes Pl, Phillip, ACT 2606

Woden Youth Centre: 29 Callam St, Phillip ACT 2606

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

## THE LITTLE PANTRY

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

## THE BIG ISSUE

Woden Youth Centre: 29 Callam St, Phillip ACT 2606

## ONELINK

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

Weekend service: 26 Corinna St, Phillip ACT 2606

## SERVICE OVERVIEW

### Children's Services

- Lollipop Early Learning Centre
- Lyons Early Learning Centre
- Out of School Hours Care
- School Holiday Programs

### Child, Youth and Family Support

#### Aged Care

- Home Support
- Social Groups
- Community Transport

#### NDIS Services

- Support Coordination
- Direct Service

#### Mental Health & Wellbeing

- Next Step
- New Path
- Continuity of Support
- Transition to Recovery
- Way Back Support Service
- Hoarding Advocacy and Support Service

#### OneLink

- Housing Support
- Supported Tenancy Service

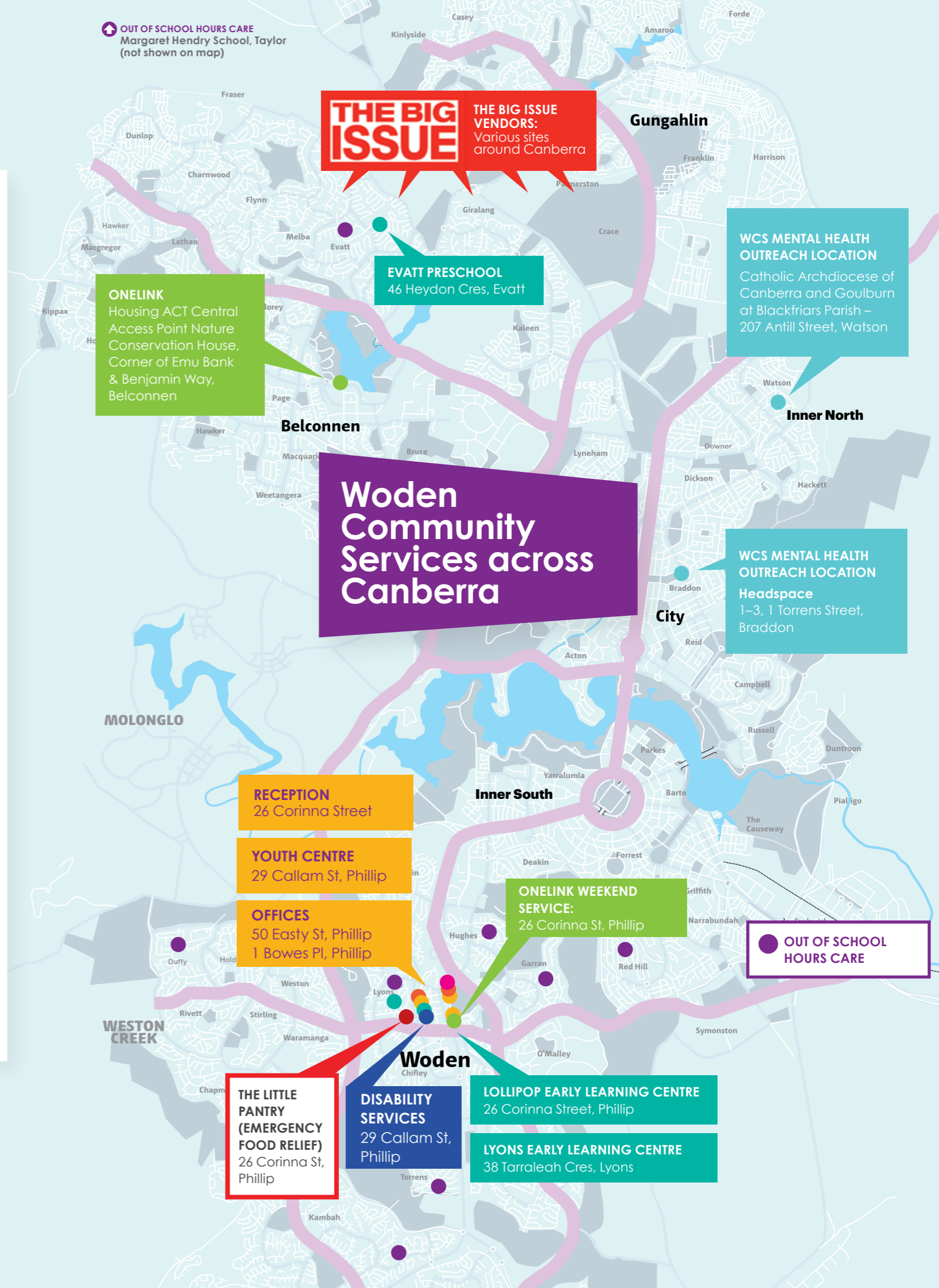
#### Community Engagement

- Community Development
- Volunteering
- Community Assistance Support Program

#### Emergency Food Relief

- The Little Pantry

#### The Big Issue



# 2019–2020 Highlights

Provided support through phone contact and door-to-door deliveries to our most vulnerable clients in aged care, disability, mental health, youth and family services with the onset of COVID-19.

Continued essential face-to-face service delivery throughout the COVID-19 crisis with careful attention to hygiene, social distancing and use of personal protective equipment (PPE).

Continued to provide all children's services throughout the COVID-19 crisis, including in early learning, for essential workers.

Joined with Canberra Relief Network to provide support to people in our community hit hard by loss of jobs and income.

Expanded OneLink services to address the increased demand for housing and other assistance due to COVID-19, enabled by additional funding from ACT Government.

Improved accessibility at the Woden Youth Centre through a fast-tracked ACT Government infrastructure grant.

Celebrated our 50th anniversary reflecting on our history and celebrated the 30th anniversary of the Woden Youth Centre with the community.

Expanded and opened a number of new services including the Out of School Hours Care services at Evatt and Wanniasa.

Began to offer three year old preschool for children with vulnerabilities at our early learning centres.

Secured ACT Government funding to continue trialing the Hoarding Advocacy and Support Service.

Refurbished Lollipop Early Learning Centre with support from volunteers and sponsors.

Invested in our staff through training and development opportunities on bullying and harassment, trauma informed care, media relations and writing skills.

Improved our management systems, established an accreditation working group and developed an organisation-wide risk management policy.

Celebrated our anniversaries, advocated for people living with hoarding disorders, demonstrated the value of our suicide prevention services and attracted new families to Lollipop Early Learning Centre through our partnership with Region Media.

Received recognition awards for WCS staff and volunteers and the contribution they make to our community in children's services, aged care, youth work and the Way Back Support Service.

## WORKFORCE COMPOSITION

As at 30 June 2020, WCS had a



**WORKFORCE OF 369 STAFF**

(including staff on leave), which remains stable from 30 June 2019.



**AND 80 VOLUNTEERS**



66% of staff were non-ongoing, including casuals.

44% of staff were ongoing.

25% of staff were employed on a part-time basis.



1% of staff identify as being of Aboriginal and/or Torres Strait Islander descent.

3% of staff identify as a person with a disability.



## CLIENTS AND PARTICIPANTS



**3,935** children cared for by Children's Services



**4,920** young people supported through events, outreach, school holiday programs & school groups



**68** new families accessed playgroups



**41** families supported through playgroups



**53** parents supported through parenting courses



**121** families provided case management support



**195** clients provided with disability services



**521** elderly people supported



**1,865** clients provided with community based mental health support



**244** people supported through food collections from The Little Pantry



**314** clients supported with tenancy and housing options



**20** vendors of The Big Issue



**4,548** people supported by OneLink

# Financial Report 2019–2020

## FIVE YEAR FINANCIAL SUMMARY

	2019/20 (\$'000)	2018/19 (\$'000)	Change %	2017/18 (\$'000)	2016/17 (\$'000)	2015/16 (\$'000)
<b>REVENUE &amp; EXPENDITURE</b>						
Operating Revenue	22,748	18,833	21%	17,770	17,629	15,607
Operating Expenditure	22,014	18,891	17%	19,568	17,183	15,446
Operating Surplus/(Loss)	734	(58)		(1,798)	446	161
<b>REVENUE &amp; EXPENDITURE</b>						
Total Assets	6,373	4,649	37%	5,086	5,509	5,612
Total Liabilities	3,358	2,810	20%	3,189	1,814	2,362
Total Equity	3,015	1,839	64%	1,897	3,695	3,250
<b>CASH FLOWS</b>						
Net Cash from Operating Activities	1,298	(102)		(733)	(17)	(124)
Net Cash from Financing Activities	(20)	0		0	0	0
Net Cash from Investing Activities	(443)	980		771	(1,283)	(454)
Cash and cash equivalents at 30 June	1,972	1,136		259	221	1,504

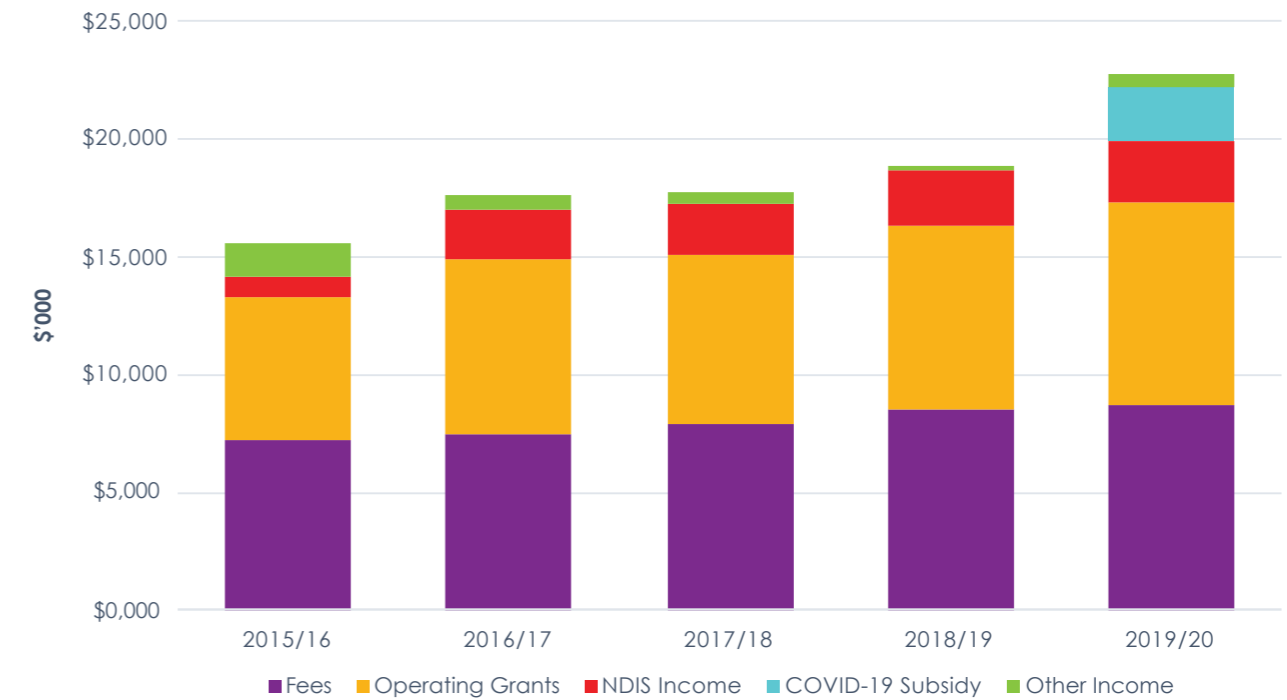
## ASSETS AND LIABILITIES

Over the year, WCS's net assets increased by 64% to \$3.015 million.

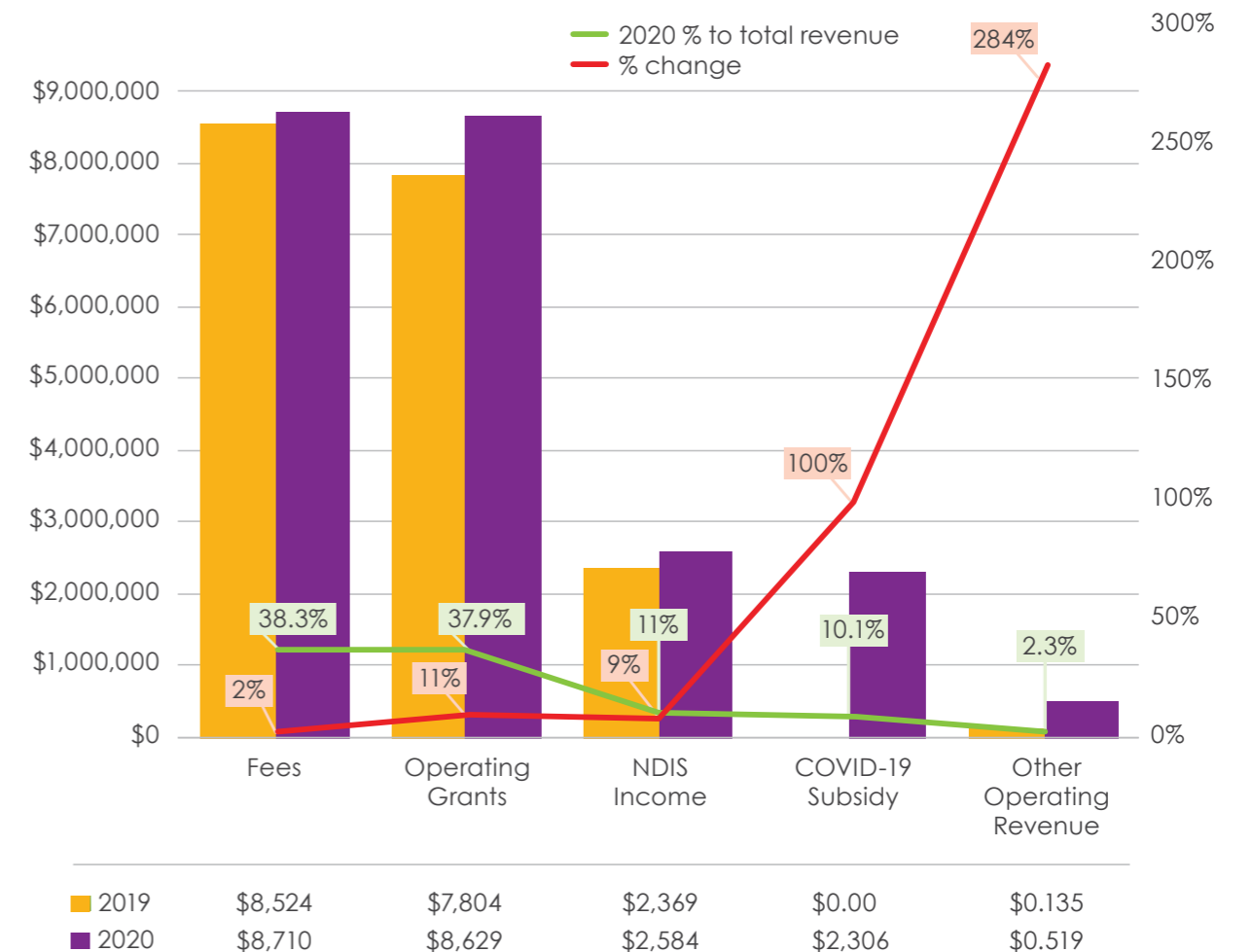
- ASSETS:**
  - Current assets increased by 36% to 5.100 million, mainly due to a stronger cash position this year.
  - Non-current assets increased by 41% to \$1.271 million due to mobile equipment purchases to increase work-from-home capabilities and capitalise right-of-use assets for leased properties and vehicles.
  - Total assets increased by 37% to \$6.373 million.
- Total liabilities increased by 19% to \$3.358 million, mainly due to the changes in accounting for leases and an increase in annual leave provision.

## REVENUE

### REVENUE TREND



### REVENUE CONTRIBUTION



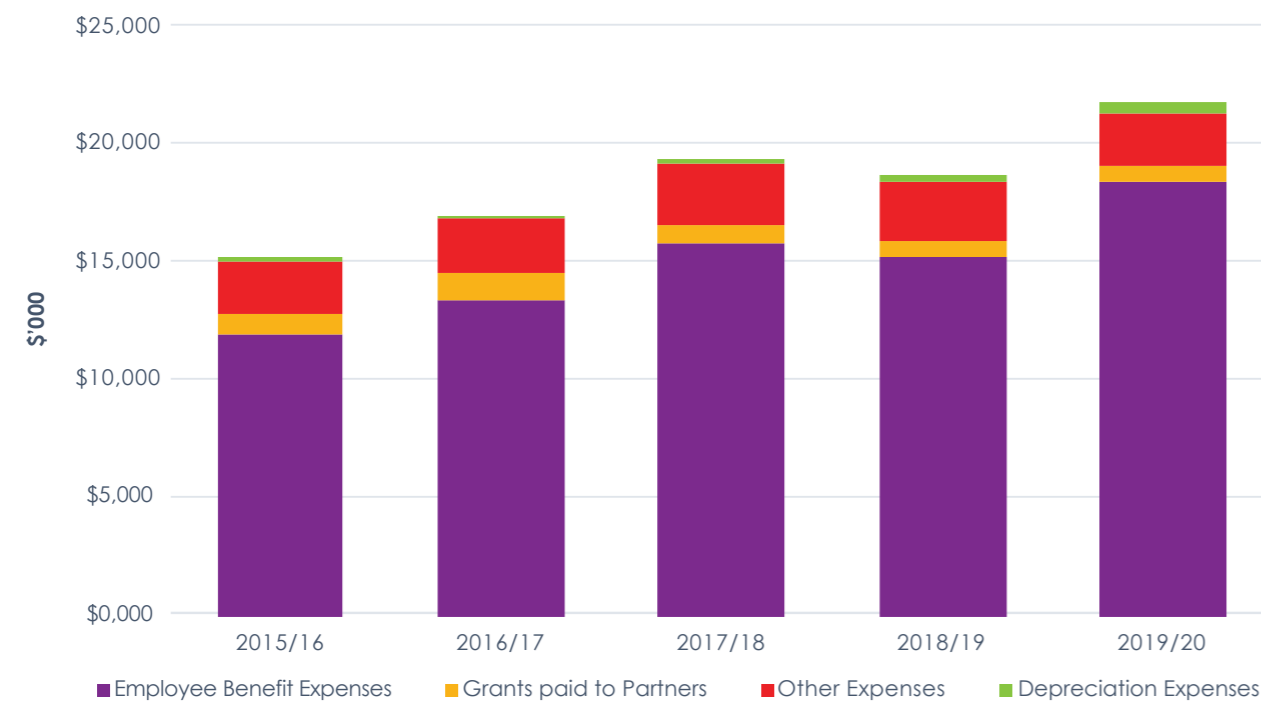


WCS continued to show revenue growth in the year 2019–2020. The total operating revenue by 21% to \$22.748 million.

- Children's Services and government grant funding remain the primary income source of WCS at 76.2% of total revenue:
  - Fee income increased by 2% to \$8.710 million due to a fee increase in January 2020, higher utilisation % in Out of School Hours Care (OSHC), school hub revenue and new OSHC programs at Evatt Primary School and Wanniasa Primary School. The impact of the COVID-19 pandemic in the sector reduced the expected fee income for the year.
  - Government grants increased by 11% to \$8.629 million due to additional funding.
- The organisation received \$2.306 million in Jobkeeper Subsidy and cash flow boost.
- NDIS revenue contributed 11.4% of the total revenue this financial year. NDIS revenue increased by 9% to \$2.584 million due to increased service delivery activities, referrals from NDIA, and the NDIA price guide changes to support providers during COVID-19.
- Other operating revenue increased by \$0.406 million due to changes in the grant revenue recognition, which compared to last year, unexpended income is recorded back as a liability for reporting purposes.

## EXPENDITURE

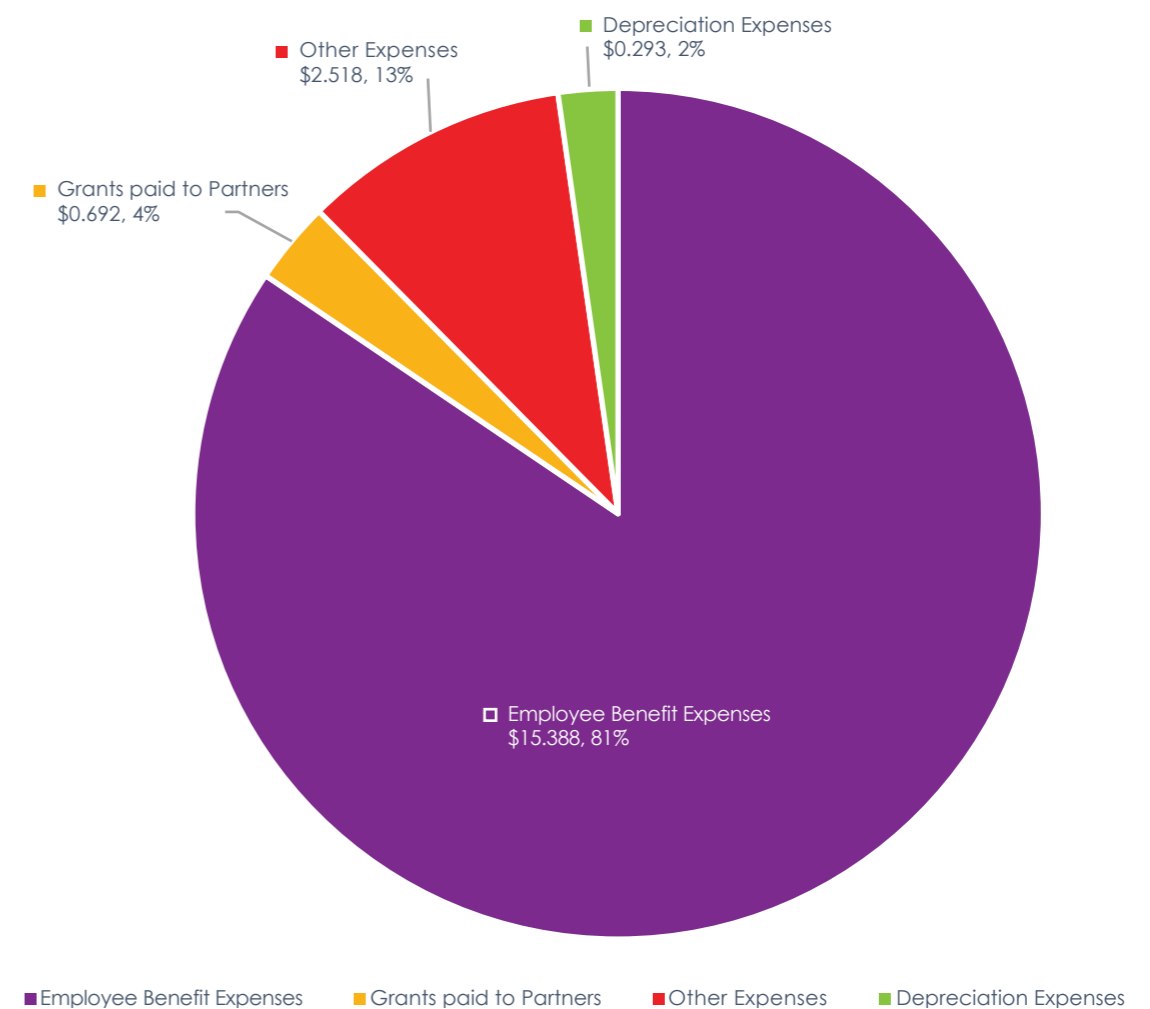
### EXPENDITURE TREND



## EXPENSES BREAKDOWN

WCS's operating expenses increased by 17% to \$22.014 million.

- People costs have been the dominant driver of cost growth, with the employee benefit expenses increasing by 21% to \$18.593 million. The increase aligns with the growth in services and salaries (based on relevant awards) growing at a significantly higher rate than inflation.
- Other operating expenses fell by 11% due to changes in accounting for operating leases, COVID-19 related savings in motor vehicle expenses, administration expenses, and Children's Services licence-free period.
- Depreciation expenses increased by 70% to \$0.498 million due to a higher loss of value of the additional equipment purchased and right-of-use assets (leased properties and vehicles) for the year.



## SURPLUS/(DEFICIT)

WCS reported a surplus for the year of \$0.734 million, including \$0.100 million of an unspent grant – a net surplus of \$0.634 million.

The Federal and ACT Government have supported the sector and WCS through COVID-19. WCS received additional revenue and in-kind support over the year. If not for this support, WCS would have recorded a deficit due primarily to the impact of the pandemic.

## Richard Bozzato

Richard Bozzato joined WCS in 2019 to work on quality and risk after working in government and commercial sectors.

*"Quality and risk are actually very closely linked and I've learned a lot about how risks are managed and quality services are created."*

*"WCS touches the lives of a lot of people in the community, so it's important that we deliver services that create positive outcomes for our service users."*

*"This is the focus of quality and risk management at WCS," Richard explained.*

## Our People

WCS staff are integral to the successful delivery of our services to the community. We strongly support a positive and collaborative workplace culture and this is measured through the biannual staff engagement survey. This survey—conducted between June and July 2019—showed a culture of success where staff believe their work is meaningful and purposeful, tackling problems with a 'can-do' approach. Staff also reported an increase in their engagement with WCS and greater trust in the leadership.

During the COVID-19 pandemic, our people demonstrated a strong commitment to supporting those most in need in the community continuing to provide essential services. WCS staff quickly began delivering services in creative and flexible ways. The range of adaptations and staff supporting other teams by doing different duties was heartwarming.

WCS supported staff through regular communication, introducing new guidelines and processes for working from home, additional IT equipment and ensuring a COVID-safe workplace for staff that needed to be in the office

### DIVERSITY

WCS strongly supports workplace diversity, recognising the value of the different knowledge, skills, backgrounds and perspectives that people bring to their work. We are committed to building an inclusive culture that respects and celebrates differences.

### WORKFORCE CAPABILITY

WCS invests in its people, processes and systems to build the capability necessary to achieve and foster a positive culture. This includes:

- encouraging and rewarding high performance
- investing in the ongoing development of staff
- creating a safe, inclusive and supportive workplace
- encouraging flexibility, innovation and collaboration.

To enhance professional development opportunities we engaged external experts to deliver trauma informed and bullying and harassment training to staff from all service lines. Specific external training, seminars and conferences were also attended by staff to ensure they keep up to date with sector and industry standards.

WCS continues to provide placement opportunities for students, graduates, interns and trainees in social work, communications, information technology and finance.

### WORK HEALTH AND SAFETY

WCS is committed to the health, safety and wellbeing of our people while they are performing their work across all services and locations.

Our focus is on preventing harm and seeking ways to mitigate illness or injury through support and early intervention for staff involved in any workplace incident. Our Employee Assistance Program continues to provide independent, professional counselling services.

Key initiatives during the past year include:

- workstation assessments
- flexible working arrangements
- prompt case management and reimbursement for medical treatments
- enhanced incident reporting through an online form
- a Critical Incident Response Guide
- free influenza vaccines available to all staff
- installation of hands-free sanitiser dispensers at all locations.

Responses to the COVID-19 pandemic included risk assessments, consultation with staff through the Work Health and Safety Committee, email communication and a provision of a COVID-safe workplace.



## Reconciliation Action Plan

WCS continued to support reconciliation with First Nations people in 2019–20 through activities and actions set out in our Reconciliation Action Plan (RAP). Meeting monthly, our RAP working group began an extensive process of developing a new RAP. The COVID-19 pandemic altered some of the plans we had for activities this year, resulting in the adoption of new ways of keeping the journey of reconciliation in WCS 'alive'.

Actions undertaken that relate to the past RAP:

- Purchased copies of the AIATSIS map of Indigenous Australia, distributing one to each work site.
- Sourced and printed the full Uluru Statement from the Heart, distributing copies to each work site.
- Continued regular whole of WCS newsletter articles, and provided reports to the Board, Executive, Leadership Forum and All Staff Meetings.
- Continued sourcing printed and electronic resources for WCS services, staff and clients.
- Trialled cultural awareness training packages to identify the most suitable option for all staff.

WCS also arranged activities to engage the organisation with reconciliation and cultural awareness.

The general public and staff were invited to a NAIDOC Community Celebration: Voice Treaty, Truth where Welcome to Country, speeches and live music performances were held in July 2019 in the Woden Town Square. This NAIDOC Week event was organised by a group of south-side community sector organisations including WCS.

Children from Lyons and Lollipop Early Learning Centres participated in an Aboriginal and Torres Strait Islander Children's Day excursion to Reconciliation Place in August 2019.

All staff and clients were invited to celebrate National Reconciliation Week in May 2020. This WCS event was moved online due to COVID-19 restrictions. The webinar featured Karen Mundine, CEO of Reconciliation Australia, as the key note speaker and Ngunnawal Elder Uncle Fred Monaghan performing the Welcome to Country and talking about his work with First Nation youth in Canberra. Karen's speech was powerful, highlighting the inequities First Nation people were facing during the pandemic and the opportunity to change and seek innovative ways to build relationships and empower First Nation people.



Children attending Lollipop Early Learning Centre are regularly engaged in activities that explore Aboriginal and Torres Strait Islander culture  
PHOTO: @We Are Found Photography





**Woden Community Service**  
*working together, enriching lives.*

## Performance Highlights

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# Cymantha Cantrill

Cymantha Cantrill, Deputy Principal Junior Campus at Wanniasa School, was thrilled to welcome the new WCS Out of School Hours Service that opened at the school in 2020.

*"The before and after school program has received nothing but praise from families and staff. The children love the program and engaging activities and are always happy and smiling at the end of the day.*

*"Having a program on site has enabled our students to access high quality care in a familiar environment and enable WCS to become a valued part of our Wanniasa School community," said Cymantha*

## Children's Services

Children's Services grew throughout 2019–2020. We commenced new OSHC services at both Evatt and Wanniasa Primary Schools and the number of children attending increased across all schools.

The educators in our Children's Services team managed the difficult situation caused by the extreme smoke over the summer, delivering a summer school holiday program indoors.

Sadly, in January 2020, we closed our Family Day Care Service. This service had a proud history and was one of the first services that WCS offered 45 years ago. Over the years we have cared for thousands of children within the homes of caring educators. We are very sad this service has ended, but happy that many of our educators remained with us in other services.

Lollipop and Lyons Early Learning Centres were both selected to start caring for children in the ACT's three year old preschool program. In 2020 we began receiving funding from the ACT Government to cater for five to six vulnerable children at each service. The program is built on a Community of Practice model between an early learning centre and a school within the region. Children and families are supported in a holistic way to ensure that information is shared across services ensuring a smooth transition to school.

The COVID-19 pandemic dramatically affected all Children's Services. With schools moving to online learning, our OSHC services continued to operate with strict hygiene and physical distancing rules. We were also selected to run the ACT Government Safe and Supervised sites at Red Hill and The Woden School, providing around 40 staff daily to support children of essential workers with their online learning. Our educators were praised through these challenging times for their ongoing commitment, responsiveness and support for children, families and the schools we are partnered with.

 **3,935**  
CHILDREN

 **6**  
VOLUNTEERS

 **215**  
EMPLOYEES

 **1,540**  
CHILDREN EACH DAY

Throughout the initial stages of the pandemic, there was a sharp decline in attendance. We continued to operate with the strict new protocols in place to ensure a safe environment for children. When the Australian Government announced the fee-free period of Early Childhood Education and Care services, WCS services saw a small increase in the number of children attending our services. These levels were maintained throughout the pandemic.

As schools have transitioned back to face-to-face learning, children have returned to all programs. As parents transitioned back to the workplace and their confidence in safety measures increased, our numbers have returned to where they were pre-COVID-19.

We again express our gratitude to all our wonderful educators who worked throughout the COVID-19 period. Their ongoing support and commitment to the children in our programs is outstanding.



# Nathan Hitchcock

Nathan Hitchcock, School Leader - Student Engagement at Melrose High, has collaborated with WCS through the Community and Schools Together (CAST) program for nearly two years.

This program has a WCS Family Case Manager based within the school for one day per week working with families identified by the Student Engagement Multidisciplinary Team as needing support, information or referral.

*"The program has helped students and families with connecting to community and really brought education and community services together to work on common goals."*

*"For the teaching staff at the school, the CAST Project and important relationship with WCS is rich and extremely valuable in understanding adolescents," said Nathan.*



PHOTO: @We Are Found Photography

## Children, Youth and Family Services Program



The Children, Youth and Family Services Program (CYFSP) provides support to children, young people and parents through the work of its highly experienced Youth Engagement Team (YET) and Family Case Management team.

### WODEN YOUTH CENTRE'S 30TH CELEBRATION

2019 was a substantial milestone in the life of the Woden Youth Centre as it marked the 30th anniversary since it was opened by Peter Garrett in May 1989. To celebrate we hosted an event on 29 November 2019, an afternoon dedicated to celebrating and remembering the positive impact the centre has had on the community.

Members of the public, other community organisations, sponsors, former youth workers and past participants and young people who accessed the centre were invited to attend the event. There was over 120 people in attendance throughout the afternoon, including Craig Hawker. Craig was a part of the original youth advisory group who were integral to the final design and layout of the Woden Youth Centre.

The main hall was decorated with pictures and photo albums filled with pictures, art and memories of the history of past workers, programs and especially of the young people involved in the life of the Woden Youth Centre.

### WODEN LINKS PROGRAM: YOUTH ENGAGEMENT TEAM AND MESSENGERS ACT

Throughout 2019, our Network Coordinator has collaborated with the Messengers program, an arts-based early support program for young people who are experiencing mental health issues. The Network Coordinator set up meetings with Messengers, local high schools and YET delivering the program to students from four local high schools, running out of the Woden Youth Centre. Twelve students and support staff participated in the program throughout Terms 2 and 3 in 2019. The collaboration between the programs allowed for the youth team to support young people who needed further support in addition to the Messengers program.

### COLLABORATION PROJECT: FAMILY SUPPORT AND COMMUNITY ENGAGEMENT

In consultation with Suburban Land Agency, a project was developed to engage local residents of Coombs, Wright and Denman Prospect at a series of four community events. At these events support services gave information and referral pathways to the local community on how to access their services. Services including WCS's YET, Family Case Management and Community Engagement teams were present along with Canberra PCYC, Communities@Work, Charles Weston School, Molonglo Valley local community groups and local churches. The organisations were able to engage residents with barbecues and games for children enabling adults to speak with and find out more about the services on hand.

### PLAYGROUPS

CYFSP conducted three playgroups a week across Duffy and Charles Weston Primary Schools. The collaborative partnerships with the schools provided a supported entry to school for children and their families. Families were supported through parenting courses, school enrolment, developing children to become preschool ready, increasing children's social skills and allowing children to gain confidence in the school environment.

### CONTINUED SUPPORT TO CLIENTS THROUGH TOUGH TIMES

CYFSP proactively changed their service delivery to meet the needs of the Canberra community during the COVID-19 pandemic. The team developed a series of online services designed specifically to support social distancing and isolation periods. The online content covered parent chat groups, youth worker chat groups, online trivia, health and fitness and fortnightly mail outs to every family connected to the program.



## Peter Quinn

Peter Quinn is a regular at the WCS social group that meets at the Harmonie German Club in Narrabundah on Tuesdays.

Peter and his wife first started going over five years ago when it was recommended as a way for them to keep active and socially engaged.

*"When we first came we met a few people that we had known for years. And then a bloke I used to work with from years ago turned up. It has got to be such a social group and we both look forward to it each week.*

*"We go for the companionship. I really enjoy it," said Peter.*



PHOTO: @We Are Found Photography

## Aged Care Services

WCS Aged Care Services provide a wide range of supports to Canberrans over the age of 65. Our services include transport to essential and non-essential appointments, domestic assistance, personal care, shopping support, individual social support, social groups and assistance with care and housing. We are predominantly available to elderly people who reside in the Woden Valley and the surrounding suburbs.

Our mission is to ensure our elderly clients are able to maintain their independence in their own homes for as long as possible. We support our clients in living an excellent quality of life.

This year WCS Aged Care Services was able to provide support to 521 elderly people over almost 15,000 sessions across all of our service areas as follows:

- 9,318 trips to a variety of appointments
- 7,280 hours of social support
- 4,655 hours of cleaning support
- 670 hours of personal care
- 185 hours of individual social support
- 487 hours of assistance with care and housing was provided to those at risk of homelessness.

The Aged Care Services team has achieved an impressive amount this year during a tumultuous time with bushfires, hail storms and the COVID-19 pandemic.

Every team member showed strength and fierce dedication throughout the pandemic. We continued to adjust services, create new ways of supporting a wider range of clients on a deeper level and continuously improved our current and new processes to ensure our clients were being provided with the best possible care. We have focused on ensuring our clients remain connected with their community, family and friends.

### HIGHLIGHTS OF THE YEAR

Our Client Christmas Party was a highlight where over 120 clients enjoyed a two course Christmas lunch, live music and dancing and a visit from Santa with lots of lucky door prizes that were kindly donated by WCS staff from across the organisation.

The second highlight of the year was the seamless, smooth transition in and out of lockdown during the pandemic. Staff worked together to conduct regular welfare checks on our vulnerable clients.



Care packages were created and delivered to door steps to provide a sense of hope and keep clients entertained at home. Our services adapted well to strict safety guidelines and restrictions and a monthly newsletter was developed to assist with clients feeling connected with their community and WCS.



**ABOVE** All our aged care service clients gathered for a Christmas Lunch in December 2019. PHOTO: WCS.



## Zoe Connell

Zoe Connell, NDIS Senior Support Worker, has been working with WCS participants for three years and says no two shifts are ever the same.

*"I might go from social bowling to assisting with domestic household chores.*

*"I always endeavour to work with a person-centred framework where the participant has full choice and control over the support they receive.*

*"I get to watch people building their capacity, independence and confidence while working towards their goals every single day. It's the most fulfilling job I've ever had."*

## NDIS Services

Our Disability Services provided through the National Disability Insurance Scheme (NDIS) works with people living with a disability or a mental illness to achieve their NDIS plan goals. The program specialises in providing NDIS support coordination and outreach support to assist people to access their community. This includes attending social groups, support to live independently and mentoring to develop and maintain social skills.

A team of 35 support workers, supported by six office-based workers, provide one-on-one direct support to over 180 participants. In addition there is a team of seven support coordinators guiding and connecting the supports involved in a participant's plan.

This has been a challenging year for the Disability Services team, particularly with the COVID-19 pandemic. Our team of dedicated staff have continued to support our participants throughout this time. Some of our supports moved to online and over the phone, but the majority of our services remained face to face. We received much feedback thanking the team for remaining available during the height of the COVID-19 crisis.

A highlight this year was the preparation and distribution of activity boxes for children and participants living with disabilities. During COVID-19, CarersACT provided us with funding to purchase activity items for children and participants in our service. The team were able to go shopping for toys, puzzles, sensory items and art supplies to fill big buckets. Some of our participants had a fabulous time helping to fill the buckets and the more than 20 recipients were very excited to receive these resources.

It has also been rewarding to see the many referrals to our service this year. The team received 65 referrals in the first six months of 2020, resulting in both the direct service and support coordination teams to expand. These referrals have come directly from the NDIS, ACT Health and the ACT Office for Disability. It has been a positive experience for the team to work closely with these government agencies and then with new participants to find the best way forward for them.

In 2020 our team worked with a number of student placements. A group of Master of Social Work students from the Australian Catholic University worked with our team on identifying mechanisms and activities to collect purposeful feedback from service users and staff.





# Ruby McKibbin

Ruby McKibbin is studying visual arts at Australia National University and volunteered her time to run an art group over four weeks with people receiving support from our Mental Health and Wellbeing service.

Through experience with her own mental health challenges, Ruby brings a deep understanding of the importance of social connection and the strategies needed to support recovery and wellness.

*"Being a participant in the WCS mental health programs has helped me learn and apply so many life skills that I struggled with before. I feel like I am more capable and more in control of my mental health, as well as my overall life."*

*"Having the opportunity to run the art group as a volunteer has been so much fun and so rewarding. Being given a platform to share my creativity and passion with people has only boosted my newfound confidence even more!" said Ruby*

## Mental Health and Wellbeing



WCS delivers a range of mental health programs to support people across the spectrum of needs they might experience: from mild to moderate depression and anxiety in the Next Step coaching program, or support leaving hospital after a suicide attempt in the Way Back. Our community-based services are focused on providing a holistic support response, tailored to individual needs.

The COVID-19 outbreak triggered risk issues for many participants, such as increased anxiety, social isolation, job uncertainty, difficult home environments, lack of access to food and increased domestic violence. Some participants also experienced the impact of the 'digital divide' with limited if any access to IT technology. Our mental health staff primarily worked remotely at the start of the crisis, increasing face-to-face work as restrictions lifted.

**Next Step** is an effective, free, short-term program that uses a Cognitive Behavioural Therapy approach to guided self-help and also has a triaging role, connecting those who need it to free, higher-intensity counselling. It has continued to operate at full capacity through bushfires and the COVID-19 pandemic and by creating a Next Step service for residential aged care facilities.

- 40 people supported on average every week

**New Path** is a mental health recovery program supporting people typically aged 18–35 years and up to 64 years, with a key objective to reduce crisis-driven use of the mental health system. New Path is an early intervention outreach service, supporting people to tackle severe mental health issues before they become a longer-term problem.

- 115 new referrals
- 79 people supported

**Continuity of Support (CoS)** provides transition support for people, who have severe mental illness. The support assists them to overcome social isolation, increase connections in the community, and access relevant health and social services. There are currently



30 participants in CoS, receiving outreach support and being offered group activities.

**Transition to Recovery (TRec)** is an intensive outreach program in partnership with clinical support to assist people to transition to the community following an acute episode of mental illness and to prevent relapse.

- 7,609 service contacts
- 4,511 service hours
- 46 people supported on average each month
- 147 people supported

The **Way Back Support Service** provides up to 12 weeks of psycho-social supports to people following a suicide attempt so they can take action to stay safe. The highest number of referrals ever experienced by the service was during the bushfires of January and February 2020. Staff made a valuable contribution to the national rollout of the Way Back by sharing experience in data collection, reporting, service delivery and training development.

- 2,964 service contacts
- 1,740 service hours
- 51 people supported on average each month
- 188 people supported

The **Hoarding Advocacy Support Service (HASS)** trial is an initiative of the ACT Government Hoarding Case Management Working Group, responsible for the management of complex hoarding and domestic squalor situations. The HASS trial provides a community response for specific clients to improve their particular hoarding circumstance and to provide effective liaison between the individuals, government regulators, government and community support services.





# OneLink and housing support

## ONELINK

OneLink continued to embed new initiatives and improvised strategies to ensure uninterrupted service delivery through the COVID-19 with no compromise to quality. OneLink welcomed additional COVID-19 response funding from the ACT Government that increased opportunities to achieve client outcomes, promoted collaborative practice, and trialled new service models. The COVID-19 response funding came in two parts to OneLink:

1. Client Support Fund (CSF)
2. Accommodation Support Fund

The CSF provides a tailored, needs-based response to clients at risk of or experiencing homelessness who have been impacted by COVID-19. It has been responsive to a wide range of needs, including offering support and transitional accommodation to people already living with complex needs exacerbated by COVID-19.

The CSF has been implemented with a strong focus on early intervention for individuals and families whose first experience of housing crisis was a result of COVID 19. For these clients, the CSF has a clear objective to divert people away from social housing through the provision of safe accommodation and support to rebuild their capacity to access other housing options. This has included case planning around capacity building, and referral to services who specialise in this type of work, for example, the Supportive Tenancy Service.

Contrary to expectations, presentations to Onelink dropped from 18,844 calls in 2018–2019 to 15,971 calls in 2019–2020. This trend was also reported across the homeless sector, however it is predicted this will increase again with the reduction of JobKeeper at the end of September.

OneLink extends a warm and sincere thank you to all the services that opted into the CSF. Their hard work and collaboration has led to positive client outcomes and best practice models.

**IMAGE LEFT:** A range of ACT community service providers worked collaboratively in 2020 to deliver the Client Support Fund. Representing the organisations involved, pictured here from left to right are: Cara Jacobs, YWCA Canberra; Sara Paniker, Toora; Clare Conway, WCS (OneLink); Huyen Truong, ACT Government; Aaron Dries, Everyman; Josh Vaughan, Catholic Care and Nicolle Applewhite, Raw Potential Canberra.

18 EMPLOYEES IN ONELINK AND STS

15,971 CALLS ANSWERED BY ONELINK

314 CLIENTS PROVIDED ASSISTANCE BY STS

## SUPPORTIVE TENANCY SERVICE

The Supportive Tenancy Service (STS) works across the ACT to assist people whose tenancy is at risk.. Ideally STS provides early intervention support to prevent people becoming homeless. STS also provides a Housing Options service, assisting people who are facing barriers in establishing a tenancy in private rental or community housing. STS works from a strengths-based model providing support, advice, advocacy and referral to achieve the most appropriate tenancy outcomes.

During 2020, STS worked to provide a clear and consistent service when engaging with property owners and real estate agencies. The perspective of property owners was further explored, resulting in successful advocacy and negotiations. This was strengthened through the COVID 19 period when it was expected that tenants and property owners would negotiate arrangements to the risk of someone becoming homeless during this period.

WCS is greatly appreciative of the valuable contribution that our partners, YWCA and Capital Region Community Service, make in the delivery, strategic development and client outcomes of STS.







# Community Engagement



5 EMPLOYEES



80 VOLUNTEERS

## THE LITTLE PANTRY:



244 PEOPLE ASSISTED

SERVICE ACCESSED 587 TIMES



DISTRIBUTING 6,520 PANTRY ITEMS FOR FREE

Our approach not only provided emergency food relief, but also offered holistic support such as referrals to mental health, tenancy support and case management services.

All of this would not have been possible without generous donations and support from our community—including previous clients—to The Little Pantry. Over 2019–20, The Little Pantry was supported by three volunteers and assisted 244 people by distributing 6,520 pantry items for free with the service accessed 587 times.

## COMMUNITY DEVELOPMENT IN MOLONGLO VALLEY

The WCS Molonglo Valley Community Development program delivered cultural and educational events and peer and social networking opportunities while working in partnership with key stakeholders such as the Mingle Program, Housing ACT and Charles Weston School in the Molonglo Valley.

In response to COVID-19—collaborating with community members—LET'S PLAY! was created. The program utilised digital platforms to deliver free online skill-building workshops. Residents from the Molonglo Valley and surrounds volunteered their time and expertise. With guidance and support from WCS facilitators, residents built their confidence, shared their skills and connected with the community. Workshops included ukulele for beginners, crochet, kids and carers dance and Mediterranean cooking workshops.

## CANBERRA RELIEF NETWORK PARTNERSHIP WITH THE LITTLE PANTRY

With the outbreak of COVID-19 WCS prepared to meet the anticipated increase in need of the community. By working closely with Canberra Relief Network (CRN), WCS distributed food hampers and hygiene items to people in need. WCS made 257 deliveries to 210 people across Canberra. In total 401 hampers and 74 hygiene packs were provided. By connecting The Little Pantry and WCS transport services, we were able to ensure hampers were accessible to vulnerable people who faced barriers to transport or were self-isolating.

The people who received support included casual workers, international students, those isolated due to COVID-19 infection, carers of individuals with COVID-19, people living with disability or facing health challenges or chronic illnesses.

## VOLUNTEERS EMBRACE DIGITAL PLATFORMS

WCS volunteers play a vital role in making our community vibrant and connected. They are involved in a wide range of programs and work alongside our staff to support the local community. WCS volunteers support activities such as English conversation classes, transport, social groups, companion visiting, The Little Pantry, Buried in Treasures and corporate volunteering.

WCS has a dedicated team of English conversation volunteers who normally meet face to face with people from around the world who now reside in Canberra. During COVID-19 the volunteers continued providing English language lessons to participants by using online video conferencing.

## COMMUNITY ASSISTANCE AND SUPPORT PROGRAM

The Community Assistance and Support Program (CASP) aims to enhance health and wellbeing by facilitating an individual's independence and participation in the community. CASP provides support to people living with short-term or episodic physical and mental health illnesses.

Through strong relationships with Canberra Hospital, University of Canberra Hospital and Calvary Hospital, CASP delivers post-hospital support providing domestic assistance, transport, social supports and personal care for people who have just left hospital and require support to live independently in their homes.

The local community gathered at Stromlo Cottage in Molonglo Valley for a celebration of the Divali Festival in November 2019.

PHOTO: Molonglo Valley Mingle



IMAGE: The Big Issue vendors gathered in Woden Town Square as part of a Pathways Out of Poverty exhibition for Anti-Poverty Week in October 2019.  
PHOTO: WCS



## The Big Issue

The Big Issue is a social enterprise that helps disadvantaged people in our community develop business skills, connections to the community and earn an income. The program has been in Australia since 1996 and in Canberra since 2004. WCS is proud to have coordinated The Big Issue on behalf of The Big Issue Australia during that time.

In 2019–20, The Big Issue in Canberra worked to build a strong foundation for growth by connecting vendors with the community. An office space was secured at Havelock House providing vendors a location to buy magazines, book pitches, gain support and get digital devices set up. It has increased the level of vendor engagement. We have also employed a Vendor Support Worker enabling more consistent contact with vendors.

Building stronger relationships with vendors has resulted in helping address social and community inclusion challenges, including supporting vendors to build relationships with businesses near their pitches and encouraging active engagement with customers and community members. Vendors have also been provided with opportunities to tell their stories to the media including interviews on the radio and articles in community papers helping vendors build skills and confidence.

During Anti-Poverty Week in October 2019 we ran a successful exhibition highlighting how The Big Issue assists people to overcome poverty. The exhibition—held in the Woden Town Square—featured photos of vendors and excerpts from their stories. Some vendors attended, sold magazines and spoke to members of the public about how selling The Big Issue makes a difference to their lives.

In March The Big Issue Australia suspended street selling operations to protect customers, vendors, staff and the public during the COVID-19 pandemic. WCS continued to support vendors through regular phone calls and encouraged vendors to make a contribution to the Street Sheet column of the magazine.

We also arranged for vendors to receive food hampers from the Canberra Relief Network as required. Street



sales resumed on 29 June 2020 with vendors having received training and equipment to assist them to sell safely.

During the year we sold 14,832 magazines to vendor providing vendors with \$66,744 in their pockets. An average of 20 vendors sold per edition. Both these figures are lower than last financial year, primarily due to the impact of COVID-19. Sales were also affected by the smoke from the bushfires over summer.

We have also continued to support The Big Issue Australia initiatives such as CEO Selling and Mayor Selling. Three of our vendors are guest speakers for The Big Issue classroom, a program which educates primary and high school students about homelessness.



## Malcom McKenzie & Tayyab Bashir

Malcom McKenzie, IT Manager, was looking for a career change when he joined WCS in 2017 after 30 years of IT project management in large organisations. Malcolm and the IT team have made many changes to improve service delivery, achieve efficiencies and lower costs.

Tayyab Bashir joined the team in 2018 and found it refreshing to work at a nurturing, inclusive and progressive workplace

*"I really enjoy working on exciting projects such as cloud digital transformation, which fortunately enabled us to continue providing services when the pandemic hit," said Tayyab.*

*"With the arrival of COVID-19 in March, we immediately swung into action to support over 150 staff working from home," explained Malcolm.*

*"I'm really proud of our achievements. The heart and success of any project and organisation is the power of its people and I love the people I work with," he said.*



PHOTO: @We Are Found Photography

## Corporate Services

### QUALITY AND ACCREDITATION

WCS is committed to providing high quality services and meeting all relevant accreditation requirements. Since 2013, WCS has held accreditation against the Quality Improvement Council (QIC) Health and Community Standards, and has continued to meet accreditation requirements in Children's Services and Aged Care Services. WCS had been reaccredited for the Health and Community Standards and the National Standards for Mental Health Services in 2016 and will next go through accreditation for these in 2021.

In 2019–20, we focused on developing or updating policies, procedures and practices in priority areas. To support this effort, a working group was formed to tap into knowledge and experience across the organisation. The group reviews proposed policies and procedures, identifies better practice and provides insight into how accreditation requirements can be implemented across WCS.

### IMPROVEMENT OF FACILITIES AND ACCESSIBILITY

WCS received accreditation from ACTSmart in January 2020 for putting efficient recycling and waste management into action across WCS. WCS now recycles cardboard, paper, organic and mixed waste. This has resulted in a 60% reduction of landfill waste since 2017.

In 2020 we received a grant under the ACT government's Fast Track Suburban Infrastructure Program brought forward due to the pandemic. The grant was used to improve accessibility at the Woden Youth Centre. Local building company, Aris Building Services, installed stainless steel grab rails and ramps and improved the kitchen space.

In July 2019 we refurbished the Lollipop Early Learning Centre transforming the space with new paint, furniture, toys, garden beds and sand pit sand and a fabulous green caterpillar planter. The transformation was achieved thanks to the generosity of the ACT branch of Hudson Recruitment, Bunnings, Taubmans Paint, ACT Capital Works, South Canberra Veterans Men's Shed and WCS staff.

### TRANSFORMATION AND INFORMATION TECHNOLOGY

The Information Technology (IT) team continued to implement a range of initiatives that improve service delivery and support to staff across all WCS locations over the last 12 months. These include the:

- migration of all emails to Office 365
- design, development and deployment of Microsoft Teams
- installation of new printers to meet the expanding requirements of WCS
- ongoing application support for WCS Visicase users.

From March 2020 onwards, the main focus of the IT team was to provide the systems and services necessary to support staff working from home in response to the COVID-19 pandemic. Achieved with minimal disruptions to services, this included:

- providing remote access to staff
- providing staff with computers, laptops, phones, cameras and headphones
- configuring computers so staff can attend meetings via video conferencing and instant chat.

### MARKETING

Our partnership with Region Media strengthen the public profile of WCS in 2019–20. Service reviews, news items and online advertising through the RiotACT website and social media has supported our work and growth in targeted areas.

In 2019–2020 a new social media working group was established. This group improved the quality and frequency of posts on Facebook. Compared with 2018–2019, we achieved a 35% increase in the number of followers, a 160% increase in reach and 86% increase in level of engagement on the WCS Facebook page in 2019–20.

Accurate timely communication with staff and clients was crucial in our response to the COVID-19 pandemic. A survey of staff in June 2020 found 'strength of communication' received the highest positive response to 'what WCS did well during the crisis'.



## Georgy Mathews

Georgy Mathews has been applying his skills in communications and marketing as a volunteer with WCS since the beginning of 2020.

*"After moving to Canberra, I was looking for ways to expand my network. As well as helping me to build up a portfolio, I was fortunate to get involved in various community activities.*

*"This helps me to stay active and expand my skills. My time at WCS has helped me to build personal and professional relationships," said Georgy*



## Supporters and partners

### WCS operates with support from funding partners

- ACT Government
  - Community Services Directorate
  - Health Directorate
  - Education Directorate
  - Transport Canberra and City Services
- Australian Federal Government
  - Department of Health
  - Department of Social Services
- Capital Health Network
- Families ACT
- Flourish
- Garran Primary School
- Goodwin Aged Care Services
- Harmonie German Club
- Headspace
- Hellenic Club
- Hudson Recruitment
- Hughes Baptist Church
- Hughes Primary School
- Immanuel Lutheran Church
- Junction Youth Health Services

### WCS has enjoyed support from and working with:

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





Street art on Lovett Tower in Woden Town Square.

PHOTO: @We Are Found Photography

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