



Woden Community Service

2016-2017 Annual Report



Working together, enriching lives.



Work with WCS

OUR EMPLOYEES AND VOLUNTEERS MAKE WCS WHAT IT IS. THEY DEMONSTRATE OUR VALUES OF HOPE, COMMUNITY, INTEGRITY AND RESPONSIVENESS IN THE WORK THEY DO EACH AND EVERY DAY. A SHOUT-OUT TO EACH ONE OF THEM. KEEP UP THE GREAT WORK!

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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.

[WCS VALUES AND CULTURE]

About WCS

Woden Community Service (WCS) is a not for profit organisation that has been providing community based services for over 45 years covering all of Canberra.

We employ around 300 staff and who, along with 80 volunteers, deliver a wide range of services covering children, families, young people and seniors including disability, housing and mental health services.

Our vision is to build and nurture a vibrant and connected community.

For more information visit our website at www.wcs.org.au or call 02 6282 2644

Our Values

Since our establishment in 1969, we have been true to our mission and purpose. Our values of hope, community, integrity and responsiveness continue to form the cornerstone of every service we provide.

- **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.



“Our vision is to build and nurture a vibrant and connected community.”

[TEAM AND STAFF]

Our Executive Team

CHRIS REDMOND, CEO

Chris has led WCS for the past 13 years and his professional background includes direct service delivery, management and leadership roles in the Australian public service.

KATE CRAWFORD, DIRECTOR CHILDREN, YOUTH AND FAMILY SERVICES

Kate has been with WCS for the last 11 years in a range of different roles in Children, Youth and Family Services. In 2015 she took on the role of director and is using her experience to bring these service lines together and provide a comprehensive range of services to families requiring support.

BETH WURCKER, DIRECTOR SOCIAL INCLUSION

Beth has worked in the not for profit community sector for over 20 years across a diverse range of programs and organisations. Her background is in developing sustainable and contemporary programs that deliver great outcomes for service users and building focused, capable and motivated teams.

PAM BOYER, DIRECTOR MENTAL HEALTH AND HOUSING

Pam has an extensive background in community sector management, community education and health advocacy. In recent years she has found her niche in applying this experience in the mental health domain.

JENNIE SEPPINGS, DIRECTOR CORPORATE SUPPORT

Jennie has over 15 years of experience in senior Human Resources leadership roles nationally as well as internationally across a diverse range of industries. She brings with her expertise in developing organisational capability through leadership, systems and process improvements.



Board of Directors



JENNIFER BENNETT
CHAIR



LORA SHAW
DEPUTY CHAIR



BRETT STREATFEILD
TREASURER



GLENN POWELL
GENERAL MEMBER



ANITA PHILLIPS
GENERAL MEMBER



BHAVANA KAUL
GENERAL MEMBER



MICHAEL MILLER
GENERAL MEMBER

The Chair's Report

We are one year into NDIS full scheme rollout in the ACT.

The NDIS is a landmark social reform in Australia and as a Territory we signed up early seeing its potentially transformative impact on people living with disability. It has not, however, been free from difficulties. There has been immediate impact within the sector in being thrust into a competitive marketplace and a prolonged period of uncertainty in long term policy settings. The disruption to our local sector is continuing with many small, niche providers unable to sustain their organisations and services in a competitive market. That doesn't mean that they don't have community value – and that is our conundrum, how to continue to support the providers with value to our clients while ensuring our own service continuity, quality and funding is sustained. These changes have impacted the whole sector and each organisation, including Woden Community Service, has been trying to navigate this without impacting our clients.

Our disability services team with the leadership of Beth Wurcker have been working with the changes brought by the NDIS reforms. We are maintaining quality care and service to clients, evidenced by the re-engagement of our services through planning refreshes, while providing a sense of belonging, continuum of training opportunities and certainty to our staff. Our staff are engaged through both permanent and contract arrangements and we are actively seeking ways to provide greater consistency and security for both clients and staff and are investigating a range of both contractual and cultural mechanisms to achieve this.

Pam Boyer and the mental health team have been developing and promoting a recovery based model of mental health care and have been transitioning a number of programs to new formats and funding structures. Program transition is always difficult and many of our clients are facing many uncertainties due to the aforementioned NDIS. Pam and the team are continuing to advocate passionately in both the Territory and Commonwealth spheres on the recovery model in mental health and the successful models of support.

Kate Crawford has bridged both children's services and OneLink and as we enter into

a new year will focus on children's services while OneLink and Supportive Tenancy Service will transition to our new Director, Kim Spinks. OneLink has continued to go from strength to strength with additional integration with ACT Community Services Directorate services to provide a more seamless response to clients. It is held as an example of how the ACT government and the non-profit sector can work together to provide the right service at the right time to vulnerable families.

Children's services is a critical part of our service environment with over 800 children per day attending before and after school care or Lollipop and Lyons Children's Centres. These children are an important part of our community and we have many staff joining us to provide engaging programs for the children.

This year, we have also invested energy on our own organisational resilience. Project Jigsaw is bringing our internal data, information and processes together to enable us to be more efficient and effective. We have already implemented the new financial system and renewed our financial budgeting and reporting processes as a result. We have also continued work on the development and integration of our case management and HR systems. We hope that with the full implementation of these systems, that this will free up time and energy to spend on our client service, quality and care.

We have also changed some of our governance mechanisms, establishing an Audit and Risk Committee that is able to advise the Board on key areas of risk and exposure. We have already seen the significant benefit of this advisory committee in Project Jigsaw and the importance of documenting the impact of the NDIS and its implementation on our clients and our service. The rollout of the NDIS in the ACT is continuing to present challenges to our service. We are working hard to understand the impact on our clients and on our organisation and thank everyone for their continued commitment to quality client care. The Board were pleased to be able to support the Chief Executive, Chris Redmond, to attend a session at Harvard University on Strategic Management in the Not-for-profit sector. In addition, Chris visited a number of diverse community organisations to discover

how they managed the scale (everything is bigger in the US!) and service quality. We look forward to Chris sharing his experience and his newly discovered knowledge and understanding how we may apply this within Woden Community Service.

This year one of our key community partnerships was recognised in the Outstanding Partnership of the Year at the 2016 ACT Public Education Awards. Our partnership with Hughes Primary School with the English Conversation Group. These partnerships are key to being able to join those that need support with those able to provide it. Many thanks to Emma Dryden for her continued passion for providing rich and varied opportunities for our volunteers.

I would also like to expressly thank Marie-Luise Persson who has served on the Board for eight years. Marie-Luise has been highly supportive and has continually described the likely impact of Board decisions on staff and represented the experience of front-line service delivery staff and volunteers with the highest of respect, care and integrity.

Anita Phillips has resigned from the Board this year to pursue a PhD, move states and spend more time with her extended family. Anita's work in advocacy and also her knowledge of the sector applied through the Board and Audit and Risk Committee has been of great value.

We wish both Marie-Luise and Anita the best for the future and thank them for their commitment and contributions that have enriched the Woden Community Service and improved our governance.

I would also like to thank Chris and the executive team, Pam, Beth, Kate, and Jennie for their tireless commitment and relentless pursuit of a better, more equal society. Finally, to the staff of Woden Community Service, without you there would be no us – you build and lead a community in which our clients thrive, and our volunteers come to share and amplify our impact.

Thank you.

Jennifer Bennett
Chair



The NDIS is a landmark social reform in Australia and as a Territory we signed up early seeing its potentially transformative impact on people living with disability.

The CEO's Report

The notion of "business as usual" is a concept of the past. Community sector organisations, such as Woden Community Service, are becoming hardwired to continual change and attendant agility to prepare themselves for the constantly changing service landscape that we are operating in.

As we finish the financial year so time for reporting, auditing and planning starts afresh. It also provides a time for our service to reflect on what we have achieved in an ever tightening service sector yet one in which WCS continues to deliver quality services to the people we work with, despite the challenges.

As many will know, we have been on a change trajectory over the past few years and one that will only continue and never stop. WCS has managed to continue developing our suite of services and extending our reach into the ACT community through successful tenders and partnerships and through self-funded programs that address gaps in service.

The quality of our work, staff and Board dedication and commitment continues to give WCS a highly credible reputation for service delivery in the ACT. Through our collective commitment to the people we serve and the support we provide to one another, we have built a service that is the envy of others in the Territory. I believe our adherence to our values and our purpose has guided this achievement.

The change process we have been working through aimed to build our sustainability and financial viability. I can report that at the end of the financial year that WCS is in a very strong financial position that provides assurance that our strategic approach is working!

Some of our WCS's achievements during 2016 – 2017 across our service lines include:

- QIP Accreditation in QIP Health and Community Service Standard and the National Standards for Mental Health Services
- OneLink completed one year of operation. Since 1 July 2016 we assisted over 2,800 families and individuals.
- Successfully completed our Values in Action initiative
- Public Housing Relocation project
- West Woden Lift Off Band Competition – over 800 people attended the finals

- Developed and delivered parenting programs for families and children
- Neighbours Day and Callam Street Art Project
- Launched two new mental health programs – The Way Back Support Service and Next Step
- Hoarding and Squalor project including our Buried in Treasures Workshop
- Development of a NDIS Mental Health Recovery Service and large Support Worker workforce
- Winner- Positive Ageing Awards 2017, Transport
- Highly commended - ACT Volunteering Awards for Profound Influence
- Winner- Public Education Awards for Outstanding Partnership of the Year
- Finalist - 2017 Public Service Award for Excellence in Collaboration
- Premiere of the digital story telling project about four Big Issue vendors titled Stories from the Street
- A new IT infrastructure to enable Project Jigsaw, Remote Desktop Services
- Project Jigsaw, a service changing integrated information management system that will change the way we work:
 - Xero our new Finance system went live on 1 July 2017
 - VisiCase phase 1 went live on 21 August 2017
 - A new HR and Payroll system that will be integrated with Xero and VisiCase Phase 2 in the next several months
- A Leadership Development program - FastLEAD

This is not the exhaustive list of WCS's activities during the year as it does not detail the work that staff and volunteers undertake on a day to day basis delivering the services that improve the lives of the people we work with – perhaps that is our business as usual?

The guidance from our Board has been critical over the past two years particularly and I would like to thank them for their support during this time.

My thanks to our staff and volunteers for all for your efforts, your dedication and commitment to your work and the people we

serve.

Most importantly, I acknowledge the generosity of the people we work with to allow us to share their lives and the trust they place in us in working with them.

Thank you.

Chris Redmond
CEO



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“business as usual” is
a concept of the past.



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[RAP]

Reconciliation Action Plan

Woden Community Service is committed to advancing reconciliation through a range of activities to engage staff and the community, as set out in our Reconciliation Action Plan (RAP). We also aim to instil reconciliation in our own processes, procedures and practices through honest reflection and initiative.

The RAP working group arranged various events to not only highlight the issues facing the Aboriginal and Torres Strait Islander community, but also to celebrate their strength and resilience.

In July 2016, WCS partnered with other community organisations (The Smith Family, ACTCOSS, YWCA Canberra, Karralika, and Northside Community Service) to present a community celebration during NAIDOC week. About 200 people attended to participate in a range of activities, enjoying hearing from students about their learning journeys, engaging with stalls from Greening Australia, Indigenous Community Volunteers and CIT Yurauna Centre, cooking damper over a fire, sharing in Torres Strait Islander food, and participating in art activities.

We officially launched our RAP for January 2017-December 2018 at our Close the Gap Day event held at The Woden Youth Centre on 16 March 2017. Sam Jeffries, Special Advisor Regional Affairs with the Department of Prime Minister and Cabinet was our special guest and the children from Lollipop and Lyons Children's Centres performed for us.

To commemorate National Sorry Day, the children and educators from Lyons and Lollipop Children's Centres made a banner and they, along with several WCS staff, walked with hundreds of other Canberrans across Commonwealth Avenue Bridge in the annual bridge walk organised by Winnunga.

Cultural awareness training has been a key feature of the WCS RAP commitment. In early 2017 twenty WCS staff attended cultural awareness training provided by the Yurauna Centre. A new focus for the RAP working group during this reporting period has been to develop internal cultural awareness training.

Members of the working group have been working on our own training package, based on feedback from WCS staff about what they want to know regarding working with Aboriginal and Torres Strait Islander people. They are also developing a cultural awareness video to show to new staff during their inductions.

Download a copy of our Reconciliation Action Plan [here](#).





Children, Youth and Family Services



Lollipop Children's Centre is committed to providing high quality childcare to children and families within our community.



[CHILDREN, YOUTH AND FAMILY SERVICES]

Lollipop Children's Centre

Lollipop Children's Centre is committed to providing high quality childcare to children and families within our community. We also collaborate with local organisations and have a strong commitment to supporting families. Lollipop also ensures its educators are well supported and receive high quality training and professional development.

Over the past 12 months we have had a change of managers. Lollipop managers Nicole, Bec and Amrita are working well together. Staff have been supplied with and wear the WCS purple shirts with our logo, hats and jackets.

Electronic enrolment, contact details and booking changes through My Family Lounge on QK Enrol was introduced in 2017. Tablets to sign in and out are now available, and once families have adjusted to the new system, find it quick and easy. Occasional care still uses a manual system to account for its daily changes.

Lollipop has been involved in many community events. These include NAIDOC, Close the Gap and National Sorry Day events, Floriade, Woden Library visits, Red Nose day, Aboriginal and Torres Strait Islander Children's Day, and collaborative events at Lyons Children's Centre, the Smith Family, Woden Youth Centre, and with Woden Community Service.

Lollipop has had an upgrade in the heating and cooling systems, painting throughout and sealing of roof leaks. A working bee with parents saw improvements outdoors and indoors, including outdoor musical instruments and tepees. Indoors some new equipment was purchased and new furniture lay outs in rooms.

Lollipop educators have been undertaking professional development including autism training, conducting difficult conversations, developing skills in communication, respectful relationships, cultural awareness, programming and planning, and observation methods. Our educators are adapting to the children's needs and learning additional behaviour management skills, in order to ensure that children with complex needs are supported within our service.

Lollipop facilitates an inclusive educational program for children, which includes visits from Wiradjuri Echoes and Duncan Smith every fortnight. We have had visits from Kenny Koala, a Torres Strait Islander performance, magic and music shows.

High support children receive assistance from the Inclusion Support Agency to ensure we meet their individual needs. Other support can include external physiotherapy, occupational and speech therapy visits and information exchange, attending case conferences or external services. This ensures our children's holistic needs are met.





Lyons Children's Centre

2017 at Lyons Children's Centre started with a change in the management structure. Chriss and Bec had been job sharing the role of manager, and in February Bec was transferred to Lollipop and Chriss took over management of the centre. In January we also appointed an administration officer to provide support to management, and also assist with reception duties.

The focus of 2017 has been to adjust to the new team and provide high quality education and care for the children and families we work with.

The unavailability of the Anuna space on Monday, Tuesday and Wednesday mornings required us to rearrange our staff at the last minute in December last year. Sharing the space with the Directorate preschool has been especially successful this year, with both teams working collaboratively.

Lyons has been able to maintain a relatively steady capacity throughout the year. This is the second year the program has run as a preschool to year two before and after school care program, and the number of concerns regarding combining the age groups has been reduced significantly from last year.

We have been working on a review of the centre philosophy, programming

methods and establishing a Narragunnawali (reconciliation action plan for centres). Our Narragunnawali team consists of Susan Henderson, Chriss Wallwork, Karen Shaw (management/admin), Maryanne Ashan, Benedette Kavan, Youneui Lee, Faapaia Tuia (room leaders) and Keda Southwell (SAC coordinator).

Our staff have been supplied with purple WCS shirts, navy hats and black jackets, all branded with our logo. Our educators are now easy to identify and look professional during their work shifts.

We have combined with Lollipop for several events this year including the Sorry Day Bridge Walk, the NAIDOC event, a visit from the Fire Department, joint team meetings (every three months) and the forthcoming Children's Week celebrations. These events are crucial for fostering a sense of community between both centres.

Our canteen has continued to support families this year. The appointment of Sid Koonal as cook late last year has resulted in a refreshed, seasonal menu that has been approved by Nutrition Australia, and the number of school lunch orders has also increased. We are now producing our own eggs courtesy of our three lovely chickens; Ruby, Becky and Paulina. Our chickens are incredibly placid and happy to be with the children. To the great delight of all involved,

we have started letting the chickens out into the garden with the children.

Work has been undertaken to refurbish the Tathra playground with the Directorate laying synthetic grass and planks to make two raised platforms. The P & C has donated over \$4,000 to add features such as a sensory walkway, mud kitchen and other resources.





School Age Care

School Age Care (SAC) has continued to grow in response to demand from the community. All our services have increased in numbers, meaning we have been able to cut down our waitlists to be manageable and satisfactory for families. Even though we have increased the capacity of most of our services (for example Red Hill Seniors from 99 in 2016 to 110 in 2017; Torrens now takes 88 children on Mondays & Tuesdays, 77 on Wednesdays & Thursdays; and Curtin Juniors has increased to 44 children on three afternoons per week) attendance rates are almost at capacity across the services. We continue to offer care to preschool children at Duffy, Curtin, Garran & Lyons, and will offer this service at Hughes from July 2017.

Attendance at Hughes before school care has been slow to increase, but we continue to offer this as a service to the community. However, we still get 50

children each morning attending Red Hill before school care. Attendance at our other BSC services is now fairly steady at around the 20 mark.

Our **four school holiday programs** continue to be popular with our families. Garran operates as a 66 place program, and we have increased numbers recently at Duffy to 44. Both Red Hill and Duffy (at 44) get good attendance rates.

We have found Lyons school hall to be unsuitable to hold a holiday program. The hall gets too hot in summer and is too cold in winter. In view of this, we made the decision to relocate to a different school later in 2017. We will continue to hold a smaller, Preschool to Year Two program at Lyons in the preschool room.

The end of 2016 and beginning of 2017 saw the introduction of our online enrolment system, QK Enrol. The initial implementation of this new system faced some teething problems that was resolved

over time. Families have now become familiar with the online system, and have used the casual booking app for both After School Care and Before School Care casual bookings and for the School Holiday Program bookings.

All SAC educators were issued their new purple work shirts and blue bucket hats at the beginning of 2017. Educators are encouraged to wear these as much as possible, especially on all School Holiday Program excursions. The uniforms add a professional touch, and make our educators easy to spot.

As in previous years, during the School Holiday Programs our educators again organised a four-day camp to London Bridge Woolshed near Googong Foreshores. The children enjoyed a walking tour with a local Aboriginal elder and learned about the landmarks and significant sites in the area, and a day trip to Selwyn snowfields to enjoy tobogganing and playing in the snow.

Annual Fun Day

In early November 2016, 463 School Age Care children and over 60 educators and WCS staff convened at Hughes Primary School for our Annual Fun Day. Our Youth Engagement Team also came to help out with face painting and spray tattoos. The children look forward to and tremendously enjoyed the afternoon of rides - giant slide, tea cups, jumping castle, games, food, fairy floss and a photo booth. A lot of hard work and fundraising was involved in making the day a success and fun!



Woden Weston Family Day Care

Our childcare management system is moving to a web-based service, Harmony Web, which we are hoping to transition to in October 2017.

Family Day Care (FDC) is looking forward to utilising more technology within the FDC home. Educators have welcomed the idea of having Harmony on the internet and we have plans to purchase tablets to replace paper documents. The educators' responses range from:

- Great for families
- Great for the environment and
- Great to be more connected to the main office

The number of educators employed by the service has decreased this year, due to educators retiring after many years with Woden Community Service. We have increased the amount of advertising for Family Day Care educators and we are

now using social media and advertising in the Canberra Times. We have had some response and we are looking forward to two new educators starting with our service.

We would like to congratulate two of our Family Day Care educators who have been recognised for their dedicated hard work within their field. Pacita Ligeros and Wendy Liu have received **Excellence Awards** – Certificate of Recognition in Appreciation of their outstanding performance within Woden Community Service.

We continue to have a supportive relationship with Community Service#1. Our FDC educators and children rely heavily on the community bus to transport them to the FDC Playgroup each





Tuesday and Thursday mornings at the Weston Hub. Playgroup gives educators access to a broader social setting which encourages teamwork, and it provides social interaction for the children within a varying age group.

Our events at playgroup included a visit from Kenny Koala and the ACT Fire Brigade. These emphasise safety within the community and the contributions of others.

KidSafe continues to be a valuable service for the educators and children, performing safety checks on car seats and restraints, ensuring children travel in safety. They also provide current information on regulations for car travel, home safety and tips for maintaining general safety for young children.

Educators engage with the community, through weekly activities like Mainly Music, Erindale and Woden Libraries for story time, and Bunnings for art and craft. Their respectful and professional practices have fostered strong ties to the community.



Resources Pack

Following our Field Coordinators attending a training session on Cultural Awareness in March, resource packs have been provided to all educators to support their understanding and confidence in delivering Aboriginal and Torres Strait Islander people's culture in daily practice.

The resource pack includes:

- 1. The Yulunga Traditional Indigenous Games book, recommended by the Australian Institute of Aboriginal and Torres Strait Islander Studies. This sporting resource provides insight into traditional Indigenous Culture and how it can be introduced, experienced, and enjoyed by all Australians. Sporting activities offer a great social opportunity for inclusion and collaboration.*
- 2. All my Friends and Me, Building Belonging - a toolkit for early childhood educators on cultural diversity and responding to prejudice. A book sourced from the Australian Human Rights Commission.*

We have been introducing the children to the Acknowledgment of Country at Playgroup and the educators discuss the importance of recognising the traditional owners of Ngunnawal land with the children. The children have also put together a small song and actions that demonstrates what this means to them.

Youth Engagement Team

[CHILDREN, YOUTH AND FAMILY SERVICES]

The Youth Engagement Team (YET) provides assertive outreach services, general drop-in facilities, case work and supported referral services for young people aged 12 to 25 in the South Canberra, Woden and Weston Creek regions of the ACT. YET is funded under the Child, Youth and Family Support Program from the ACT Government's Community Services Directorate, which is run in partnership between Woden Community Service and Anglicare ACT.

Case Work

YET engaged in case work with **61 young people** through the last financial year. Some of the requests were for supports such as education engagement, mentoring, housing social inclusion, legal support, behaviour management, financial education, drug and alcohol support, mental health and wellbeing, community engagement and employment.

YET continue to work closely with another of our services, **OneLink**, which has resulted in an increase in referrals. Because of this relationship, YET has been able to assist a larger number of young people, in particular those who may not access our service through our usual outreach or drop in.

Through case plans and evaluation tools, YET staff have been able to measure the impact of our support. YET have had success in gaining free training opportunities for young people, which resulted in **5 young people gaining employment** directly as a result of the training completed.

Transport Canberra and City Services sponsored street art project

The Youth Engagement Team collaborated with WCS's community development worker, Lauren Bradley, Transport Canberra and City Services (TCCS), and Graffiti Paint to engage young people in a four week street art workshop in Callam drains, that formally reopened as a legal street art site. YET engaged with **18 young people** who were taught some of the finer skills involved with being a professional street artist. This project was also set up to spread the message by TCCS that the drains were again safe and open for street art.

The project was funded by TCCS and was very well received by young people wanting to learn more about street art. This was a very positive program as staff formed relationships with young people in an environment where the young people had more confidence to ask staff about issues they were dealing with.

Open access drop in

YET Operate the Woden Youth Centre, which is open from Tuesday to Friday year round from 3.00pm each afternoon. Drop in has engaged over **500 new young people** into the centre through taking part in drop in, various holiday programs and youth engagement activities. Having some structured activities such as our girls group, touch football, pool comps and street art workshops have engaged many new young people to the centre who have continued to attend outside of those structured programs.





West Woden Lift Off

During November 2016, YET hosted the West Woden Lift Off band competition. This is a battle of the bands music competition for young people in the ACT. This event is a partnership with Westfield Woden and held in Woden Town Square. The prize for the winner was over \$4,000 worth of sponsorship to boost their profile.

The Youth engagement Team hosted two heats at the Woden Youth Centre leading up to the final with **19 acts participating in the heats**. Over **250 young people** attended the heats in the lead up to the final. Over **700 young people**, children and families attended the finals.

12 services from around the ACT held stalls at the finals, providing information on their services, which provided a great opportunity to meet their staff and share information about each of the services.

Spilt Milk Festival

Kicks entertainment contacted WCS to coordinate **two "Chill Zones"** at one of Canberra's biggest music festivals Spilt

Milk, which attracted over 15,000 people, the majority being those aged 18 to 25.

We organised and coordinated a team of **20 plus staff** from different agencies to run the two "Chill Zones" that operated using a Harm Minimisation Model.

Both sites were busy the whole day receiving between 20 to 40 people every hour. We worked closely with St Johns Ambulance by assisting with any low level first aid enquiries.

Throughout the day we managed to engage with a total number of **3,486 young people** with brief interventions around AOD, heat and basic first aid support.

Year 6-7 Transition Program

In November, the Youth Engagement Team supported a transition program with Year 6 students from Duffy Primary School transitioning to Mount Stromlo High School.

YET ran three sessions with all students of the Year 6 students transitioning and

also another three sessions with students identified by school staff as requiring additional support.

YET staff also attended an information session with parents and spoke about what the YET do and how we can provide additional support to their children into the future which resulted in two referrals from parents for their children.





Community Development

Over the past 12 months the Community Development Program has continued to respond to the needs of and support the assets that exist within the local community.

Ongoing from last year, involvement with the ACT Government's Public Housing Renewal Program continues. Working alongside tenants, the boarder community, other community service organisations and the Government across all areas of the ACT means that we work with a range of stakeholders to provide holistic support.

Whilst the program, at times attracts negative media attention, there are many positive stories which go unheard. Tenants have been supported and connected to services on an individual basis as they see the move as a new beginning. A specialised Hoarding Support Volunteer Program to help with hoarding and packing was developed which has been met with demand being high. Community engagement activities have been held in new complexes to help build connections between neighbours and create a sense of belonging for tenants in their new homes with a community garden under construction in one area.

Support has also been provided to established communities where

the development of new public housing complexes has been proposed. Woden Community Service has played an active role in discussions between the community action groups, the Public Housing Taskforce and Housing ACT which has led to improved building designs which will be of benefit to both tenants and the existing communities. Work is also being done to enhance ways to manage tenancies which strengthens social inclusion and connection to place. We look forward to the continued work with these groups and acknowledge their commitment to improving outcomes for their communities and future tenants.

Neighbour Day celebrations earlier in the year brought together members of our community and created connections across all age groups. We also had some enthusiastic volunteers come along and cook up some delicious BBQ bacon and egg rolls that got snapped up very quickly. Work is being done with Relationships Australia to help ensure that the neighbourly feeling is spread among the community throughout the rest of the year. Local residents are encouraged to contact our Community Development Coordinator, Lauren Bradley if they wish to hold an event in their area and need to some help getting things off the ground.

The Community Development Program also developed a partnership with Transport

Canberra & City Services, the Youth Engagement Team and well respected local street artists. A 4-week program aimed at educating youth about legal street art sites and the teaching them skills to create art as opposed to tags received positive feedback from participants and the support from the broader community.

Woden Community Service has played an active role in discussions between the community action groups, the Public Housing Taskforce and Housing ACT which has led to improved building designs which will be of benefit to both tenants and the existing communities.



Intake and Administration

The Intake and Administration Service provides assessment and referral to anyone who approaches Woden Community Service for assistance. This can include, but is not limited to, deescalating difficult behaviour, immediate linkages to crisis services, information regarding the Woden community and various services, referral to services run by Woden Community Service and other services. Intake and Administration made referrals and provided meaningful information for WCS and other services a total of **195 times**.

One of Intake and Administrations main responsibilities is coordinating **The Little Pantry**, which offers a supply of non-perishable foods and personal items available to anyone who needs them.

The Little Pantry was **accessed 740 times** and **7,074 items** were provided to people in need.

The Little Pantry continues to grow every year and we would not be able to keep up with the demand if it was not for the support we receive from **The Immanuel Lutheran Church and St Albans Anglican Church**. They provide us with quality food and personal items.

[CHILDREN, YOUTH AND FAMILY SERVICES]

Case Management

The Child, Youth and Family Services case management team have supported a total of 78 families this financial year with support ranging from parenting strategies to NDIS, housing, food, mental health and much more. Many families have felt highly supported when they have reached their goal. One mother commented in her exit survey,

“I was at a loss of what to do or where to turn, but with Case Manager’s help, I was able to seek out help and as a result my concerns have been alleviated. And my bond with my child strengthened, plus I’ve been more positive in nature.”

This mother was nearly homeless and felt there was nothing out there that can help her. With Case Management support and pursuing avenues the support worker was able to advocate for this family and find accommodation and counselling to build the strength and confidence in the person and the family.

The Case Management team is continuing to support the Narrabundah Early Childhood School by providing a Case Manager to be present in the school, one day a week and to provide a friendly face, answer questions and assist with family support needs. This support is greatly appreciated by the school and a great working relationship has developed.

Case Management are now supporting three schools by establishing playgroups in the schools. The playgroups are well received by the school communities and aim to support the community by bringing together carers and children to form a support network for the families.

The Multi-cultural Playgroup continues to grow and the parents are getting use to the routine and are able to join in with the encouragement of the staff. They are singing with the children and are confident to sing songs from their culture.

The Playgroup at Charles Weston Primary School has seen a sharp increase in numbers due to the expansion of the suburbs in the Molonglo region and also with the relocation of public housing

into this area. The Playgroup is a good introduction into the school which is very welcoming to new families into the region.

Duffy Primary school is generally attended by parents who have older children who already attend Duffy Primary School.

Case management has successfully run a parenting program called “Bring up great kids”. This is a program based around attachment and looks at behaviour and communication, strategies to deal with various situations and gives the opportunity for parents to share their experiences. It was well attend and we had positive feedback from parents who attended. Many of the parents grew their network attending the group and kept in touch. The Topic Talks stemmed from this parent program. The case manager created bite size sessions to deliver in one-off sessions and each session focuses on a specific aspect of parenting. The sessions delivered to date looked closely at “Managing Behaviour”. These have run in three locations in this financial year. It is a mobile service and can travel Canberra wide.

The Cooking Circle was introduced to Canberra by a respected Community Development professional. She wanted to open a social group and raise funds for war torn countries. It fast became established and groups began in various regions. This social group is a great way

to involve the community, a way for people to meet and greet and learn about different faiths and cultures.

WCS has opened a group in partnership with Canberra Islamic Centre under the supervision of Case Management staff. It is well attended and women from all faiths and cultures come together to share recipes, cook different dishes and enjoy the food together.

The Child, Youth and Family Services case management team have supported a total of 78 families this financial year



[CHILDREN, YOUTH AND FAMILY SERVICES]

Wrap Around

Wrap Around supports young people in education, training or employment through delivering group work and case management so they can engage in education, set educational and employment goals, gain skills and access opportunities.

This is the third year that Wrap Around has been self-funded through WCS in order to address a **service gap** in the region by continuing to **support young people between the ages of 8 to 16** who are impacted by a number of issues including mental health concerns, drug use, domestic violence and homelessness to engage in education and employment.

Over the last financial year our Wrap Around staff worked with **104 young people** through group work and case management to assist in supporting them re-engage in school, improve skills to become job ready and gain employment.

The schools that Wrap Around supported in the last financial year included, **Curtain Primary School, Duffy Primary School, Torrens Primary School, Alfred Deakin High School and Stromlo High School**. Some of the groups that were delivered in these schools covered issues such as self-esteem, mental health and body image, assisting with high school transitions, female physical aggression and anxiety.

In addition to the school groups and the case management, Wrap Around also facilitated two **Road Ready Courses** run out of the Woden Youth Centre where a number of young people completed the course and passed the Road Rules Knowledge Test.

Our Wrap Around worker made many collaborations and formed many relationships with the wider community, including both Government and non-government agencies such as YET, ACT Police, Child and Youth Protection Service, ACT Health, the Youth Coalition of the ACT and the Education and Training Directorate and others.

Over the last financial year our Wrap Around staff worked with 104 young people through group work and case management to assist in supporting them re-engage in school, improve skills to become job ready and gain employment.



onelink
 right service, right time

www.onelink.org.au

OneLink provides information and easy access to a wide range of services in the ACT.



The service started on 1 July 2017, bringing together the central intake services previously provided by First Point (for housing and homelessness services) and the Child, Youth and Family Gateway. This single service gateway is a key component of the ACT Government's Human Services Blueprint, which seeks to guide how services and supports are provided so that people get the best outcomes for their circumstances.

At commencement, Woden Community Service established OneLink in partnership with Belconnen Community Service. Following an internal review in 2017, WCS took over on 5 June as the sole provider of OneLink, to streamline and improve service delivery.

1.

The phone line (1800 176 468) is open from Monday to Friday, from 8am to 6pm. The service received over 17,700 calls in the first year, an average of over 70 calls a day, and answered almost 80% directly. All other calls were directed to a message bank with messages followed up promptly.

2.

Over 900 people dropped in and met with workers at the OneLink desk, based at Housing ACT's Central Access Point in Belconnen. Over 160 people met with workers at various outreach locations, with workers based at free meal outlets and Child and Family Centres weekly.

3.

OneLink received over 1,000 email enquiries (primarily referrals from agencies) and over 50 people connected with OneLink using the online chat function on the website.

In all, OneLink assisted over 2,800 individuals and households in the first year of operations. This varied from providing information in one-off chats, to connecting individuals or households to services. Some people called at a time of crisis such as homelessness, others when faced with difficulties within their family or other aspects of their lives. Workers talk to people about what their concerns are, seeking to understand and find the best service response.

OneLink made over 600 referrals to accommodation services, over 500 referrals to housing/homelessness support services and almost 200 referrals

to child, youth and family services, as well as connections to many other services. Where it was not possible to make a referral immediately, or a referral was not successful, OneLink workers stayed in touch weekly until it was possible to connect the individual or household to the service needed.

OneLink relies on close relationships and collaboration with a very wide range of service across the ACT. A key focus in the first year of operation has been to build these relationships, and to develop the team's range of expertise and knowledge about services in Canberra. The connections range from formal governance meetings, to visits to services, to having services talk at team meetings.

There have been many stories of successful collaboration to deliver outcomes for people seeking assistance, in a wide range of situations, with a shared commitment to providing flexible services that make a difference.

Feedback from clients

"Thank you ever so much for your wonderful help on Friday afternoon. You provided me with a comprehensive list of services for homeless people to use, and I certainly appreciate it. It was great talking to you."

"Thank you so much for assisting me with accommodation. I didn't know what else to do my life seemed like it was going downhill. Am settling in well and the residents and staff are helpful and respectful. Thank you again for your assistance."





Social Inclusion





[SOCIAL INCLUSION]

Commonwealth Home Support Program Client Services

This year Commonwealth Home Support Program (CHSP) expanded domestic assistance and personal care services into the Weston Creek area and the demand has been high with referrals flooding in from My Aged Care. Due to an increase in numbers in all our suburbs the Home Support Worker team have expanded to 14 workers and growing. The team deliver a high quality service and are motivated, enthusiastic and efficient.

There has been a high demand for Personal Care for clients being referred to WCS and this has led to home support workers being trained in personal care to help fill the need for this service.

Our Client Service Coordinator, Alice Butler works tirelessly and effectively to match the right home support worker to fit the needs of her more than 220 clients. This ensures that the client and staff member have a good working relationship.

Highlights for the year:

Two successful career evenings held to recruit new home support workers. Good attendance and held mini interviews. Recruited 6 new home support workers.

CHSP held a successful training afternoon for our home support workers in Eddison Park. 95% of the team attended and this was followed by a family BBQ and children's Easter Egg Hunt.

In total WCS delivered 4,114 hours of assistance and personal care to 227 service users

**CHSP
Awards**

Comments from clients:

"The way WCS organises the first meeting with the home support worker in my home is very professional and efficient."

"It's lovely that a staff member comes to my home to introduce my new home support worker."

"Magnificent Maud... Love her work."

"I love going shopping with Asefeh. It helps me a lot."

"I look forward to Amber coming each fortnight to assist me with my house work."



**GAY SCHRIEBER - 5 YEAR LONG
SERVICE AWARD**

**ALICE BULTER - REWARDS AND
RECOGNITION**

**LISS GUEST - REWARDS AND
RECOGNITION**

**FERDIE CASTRO - REWARDS AND
RECOGNITION**



[SOCIAL INCLUSION]

Community Transport

Community Transport has expanded and grown with referrals from MAC during 2016 – 2017 increasing by the day. WCS have employed three additional casual drivers and brought on four extra volunteer drivers to meet the increased demand.

It has been an exciting year for WCS with our transport fleet being branded with bright and vibrant WCS colours including our values on two buses and four of our transport vehicles. This has created positive feedback from our service users with comments such as “It is so easy to see you now” and “very eye catching and appealing”.

During the year one of our clients hit the wonderful milestone of turning 100 years old. She was happy to show her cards from the Queen and other dignitaries with our team. The SI team brought her flowers and WCS have offered her complementary on going transport.

In total WCS delivered 7,896 hours of transport to 300 clients.

**CHSP
Awards**



Comments from clients:

"Thank you! If we didn't have this service we could not get to our important medical appointments. We would be lost without it."

"Very thankful to have such wonderful drivers who are so professional and caring."

"The new look of the vehicles are wonderful and so easy to see. They look fantastic!"

"WCS run an absolutely fabulous service. Drivers are always on time, professional and courteous. I am very grateful for all the help."



**COTA POSITIVE AGEING AWARD – WINNER FOR
TRANSPORT SERVICES AWARD 2017**

BRIAN SCLATER - 10 YEAR LONG SERVICE AWARD

JOHN KAYE - 5 YEAR LONG SERVICE AWARD



Social Groups and Bus Outings

With new ideas and great team work our Social Groups have expanded with exciting new groups such as Maree's Movie Madness at The Palace theatre. This was a hit from the start with clients enjoying a current movie and a light lunch. WCS included transport to and from the theatre.

Another new group was formed with people that lived and worked with the Snowy Hyro Electric scheme in the 1950/1960s. The Snowy Group consists of about 40 plus clients that meet on a monthly basis for lunch. They chat about old times and the work they achieved on such a historical Australian project. They have enjoyed being reunited again and have formed friendships. Highlights of this group are bus trips to Adaminaby and other snowy sites.

After our clients requested some out of hour's activities this year we trailed the Enlighten Festival. The event was hugely successful due to the support of our staff and volunteer involvement. It was our inaugural year and visited two consecutive nights. We started with an early dinner at the German Club and as dusk fell, we drove around all the lit up building on display. There was much excitement and were asked if we can do this again next year.

The Walking Group has grown from four people last year to 13 to 14 people regularly attending. This group is very popular and we have clients on a wait list. The clients enjoy the relaxed walk along Lake Burley Griffin and the chatter is flowing when they stop for coffee.

Tuesday and Friday Social Groups are now held at the Harmonie German Club and this has been a very successful partnership. Our seniors have helped boost the clubs membership.

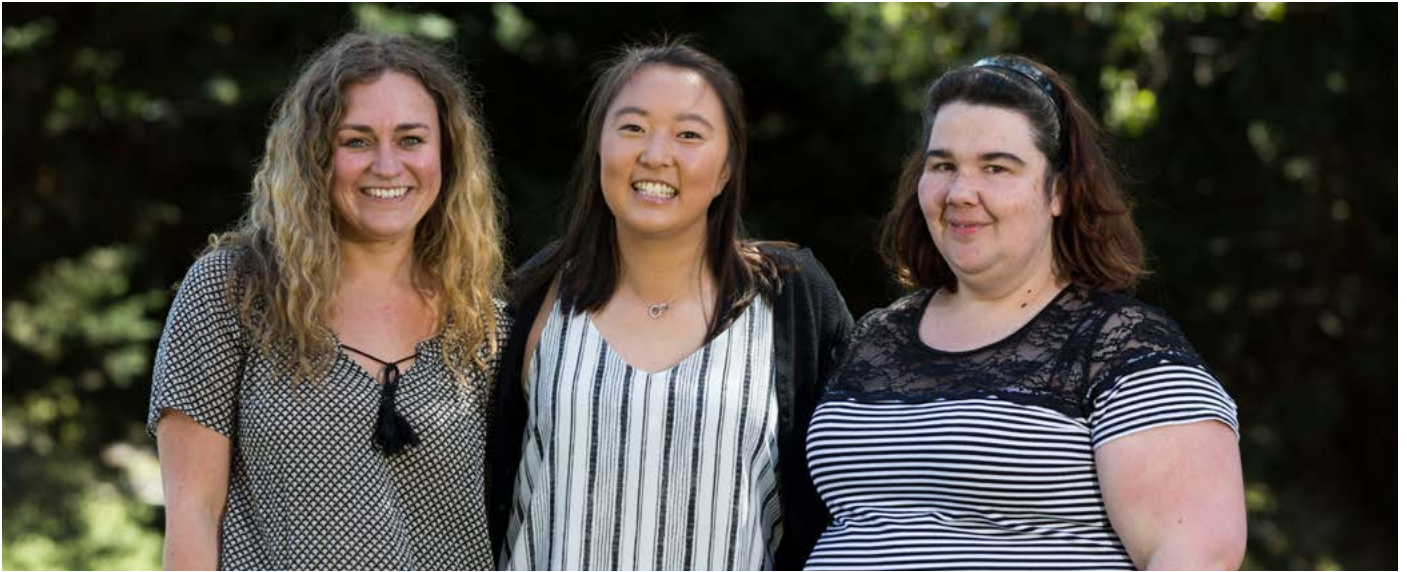
Honey, our pet therapy dog visits St Andrews Nursing home on a weekly basis and is welcomed and warmly greeted by all residents and staff. It is a highlight of their week.

Other Groups

- Ladies Latte Group
- Men's Coffee Group
- Monthly Aldi and Op shop trips.
- Weekly shopping bus to Woden Plaza and Mawson Shopping Centre.
- Discovery Trips monthly - this is in and around Canberra

Awards

- CEO Values Award 2016 – Sandy Van der Toorn



Ability Services

Following a review of the Social Inclusion structure the new role of Manager Ability Services was created enabling the Manager Community Services to focus solely on her programs. We were very pleased to welcome Jordan Renneberg, as the new Manager Ability Services as she brings with her both an in-depth understanding and knowledge of disability but also many years' experience within WCS

Support Coordination

The NDIS has presented the Support Coordination team with many challenges to overcome but the team has worked together tirelessly with their participants to assist them in utilising their NDIS plans successfully. We welcome a new Coordinator of NDIS Support Coordination, Andrew Kirkwood, to assist the Ability Services Manager in leading the team of Support Coordinators and has been a great asset to the team. With the new initiative from the NDIA of bringing in the Local Area Coordinators at Feros Care, we have seen some of our participants sadly leave our program which has made room on our books to bring on more participants in need of complex support coordination.

Ability Services Direct Support

This year was one of much consolidation within our NDIS services. We only lost two participants to other organisations and picked up a number of new ones.

Working with an increasingly casualised workforce is turning out to be one of the biggest challenges of the NDIS and has required us to come up with innovative solutions to ensure high quality service provision. To that end, the Board approved the trial of Project Ability which is a completely new way of organising our workforce.

We have established the new role of Practice Leader whose job it is to train, support and mentor staff and to develop relationships with participants and families to best implement their plans. These roles were filled by two experienced and highly skilled Ability Facilitators and have already made a significant impact.

Volunteering

Our volunteering program has **90 active volunteers** that are engaged in over 25 volunteering activities across WCS and its stakeholders.



Hope

WCS have a team of 15 volunteers that provide companionship and hope to services users over six of WCS programs. This can look like listening to people stories, mentoring or providing respite.

The volunteer program continues to support people looking to gain work experience through volunteering to reach their goals. During the reporting period 10 volunteers have started paid work after gaining work experience through volunteering, six of those have become employees of WCS.

Community

The Volunteer English Tutors continue to provide three free Community English classes as well as one on one tutoring to people from culturally and linguistically diverse backgrounds.

WCS' Tuesday English Conversation Group was recognised with the **2016 Unsung Hero Award by the Rotary Club of Woden**. WCS' English class that runs from Hughes Primary School were awarded **2016 Outstanding Partnership of the Year at the ACT Public Education Awards and the finalist for the 2017 ACT Public Service awards for Excellence** in the collaboration category for working in partnership to extend English language classes to student's families at Hughes Primary School.

Through volunteering we have created opportunities for people to engage in meaningful roles and facilitate peer lead groups in our mental health programs. WCS Buried in Treasures Volunteer Facilitators that run 20 week peer lead workshop for people wanting to address their hoarding tendency, received the **Highly Commended award at the 2017 Volunteering ACT awards in the Profound Influence** category recognising the team of volunteers that has empowered or had a profound influence on the lives of those who are disadvantaged or disconnected with the community.

Integrity

The volunteer program continues to work with stakeholders in the community to find volunteering opportunities outside of WCS. Partnerships in the reporting period include providing volunteer coordination to Paper Works running of a recycled craft shop at Mitchel green shed, facilitating service days with Marist College that provided working bees at Dyrabba Gardens, providing Volunteers for St Albans craft English group, a referral point for the Asbestos Task Force looking for volunteers to support those living in Mr Fluffy asbestos affected homes, recruiting volunteers for local schools to start reading programs, running English classes for parents at Hughes Primary School.

In addition, the volunteer program is committed to partnering with the individual volunteers goals and skills they want to share, develop and create so that we can create innovative volunteer roles.

Responsiveness

The volunteer program is dedicated to supporting and creating a community response to critical events and gaps in services. The start of 2017 saw the volunteer program work with programs in our Children Youth and Family services to start off a tutoring volunteer program for children and young people with low level literacy skills to have access to free one on one tutoring services. In addition to this, 2017 has seen the start of the Hoarding Support Volunteer program that supports people addressing their hoarding issues as well as a clean-up response team.

The volunteer program continues to works with helping people in our community that are living in a Mr Fluffy affected home that need help moving and packing. This program has expanded during 2017 to help elderly people that need to move out of their home due to the ACT housing relocation program.



STORIES FROM THE STREET

A COLLECTION OF SHORT FILMS BY FOUR COURAGEOUS CANBERRANS



Four Courageous Canberrans tell their Stories from the Street

'Just keep swimming', 'Special Roosters Fan', 'Me and my dog' and 'The Life of Bryan' are the titles of four short inspirational films about dedication, courage and resilience.

The films are told by Bianca, Bryan, Genice and Kylie – four Big Issue vendors whom can often be seen around the streets of Canberra.

They were made as part of a digital storytelling project titled 'Stories from the Street' which aimed to reduce social isolation, as well as increase self-esteem and artistic skills.

The project was funded by ArtsACT, was a collaborative effort between PhotoAccess, Gen S Stories and Woden Community Service.

"The art of storytelling is so powerful. It's raw and authentic – people get to tell their stories in their own voices, with their own images," Artistic Director of Gen S Stories, Jenni Savigny said,

The premiere of 'Stories from the Street' took place on 29 September 2016 evening at the Tuggeranong Arts Centre to about 80 of the film maker's family members, friends and supporters. It was a very special evening.

"We are looking forward to the sharing these stories with the wider community" Beth Wurcker, Director of Social Inclusion at WCS said.

"In the space of a few minutes, we are given access to the core of who they are and it's a privilege," Ms Wurcker added.

You can view 'Stories from the Street' on YouTube.



**Click to
watch**



The Big Issue

Canberra sales for The Big Issue continue to be the highest per capita and this is due to our dedicated vendors ably supported by Vendor Support Officer, Ron Jackson.

Three of our vendors are also participating in The Big Classroom, an initiative of The Big Issue nationally, which sees vendors tell school children all about themselves and the role of The Big Issue in their lives. This has proved to be very beneficial for the vendors self-confidence and self-esteem.





Mental Health



Health and Housing

[MENTAL HEALTH AND HOUSING]

Overview

Mental Health and Housing has had a year of growth, innovation and consolidation. The challenges of an ever changing NDIS landscape has called for courage, flexibility and a continuing commitment to recovery work that is central to our focus at WCS.

The NDIS Recovery Service has built a team of Support Coordinators and Support Workers – many with lived experience, who have provided exceptional service to people with NDIS psychosocial plans. We have also taken on Next Step, a CBT based, Low Intensity coaching service for people with mild to moderate depression or anxiety.

Block funded transition programs, TRec and The Way Back Support Service have broadened and deepened clinical partnerships developed over the last 6 years to include Emergency and short stay units at Calvary Public Hospital Bruce and The Canberra Hospital.

The Supported Tenancy Service have worked in a changing service landscape and initiated key work with people living with hoarding through targeted support and the Buried In Treasures Support group.

Mental Health Recovery

Partners in Recovery (PIR)

Funded by the Department of Health and Aging through the Capital Health Network

The aim of Partners in Recovery is to support people with a severe mental illness to support them in their own mental health recovery, looking at all aspects of their lives and connecting them to needed services. PIR has some flexible funds to be able to solve more immediate needs for people, which can make a big difference when addressing complex problems.

Over the year, PIR has also continued supporting participants transition to the NDIS and to provide “in-kind” support coordination for that purpose. PIR was scheduled to finish by 30 June 2017, however WCS was involved in the lobbying that resulted in the service being extended for another eighteen months. Until its cessation at the end of 2018, we look forward to continue to provide this important program to people who have been isolated by their mental illness and have not been able to access services to meet their complex needs.

The Personal Helpers and Mentors (PHaMs)

Funded by Department of Social Services

PHaMs has been 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 has operated for people living in the Southside of Canberra for over 10 years.

Funding for PHaMs in the ACT has progressively reduced as block funded services continue to be transitioned to the NDIS and, sadly, the program will cease at the end of 2018. During the transition period, the range and level of servicing provided has depended on the resourcing available to us as a PHaMs provider. Our first obligation during the transition has been in supporting existing PHaMs participants access the NDIS where eligible and this represents the bulk of the work of the PHaMs program until funding ceases.

In addition to this however, there is a provision in the PHaMs guidelines to provide continuity of service and short term assistance to people eligible for the PHaMs program but who may not be eligible for the NDIS or, by extension, who want to maximise their mental health recovery and potential for independence as an alternative to the NDIS. With this potential in mind and the resourcing available through to the end of 2017, WCS has limited intake to the Southside PHaMs program to young people between the ages of 16 and 25 years who meet eligibility.

[MENTAL HEALTH AND HOUSING]



Next Step – Coaching service

Some great news for us which we learnt of the day before Christmas was the success of our tender for the Next Step program. **In partnership with Catholic Care Canberra and Goulburn (CCG)** we are delivering this significant program of therapeutic interventions for people experiencing mild through to severe mental illnesses. Our part in this program is to deliver the “low intensity” guided self-help (coaching) program for people with mild to moderate mental illness and CCG delivers the high intensity counselling component for moderate to severe mental illness.

This program takes WCS into a new area in our suite of mental health services, expanding our range of early intervention activities. The coaching program is free to anyone who needs it and provides up to six sessions. It uses CBT as well as a number of measurement indicators to guide the coaching technique.

How's your mind?

Recently I experienced some health issues which left me feeling worried and a bit overwhelmed. Next Step has been terrific with support and helping me manage during this difficult period.



 **nextstep**
caring for your mind

next-step.org.au | 02 6287 8066

 **nextstep**
caring for your mind

[MENTAL HEALTH AND HOUSING]



Frank Quinlan (MHA), Gaylene Coulton (CHN), and Sebastian Rosenberg visited WCS to hear about the Stepped Care Model of Recovery that the WCS mental health programs offer our participants.

NDIS and Mental Health Recovery

Our response to the phasing out of both PIR and PHaMs has been to continue to develop and enhance our provision of NDIS services. We are committed to continuing our strength-based, recovery-focused approach to service provision for people accessing the NDIS due to severe and enduring psychosocial issues. We have a team of Support Coordinators and Support Workers who form the core of an integrated service response to the NDIS in terms of mental health recovery.

Our Mental Health Recovery & NDIS Services provide complex support coordination and capacity building to over 60 NDIS participants with severe and enduring mental illness with complex needs. We have maintained a strength-based, recovery oriented service to these participants which focuses on life transition planning, peer support, mentoring and individual skill development both one on one and in groups.



Developing our Peer Workforce

We continue our commitment to employing for our services Support Workers who have lived experience of mental illness and recovery. A unique element of our peer support framework at WCS is the value we place in lived experience of mental illness and recovery and the potential contribution people with mental health issues can make in this context. The majority of our Support Workers in our Mental Health NDIS Services have lived experience, some of whom have been participants of our programs. One former participant of our PHaMs program, at that time in his late teens is now a Support Worker in our NDIS Services, co-facilitates our Hearing Voices Group and works for TRec in support roles. Such outcomes demonstrate recovery and inspire hope in the strongest possible way.

[MENTAL HEALTH AND HOUSING]

TRANSITIONS

The Way Back Support Service

Funded by ACT Health and supported by beyondblue

The Way Back Support Service- is a 2 year trial in collaboration with beyondblue, ACT Health and Calvary Public Hospital Bruce that provides 3 months post hospital support following a suicide attempt. The Service Model is supported by research evidence indicating brief interventions providing follow-up care, support and continuity of care can be effective in reducing the risk of death by suicide. The Service opened its doors on October 31st and provided support to 76 people during that time.

- 100% reported satisfaction with the Way Back Support Service
- 23 people per month have been supported during the first 8 months of Service
- Key focus: safety planning, setting goals and assisting people to stay connected to formal and informal supports including GPs.





Transition to Recovery (TRec)

Funded by ACT Health

TRec is now in its 6th year of operation and is an intensive recovery focused mental health transition program. It provided support to 148 people in transition from psychiatric care or who were at risk of going to hospital due to mental health symptoms this year. TRec is a clinical and community partnership and provides 7 day a week 9am to 9pm collaborative support to participants for up to 12 weeks.

- Average of 95% capacity for the year.
- 18.2% of all participants rated the Service as excellent or good in feedback surveys
- Twenty-three ACT Health Clinical managers rated the Service as excellent.
- Evidence shows significant improvement in day to day living skills as a result of the intervention.

Peer Groups a central component of our stepped model of care

The mental health services available at WCS provide opportunities for collaboration, referral and also links to peer support groups. These peer groups have been developed to meet the needs and interests of participants of our programs which provide opportunities for recognition of mental health issues, promoting health and wellbeing, psycho-education, personal capacity building and increased social and community participation.

The groups support people to develop confidence, friendships and strategies to manage mental health symptoms. These groups are usually co-designed with participants, based on their interests and identified needs. Some identified members of the groups take leadership or co-facilitation roles.

Hearing Voices Group

The group is based on principles of an international movement known as the 'Hearing Voices Groups / Network' and is best defined as a facilitated peer support group. For many attendees it is the first and only place they have encountered where they are permitted to be the 'expert' on their own experiences, and can share and hear the experience, hope and self-management strategies of other people who have had or have similar experiences.

The group aims to de-stigmatize, empower and socially support people with voice hearing and other unusual sensory experiences, typically associated with psychosis in the mainstream health system. Currently the group has a core attendance of 4 to 8 people and runs fortnightly.

Buried in Treasures

WCS has continued to provide valuable support to the Canberra community by ensuring Buried in Treasures groups are available for those challenged by too much stuff in their life. The 'Buried in Treasures' series of workshops are a 20 week program for people who want to have more room for themselves in their homes, but just can't seem to get started.

We are presently holding our ninth group and planning our tenth while continuing to support peers with facilitation of the groups. We also encourage graduates of the program to form post groups for ongoing support and motivation.

Mindfulness

Every Friday of the year WCS meets with members of the community to do a mindfulness exercise at the Woden Library.

The group is often the first place people have experienced mindfulness which is a powerful tool for wellbeing, relaxation and stress reduction.

'Within you there is a stillness and a sanctuary, to which you can retreat at any time and be yourself.'

- Herman Hesse



Walking Group

The Walking Group has enjoyed another year of sunny days, cool breezes and good company. The group continues to attract people from all of WCS mental health programs and provides an opportunity to meet others, exercise and enjoy the beautiful Lake Burley Griffin landscape.

"GATHER"

(Girls All Together, Healthy Empowering Relationships)

GATHER is a young women's group designed to assist women, between 18 and 35 years old, to develop more confidence in social situations, find new friendships, and reduce social isolation and stigma associated with mental illness.

"GATHER has given me confidence and love, to be the young woman I am today"



[MENTAL HEALTH AND HOUSING]

Housing

Supportive Tenancy Service (STS)

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 provides support to people whose tenancy is at risk, advice to people looking to obtain a new tenancy and those at risk of homelessness. STS supports people in public housing, private rental and with mortgages.

In 2016-17, STS worked with 365 people, from providing one-off advice and information, to longer periods of support to sustain a tenancy.

There are four key areas STS continues to focus on to strengthen the service:

- **Establishing tenancies that are affordable and sustainable**
- **Squalor and Hoarding**
- **Supporting people with mental illness and tenancy issues**
- **Supporting people to access or transition to the NDIS**



Tenancy Options

The Supportive Tenancy Service continues to deliver Tenancy Options which continues to evolve and provide assistance to a wide range of people looking for a new tenancy. The longer waiting period to access public housing and affordability are significant factors to securing a private rental.

- STS has begun branching out to work with 'friendly landlords'. There have been several enquiries through OneLink or direct to STS from private landlords who would like to lease their property at an affordable rate to people who are experiencing housing stress.
- STS also continues to strengthen the relationship with a private landlord in Macquarie. In the last reporting period STS supported three clients residing in the share house, which is considered transitional accommodation.

Hoarding and Squalor

STS has seen a marked increase in referrals that are requiring support in this area. In the last reporting period STS has supported 15 clients with hoarding and 12 clients living in squalor (some experiencing both).



A photograph of three people standing outdoors in front of a tree with white blossoms. On the left is a man with a beard wearing a light blue button-down shirt and dark trousers. In the center is a young woman with dark hair wearing a red top with a yellow lace collar and a black skirt with a decorative hem. On the right is a woman with glasses wearing a purple patterned top and a white blazer. A semi-transparent purple banner is overlaid across the middle of the image, containing the text 'Corporate Support' in white.

Corporate Support

[CORPORATE SUPPORT]

Corporate Support

The key objective of the Corporate Support team is to enable WCS to deliver its services through the provision of specialised knowledge, tools, processes and systems.

We are made up of five Service Areas covering Finance, Information and Communication Technology, Marketing & Communications, Quality Assurance and People & Culture.

This financial year, the team developed and led a number of key strategic initiatives to support the organisation's journey towards building a sustainable and agile organisation.

Here are some of the highlights:

Information Technology

Project Jigsaw commenced last year and has lived up to its name as being one of our most significant initiatives. This project will see the implementation of an integrated IT business solution across Client Management, Finance, HR, Rostering and Payroll.

It has taken the full year to upgrade our IT infrastructure, complete the selection of those systems and ready ourselves for implementation in the first half of FY17/18; this is now well underway.

As each system will fully integrate with each other, it will enable us to better manage and analyse cross organisational information to continually develop and improve our service delivery.

Importantly, our client management system will provide our service users with a portal to access their support plans, scheduled activities and budgets, and provide their feedback to us on their service experience.

FY17/18 will see us finalising each system's integration and realising the benefits they will bring.



[CORPORATE SUPPORT]

Finance

Our primary goal and achievement for the financial year 2016-17 is “financial transparency” across the organisation through a new financial reporting design and improvement in budget engagement and development process with the leadership team.

This is our initial step towards a more effective finance business partnership with the service areas within the organisation, which has influenced the directors and managers’ decision-making and financial performance management.

Below are developments and achievements that supports our goal for a more effective finance business partnership:

- We successfully migrated and implemented Xero and add-on products, Receipt Bank, Approval Max and Calxa on 1st July 2017, as a step towards a full web-based financial accounting system and part of Project Jigsaw.
- Financial procedures and processes have been reviewed and updated to align it with a fully automated system such as the update in SAC petty cash and the set-up of accounts with Woolworths and Coles for food purchases have been successfully implemented.
- Transition to QK Enrol, a web-based enrolment system for Children Services – although it had a challenging start, the dedication and perseverance of the children services enrolment and accounts team, we have fine-tuned the enrolment and booking processes. This has provided a more dynamic and real-time interaction and experience for families.
- Archive documents clean-up – the Finance team has organised the transfer of all 758 archive boxes to a more cost effective provider and initiated the clean-up of these archived boxes. As a result, we have a cost savings of approximately \$1,000 a month and improved existing archived boxes quantity and procedures.

The ground work invested in ensuring the successful implementation of Xero, transition to QK Enrol, transfer to a new archive facility and update on financial procedures were a combination of unwavering commitment and dedication of the Finance Team and Project Jigsaw Team in collaboration with the stakeholders across the organisation.



Our primary goal and achievement for the financial year 2016-17 is “financial transparency” .

[CORPORATE SUPPORT]

People & Culture

Following the results of our **Employee Engagement Survey** conducted in February 2016, an expression of interest was sought from all staff to participate in one of three focus groups. 20 staff were selected.

These groups were formed to better understand from their point of view where we need to improve most and the initiatives we could develop to support this.

As a result 26 initiatives were identified with more than 50% finalised - the remainder are either in the progress or planned for the following financial year.

Of particular note, all components of the **Towards a High Performance Culture initiative** that was developed in response to the survey's results, were implemented. This included briefing sessions, some specific training sessions covering the capability framework, recognition program and performance planning process.





Marketing & Communications

We have continued building on the strategic internal and external communications platform that was established last year and have become a strategic part of the organisation. We were involved in the launch and promotion of three new WCS services – OneLink, The Way Back Support Service and Next Step.

We strengthened our refreshed brand and visual identity by creating standardised branded templates covering new signage for our offices, printed promotional materials and other marketing collaterals and staff uniforms.

We have played a key role in improving internal and external engagement in the midst of rapid change brought on by Project Jigsaw. We worked on improving internal communication and collaboration using our new e-newsletter template, website and social media channels. We also worked on creating content featuring stories from our staff, service users and what our values mean to them.

We have embarked on creating short videos to showcase our staff and volunteers and the values they bring to their work each day.

[CORPORATE SUPPORT]

Quality Improvement Projects

Following successful audits in 2016 against Health and Community Services, Mental Health, Aged Care and Children's Services standards, WCS has embarked on a diverse range of projects to continue to improve the quality and delivery of our services.

Our key quality improvement projects driven by teams across the organisation include:

- **Project Jigsaw**, a major IT program which improves and integrates our processes for managing clients, finance and human resources
- **Several Communications projects** to improve our communication and engagement with our service users, workforce and partner organisations
- **Values in Action**, a project to help us live and breathe our core values of Hope, Responsiveness, Integrity and Community
- **Supervision**, a project to enhance the support we provide to our front line workers to ensure they have the best possible supervision and support in their roles
- **Diversity Framework**, a project to bring together our activities addressing diversity and inclusion into a single framework encompassing Aboriginal and Torres Strait Islander, Culturally and linguistically diverse and LGBTI groups. We are working towards achieving accreditation to the 'Rainbow Tick' LGBTIQ+ standard and the National Disability Standard in 2018.





In closing...

These achievements are made possible by the capabilities, commitment and enthusiasm of each and every member of the Corporate Support team and the unwavering support from all our staff who continue to rise to the challenges of change.

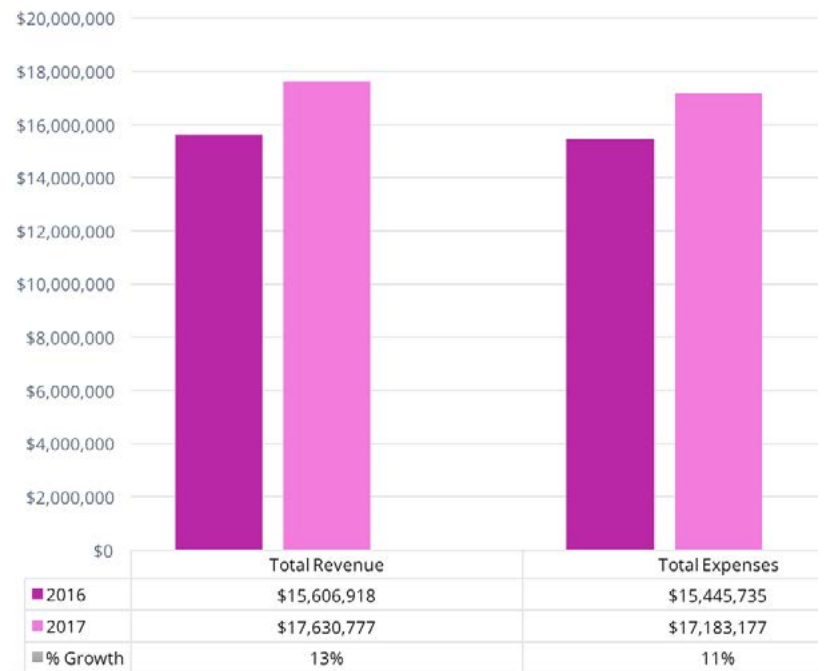
Financial Report

Financial Performance Results

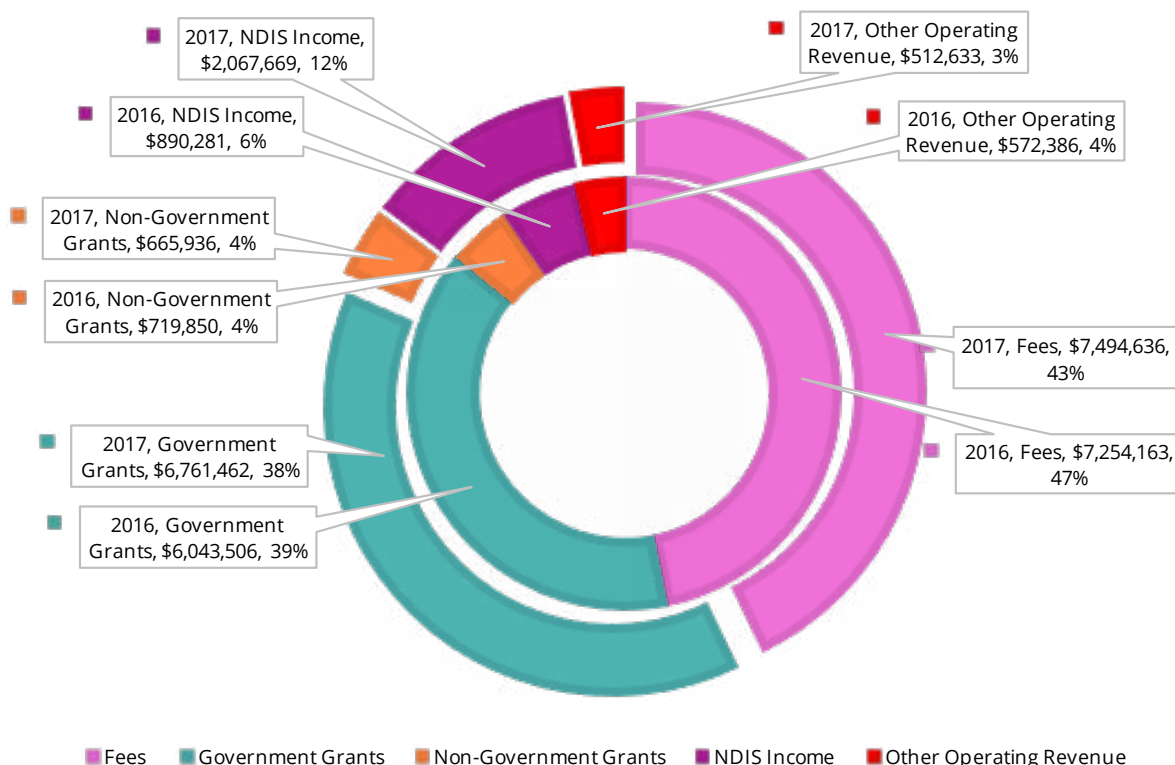
Our total revenue for the year ended 30 June 2017 has increased from \$15.6 million to \$17.6 million. This is a 13% growth in revenue compared to FY2016.

Consequently, total expenses for the year ended 30 June 2017 has increased from \$15.4 million to \$17.2 million. This is a 11% growth in expenses compared to FY2016.

Financial Performance



Revenue Sources

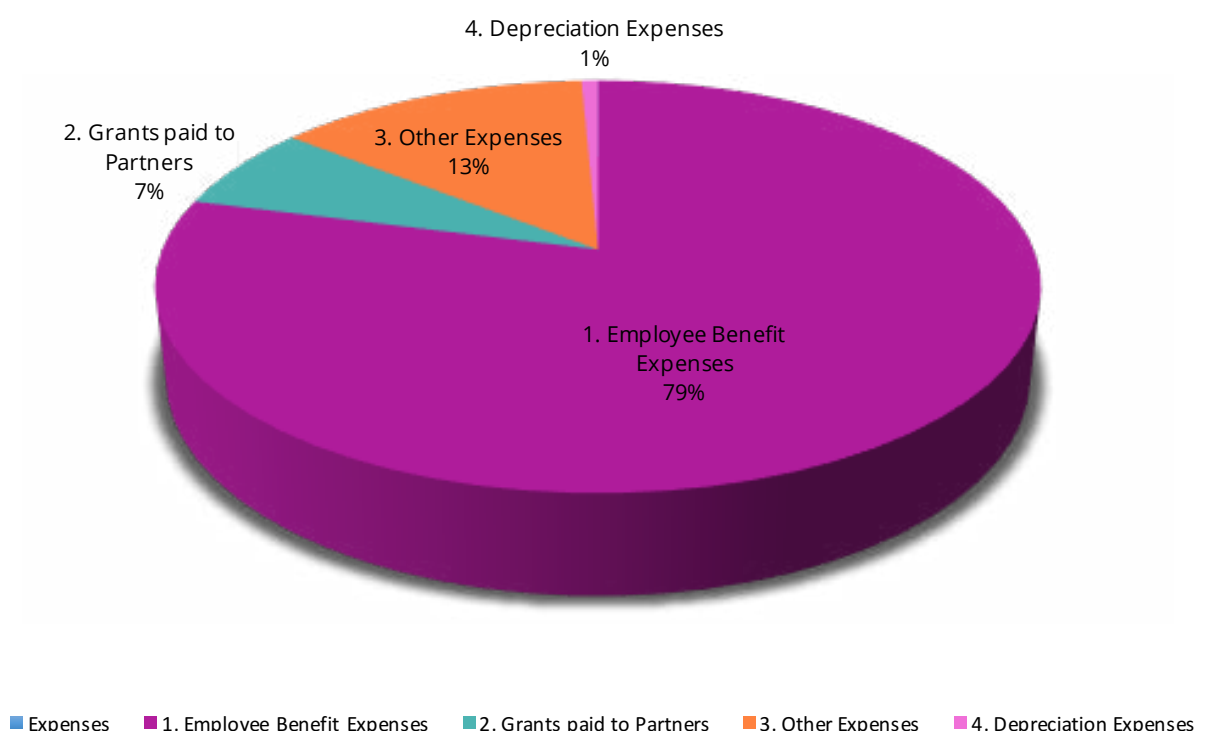


Expenses Breakdown

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

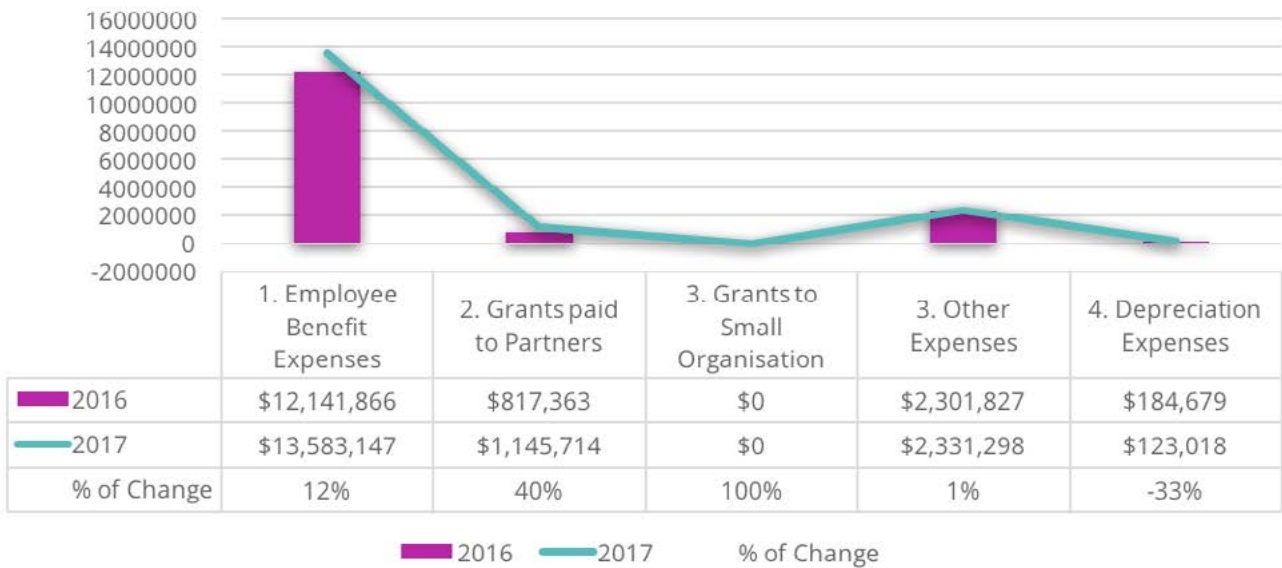
- **Fee income from Children Services** continues to be the major contributor to the organisation's revenue ie 43% of the total revenue. Fee income has increased by \$240,473 compared to FY 2016 due to an increase in enrolments at Hughes, Duffy Play Place, Red Hill, Garran and our Vacation Care Program.
- **Government Grants** have been a consistent source of revenue ie 38% of the total revenue. Despite the decrease in TREC funding, government grants have increased by a net amount of \$717,956 compared to FY 2016 due to the full operation of OneLink and receipt of indexation and ERO adjustments.
- **NDIS** revenue stream has contributed 12% to the total revenue. This revenue has increased by \$1,177,388 due to the inclusion of Mental Health recovery participants and an increase in support coordination and service delivery revenue stream. It should be duly noted that despite ongoing challenges with the NDIS scheme, NDIA and its portal, the organisation has operated at a breakeven position. This position is quite positive given we are fairly new to the scheme and the results are better than the industry standard.
- **Non-Government Grants** with partnership with Capital Health Network, Catholic Care and Beyond Blue have contributed 4% to the total revenue. Despite the end of our partnership with Barnardos Australia and Medicare Local Funding, the organisation has won new tenders through Catholic Care and Beyond Blue for the Next Step and The Way Back Support Service respectively.

2017 Expenses Breakdown



[FINANCIAL REPORT]

Expenses Comparison



- 79% of total expenses relates to **Employee Benefit Expenses**. This highlights the organisation’s reliance on its human resources for service delivery and support to our target clients and community. The increase in employee benefit expenses by 12% is directly related to the increase in programs and services being offered by the organisation in FY 2017.
- 6% of total expenses relates to payments to WCS **partners in service delivery** for programs in OneLink, Supportive Tenancy Services and Child, Youth and Family Services. The increase of 38% compared to FY 2016 is due to the full-year’s operation of OneLink.
- WCS has also supported **Paperworks** in its operation by committing a 3 year grant of \$20,000 per year.

Sustainable Surplus

The financial performance of the organisation resulted in a **net surplus of \$447,600**. This is 64% higher compared to FY 2016.

The organisation's surplus margin and return to assets ratio as at 30 June 2017 is at 2.54% and 8.10% respectively. WCS continues to build its reserves from current revenue and effectively utilises its assets to generate revenue.

Financial Position

Operating cash and investments as at 30 June 2017 has a balance of \$220,844 and \$4,176,224, respectively.

In FY 2017, **Project Jigsaw** and the related IT infrastructure upgrade kicked off. This resulted in a capital expenditure of \$345,244. Furthermore, the remaining 5 company-owned vehicles have been sold and leased back via Toyota Fleet Management, converting all of the organisation's fleet to an operating lease arrangement.

Further assessment of the current working capital needs of the organisation resulted in an **increase in investment of \$1,010,574**.



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