

2017-2018

Woden Community Service
Annual Report



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.

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1. WCS staff at Hughes Primary School for the Outside School Hours Care Fun Day in November 2017.
2. Jaymes, a participant in the NDIS program.
3. Paul Alexander, Sophie Mayer and Jill Rafferty lead WCS's NDIS ability service delivery.
4. A child playing at the Lollipop Early Learning Centre.



About WCS

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

Woden Community Service (WCS) is a not for profit organisation that has been providing community based services for the last 49 years across Canberra.

We employ 390 staff who, along with 90 volunteers, deliver a wide range of services covering children, families, young people and seniors. This includes 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.

Service Delivery Network

Our Services

Children's Services

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

Child, Youth and Family Support

Youth Engagement Team

Seniors

- Home Support
- Social Groups
- Community Transport

OneLink

Housing Support

Emergency Food Relief

Community Engagement

- Community Development
- Volunteering
- The Big Issue

NDIS Services

- Support Coordination
- Direct Service

Mental Health & Wellbeing

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

We are based at the following locations:

Woden Community Service

Main Office

Callam Offices
Building C, Level 1
50 Easty Street
Phillip ACT 2606
info@wcs.org.au
(02) 6282 2644

Lollipop Early Learning Centre and Mental Health & Wellbeing

26 Corinna Street
Woden
ACT 2606
info@wcs.org.au
(02) 6282 2644

Youth Engagement Team and NDIS Ability Services

Woden Youth Centre

29 Callam Street
ACT 2606
yet@wcs.org.au
(02) 6282 3037

Onelink

Housing ACT Central Access Point
Nature Conservation House,
(Corner of Emu Bank & Benjamin Way)
Belconnen 2617 ACT
www.onelink.org.au
info@onelink.org.au
1800 176 468

Message from the Chair



It is difficult to characterise this past year – it has been one of constant challenge, consideration and response.

The world we live in is intricately connected – perhaps I am just thinking of the NDIS butterfly that flapped its wings and created...a very difficult year for our clients, our staff and our organisation.

We are living in a post-NDIS world, one where services are predicated on a very specific set of definitions and interpretations, where, consequentially our own organisational flexibility has diminished and we have been pressed in a very specific direction. The expansion of the NDIS into supporting participants with mental illness has been welcomed, but the question of how has been extremely difficult to determine. WCS has been at the forefront of designing and delivering exceptional mental health services based on a recovery model with our fabulous mental health team. However, we continue to be challenged by the NDIS's narrow view of both mental health and disability.

The challenges we have faced in our service delivery and client support have challenged our service, values and our financial position. For the former we have continued to loudly and strongly advocate for our clients and on the other, we have taken important measures to rebuild our financial and structural resilience.

I would like to acknowledge the Executive team, Kate West, Kim Spinks and Jennie Seppings who have each shouldered a heavy burden in this last year, one of unrelenting change and adjustment. You have each led with an integrity and purpose that is a testament to your leadership.

To Chris Redmond, our Chief Executive who has endured the pressures of leadership and expectation with grace and determination, with no loss of enthusiasm across 14 years. The organisation is more diverse in services, more ambitious in its outlook and well-respected as an unwavering voice of advocacy for clients and for our community as a result of your leadership. We wish you all the best with life beyond WCS and look forward to hearing of your adventures.

I would also like to thank the Board for their generous contribution of their intellectual and compassionate energies. The Board have been faced with a number of very difficult and complex decisions and strive to make those in an informed and responsible manner for the benefit and resilience of the organisation.

And to our staff, you are a constant source of inspiration and hope, for our clients and for each other. You continue to serve the community with integrity and purpose that gives us all hope.

Jennifer Bennett
Chair

Board of Directors

Our Board guides the strategic direction and welcomes comments, complaints and suggestions about the services we provide.



Jen Bennett
Chairperson



Lora Shaw
Deputy Chairperson



Brett Streatfeild
Treasurer



Bhavana Kaul
Member



Michael Miller
Member



Glenn Powell
Member



Carolyn Harkness
Member



Sebastian Rosenberg
Member



Dr Alison Oakleigh
Member

Message from the CEO

The constant and rapidly changing landscape of the community sector had an inevitable impact in the last financial year. Woden Community Service weathered the consumer directed care storm in the initial years of the National Disability Insurance Scheme and the aged care services. 2017 – 2018 was a settling of accounts that was WCS's year of reckoning.

For better or worse the funding environment has changed and with it the nature of the community sector. Although no longer funded to be the provider of last resort, a longstanding community and funder expectation, WCS struggled with the limited provision that was on offer from the new funding arrangements for this activity.

WCS faced an existential funding crisis in the early months of the year that required a "root and branch" review of our financial position, of all aspects of our service delivery and support and a restructure of the organisation to minimise the potential end of service scenario that was becoming a reality.

Despite the extreme challenges that WCS faced during the year it has been a very successful year for reasons other than financial fidelity. It was a year that proved our resilience, commitment and dedication to service by all staff across the organisation.

WCS's response was true to its character – calm and deliberate yet resolute to maintain the quality and level of service to the people we work with, while supporting staff through the disruptive change process to maintain our ongoing financial sustainability.



Chris Redmond (centre) with the Youth Engagement Team

We didn't finish the year in great financial shape, however we controlled the damage and prepared for the next financial year. Staff understood the changes that needed to be made and worked with the Executive Team in putting the new structure in place.

This is my last Annual Report as the CEO of Woden Community Service. I would like to acknowledge the collegiality, support and direction that I have been offered and gladly accepted from WCS staff and Board members, from my community sector peers and collaborators, from my government partners, MLAs and their advisors, from community activists and more importantly the people we seek to work with.

It has been an incredible privilege to hold this role for the past 14 years. It has been the highlight of my career. The achievements of the organisation during this time have included continuing to deliver relevant quality services, developing a high quality mental health service, comparable to any nationally, establishing partnerships to deliver services, extending our services beyond the Woden Valley to the whole of the ACT, becoming a quality accredited service and responding to crises affecting the ACT community.

Thank you

A handwritten signature in black ink that reads 'Chris Redmond'.

Chris Redmond
CEO

Executive Team



Chris Redmond
Chief Executive Officer

Chris has undertaken the role of CEO at Woden Community Service since 2004. He has held senior positions with the Commonwealth Department of Human Services and worked within local government in Tasmania in a youth homelessness service response. Prior to his leadership and management roles, Chris worked in direct service delivery in the areas of income support and vocational rehabilitation in NSW, Victoria and Queensland.

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E: chris.redmond@wcs.org.au / P: (02) 6234 6868



Kate West
Director, Children, Ability & Mental Health Services

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

Contact Details:
E: kate.west@wcs.org.au / P: (02) 6234 6837



Kim Spinks
Director, Access & Support

Kim has been working in the homelessness and social housing space for over 16 years. She has vast experience in this area having previously worked in both the government and community sectors with diverse service user groups, managing and mentoring teams and establishing service partnerships. She joined WCS in 2017 and brings lots of enthusiasm to this newly created Director role.

Contact Details:
E: kim.spinks@wcs.org.au / P: (02) 6234 6848



Jennie Seppings
Director, Corporate Support

Jennie has been with WCS for close to 4 years now. She has almost 20 years of experience in senior Human Resources leadership roles, nationally as well as internationally, and across a diverse range of industries. She brings with her expertise in developing organisational capability through leadership, systems and process improvements.

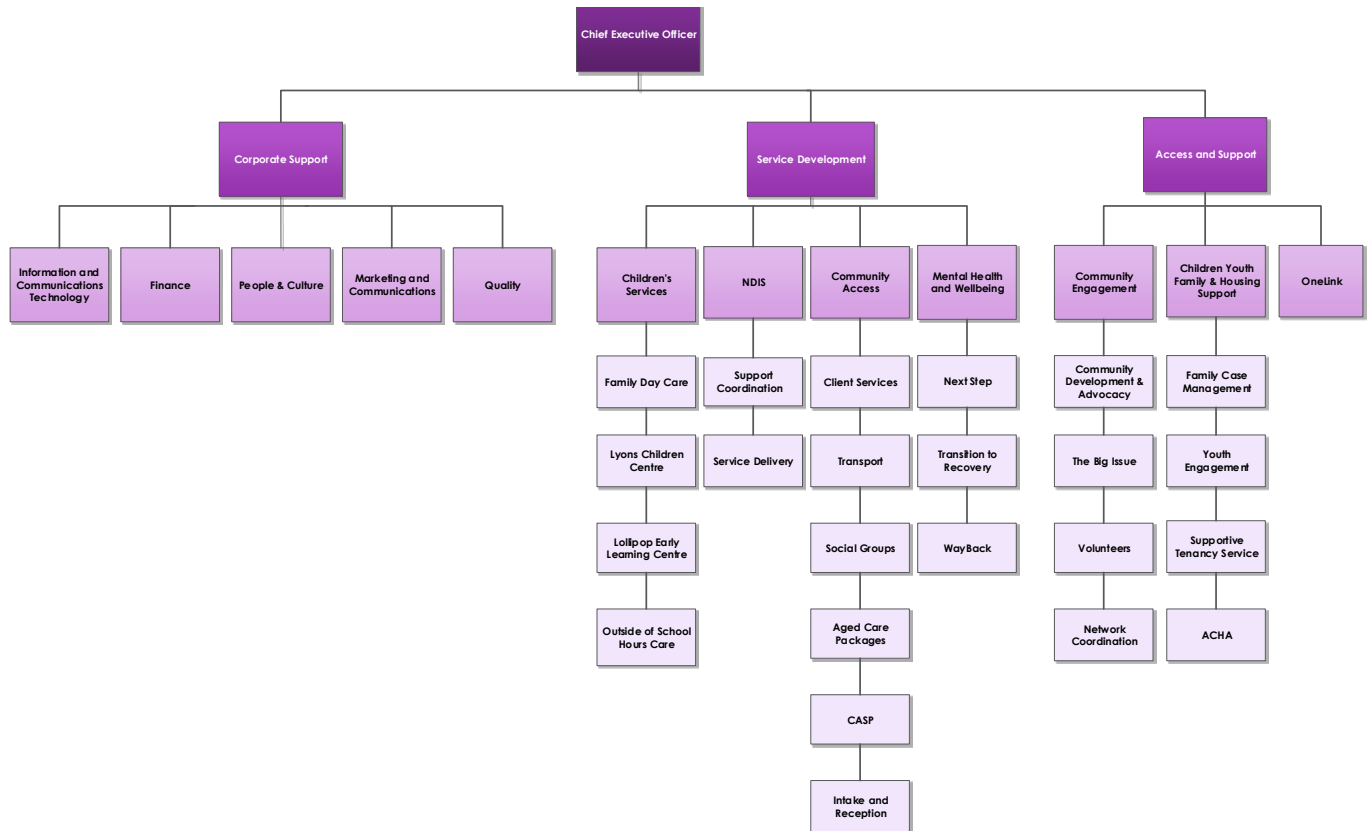
Contact Details:
E: jennie.seppings@wcs.org.au / P: (02) 6147 3309

Strategic Goals

from the Strategic Plan 2016 - 2020

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

Organisational Structure



Effective 1 August 2018

Image on right: WCS worked closely with Relationships Australia, various community groups and several ACT Government directorates to promote Neighbour Day in March 2018. This is an annual event which encourages people to host an event and invite their neighbours to create a greater sense of connection in their community. The launch was attended by Minister Rachel Stephen-Smith and Children & Young People Commissioner, Jodie Griffiths-Cook.

Performance Highlights





WCS arranged an excursion in May to Reconciliation Place during Reconciliation Week for staff and children from WCS Children's Services

Reconciliation Action Plan

Woden Community Service continues to promote an understanding of Aboriginal and Torres Strait Islander people, communities, cultures, heritage and aspirations.

In 2017-18, WCS continued its commitment to reconciliation through activities set out in our Reconciliation Action Plan.

The RAP working group met regularly in 2017-18 and followed through a range of actions related to the current RAP:

- printed and distributed an Acknowledgement of Country to all sites delivering service
- promoted the Protocols for working with Aboriginal and Torres Strait Islander people developed by the ACT Indigenous Elected Body to all staff
- sought to further embed cultural awareness in our services, through managers talking to teams and sharing experiences, as well as starting to review a range of corporate documents, and
- made a formal submission to a Joint Select Committee on Constitutional Recognition Relating to Aboriginal and Torres Strait Islander Peoples in support of the Uluru Statement from the Heart.

WCS also arranged activities to engage the whole organisation with reconciliation including:

- supporting the community celebration during NAIDOC week with the Smith Family, Community Services #1, Marymead, Karralika and others
- holding a Close the Gap day morning tea in March for WCS staff, to raise awareness of the issues regarding the ongoing gap in outcomes for Aboriginal and Torres Strait Islander people
- arranging an excursion in May to Reconciliation Place during Reconciliation Week for staff and children from WCS Children's Services.

The visit to Reconciliation Place allowed children a chance to engage with reconciliation, walking among the public artworks in the area and exploring the themes of Aboriginal and Torres Strait Islander achievements, belonging and connection to land and water.

WCS is currently developing a Reconciliation Action Plan for 2019-2022, which will continue to support the national reconciliation movement and will create ongoing and meaningful opportunities for Aboriginal and Torres Strait Islander peoples.

WCS's aim is to increase the number of Aboriginal and Torres Strait Islander staff by the end of 2019 and to establish an Indigenous Traineeship program.

Our People

Leadership Development

May 2017 saw Stage II of WCS's Leadership Development Program – **FastLEAD** – being implemented for our senior leadership team; 11 people in total.

This program applied an innovative combination of small group coaching “pods” and a comprehensive digital support platform. It was facilitated by Anna Marshall from People Mastery and was delivered over a six month period covering the following modules:

1. Leading and managing others
2. Coaching and developing others
3. Leading through change
4. Engaging and motivating others
5. Setting performance expectations
6. Self-awareness
7. Emotional intelligence

Consistent feedback from participants, and observations from their managers, reflected increased levels of self-awareness plus greater confidence engaging in courageous conversations. This in turn had a positive impact on their own staff's confidence levels, capabilities and accountability.

Our Workforce

As at 30 June 2018, WCS employed 390 people either as full-time, part-time or as casual employees and significantly benefited from the assistance of 90 volunteers. WCS's workforce varies in size from year to year reflecting changing priorities, budget allocations and service delivery requirements.

WCS supports staff to balance work and personal commitments through access to flexible working hours.

Workplace Diversity

WCS continues to support a diverse and inclusive workplace by employing a number of staff identifying as having a culturally and linguistically diverse (CALD) background. This assists WCS to deliver culturally appropriate services to the local community. WCS also employs staff who identify as being of mature age, having a disability or as LGBTIQ.

Work Health & Safety

We acknowledge and are committed to fulfilling our responsibilities under the *WH&S Act 2011*, the *Work Health & Safety Regulations 2011* and the *Safety, Rehabilitation & Compensation Act 1988*. We are also committed to protecting the health, safety and welfare of our people while at work.

During the past year, we have focussed on improving our processes and procedures and introduced a number of initiatives to ensure that all staff work in a healthy and safe environment. One of the Initiatives included the delivery of sessions across the organisation that included topics on WHS responsibilities, the importance of taking immediate action when safety hazards are identified, incident reporting, manual handling, using appropriate equipment and how to prevent slips and trips in the workplace and muscle strain and sprains.

A number of strategies were developed to reduce incidents of worker's compensation claims and improve return to work outcomes for our injured or ill employees. This focus, including improved reporting, will ensure that we achieve better business outcomes by reducing the financial cost associated with workplace injury and illness.

We will continue to focus on encouraging early identification, reporting and response to hazards and injuries in the workplace to further improve and strengthen work health and safety outcomes and return to work performance.



The team of staff providing excellent care for children and families at the Lollipop Early Learning



WCS attended the Tertiary to Work – Canberra’s Graduate Job Fair at the National Convention Centre in March encouraging graduates to join our team



Transformation and Technology

Over the last year ICT has made a significant contribution towards achieving WCS's strategic goals – specifically, Striving for Excellence in Service and building a Sustainable and Agile Organisation.

This contribution includes the deployment of contemporary and integrated business solutions that have:

- the features and functionality to meet the needs of WCS today and into the foreseeable future,
- enhanced the level and breadth of security required to protect data,
- streamlined and simplified organisational processes, and
- reduced administrative costs.

This has been delivered through three key initiatives:



the deployment of contemporary Finance, Case Management & Rostering, and HR & Payroll systems providing more efficient, automated processes and comprehensive data for reporting and analysis,



the upgrading of our telecommunications, email and printer management solutions increasing their stability and useability, and reducing the total cost of ownership, and



the management of customer service and support, business solutions and desktop support, which has been brought in-house having a wide impact on improved service, and once again, substantially reducing cost.

This has only been possible through the creation of a newly established team of ICT professionals committed to improving the organisation's efficiencies and growth to better enable the delivery of high standard quality services to those in our community.

Children's Services

Lollipop Early Learning Centre

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

Lollipop provided care for 208 children (inclusive of occasional care) from 175 families from July 2017 to June 2018. In occasional care 96 children utilised 10,827 hours of care, the remainder of the children utilised 58,858 hours of care over the year.

Lollipop went through assessment and rating earlier this year under the revised National Quality Framework (NQF) and received an overall rating of meeting the quality standards.

We received an exceeding rating in quality areas for staffing arrangements, relationship with children and collaborating with families and communities. This outstanding achievement was a testament to the continued hard work undertaken by the Lollipop team this year.

We have continued our joint staff meetings between Lollipop and the Lyon's Children's Centre to further build the relationships between the two centres. It also provided a collaborative opportunity supporting the team as required.

Our continued commitment to reconciliation has involved visits from Wiradjuri Echoes and joint events. We planned our own Reconciliation Day celebratory event at Reconciliation Park and attended the NAIDOC week event at Deakin High. We are also planning a visit to the National Botanic Gardens in spring to do the Aboriginal food trail walk.

Lollipop continues to work closely with case managers and the Children's Services Program to provide high quality education and care for vulnerable children. The introduction of the new childcare subsidy has given families another avenue for funding. Managers of the centre, rather than case managers for the families, are now responsible for the majority of the paperwork for families requiring access to the wellbeing subsidy.

Currently the centre is focused on providing high quality education and care for the children and looking towards the end of the year, we will focus on joint activities with Lyons, planning the end of year party and completing portfolios and summative assessments.

Image below: *In April 2018 we invited Members of the Legislative Assembly from Murrumbidgee to attend our early education centres to support the Children First Alliance's policy paper advocating universal early childhood education as a critical part of children's development and improved life outcomes.*

The Children First Alliance is a network of longstanding not-for-profit providers of children's services in the ACT, including early learning centres, family day care, preschool and after school care. Together we operate 46 ELCs with 3,543 places.





1. WCS children and educators from both Lollipop Early Learning Centre and Lyons Children's Centre dressed in purple on 27 March to mark Purple Day to help raise awareness about epilepsy, a chronic disorder of the brain that affects people of all ages.
2. Bec Cody, MLA for Murrumbidgee, visited our Lyons Children's Centre in April 2018 to read to children from the Tathra Room. Ms Cody captivated the children's interest by reading 'Why is that Emu wearing one red shoe?'

3. On 3 November 2017 more than 500 children from across the WCS OSHC program gathered at Hughes Primary School for Fun Day.
4. Chris Steel, MLA for Murrumbidgee, visited WCS Lyons Early Childhood School in May 2018 where he engaged the children with an erupting volcano through the use of vinegar and bi-carb soda.



Lyons Children's Centre

Lyons Children's Centre supports 200 children and is committed to providing high quality childcare to the families with children enrolled in the centre.

Over the year we have catered for 200 children from 169 families and a total of 170,805 hours of care were utilised.

The team have been working tirelessly on their documentation; this year we have introduced floor books and quarterly summative assessments in order to include more of the children's voices visibly in the curriculum.

The new childcare package launched in July 2018 has provided us a means of further supporting families requiring longer-term support for their children to access quality education and care. This has put the added burden of administering this system on centre managers to ensure all documentation lines up and that case managers have completed the required supporting letter where applicable.

The Children's Services Program (CSP) has been overstretched in the lead up to the introduction of the new Additional Childcare Subsidy (ACCS), and the result has meant that we have been over our allotted 11 places per day between Lollipop and Lyons. We have worked with the ACT Office of Children, Youth and Family Services to ensure that we are meeting the needs of as many families as we can. As families transition over to ACCS, our CSP numbers are expected to return to their normal ranges.

In 2018 the Centre has looked at better managing costs to ensure the sustainability of WCS, while maintaining our understanding of the revised National Quality Framework (released in February 2018) and preparing for the new childcare package.

Lyons Children's Centre and Lyons Out of School Hours Care continues to have a strong, supportive cross service approach to meeting the needs of our local families. Both ends of the service have gone through compliance audits and are continuing to work together to raise the standards at the service.

Our Narragunnawali is in full swing in collaboration with Lollipop. We commemorated the first Reconciliation Day in the ACT with a joint trip to the Reconciliation Walk by the lake. This allowed the children an opportunity to spend time with their peers and explore the sculptures created by Aboriginal and Torres Strait Islander artists. We have two more excursions booked this year, one to the Australian Botanic Gardens and the other to the Burren Art Centre on Lady Denham Drive.

Our chickens continue to thrive and we have added Topsy and Zen, the blue tongue lizards, to our community, much to the delight of children and families.



Morning tea time at Lyons Children's Centre



Watering the garden at Lyons Children's Centre

WCS Family Day Care

During the year from July 2017 to June 2018 145 children were cared for by 18 educators, who worked a combined total of 28,077 hours.

The major change in our service for 2018 was our change of service name to WCS Family Day Care. We placed an advertisement in the October 2017 edition of Canberra Child's Magazine for additional educators. We received many responses, however they were all from the north side of Canberra.

Due to the interest from this part of Canberra, it was decided that we would support educators throughout the ACT. This also led to a decision to change our service name from Woden Weston Family Day Care to WCS Family Day Care to better reflect the broader area where we support educators and families. We now support an educator in Throsby and are in the process of employing educators in Ngunnawal and Nicholls. Children's Week celebrations were enjoyed by all, including two excursions to the Tidbinbilla Nature Reserve. On 24 November 2017 we used the Community Services #1 Community Bus to transport educators and the children in their care to the Tidbinbilla Nature Reserve where we had a picnic and had the opportunity to observe kangaroos, koalas and emus and enjoy being in the bush.

On 26 November 2017, we repeated the excursion but the educators used their own transport to get to the venue. The feedback from the educators was very positive and three of the educators who used their own transport have indicated that they would like to get a yearly pass so they are able to take the children on a regular basis.

FDC had a compliance audit conducted by the ACT's Children's Education and Care Assurance (CECA) on 2 February 2018. This went well and the only issue was the change of name from Person in Charge to Nominated Supervisor due to changes in the new regulations.

Our Assessment and Rating visit from the Australian Children's Education & Care Quality Authority (ACECQA) was conducted from 15 - 17 May 2018. Throughout the visit we received excellent feedback about our services and useful suggestions on how we can improve. These suggestions will be incorporated into our Quality Improvement Plan to ensure we are providing the highest quality service.

In March 2018 we distributed Samsung tablets to the educators and they were very enthusiastic to receive them. They are now using these devices to access Harmony Web for Educators and the One Child Programming software that improve our communication methods with parents and allow individual portfolios to be created for the families in our services.



A group of WCS Family Day Care educators joined the WCS Christmas Party



In November 2017 the WCS Family Day Care children gathered together in Tidbinbilla Nature Reserve for a picnic

Out of School Hours Care

Our Out of School Hours Care (OSHC) team prides itself in offering high quality, inclusive programs at six schools in the area. Over the year, the team identified needs in the community and worked towards solutions.

One such need has been Out of School Hours Care for preschool children. To fill this gap in services, we now have Early Childhood qualified Coordinators and 2nd In charge (2IC) Educators at most of our services, and offer OSHC services to preschool children at Curtin, Duffy, Garran, Hughes and Red Hill.

All our OSHC services have increased in numbers. For instance, as of 2018, we offer three separate After School Care services at Red Hill School: a 22 place "Minis Program" for Preschool – Kindergarten children; a 39 place "Junior Program" for Kindergarten to Year 1 children; and a 121 place "Senior Program" for Year 2 – Year 6 children. Each of these is filled to capacity most days of the week. The Before School Care Program has also increased to a 66 place service.

During school holidays, we continue to operate a School Holiday Program at Garran, Red Hill and Duffy. In 2017, we started our fourth School Holiday Program at Curtin Primary. We have continued our Annual Camp in the April school holidays and the Snow Trip in the July school holidays.

Over the past 12 months, Duffy and Torrens OSHC have been through the Assessment & Rating process. Both received "Meeting the National Standards" as their final rating.

We continue to find it difficult to attract suitably qualified and experienced educators to fill the 2IC educator roles. Recruiting for these roles as well as for casual educators is an ongoing process.

Our biggest event of the year was Fun Day. Held at Hughes Primary, the 2017 event was attended by 544 children, 73 educators plus other WCS volunteers. Despite grey skies, the rain held off and everyone had a blast on carnival rides such as the giant slide, teacups and a jumping castle, popping into a photo booth with various props, having their face painted or hair sprayed in a variety of colours.

At the Fun Day, the children were provided with afternoon tea that included hotdogs, popcorn and fruit smoothies. Woolworths Mawson generously donated plenty of fresh fruit and vegetables for all the children to enjoy.

Each afternoon our Out of School Hours Care team operates:



across 10 services,



at 6 schools,



70+ educators who work directly with,



close to 700 children.

Children and Family Support

Family Case Management

Case Management

The case management team have been increasing referrals through the year and taking on many referrals from Child Youth Protection Services. Many of the families have been very appreciative of the support they have been receiving. One family commented, "I wouldn't be where I am today if it wasn't for the support the case manager has given."

Early Intervention

The case management team have facilitated several parenting courses this year in partnership with schools in the South West Region. These include Circles of Security and Bringing Up Great Kids.

The topic talks are being delivered at a crisis accommodation service which is welcomed by staff and participants.

The Play Groups are expanding and getting known in the south west region, they are very popular and keeping very busy. Once a month Case management run the Cooking Circle which is open to all participants and aims to engage with the CALD community. It is building momentum and more community members are attending to share food and cooking from their home countries.

Community Engagement

Case management has taken part in local community events representing Woden Community Service such as the Lyons Community Festival, Child Protection Week, Children's week and Mental Health Week. Case management were active in Reconciliation Day events and continues to develop cultural competence.

Christmas Hampers

Case Management every year manage to collect for all their families Christmas hampers and toys to ease the stress on vulnerable families the pressures of Christmas can bring.

Youth Engagement Team

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

Case work

Young people engaged were referred by government and non-government agencies for various supports such as education engagement, legal support, mentoring, housing, social inclusion, behaviour management, financial education, drug and alcohol support, community engagement and employment. YET have seen great outcomes for young people by focussing on providing practical support, whilst also linking young people with longer term, more specific or targeted external services. YET was part of the Case Management Tool Trial and have enhanced their case management skills by using these tools.

Open access drop in

Runs from Tuesday to Friday year round from 3pm each afternoon. Drop in engaged over 570 new young people into the centre taking part in open access drop in and various holiday programs and youth engagement activities.

Assertive outreach

The Youth Engagement Team have been attending high schools in our catchment area to promote the services we offer. The team attends school and year group assemblies and have successfully increased the number of new young people engaging in open access drop in and in case support work. Some feedback from students was they were not aware such centres existed and misunderstood that our service was invite only.

IRespect Program

IRespect is a program developed to inspire young men to accept personal leadership in their lives by choosing to live with respect. The program engages and motivates young men to stand together against objectification, homophobia, violence, sexual harassment, gender violence, abuse and harmful behaviour. The program empowers young men to feel safe to break the silence in order to develop a cultural shift towards more supportive and accountable relationships and a culture where women and girls are treated equally within the community.

Glass Half Awesome Program

Glass half awesome (GHA) is a self-esteem and resilience program that we facilitate in primary schools and high schools. The girls' ages range from 10 – 17 and the program is adapted to suit the ages and needs of the cohort. Topics covered in the group include developing positive self-esteem and self-talk, optimism and gratitude, healthy relationships, the effects of bullying, body image and constructive coping strategies.

Feedback from the participants included:

"I liked being able to make new friends and being able to acknowledge my strengths and learn how to deal with my problems"- 11 year old participants

A 15 year old student said that GHA gave her the opportunity to "open up and realise some of the bad emotions I was feeling, and helped me how to feel better about these feelings".

Teachers are also seeing improvements in the girls' attitudes and behaviour in school, with one teacher commenting "they feel valued and each student's self-esteem and positivity has certainly increased".

GHA is currently running in two schools per term and has help supported approximately 100 girls in the Woden / Weston region since early last year.



YouFOCUS Program

During term 2, a new program was introduced called YouFOCUS. This program aims to provide a quiet and supported environment for young people to be able to complete school, college and CIT assignments, weekly homework tasks and also for young people not engaged in school to work on employment skills such as resume writing, job searching, applying for jobs, presentation at interviews and interview skills. This program runs before drop in on a Tuesday afternoon and has been very beneficial for the 10 young people attending on a regular basis.

Holiday Programs

Youth Engagement Team staff have been forming partnerships with other youth teams in the ACT and Queanbeyan to provide a holiday program that aims to visit each of the centres, or collaborate on an external activity together. Young people have benefitted from this collaboration, being able to visit all centres, meet the staff and some have formed great friendships through our joint activities. Young people from all areas of the ACT and Queanbeyan who attend now feel welcome to attend events at other centres throughout the term. Staff have also benefitted from these activities by sharing ideas and activities from each of the centres and meeting new staff when they come on board each of the teams.

Seniors' Services

The CHSP team along with our dedicated volunteers have worked tirelessly to continue to deliver a high quality service to the Woden Valley area and provide Domestic Assistance, Shopping Assistance and Personal Care to over 200 clients with referrals starting to be opened up again through My Aged Care. We continue to receive great feedback from clients and their families on the care each staff member takes to ensure they are well looked after.

Our great variety of Social Groups continue to be enjoyed by an increasing number of clients. We had a great turn out for our annual Tulip Tops events and look forward to our next big event; the Christmas Party in early December where there will be great food, prizes and entertainment.

We have received great feedback from our regulars letting us know just how much they appreciate Sandy and her charisma, kindness and fierce dedication she shows each of her clients.

This year we continue to introduce new social groups and discovery trips for our clients to access.

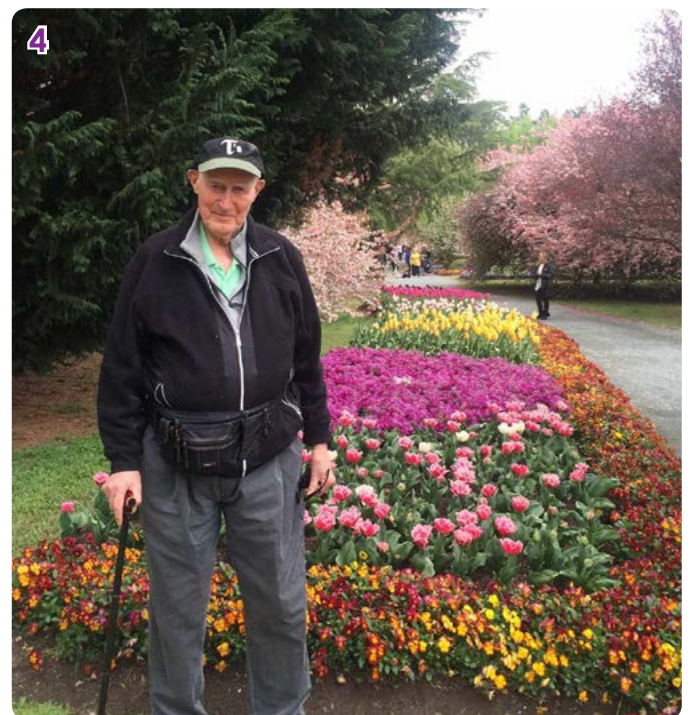
Arthur Donnelly won our quarterly Volunteer Recognition Award for both transport and assistance with our social groups. He is very caring and considerate to our clients, a quality which is reflected in all our transport staff and volunteers. Congratulations Arthur!

The Commonwealth Home Support Program has seen quite a few changes to staff, saying goodbye to Amy Balderson, Beth Wurcker and Liss Guest and welcoming Helen White as Transport Coordinator and Jordan Renneberg as Manager.

Community Transport continues to expand and grow with referrals from My Aged Care during 2017-2018 within the Woden Valley area. With a minor setback with 2 fleet vans and 2 cars being badly vandalised recently, the drivers and volunteers have continued to provide excellent service to all of their clients, barely missing a beat. We have received excellent feedback about the professional and caring nature of both our volunteer drivers and our full time drivers, Brian and John.



1. WCS transport officer Brain Sclater with our WCS cars.
2. WCS's Sandy Van Der Toorn with Bernadette Earl from the Seniors Group Christmas Party at the German Club in December 2017.
3. The Seniors Group Christmas Party at the German Club in December 2017.
4. Timothy O'Halloran, a participant in WCS senior's groups pictured here during a visit to the Tulip Top Gardens in October 2018, writes: "I have been participating in WCS activities for two years. I have attended Snowy Lunches, Thursday Men's Morning Tea Group and sometimes even Tuesday and Friday Groups. I have been on bus trips around various places in Canberra, Cooma, Adaminaby and elsewhere. I have enjoyed every occasion. My advice to friends and others is "JOIN UP", you will be well cared for and the pleasure you receive is the best in the world."



3

4

Housing

Supportive Tenancy Service

Supportive Tenancy Service (STS) works with people whose tenancy is at risk or who are facing barriers in establishing a private tenancy. In 2017-18, STS assisted over 300 households in Canberra.

STS is run with WCS as the lead agency in partnership with Belconnen Community Service and YWCA Canberra, and funded through the ACT Government, in partnership with the Australian Government. Referrals to STS are through OneLink.

The past year has seen a range of changes within STS, to expand and strengthen the service provided. The new STS Manager has met with a wide range of community agencies around Canberra to raise awareness of the service and build collaborative partnerships. Subsequently, there has been an increase in the referrals coming through to the service, from an average of less than 15 a month in 2016-17 to over 30 a month in January-June 2018.

Housing Options

STS now also has a dedicated Housing Options officer to assist people who are seeking a tenancy in community housing or private rental. This had always been a focus for the service, but the increasing demand in this area and specialised knowledge required an increase in resources for this aspect. There have been positive outcomes in this area, with a number of families being successful in gaining tenancies with STS advice and support. STS will continue to explore options in this area, which continues to be challenging in terms of affordability of private rentals.

Emergency Food Relief

The Little Pantry, located at our Corinna St centre, has provided food for over 1,000 individuals and families in the past year, providing essential non-perishable items to Canberrans in need.

Whilst the majority of those people live in the Woden area, The Little Pantry has also assisted people in Tuggeranong, Weston Creek, and even Belconnen and Gungahlin. Our Intake service has provided support to people needing information or help for transport, domestic assistance, housing, NDIS, or youth services, we have also provided people with information about relevant services offered by other organisations.



Kirene Carter and Katherine Flint, Year 11 students from Girls Grammar School, delivered 414 pads and 160 tampons to The Little Pantry in September 2018 as part of the regular Share The Dignity donations WCS receives.

Girls Grammar School did a month-long donation drive at their school and these bags are the donations for Woden Community Service's Little Pantry, a place where people can go in times of need.



1. In February 2018, WCS held a donation drive for The Little Pantry with the support of Westfield Woden. Through the generosity of shoppers as well as Westfield Woden staff, we received hundreds of items.

2. WCS proudly received a \$2,500 grant from the Beyond Bank Community Reward Grant Program for ACT and put it to good use to expand the work in our emergency food relief service, The Little Pantry. Chris Redmond, WCS CEO received the grant from Anne O'Donnell, Beyond Bank Board Chair in September 2017.

3. WCS staff Sophie Mayer and Cindy Young joined in the activities at the Watch Your Wellness Day in November 2017.

4. Veronica Lovell, an educator at the Torrens OSHC, joined in on the fun!

5. WCS coordinates a number of playgroups for children and parents.

6. In July 2018, WCS recognised 13 staff members who have together served the Canberra community for a total of 105 years, including Jenna Smith (on the left) and Karen Dial.

7. Participants from the Snowy Hydro Digital Story Telling Project at the official launch in June 2018.

8. ACT Minister Shane Rattenbury joined with David one of The Big Issue vendors in February for the annual CEO selling campaign.

9. NAIDOC week celebrations.







Constable Kenny Koala joined with families at the launch of Neighbour Day in March 2018

Community Engagement

The newly formed Community Engagement Team is made up of a diverse range social programs including; The Big Issue, Volunteering, Community Development and Network Coordination

Bringing these programs together in a new team means there will be greater strategic alignment to ensure that social impact and community-focused outcomes are always at the forefront of our work.

The Community Engagement Team looks forward to strengthening connections with individuals, community groups and other key stakeholders.

Community Development Program

Our Community Development Program works to foster inclusive and connected neighbourhoods by recognising and building upon the strengths and assets that already exist with the community.

Public Housing Renewal Program

We continue to work alongside Housing ACT to support tenants as they relocate to new properties across the ACT. The Program is now over half way complete and the support provided by Woden Community Service has adapted and expanded over time. When possible, tenants are connected with appropriate services and provided support as they settle into their new communities.

An exciting pilot project is taking place at a newly constructed housing complex in the south in which tenants are being empowered to develop a sense of belonging through place-making activities. Tenants expressed a desire to develop a communal garden so fortnightly gatherings have been held to assist them in making this a reality. The role the Community Development Program plays in this is to facilitate and support tenants to achieve outcomes themselves. Over the past 12 months a great amount of progress has been made in terms of groundworks being completed and the garden beds being constructed; ready for seedlings to be planted. The benefits of this work extend beyond the physical nature of the garden beds, it is the improved social connections and interactions which show the real success of the project.

ACT Neighbourly Network

WCS recognises the importance of promoting and facilitating connections at a neighbourhood level between community members. As such the Community Development Program has taken the lead in bringing together a wide range of ACT Government agencies, community services organisations and community groups to enhance neighbourly connections across the territory. Neighbour Day is an annual event run by Relationships Australia on the last Sunday of March which encourages people to host an event and invite their neighbours along.

In conjunction with the Network members, specialised materials were developed to enable neighbours to connect with one another. A media event was held to promote the Neighbour Day which the Minister for Community Services and Social Inclusion and Disability, Children and Youth, Rachel Stephen-Smith officially launched. The event generated media coverage and was the first step in raising awareness of the benefits and fun to be had in getting to know your neighbours. Numerous events were held by community members across the ACT resulting in new friendships being made.

Advocacy

Another key aspect of the Community Development Program is advocacy regarding issues identified within the community. Contributions have been made to consultations and policy development regarding the effects of energy costs on low-income and vulnerable households. We feel it important, where possible to feedback what we hear in the community to Government so better informed decisions can be made. Work has also been done to support individual community members who wish to voice their opinions and advocate for change within their neighbourhoods.

Volunteering Program

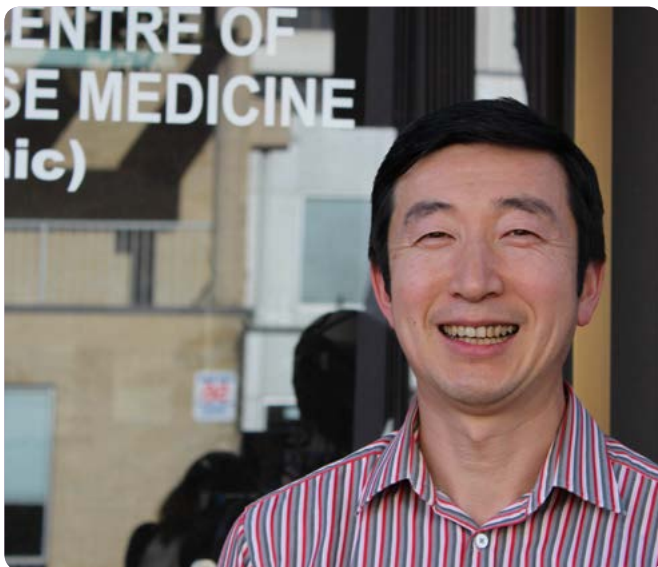
Volunteering enables people in our community to gain work experience, provides an opportunity to contribute to the community and potentially empowers people to gain meaningful paid employment. By focusing on people's skills and strengths WCS's volunteer program has flourished and become an innovative and inclusive program.

Volunteers facilitate a variety of social groups that provide safe and friendly spaces for some of our most vulnerable and isolated community members. These groups include games groups, cooking groups, walking groups, homework groups and other activities that provide a place to connect and meet other people.

Peer led groups are also a focus for WCS volunteers who support our marginalised communities including LGBTIQ youth, a number of mental health and women's groups, as well as workshop series for people wanting to address their hoarding tendencies and declutter their homes.

The success of the English classes is credited to the WCS volunteers who assist people of cultural and linguistically diverse backgrounds to learn English skills and about Australian culture. One of these classes partnered with Hughes Primary School to extend the English language classes to student families and was awarded a Collaboration Award in the 2017 ACT Public Service Awards for Excellence.

By providing one on one support, volunteers have directly reduced isolation through companionship and provided practical support such as helping people gardening, helping people move and home support. The scope and skills of the WCS volunteers has meant WCS has been able to respond above and beyond their funded programs.



Haisong Wang, a Chinese medical practitioner from the Capital Health Centre and a WCS volunteer, ran a Tai Chi class as part of the Watch Your Wellness Day activities. "I believe community is important and it's important to contribute to make our community stronger. Wellbeing comes from yourself, its internal and begins in your heart," said Haisong.



Sarah Ferguson volunteers as a co-facilitator in a peer led women supporting women's group. "I love the outings, we have been to the glassworks, the botanic gardens and a day trip to Junee and also down the Coast to Tuross Heads. This week we are making cards," says Sarah.

"I love to volunteer because I like being part of the community"

Edris

Volunteers at events, The little Pantry and our English Classes

"I like meeting people, using my skills and knowledge"

Gayle

Volunteers as a English teacher at our English classes and a youth tutor

"I like contributing to my community. It's purposeful and keeps me socially connected to community and people are so grateful which I find so rewarding"

Christine

Volunteers as a companionship visitor

"I love getting outdoors and helping at different events, socializing and meeting people"

Ashley and Justin

Volunteers in our youth volunteer team and event volunteering

"I volunteer to socialize and help people. I enjoy it because it's a choice, I don't have to volunteer I do it because I want to volunteer"

Jill

Volunteers as a co facilitator in a peer lead women supporting women's group

"To start with it was something to do then it snowballed. I volunteered five days a week and I love every minute. I love the people I work with. They've all got a story"

Greg

Volunteers as a driver in our CHSP transport team

"I love the outings, we have been to the glassworks, the botanic gardens and a day trip to Junee and also down the Coast to Tuross Heads. This week we are making cards."

Sarah

Volunteers as a co facilitator in a peer lead women supporting women's group

The Big Issue

The Big Issue is a social enterprise that provides individuals with an opportunity to improve their life situation. Effectively vendors (individuals who sell the magazine) are given an opportunity to run their own small business - buying magazines at a wholesale price and selling the magazines to the public.

WCS through a MOU with The Big Issue Australia jointly manages the distribution, publicity and promotion of magazines in the ACT. WCS is also responsible for the recruitment, training and support of vendors.

Sales

Last financial year The Big Issue in Canberra sold over 32,000 magazines and 1,700 calendars.

On average The Big Issue Canberra has 21 vendors actively engaged in selling the fortnightly edition. The Big Issue is sold at 21 locations across Canberra and Queanbeyan.

Vendors

The Big Issue continues to provide a stable, meaningful and long term role in the lives of individuals who may otherwise disengage from their community.

A highlight of The Big Issue in Canberra is the number of long term vendors engaged.

In the ACT:

• 6 vendors



10+ years

• 5 vendors



5+ years

• 6 vendors



3+ years

Social integration and skill development

The majority of vendors live in the local community. The Big Issue validates an individual's role in their community and provides opportunities for social integration. Vendors have face to face engagement with members of the community and other businesses and provides an opportunity for individuals to develop small business skills. These skills include:



income and money management



presentation and customer relationships



stock management



time management



credit control



team membership



health and safety



staff/vendor relationships

WCS NDIS Services

Our NDIS Services have had a year of challenge, growth, innovation and consolidation. The challenges of an ever changing NDIS landscape and the funding environment it has created has called for endurance, flexibility and a continuing commitment to recovery work and capacity building across our Mental Health and Ability Services Teams alike.

In 2018, to meet the challenges of providing NDIS services, we have moved buildings and undergone a significant restructure. We have brought our Mental Health Recovery, Ability Services and our two NDIS Support Coordination teams under the one umbrella of WCS NDIS Services.

Under this umbrella we are committed to a strength-based and capacity-building approach to providing NDIS Services, focusing on what participants can do, valuing their experience and own knowledge, and believing in their potential for greater self-reliance and social and economic participation.

Our aim is to demonstrate that people living with a disability, whether a psychosocial or other disability, can lead fulfilling and contributing lives in our community just like anyone else.

We have a team approach with the NDIS participant at the centre of everything we do. This involves working with the participant, significant others in their life (their Support Coordinator and/or guardian for instance), and our Direct Services team to identify the most suitable Support Workers to support participants achieve the outcomes they want from their NDIS funding and the goals identified in their plans.

Our NDIS Support Coordination teams (both Mental Health and Ability Services) have six Support Coordinators, and coordinate approximately 140 NDIS Plans. Our Mental Health Recovery & NDIS Services direct service team supports around 70 NDIS participants and our Ability Services team approximately 45 participants. We have a combined Support Worker workforce of 40 providing both recovery focused and/or capacity building services to all our participants.

This represents unprecedented growth in the services we provide at WCS and highlights why the NDIS is such an exciting area to be involved in. It is challenging and exhilarating at the same time and potentially life transforming for our participants.



ACT Chief Minister Andrew Barr joined with Kylie Moore, one of The Big Issue vendors in February 2018 for the annual CEO selling campaign

Mental Health and Wellbeing

Next Step

Next Step, our mental health coaching support service, has continued providing its focused cognitive behavioral therapy (CBT) approach and accessible service to support people with mild to moderate experience of depression and / or anxiety. It is a collaboration with CatholicCare, who is the lead agency and provides the higher intensity-counselling component of the program. The Capital Health Network has commissioned Next Step that has been developed from the Better Access Program. The coaches work from WCS, Headspace and CatholicCare's offices in Watson. We are looking at other venues in Belconnen, Gungahlin and Tuggeranong.

Our coaches have an excellent support structure with their office situated within the WCS Mental Health & Wellbeing programs in its new location at Corinna St. They receive excellent peer-to-peer support within WCS's suite of community managed mental health services imbued with knowledge of services and the broader community sector for referral and information to their clients. The program is well supported with performance and infrastructure support from WCS and practice supervision and clinical oversight from the CBT Institute.

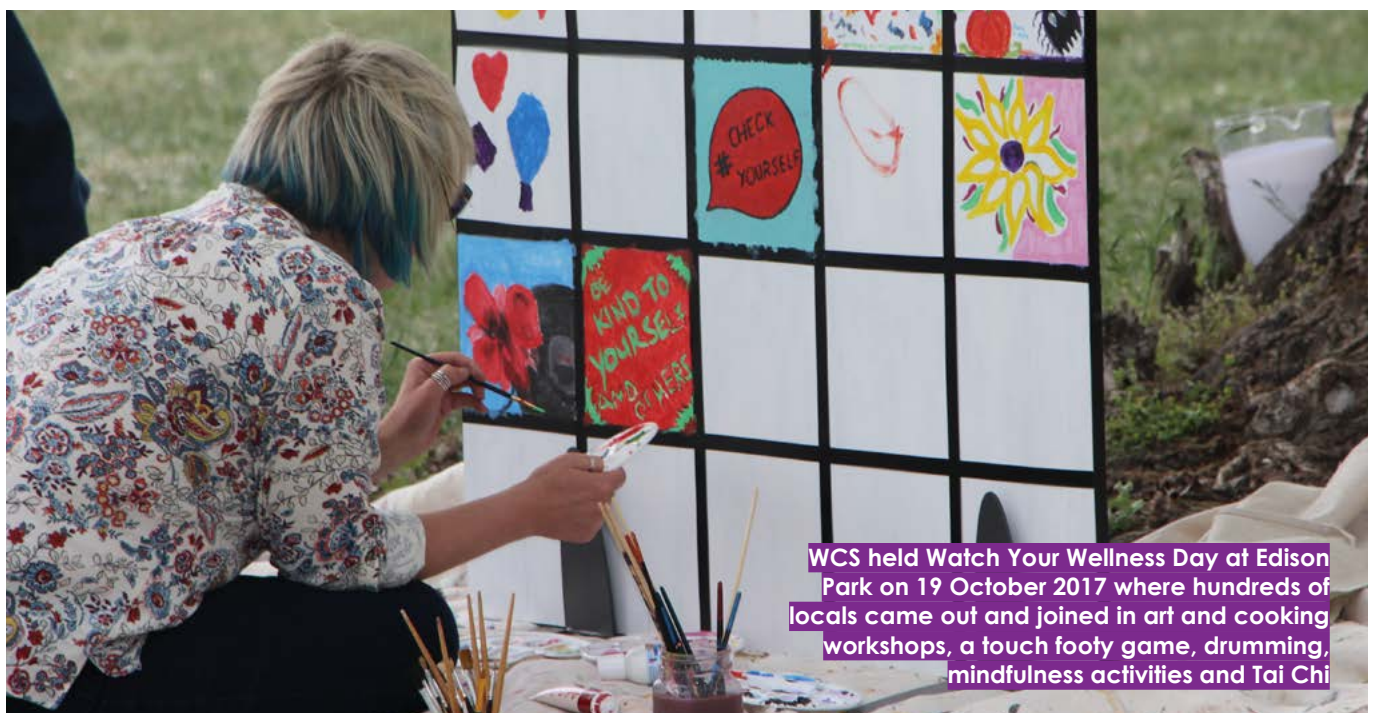
Training and assessment of our five coaches has continued over the year with the preparation to work with the 12+ age group. The five coaches completed three days of specific training with the CBT Institute in early May and completed Mandatory Reporting training with WCS in late June. They are currently working with clients from 16 years of age and expect to be working with 12 years and up by next year.

WCS has also invested in developing great marketing materials to promote this program, including a short video that explains the service, which can be [viewed here](https://www.youtube.com/watch?v=ff6sJfyu4ak&feature=youtu.be). <https://www.youtube.com/watch?v=ff6sJfyu4ak&feature=youtu.be>

Transitions Team

The ACT Government announced that a new evidence-based, integrated approach to suicide prevention, Lifespan, would commence in the ACT in 2018. It combines nine evidence-based strategies into one community-led approach.

The Transition to Recovery Program and Way Back Support Service provide recovery based outreach services in the sub-acute step up and step down arena and address one of the key areas of suicide prevention: improving emergency and follow-up care for suicidal crisis.



WCS held Watch Your Wellness Day at Edison Park on 19 October 2017 where hundreds of locals came out and joined in art and cooking workshops, a touch footy game, drumming, mindfulness activities and Tai Chi

Transition to Recovery Program-TRec

TRec continues to provide recovery focused psychosocial outreach in partnership with clinical services. The service links with Adult Community Mental Health Teams and psychiatric units at Canberra and Calvary hospitals.

Referrals received from the Adult Mental Health Unit and Ward 2N psychiatric units at the hospitals account for 41.1% percent of all referrals to the program and 58.8% from the Adult Teams.

Over the year:



199 referrals
recieved



143 people supported
to complete the program:



63.3% female and 36.6% male



3,128 after hours
provided for outreach calls



267 weekend visits provided

"Self-belief, that I am important. I can do things and make decisions on my own. Also that we all make mistakes"

"Continued one on one support, personal contact, it's so important it's a long hard journey we sometimes have to travel"

"Encouragement, belief, phone calls, support"

"The afterhours support was especially great"

The Way Back Support Service

The Service provides up to three months support for those discharging from hospital following a suicide attempt, the highest risk group for suicide in the community.

The second year of the Way Back Support Trial, in collaboration with *beyondblue* and funded by ACT Health, saw a consolidation of clinical connections with Calvary Public Hospital Bruce and the Canberra Hospital.

The Commonwealth Government announced \$36.5 million toward the expansion of Way Back Support Services in existing and new sites over the next four years. During the last year the service:

- received 178 referrals and supported 140 people following a suicide attempt,
- 113 referrals were received from the Canberra Hospital, 29 from Calvary Hospital and the remainder from the Crisis and Assessment Team and Child and Adolescent Mental Health Services,
- 82% of people referred engaged with the service, and
- of those who provided feedback (51 people) 100% were satisfied with the service.

"The worker was empathetic and kept the lines of communication open. It seemed, to me at least, that I was her only client because she was so diligent being my advocate with other agencies."

- OneLink client

OneLink

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

The service started on 1 July 2016, 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.

In 2017-18, OneLink connected over 450 people to accommodation (459 people connected to short-term or transitional accommodation), and connected over 900 people to support services (903 people connected to support services). Of connections made, just over 60% were to housing or homelessness support services (62.3% of connections to support services), just under 25% to child, youth or family services (23.4% of connections), and just under 15% to other services (14.4% of connections), including legal services, financial counselling, mental health services, domestic violence services, counselling and disability support services.

Quotes related to OneLink assistance:

"OneLink's staff were excellent, very understanding, and without them I would still be stuck in an abusive situation. I'm so grateful."

"They helped my small but loving family to be housed before Christmas and I would like to say thank you."

"The worker was empathetic and kept the lines of communication open. It seemed, to me at least, that I was her only client because she was so diligent being my advocate with other agencies."

"OneLink helped a lot - I just called the 1800 number to get in touch. They organised Companion House to help me, and stayed in touch until after I was settled. So appreciated the help."

"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."

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. OneLink continues to work hard to improve the skills and standard of service delivery with an improved focus on trauma frameworks, person centred and active support.

The OneLink phone line (1800 176 468) is open from Monday to Friday, from 8am to 6pm.

Snowy digital story telling project

On 7 June 2018, we launched the Snowy digital story-telling project at the Palace Cinema that featured ten members of our Snowy Seniors Group.

Titled, “**Snowy: Stories from former workers and families of the Snowy Mountains Scheme**,” it is a collection of ten stories featuring seven former Snowy Hydro workers, two lifelong employees and a child of a Snowy worker.

It tells their stories of courage, resilience and adventure. Each offering a unique perspective on what life was like building the Snowy Scheme between 1949 and 1974 and then working for Snowy Hydro.

These ten former workers and family members overcame significant personal hardships as well as the engineering and construction challenges to build one of the greatest and most complex hydropower systems in the world.

We are proud to have had the opportunity to work with these ten wonderful people to bring their stories to life.

Snowy Hydro provided WCS with \$25,000 to fund this project and we worked closely with Jenni Savigny from Gen S Stories, PhotoAccess and the National Archives of Australia to bring this project to life. We have worked with Jenni and PhotoAccess on two previous digital storytelling projects, “Surrender” in 2015 and “Stories from the Street” in 2016.

The two people who were instrumental to the success of this project were **Sandy Van Der Toorn**, our seniors’ group coordinator and **Arthur Donnelly**, who was also a project participant and a volunteer. Both these “Snowy Kids” supported the rest of the participants through this project.

Since its launch the Snowy Stories have been watched a total of 10,104 minutes on our YouTube Channel, that is 168.4 hours or 7 days.

You can watch the Snowy Stories on the WCS YouTube channel here:

https://www.youtube.com/channel/UConV3w9K_nwDWcq14D0Xc9w



The participants in the Snowy Hydro Digital Story Telling Project (from left to right, top) Tim O'Halloran, Bruce Elliot, Denis Woodhams, Dieter Amelung, and Christa Fischer and (from left to right, bottom) Hans Karman, Carlo Aggio, Laumduan Hill, Arthur Donnelly and Geehi Roaming.

Corporate Support

Over the past 12 months, WCS has made considerable progress on its business transformation journey. Corporate Support's contribution to this has helped shape a more productive and sustainable community organisation, better positioned to respond to the challenges of a rapidly changing environment.

A few of our key strategic initiatives that have influenced this outcome include:



the introduction of contemporary IT solutions covering Client Management, Finance and HR / Payroll,



the modernisation of ICT resources such as printers and communications,



improved financial management, budget processes and controls,



a new suite of HR policies and procedures,



improved leadership and people capabilities, and



tailored Work Health & Safety initiatives.

This has been nothing short of an impressive result, all achieved by a team of committed, capable and passionate people and with the unwavering support of our colleagues throughout times of great organisational change and financial challenge.

Marketing and Communications

We have strengthened our brand and developed a full range of marketing collateral to promote our services. This included developing printed flyers for our various services, a mobile exhibition kit and branded merchandise for WCS, OneLink and the Youth Engagement Team.

We worked closely with the Youth Engagement Team to develop a fresh new look for their annual Lift Off Music Competition. This included developing a logo and branded collateral that we used in 2017 and again in 2018.

We completed **ten short videos** working with an external agency to showcase our wide range of services. They featured employees and volunteers talking about the services we provide, recruitment opportunities as well as our values. We used these videos to promote our services on social media and are now on our YouTube channel.

On 19 October 2017, we worked closely with our Mental Health & Wellbeing and Youth Engagement Teams to organise and promote a community mental health event called, **Watch Your Wellness** at Eddison Park targeting young people that was a huge success.

In terms of supporting employee engagement, we hosted four internal networking sessions in 2017 that helped our staff network and learn about eight different services we offer at WCS. 180 staff and partners also attended our Year of End Celebration 2017 at the Federal Golf Club.

We have been able to access the Google AdWords Grant early this year, and are using it to advertise our various services through Google search advertising. We have also incorporated Google Analytics tools into our WCS and OneLink websites so we can track and measure engagement.

We also maintain and utilise our presence on a variety of social media channels to promote the services we provide and engage with our local community.

The Lollipop Early Learning Centre provides lots of learning opportunity for the small people in their care.



Finance Report

For financial year 2017-18, the Finance team continued to strive to become a more proactive and effective finance business partner of Woden Community Service. We are not only responsible for supplying the organisation with data and information but also responsible for interpreting it and developing business processes and strategies to help support the business going forward.

We are pleased to provide an insight on the developments and achievements for financial year 2017-18:

- Facilitated the successful consolidation of teams in Callam Office, Corinna Street and Youth Centre to strategically align the teams' location within the organisation's structure.
- Built stronger networks with external suppliers such as ACT Property Group, cleaning contractors, stationary and consumables suppliers resulting in a more cost effective management of operating costs and increasing the quality of the working environment for staff and enhancing the client experience.
- Improved financial management of NDIS finances has allowed the NDIS service team to focus on their core business – providing services to clients. The streamlined processes driven by the implementation of Visicase has provided a far better understanding of the financial performance of NDIS but more importantly, has assisted the finance team to effectively and efficiently manage the NDIS cash flow.
- Driven by the implementation of the new Child Care Subsidy system by the Federal Government, as finance partners – we educated our team and engaged our stakeholders on how the changes will affect our clients and developed processes in place to manage risks and ensure successful transition to the new system.
- Successfully integrated student interns in the finance team, which has provided additional pairs of hands in the growing demands of the organisation. This has enabled the team to learn new skills, improve current capabilities and optimise the whole finance function.
- Finally, we acknowledge every member of the Finance team. Their unwavering dedication and hard work in ensuring that the organisation is provided with the financial information that will assist all stakeholders to not only know their financial performance but also identify business opportunities for growth.

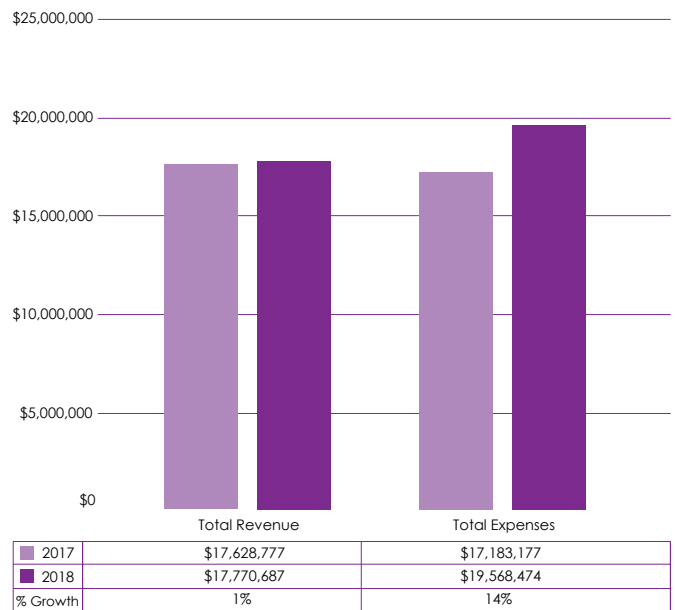
The total revenue for the year ended 30 June 2018 has increased from \$17.6 million in 2016-17 to \$17.8 million. This is a 1% growth in revenue compared to FY17.

Total expenses for the year ended 30 June 2018 have increased from \$17.2 million to \$19.6 million. The reasons for this are discussed later in this section.

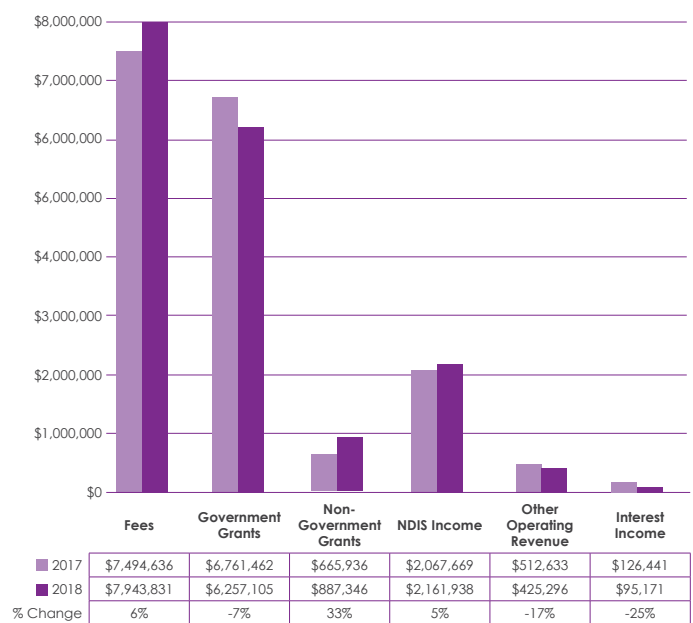
The increase in total revenue is due to the increase in activities and revenue from the following:

- Fee income from Children's Services continues to be the major contributor to the organisation's revenue at 42.5% of the total revenue. Fee income has increased by \$449,195 compared to FY 2017 due to a fee increase in January 2018 and increase in Out of School Hours Care (OSHC) activities. Despite the 6% increase compared to FY17, the fee income has decreased by 2.2% in comparison to overall contribution to total revenue in FY17. This is due to the challenges in long day care utilisation
- Government Grants have been a consistent source of revenue for the organisation. Grant revenue fell 7% for FY18 compared to FY17 due to the reduction in government funding as funded programs transition to the NDIS.
- Non-Government Grants have increased by 33% compared to FY17. The reduction in government grants allowed the WCS to collaborate with other funding organisations on Mental Health related programs such as Next Step and The Way Back service.
- NDIS revenue contributed 11.7% of the total revenue again this year. It should be noted that despite ongoing challenges with the NDIS scheme and dealing with NDIA and its portal, the organisation has operated at a breakeven position. The ongoing challenges posed by WCS participation in the NDIS are discussed further in the main report.

Financial Performance



Revenue Contribution



The 14% increase in total expenses is due to the following:

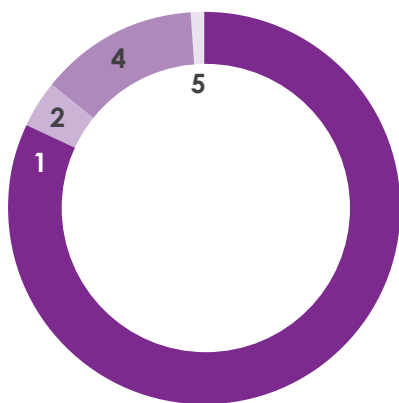
- 82% of the total expenses relates to Employee Benefit Expenses. This highlights the organisation's reliance on its human resources for service delivery and support to our clients and community.
- 3.8% of the total expenses relates to payments to WCS partners in service delivery for programs in Supportive Tenancy Service and Child, Youth and Family Service. This is a decrease 34% compared to FY17 and is due to the cessation of partnership with BCS for OneLink delivery.

13.3% of total expenses relate to operating and administration expenses. The increase is due to the following:

- Property/facilities related costs with minor building improvements and new office lease at Callam Offices and new lease for parking spaces.
- Project Jigsaw related operating costs (i.e. licence costs, training costs).
- Redundancy costs due to restructuring.

Depreciation expenses has increased by 34% compared to FY17 due to impairment of acquisitions relating to office relocation and implementation of Project Jigsaw.

2018 Expenses Breakdown



1. Employee Benefit Expenses	82%
2. Grants paid to Partners	4%
3. Grants to Small Organisation	0%
4. Other Expenses	13%
5. Depreciation Expenses	1%

Notes

The financial operations of the organisation led to a net deficit of \$1.798 million. This is an unfavourable turnaround compared to the surplus of \$445,600 in FY 2017.

This result has made significant inroads into the financial reserves of the organisation that had been built up in previous years. Conservative financial management will be required in the future until these reserves have been replenished.

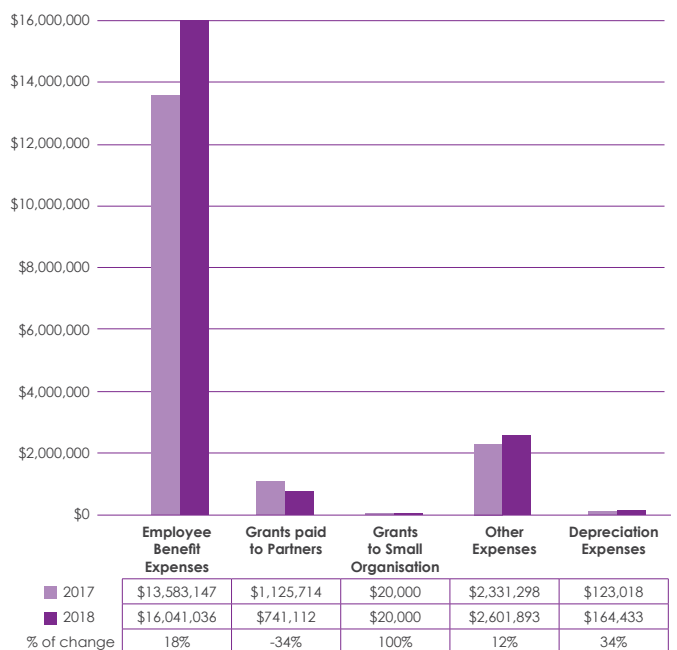
Financial Position

The operating cash and investment as of 30 June 2018 has a balance of \$258,792 and \$2,688,507, respectively. (\$220,884 and \$4,176,224 at 30 June 2017).

Net working capital has declined from \$3.17 million to \$808,000 as a result of the deficits incurred.

In FY 2018, further investment of \$566,000 was made in infrastructure assets to facilitate the transition to the new funding model for the NDIS and to allow WCS staff to have the tools they need to perform in their roles.

Expenses Comparison



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