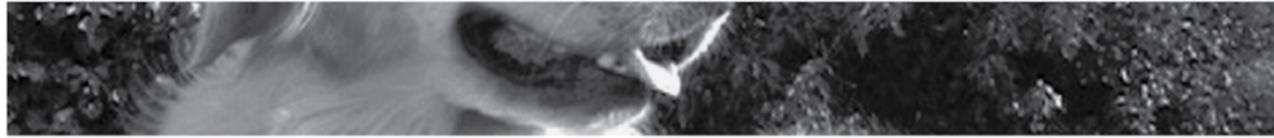




**WODEN COMMUNITY SERVICE INC**  
**ANNUAL REPORT 07-08**





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Frances Paterson's  
entry in the Digital  
Eye photographic  
competition "My Life"



Zoe Hazelton -  
Helping Hands

My world is filled with many things but I had to choose one aspect of my life to reflect on for this task. I decided to focus on the people who have offered me a helping hand throughout my life. They support me when I need help, they make me laugh, they inspire me to do things for myself and they share the same interests as me. These hands have made me who I am and will also guide me into who I am going to be

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# ● STRATEGIC PLAN 2008–2010

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

## OUR VISION

**Supporting, developing and celebrating community strength**

## OUR VALUES

### *We put people first*

We are committed to a cohesive and inclusive community. We seek to build positive relationships, based on respect and honest communication. We acknowledge the value of people working towards independence, self-determination and autonomy.

### *We're inclusive*

We support the principles of social justice and the rights of individuals. We value diversity and the contribution it makes to our community.

### *We are a proactive, responsive and innovative service*

We have an open door and create a welcoming environment where people feel comfortable. We will provide a service that is flexible and responsive. We will form partnerships with other service providers and lobby to ensure our community's needs are met.

### *We support each other to do our work*

We will work as a team and will collaborate and communicate with each other in a way that demonstrates our respect, honesty, flexibility and acceptance of one another.

We value the contribution our staff makes to the community. Staff will be supported to develop professional and personal skills and provided the opportunity to deliver quality services.

### *We value being part of the community*

We acknowledge our role in our community delivering services, support and advocacy. We value earning the respect of our community members and acknowledge our responsibility to maintain mutually supportive partnerships.

## *We will act with honesty, integrity and transparency*

We will be professional, ethical and mutually respectful in all aspects of our work. We will be accountable for the effective and efficient management of staff, finances and services. We aim to maintain up-to-date and evidence based practices.

## OUR GOALS

### 1. Develop and deliver services to support and strengthen our community.

Be responsive to the needs and circumstances of people seeking our assistance and offer them a service that is understanding and respectful.

Maintain our position as an innovative service provider in the ACT by targeting programs to meet current and future needs.

Undertake research to understand demographics, community strengths, unmet needs and emerging social issues and programs.

Develop and implement a way of delivering our service that ensures that we work together to provide an integrated solution for people.

Review our program and services regularly to ensure their ability to meet the community's needs and the aspirations of the participants.

### 2. Build strength in the community

Encourage volunteering and recognise the inherent value of volunteer contributions in the development of a diverse, strong and healthy community.

Support the development and operation of other organisations and groups.

Encourage and support the development of community based and initiated activities that build on and celebrate community strength.

Work with the community to address issues collaboratively.

Develop and maintain relationships with key stakeholders and service delivery partners.

Participate in industry, peak body, community and other forums to influence policy and initiate programs.

### 3. Be accountable for managing our resources responsibly.

Operate to professional standards and in a business-like manner in securing funding and maintaining accountability.

Review governance structures and organisational design to enable us to meet the demands of the changing business environment.

Establish performance measures and regular review processes for all our programs.

Seek resources required to deliver services and facilities required by the community.

Develop budgets that reflect the services, personnel and accommodation required by the organisation.

### 4. Support our staff

Identify and prioritise the training and development needs of our staff and provide the opportunity and resources to meet these in an equitable way

Develop strategies and processes that support our staff in dealing with their day to day work including occupational health and safety, risk management and equal employment opportunities

Reward and encourage innovative service delivery

### 5. Strengthen organisational capability

Increase awareness of Woden Community Service so that we have a clear identity at the community, political and policy levels

Establish work systems that support organisational operations

Provide staff with the workplace environment, tools and skills for ongoing professional development and service delivery improvements

Learning and development underpin WCS's quality service delivery

## ● BOARD OF MANAGEMENT

**PRESIDENT:**  
Marion Blake

**SECRETARY:**  
Janet Thompson

**TREASURER:**  
Peter Mitchell

**GENERAL MEMBERS:**  
Louise Clarke  
Martin Devine  
Louise Evans  
Chris Healy  
Ros Jackson  
David Menzel  
Helen Scully

**DIRECTOR:**  
Chris Redmond

Members of the Board of Management of Woden Community Service Inc. are elected by the community and volunteer their services to support the organisation in responding to the needs of the community.

Any person living, working or studying in the Woden area, or who is volunteering in or using the services of Woden Community Service Inc. is eligible to become a member of the Board of Management.

## ● APPRECIATION LIST

**Woden Community Service Inc would like to acknowledge the following organisations for their generous support throughout the previous financial year. In supporting Woden Community Service Inc., they are building and strengthening our community.**

ACTCOSS	Salvation Army
ACT Shelter	Samaritan House
Ainslie Village	Sing Australia
All Souls Anglican Church	Southern Cross Club
Belconnen Community Service	Statesman Hotel Curtin
Chris Peters and the ACT Chamber of Commerce	St Albans Anglican Church Lyons
Communities@Work	St James Uniting Church Curtin
Conflict Resolution Service	St Vincent de Paul Society
Council on the Ageing (ACT)	The Big Issue Australia
Darrell Burkey and Computing Assistance Support & Education (CASE)	The Body Shop (Woden and Civic)
DonorTec	The Choir of Hard Knocks
Directions ACT	The Music Shop (Belconnen)
Disability ACT	The Rainbow
Peter Engel	Tuggeranong Community Arts Centre
Megan Hinchley	Tuggeranong Mental Health Team
Inspire Foundation	Uniting Church's Early Morning Centre
Marsh P/L	Welfare Rights and legal Centre
Renald Navily	Woden Immanuel Lutheran Church
Oxfam	Woden Mental Health Team
Paul Barisic-Bentley – Land Art	Woden Valley Community Council
Older Person's Mental Health	Yarralumla Uniting Church
Rotary Club of Woden Daybreak	YMCA Chifley
	YWCA of Canberra

## ● PRESIDENT'S REPORT

Marion Blake

Over the past year WCS has maintained the provision of its excellent established services and responded to the changing community environment with the introduction of a number of new initiatives including the appointment of a research officer, introduction of the PHAMS program and the staging of the Woden Community Festival.

Business and corporate aspects have been developed in keeping with modern practice, with great care taken to preserve the well respected community service aspects we hold dear at WCS.

Plans for the short term upgrade to improve staff accommodation and infrastructure is in progress, with the refurbishment and acquisition of new IT, office and phone equipment almost completed. Thanks to the staff who have worked through the disruptions and been flexible in settling into the changed environment. We believe the capacity of WCS will benefit from the updated systems, equipment and space.

Longer term accommodation options are being pursued and we are currently in consultation with stakeholders, anticipating a move into new modern premises within five years. In the meantime we have been successful in our bid for space at the Weston School site.

Board Members have workshoped with senior staff to review and redevelop the Strategic and Business Plans as well as develop a Risk Management Plan. We have also worked with senior staff to develop a Delegations Policy.

As I am standing down as President this year after two years in the position I would like to take the opportunity to sincerely thank the Board for their commitment to WCS and their ongoing support throughout this exciting and sometimes demanding 12 months.

I would like to thank Chris Redmond, the Director, for his vision, commitment to excellence and drive, successfully leading his staff through a period of modernisation and change with the development and implementation of more effective systems and strategies. Thanks also to Chris for his support to the Board.

Thank you to the Staff for their ongoing work in the community as well as for their innovation and commitment to ensure services meet best practice. Congratulations to all staff who have completed qualifications and also to

those who have won awards, including Yvonne Weldon, Edie McLister and Brian Pearce who were recognised as providing best practice in their field at the 2008 ACT Childcare Awards.

Finally, a very big thank you to the Volunteers, for their skills, time, generosity, as well as their continuing support of WCS. Without you we could not run our programs.

WCS Staff at the Children's Services Awards: Marion Donohoe (Family Day Care), Brian Pearce (SAC), Neralie Mitchell WCS's Children's Service Manager, Edie McLister (SAC) and Yvonne Weldon (SAC)



## ● DIRECTOR'S REPORT

Chris Redmond

From the volume of activities outlined in this annual report the reader will note the busyness that continues apace within the organisation - at the service delivery level and most notably this year at the strategic level. Woden Community Service is well known for the quality and responsiveness of its service delivery and strong focus on the people it works with, both as users of services and partners in servicing. While operationally Woden Community Service is very strong, it has not been as strong strategically. This was a key focus of the past year.

The Board identified the need for a strategic position that could progress a range of projects and initiatives that would build the organisation's capacity and so created a Special Projects Officer position which picked up a range of tasks that have eluded the organisation in the past. One of the first tasks was organising a strategic planning day for the Board to review WCS's strategic plan and develop a business plan for the year. This gave the organisation's leadership group a range of duties to complete during the year. The strategic plan and business plans can be found in this report.

Many of the strategic initiatives will be referenced in this report. For many years WCS has been advocating for either a major renovation of the current community centre or a redevelopment which would provide new office space and improved community facilities. WCS was awarded funds by the ACT Government under the Community Sector Infrastructure grants to scope the organisation's accommodation and facilities requirements into the future.

An architect was engaged to develop a functional brief outlining the organisation's requirements. This brief has served many purposes, not the least of which has been to prompt our thinking on our service delivery model and engaging the broader community and services in a building that promoted greater community engagement.

The brief was also critically important in discussions with the ACT Government and other potential developers in the event that a new purpose built community centre was built to accommodate Woden Community Service. Much of our thinking was also guided by the developments of North Weston and Molonglo, just to the west of Woden Valley, as Woden would be a major centre for people in these new developments until services and infrastructure are developed.

Office accommodation and community facilities have been at a premium at Woden for many years and our WCS's services have expanded it has been necessary to find additional accommodation for program teams and to bring together the service delivery programs in WCS. Extra office space was acquired next door with a former dental suite being transformed into a modern office which now accommodates WCS's HACC, Family Day Care and the Finance and Accounts Teams. Funds from the ACT Government's Community Sector Infrastructure grants covered some of the costs of refurbishment.

There is an existing need to expand the accommodation in the current community centre to allow WCS to accommodate most of our direct delivery staff in the one location. An application has been made to ACT Government to allow WCS to create an open plan office which, other than providing greater space has the additional benefit of integrating our work across programs. We are awaiting a response from government to proceed.

Much of WCS physical infrastructure (including accommodation) was severely dated - staff were using non ergonomic student desks, old chairs and in some cases donated computers. One of the strategic decisions made by the Board was to renew office equipment to bring the organisation up to date with technology, hardware and software and OH&S compliant office furniture to ensure that staff have the equipment they need to do their jobs effectively.

WCS undertook a minimal organisational restructure that will group direct service delivery programs together and create a strategic work stream. Kerry Bargas, who lead the Disability and Youth Teams, assumed responsibility for direct service delivery programs in the newly created Community Programs Team. The focus of this team is to align service delivery across programs, ensure principles underpinning service delivery are in place, strengthen performance monitoring and promote integration between programs.

The Strategic Services Team, comprising community development, community housing for public and community festival and Woden Voice, also has responsibility for developing a social inclusion policy and practice across the organisation, developing contemporary service delivery models, research/business development and associated relationship development. This team is also responsible for strengthening and enhancing the community development model across the organisation.

While infrastructure and organisational structure are important in creating a strong foundation for the delivery of services to people in the Woden area, quality and relevant service delivery is critical to WCS. Through the year we continued to deliver and develop services for people and opportunities for people to become engaged in their community. The reports that follow outline service initiatives and community activities that have been provided during the year by WCS staff and in partnership with other organisations and with the Woden community.

### Some notable initiatives over the past year have been:

- the founding and consolidation of the *Woden Voice*, a community newsletter that is a joint venture by WCS and the Woden Valley Community Council. The quarterly newsletter is designed to strengthen connections in the Woden Valley community and keep residents up to date with local issues.

## ● DIRECTOR'S REPORT (cont.)

Chris Redmond

- The Big Issue three way partnership between the ACT Government, community sector and the ACT private sector to assist local socially isolated members of our community. The partnership seeks to raise funds to create opportunities for vendors to reconnect with the ACT community. The partnership supports The Big Issue to expand and continue the delivery of the program in Canberra, particularly for the Vendors who are the focus of the program. Deputy Chief Minister, Katy Gallagher launched the partnership at the ACT legislative Assembly which was also marked by a performance by "The Jumpin' Gateway Choir" – made up of socially marginalised Canberrans, similar to the Choir of Hard Knocks.
- WCS and the other regional community service organisations were provided with a 22 seat bus from ACTION to provide a flexible community transport service will be provided to ACT seniors and people isolated through a lack of transport options, which will improve their capacity to participate fully in the life of their communities. The bus complements our existing 12 seater bus, two community transport vehicles and numerous volunteers who transport home bound people to appointments and social activities. Last year the team provided over 10,500 transports to Woden residents.
- Woden Community festival, partially funded by ACT Government, will be held on October 25 in Eddison Park. The festival, another joint venture with Woden Valley Community Council and oversighted by a community management committee, is the first community festival in Woden Valley. A day of entertainment for young and old, of workshops and market stalls and activities for all ages is in store. Staff are on a steep learning curve in event management, however, they have already applied for festival funding for 2009!
- WCS and other community organisations were highly engaged in the consultations regarding school closures in the Woden Valley. A collectively organised community forum was convened at St James Church in Curtin to develop a community response to the proposed closures to ensure that residents had a voice in the consultation process. The forum developed and submitted a proposal for the use of schools slated for closure in the Woden Valley area, particularly Melrose Primary and North Curtin Primary. WCS staff were also involved in supporting other communities whose schools were on the list for closure, most notably Tharwa Primary which is the heart of the community. While the school was ultimately closed it was retained as a community facility.
- WCS has also been working with Lyons Primary which will transition to an early childhood centre in 2009 and will become a preschool to Year 2 school. This has meant that although the school's hard work to create a bilingual school with 50 per cent of classes being taught in Italian will be lost to Yarralumla, it will become a community centre for families with young children with child care, preschool and early primary school as well as a range of other early childhood development services.
- For the first time in five years WCS has obtained funding to support humanitarian refugees through Department of Immigration and Citizenship's Settlement Grants Program. This 12 month program will provide support for Iraqi and African refugees. WCS continues to provide services to culturally and linguistically diverse groups long after funding ceased due to the dearth of services on the southside of Canberra. We look forward to this program again becoming a mainstream service that WCS provides.
- A garden has been established in the park adjacent to Lollipop Children's Centre to acknowledge the contribution that Betsy Gallagher made not only to Woden Community Service but also to the people of Woden Valley. The Betsy Gallagher park has been "determined" a public park and the native garden will serve as a reminder of her dedication to this organisation and the community.
- WCS provides seven school age care programs to primary schools in the Woden Valley area. This year all of the programs successfully completed external accreditation, most in the high quality category. With over 500 children attending this programs weekly the coordinators and staff do a fantastic job developing stimulating activities, encouraging individuals and groups and providing strong role models for students.

Three staff were recognised in the ACT Children's Service Awards with Brian Pearce, Garran SAC, Edie McLister, Red Hill Juniors and Yvonne Weldon, Garran winning all three categories on offer. Not only are these awards a tribute to the School Age Care Program at WCS it also indicates the commitment of these workers to the program. Edie and Brian have been with the program for almost 20 years.

WCS workers and volunteers won Yogie Awards (the Yogies) this year in recognition of their work to the young people of Woden. The YOGIES recognise, celebrate, promote and reward outstanding practice in working with young people in the ACT and surrounding area. They are the ACT Youth Sector's equivalent of the Logies!

Kerry Bargas, Betty Shaw and Ian Lynch with their Yogies



Kerry Bargas, WCS's Manager of Youth and Disability Services was awarded a YOGIE in the Outstanding Youth Worker category of the Youth Coalition of the ACT's annual awards. This award recognises an individual worker who has advanced the rights and well being of young people by advocating for systematic change, supporting young people to access full membership of society and to be decision makers in their own lives.

Betty Shaw and Ian Lynch who have worked as volunteers at the Woden Youth Centre for over 10 years were recently recognised for the Outstanding Contribution to Young People Award at the YOGIES. This award recognises an outstanding individual who works to improve the wellbeing of young people in the ACT. Betty and Ian have committed themselves to the young people of Woden for over 10 years. They volunteer on a weekly basis to run the Bus Stop Café and band nights at the Woden Youth Centre. Betty, as known as Grandma by the young people, is 74 years of age. At 61 Ian is "retired" but keeps himself busy by dedicating his time to young people.

Much of the art work and photographs found throughout this report come from various programs and activities that have been run at Woden Community Service over the past year. The stunning photographs are from the Inspire Foundation's Digital Eye Competition run by the Woden Youth Centre. Some 30 young people submitted entries into the competition.

The art works are from an art group hosted by Woden Community Service in collaboration with Belconnen Community Service's Open Art Program for people living with mental illness. It is also supported by Woden Community Service's PHAMS and Individual and Family Support Program and Belconnen Community Service's Day2Day Living Program.

WCS staff at all levels continue to demonstrate their desire to work with and support people in their programs and to contribute to a strong and cohesive community. I would like to acknowledge their efforts and commitment to their work and to the organisation which gives the organisation the reputation it has and makes it a great place to work.

Equally important is the contribution of WCS's volunteers who are engaged in almost every part of the organisation. The volunteers provide critical support to people in the community in a variety of ways - from community transport to family support, English languages classes to child care, home visiting to personal shopping - providing services that WCS is not able to. I would like to thank all the volunteers for their efforts and their dedication to the people they support.

The WCS Board has worked hard through the year and have been actively involved in setting the strategic directions of the organisation through developing, planning and implementing initiatives that strengthen the organisation and prepare it for the future.

Government department officers in both the ACT and Australian Government have provided great support to WCS over the past year. Thanks go to the multitude of individuals and organisations that work with WCS to deliver programs and services.

Last but not least I would like to thank the people who use the services and access programs provided by Woden Community Service Inc.

## ● STAFF DEPARTURES IN 2007–2008

A number of staff left WCS during the year whose efforts and contributions cannot go unrecognised:

- **Bronwyn O’Leary** was a stalwart with WCS for some 27 years most notably in the payroll and accounts team. Bron is now working in a similar role at Tandem, a recently merged entity comprising Fabric and Respite ACT.
- **Jovita Lopez** worked for WCS for over 10 years in Lollipop Children’s Centre. Jovita provided genuine personal care to a generation of children in her roles in the child care centre. Jovita is now studying to become an enrolled nurse.
- **Doug Smith** was one of the original workers in the Personal Helpers and Mentor program, assisting people living with a severely limiting mental illness. Doug is highly dedicated and his work changed the lives of many people on their recovery journey.
- **Phil Cowie**, a Home and Community Care Case Manager, left to pursue his interest in the delivery of services to young people with a disability.
- **Jackie Paul**, program manager of the Individual and Family Support Program, brought many positive changes to the program and brought many agencies in to work with WCs in this important area. Jackie moved to Queensland to be with her partner.
- **Sandra Guitierrez** worked in the Finance Team for three years and as the Finance manager for a time, before moving on to the Department of HDisability Housing and Community Service.
- **Sujata Chaudhri** joined and left WCS’s Family Day Care program in something of a whirlwind 12 months which saw many positive initiatives in the program. Sujata is now teaching primary students in northern Canberra after completing a teaching degree while at WCS.
- **Stuart Poole** has signed the WCS boomerang a few times, this time for a stint as the program manager of the Big Issue. Stuart left to take a position with Tandem.
- **Joanne Harris**, a long term member of the School Age Care Program, most recently as the Program Director. Joanne left to run a school based afters program in South Canberra.



## ● SPECIAL PROJECTS

Peta Fitzgibbon

In October 2008 WCS employed a Special Projects Officer to undertake a range of strategic projects to position WCS in its future service delivery and to assist in building the internal capability of the organisation to meet future service delivery challenges and to take advantage of emerging opportunities.

The key activities during the year have been:

### **Strengthening our Internal Capability:**

- Engaging an outside facilitator Ms Cheryl Gilroy from Peopledynamics, to assist the Board review its Strategic Plan. This resulted in a revised Strategic Plan for WCS.
- Reviewing and refocusing the WCS Business Plan, Values and key priorities for WCS with the Team Leadership Group. Ms Gilroy assisted in this process also to ensure alignment with the Strategic Plan.
- Developing the capability of the Team Leadership Group with the assistance of Ms Lyn Russell, from Human Dimension Consultancy based in Canberra.
- Engaged Dr Helen McKenna to conduct Risk Assessment Workshops for both the Board and the Team Leadership Group. Risk Assessment Plans are now in place in WCS and will guide ongoing work to ensure identified action takes place.
- Exit Interview Process established and process put in place for feedback from staff who are leaving WCS.

- Initiated and provided ongoing support for the reestablishment of the WCS Social Club to strengthen team work, to bring staff from the three workplace locations together and to provide opportunities for staff to socialise and interact outside the work environment. Many thanks to the core group of staff who have supported this initiative throughout the year, especially Nila Chaleune, Matt Gallagher, Kris Gordon and Lisa Hartwig who constantly kept the group active.

### **Positioning WCS for Service Delivery into the Future**

- Peta took prime responsibility for progressing with the Director, the ongoing challenge facing WCS about the inadequacy of its accommodation. The year saw further expansion of programs and staff, resulting in WCS leasing a larger suite of offices at 18 Corinna Street to accommodate staff to deliver essential programs. This development underpins the continuing lack of appropriate accommodation facilities for WCS which is now reaching a critical point. Significant progress was made during the year around developing a Functional Architectural Brief to provide detailed specifications to reflect the current and future growth and needs of a contemporary Community Service Centre.
- The work was undertaken by local architect consultant, Mr Alan Morschel. While the initial project for Mr Morschel was to look at possible redevelopment options for the current building at 26 Corinna Street, this request expanded early in the new year when WCS was advised that developers were in discussion with the ACT Government about a possible new site for both

### **WCS and Woden Seniors as a result of a possible redevelopment of the Corinna Street precinct.**

As a result two functional briefs were prepared. These are to inform:

- A. Redesign and renovation of the current building at 26 Corinna to provide plans to accommodate a larger number of staff, to modernise its internal structure to meet OH&S requirements and accommodate new ergonomic desks etc; to create an open plan office environment to encourage stronger program and service integration and to create a stronger sense of teamwork.
- B. The identification of the future requirements of a contemporary Community Service Centre. This brief has been prepared in the event that a new community service centre may be developed in Woden over the next 3-4 years.

To prepare for the forward looking functional brief, Peta and Mr Morschel visited a diverse range of local community services to explore and research the physical environment of their service delivery design, accommodation arrangements, new approaches to contemporary service delivery with a citizen focus and to look at the integration of service centres into the life of the community. Services visited included other regional services, Belconnen Community Service, Communities@Work, Gungahlin, and the new Child and Family Centres at Gungahlin and Tuggeranong. The new Centrelink Concept Office in Tuggeranong was also visited to see first-hand new office design built around community access, technology and access points for citizens and integration of services. These provided an excellent opportunity to benchmark our current Service Centre at Woden and to look at new service delivery options and designs which focus on services that enabled collaboration with other partners and are citizen centric service and an integral part of the community.

The work that has been done by Mr Morschel is informing current ongoing internal redesign of the current WCS and will provide high quality input into any opportunities that may emerge in the future for new accommodation for WCS.

To inform and support the Functional Brief work of Mr Morschel, Peta has been working on articulating the future service delivery approach for WCS now and into

the future. Significant changes to the policy and program environment, collaborative models of service delivery including joined up services, consortiums, changing demographics, including both ageing population and demands for child care, complexity and diversity of the customer/ service user base, workplace reforms, staff attraction and retention challenges in the community sector – all these factors demand that WCS respond to and develop new ways of providing community services. This ongoing work will provide the Board with a blueprint for future service delivery approaches.

### **Positioning WCS for future service development in the Weston/new Molonglo area:**

WCS is keen to be part of the service development infrastructure in the new North Weston and Molonglo residential development to support this new community emerge and establish the key social infrastructure essential for a healthy and vibrant community.

As a first step WCS, together with ACTCOSS, Galilee Inc and ParentLine, partnered as a Consortia, and submitted an Expression of Interest to the ACT Government for a strong integrated presence in one of the proposed new Community Hubs at Weston. WCS believes that this presence will expand its capacity to meet the increasing needs of the Woden valley area.

The significant amount of change occurring within WCS in the first part of the 2008 led to the establishment of the WCS staff Accommodation Group which Peta chaired and supported. Change was affecting staff across a wide range of issues including, their working environment and work practices, relocation and moving premises, creation of new teams and relationships. The Forum kept staff up to date, provided staff feedback to the Director and ensured consultation and information was shared both with the move of large number of staff to the new suites of offices at 18 Corinna Street. Members of this Forum have provided enormous support to WCS through their consistency and commitment to provide a staff voice and to engage with the change processes. Many thanks to Fiona Day, Emma Walter, Lynton Sheehan, Jenny Pearce and Neralie Mitchell who have formed the core of the group.

As part of the refocus on customer service, increasing demand on staff at reception and the diverse range of service users, OH&S issues of outdated work environment, a review of reception and front of office service has occurred. Issues identified are being rectified and new infrastructure, computers and desks, telephony modernisation and programs is beginning to significantly change and improve the work practices at the Reception point. Within the constraints of the current physical layout of Reception, the review has provided the basis for the future redesign of Reception area with a greater focus on customer service and the streamlining of services and functions and increased staff safety and security.

# ● CHILDREN SERVICES



## LOLLIPOP CHILDREN'S CENTRE

**Funding Bodies:** Department of Families, Housing, Community Services and Indigenous Affairs (Federal Government) and Office of Children, Youth and Family Support (ACT Government)

**Director:** Neralie Mitchell

Lollipop Children's Centre is a 60 place, mixed mode childcare centre which is one of a range of children's services operated by Woden Community Service. We provide 22 long day care places, 14 permanent part time places and 23 occasional care places each day. This year we have experienced a very strong demand for places in the under three years age group, for permanent and occasional care. With permission from Office of Children, Youth and Family Support we have lowered the age at which children move to the Preschool room to provide more spaces each day in the Toddler room. This appears to be working well. Occasional care families are able to book in the Toddler room and we are filling more spaces in the Preschool room.

So far this year we have provided 21,723 hours of occasional care. This is an increase from this period last year. Demand for Long Day Care places exceeds supply. The waiting list for permanent places, especially for under twos is very long. We continue to receive enquiries each day. At present demand for emergency care is down from last year.

Lollipop has lodged the centre self study with the National Accreditation Council. The next step in the Accreditation process is the parent survey and then the validation visit.

Finding trained staff to fill vacancies is still a challenge. We continue to offer traineeships to new staff and encourage other staff to continue to improve their qualifications. Grace Fe Manual has recently completed her Certificate 3 in Children's Services and we are encouraging her to continue her studies by enrolling in the Diploma in Children's

Services. Amanda Mytka has completed a Diploma in Children's Services. Jelena Milosavljevic and Fatemeh Moradian have almost completed an Advanced Diploma in Children's Services. I have completed an Advanced Diploma in Community Service Management and Children's Services.

We have been fortunate to be able to continue to provide our own relief staff again this year as this means that the children are cared for by carers who are familiar to them. At times we have been unable to book staff professional development outside the centre as there has been no available suitable relief.

Lollipop fees increased in July. Fee increases were kept to a minimum and Lollipop remains competitive with other centres. The fee increase will help to cover increased costs of materials for the program, upgrading old equipment and increased wages to childcare workers. As a result of the MOU and an adjustment to wages for the level four childcare workers, wages for our childcare workers are now comparable with other community organisations. Lollipop and School Age Care have changed to Qikkids childcare management package in preparation for the change to Childcare Management System. This will bring changes to the way Childcare Benefit is administered by FaHCSIA.

During the year childcare workers have attended training on: behaviour management, mandatory reporting, duty of care, First Aid, infection control, food handling, leadership, CCMS, accreditation, OH&S, programming and environments.

Jelena Milosavljevic and I flew to a conference "Under Three Matters" in Brisbane. The conference was well presented and thought provoking. The focus was on integrated service delivery for the early childhood years.

Presentations included Attachment in the early years, stress (for children) in early childhood settings, Footprints in time an Indigenous study the importance of play, early intervention and literacy for children. We have spent time reflecting centre practice especially in the areas of attachment and inclusion.

### Current Centre Staff:

Neralie Mitchell	Director
Jelena Milosavljevic	L 5
Fatemeh Moradian	L 5
Amanda Mytka	L 4
Patricia Benson	L 4
Ellen Greed	L 3
Grace Fe Manual	L 3
Rachel Kleinig	L 3
Yvonne Leung	L 3
Rebecca Power	L 2
Marija Milosavljevic	L 2
Terry Warran	ASBA

Rebecca and Marija will be signing up for traineeships for Certificate 3 in Children's Services in the next few weeks.

We have been fortunate in gaining the services of Adam Vose an Early Childhood Teacher in our preschool room. I am hoping that Adam will stay with us until at least December and share his knowledge with other staff.

Centre relief staff: Brenda Roberts, Lyn Pinn, Migmar Chungkyi, Li Ping Guo, Adam

Vose, Shaguffa Sambal, Lessly Lamig are greatly valued for their important contribution to the centre.

Lollipop will be hosting a Grandparents Day again in October so hope we see lots of parents and grandparents join us for the morning.

## WODEN / WESTON CREEK FAMILY DAY CARE

**Funding Body:** Department of Education, Employment and Workplace Relations (DEEWR)

**Program Manager:** Jenny Pearce

Woden Community Service Inc sponsors the Woden/Weston Family Day Care Scheme coordination unit. The coordination unit supports and monitors home based child care workers who provide quality child care in their own homes.

Family Day Care offers flexible child care in the Woden and Weston Creek area, with a limited number of child care workers in the Tuggeranong region. Family Day Care is unique and provides care options for children aged 0 years to 12 years. The home based scheme offers full-time, part-time, casual, outside school hours and 24 hour emergency care. It is one of the few services able to assist shift workers.

Currently the scheme employs 28 home based child-care workers that provide care for 166 children to meet the child care needs of 134 families. The number of children and families has remained relatively stable this year. We have increased our advertising campaign to

recruit more Home Based Child Care workers as we have large numbers of children on our waiting list.

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

The coordination unit supports the service by providing information, resources and equipment as required. They also coordinate a playgroup, offer training, place children with the Home Based Childcare Workers and conduct interviews with the prospective families. The coordination unit is also responsible for the development and implementation of policies and procedures in accordance with licensing requirements. The Policy and Procedures Manual was updated this year in consultation with parents and staff.

The coordination unit operates two Playgroup sessions at Weston Primary School, Weston. These sessions are held every Tuesday and Thursday from 9.30 am to 12.00pm during the school term.

Marion Donohue, a qualified child care worker, facilitates the playgroup which provides play and learning activities for children and the opportunity for group interactions such as children would experience in a child care centre.

The Weston playgroup provides an opportunity to the home based child care workers to network with their peers, as well as draw ideas from the session to utilise in their own homes to maintain and offer quality care for children and families. The Toy library is also located at the Weston primary site and this is available to allow the childcare workers to borrow an assortment of age appropriate toys free of charge.

Since July 2008 we have had access to a 22 seat bus which is funded by ACTION and organised through the HACC Program. The bus has enabled us to transport our home based child care workers and their children in care, who do not have transport. They are collected from their homes and transported to playgroup. This has been of great benefit as these carers were feeling isolated due to their lack of transport and the difficulty in accessing public transport.

Training is provided for all child care workers. Free in service training courses for all staff are provided throughout the year. This year we offered training in:

- Quality assurance information
- Programming and planning
- Health and hygiene
- First Aid Certificate
- Child protection
- Multicultural programming - an evening of sharing ideas, food and customs.

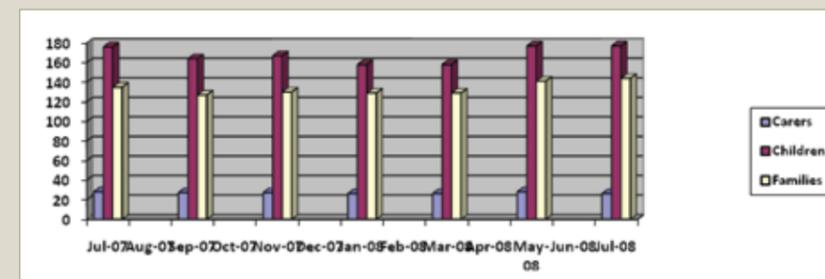
Family Day Care Quality Assurance has taken much of our energy this year. Child care workers have been encouraged to take into consideration the following areas:

- program and planning,
- effective communication and interactions
- awareness of hygiene and safety
- creating interesting and enjoyable environments for children both indoors and outdoors.

The Scheme has carried out a self study report in consultation with parents and staff on the quality of our child care service and formulated a continuing improvement



Participants at the Gala Sport day organised by the School Age Care Program



## ● CHILDREN SERVICES (cont.)



plan resulting from the self study. Both were submitted to the National Childcare Accreditation Council in May. The survey from the National Childcare Accreditation Council was completed and sent in July and we are now waiting to be informed as to when our validation visit will be taking place.

This year there have been changes in staffing in the coordination unit Sujata Chaudhri resigned in January 2007 and Jenny Pearce was appointed the new Director for the program. Leah Bartlett is on maternity leave following the birth of her lovely daughter. Leah has chosen to spend until December 2008 at home with her baby and Marion Donohue has been relieving in her position as a field coordinator as well as playgroup facilitator.

We hope to improve on our service in quality and quantity in the next year by offering high level of quality service and by participating energetically in National Family Day Care Quality Assurance.

### Program Staff:

Jenny Pearce Program Director  
Helen Sutton Administration  
Sonja Vuckovic Field Coordinator

Leah Bartlett Field Coordinator  
(on maternity leave till Dec.2008)

Marion Donohue Field Coordinator  
(relief for maternity leave position)

### SCHOOL AGE CARE

**Funding Body:** Department of Families, Housing, Community Services and Indigenous Affairs (FAHCSIA)

**Administration Director:** Nila Chaleune

School Age Care offers Child Care for families of primary school age children, from 5 – 12 years of age. Programs operate between the hours of 3 – 6pm Monday to Friday, with a school holiday program offered between 8am and 6pm in school holidays. Children who attend School Age Care are provided with recreation-based activities and programs that emphasise the value of play, social interactions and a sense of fun. Each program conforms to strict licensing standards, ensuring that activities are conducted within a safe and secure environment.

Currently we have a total of 650 children accessing our programs. Most of the programs operate to capacity.

School Age Care programs are located at the following schools throughout the Woden area.

Curtin Primary School  
Farrer Primary School  
Garran Primary School  
Torrens Primary School  
Hughes Primary School  
Red Hill Primary School – Junior Program  
Red Hill Primary School – Senior Program

We also operate two Before School Care Programs at Red Hill and Garran Primary Schools. Red Hill runs from 7:45am to 9:30am, while Garran operates from 7:15am to 9:00am each weekday.

Our School Holiday Program currently operates from Hughes Primary School. We have a Junior (Kindergarten – 7 Years) and a Senior (8 Years – Year 6) program available which include regular excursions. During the warmer months of the school holiday period we offer a fun-filled camp,

which is very popular with children aged between 8 and 12 years. This has been mainly targeted at the older children who have been requesting more exciting and challenging programs. Presently we are the only licensed vacation care program that offers a camp during the school holiday period in the ACT.

Due to the increases in staff wages as well as operating costs, in July 2008 we increased our School Age Care, Before School Care and Vacation Care fees.

The biggest area of concern for School Age Care still remains the inability to find and retain qualified and unqualified staff. Unfortunately this trend is occurring throughout the children's services sector and is unlikely improve until the conditions and wages for professionals improves. The greatest challenge in School Age Care is a high turnover of Level 1 (unqualified) staff in all programs. This has ultimately affected not only the consistency and continuity of staff but has also played a vital role when determining the number of children that can access the program. The inability to recruit suitable staff often means that programs numbers are capped. This year we have been fortunate to have a maintained a consistent team of program coordinators.

This year has been very stable in regards to the retention of Program Coordinators. After the departure of Joanne Harris (Program Director SAC) who had been in the role for over three years, we were fortunate to promote Katie West to the position. Katie is a valued team member who has had over 10 years management experience in the SAC sector. Prior to the promotion, Katie was the Coordinator of our high quality Farrer SAC Program.

Coordinators who will be missed include Rouba Elmoubayed and Sonya Barwick. Rouba, who briefly coordinated Curtin SAC has moved into the public sector, while Sonya, who supervised our junior program at Garran, has taken on a position in a

Long Day Care centre. We wish them both the very best.

Despite the loss, we welcomed three experienced and enthusiastic coordinators to the team. Felicity-Jane Roberts is coordinating our Curtin Program, Nina Bennetts is the coordinator of Farrer SAC and Mitchell Bartholomew has been promoted from the Level 2 at Curtin SAC to manage the junior program at Garran. All have proven to be great assets to the School Age Care team. All our Coordinators are dedicated to maintaining and continually improving the quality of care provided to children and their families.

This year we have three staff undertaking further Professional development training. Nina Bennetts is currently completing her Certificate 3 in Children Services and then will continue on to do her Diploma. Nila Chaleune and Katie West are presently studying for their Advanced Diplomas which are due to be completed at the end of September 2008.

From September 2007 until the early 2008 each of the School Age Care Programs participated in the accreditation process carried out by National Accreditation Council. After all the programs were validated and then moderated in February this year, all our School Age Care programs were awarded with an accreditation rating of good to high quality. Each program will now use their individual continuous improvement guides to not only maintain the quality of service provided, but more importantly to look at innovative ways in which care can be further improved. Each program will be required to undertake the entire accreditation process again in another three years.

This year Woden Community Service School Age Care participated in the ACT Children's Services Awards. The premise of these awards is to acknowledge and celebrate the hard work and achievements of all child care professionals working in each sector, including School Age Care.

Woden Community Service School Age Care nominated four staff in the categories of Director, Coordinator and Assistant, and to our delight, won in all three categories. The glamorous Awards Ceremony was held on the 9 May at the National Museum of Australia. With such a lovely venue, a great night was had by all. It was especially nice to see so many Children's Services Professionals and their families dressed up to congratulate themselves and each other for their passion and commitment to the industry. Congratulations to Brian Pearce who won in the 'Directors' category, Edie McLister in the 'Co-ordinator's' group and Yvonne for 'Assistants'.

Our yearly 'FUN DAY' was unfortunately cancelled 2007 due to increased costs associated with transportation. On Fun Day all programs converge onto one site to share in an afternoon of fun activities and games. This year we have scheduled Fun Day to coincide with Children's Week and will take place on Friday the 24th October. Durkin Amusements will supply us with equipment such as a giant slide, trackless train and clowning fun. In order for this event to take place each program is doing some additional fundraising. Hughes School Age Care recently had a curry night, Torrens have done a Taco day and a lolly guessing competition and Farrer have had a sleepover. Garran, Torrens and Curtin are also planning a sleepover for September 2008.

Currently Hughes, Torrens, Garran and Farrer School Age Care are involved with the Active After School Communities Program (AASC). The goal of this government-funded initiative is to encourage primary school age children to participate in physical activity at no cost to parents. The programs participate in a variety of activities including baseball, circus skills, dance, soccer and gymnastics. In addition to these externally delivered programs, we also have multi-skill sessions planned and implemented by staff, who have undertaken the Community Coach Training Program. Involvement in the AASC

Program not only provides additional sporting equipment to our services but also enables children to take part in activities they may not have had the opportunity to experience. Just recently the programs participated in a Gala Day, which involved over 300 children. Each child was allocated with a 'country' and 'passport' and then given opportunities to try different sports such as Handball, Archery, Tae kwon Do and athletics. It was a fantastic afternoon.

### Permanent Staff - Present

Nila Chaleune	Administration Director SAC
Katie West	Program Director SAC
Brian Pearce	Director Garran SAC
Nina Bennetts	Director Farrer SAC
Michael Aisbitt	Director Red Hill Senior SAC
Felicity-Jane Roberts	Director Curtin SAC
Edie McLister	Coordinator Red Hill Junior SAC
Vidya Chandra	Coordinator Hughes SAC
Elise Bailey	Coordinator Torrens SAC
Mitchell Bartholomew	Level 3 Staff Member

### Staff Departures during the year

Joanne Harris  
Rouba Elmoubayed  
Sonya Barwick

# ● STRATEGIC SERVICES TEAM



## COMMUNITY DEVELOPMENT

**Funding Body:** ACT Department of Disability Housing and Community Services  
**Program Manager:** Mario Gonzalez

As I prepare this summary of key events and activities successfully implemented in 2008, I have reluctantly tendered my resignation in my current position as the Strategic Services Team Manager. For two and a half years I have overseen the Community Development and Strategic Services teams. I have enjoyed and learned a lot by working together with a dedicated and committed group of people who are passionate to make a difference in the community. I wish the best to WCS to continue its commitment to continue providing sensitive and effective services to residents in the Woden Valley region and non-rural communities.

WCS has successfully restructured its service delivery model in 2008 by creating the Strategic Services team as part of the WCS's integrated community development service delivery approach to improving a better coordination of services in the organisation. I can now report that the past few months I have seen the expansion of the Strategic Services team at Woden Community Service. This team has now several programs under its umbrella.

The Strategic Services team includes:

- Community Linkages
- Generic Community Development
- Assistance with Care and Housing for the Aged (ACHA)
- Settlement Grant Program
- Research and Program Development

The purpose of integrating these services is to create capacity to conduct research on emerging communities' needs, demographics changes in the region and identify assets and strengths in the local region. In addition, this restructure is part of WCS's Strategic and Business Plans to strength coordination of programs and services to respond more effectively

to the needs of service users and to effectively integrate all programs across the organisation to strengthen good practices and to respond proactively to the needs of the community.

The team achieved the following community development initiatives:

### Harmony Day

Woden Community Centre celebrated Harmony Day in March 2008 in partnership with Family Relationship Centre. An Indigenous dance group performance provided a symbol of hope and reconciliation to acknowledge Indigenous communities and their contribution to the Canberra community. Over 40 people attended this important cultural event.

### Talk For Peace

This program promotes the importance of interfaith dialogue and common understanding amongst different faith traditions by facilitating the Talk for Peace quarterly meetings in Woden Community Service. This meeting provides an opportunity to share a quiet moment where different faith traditions and philosophies contemplate common understanding and build trust and unity. Talk for Peace operates under the guidelines of the Australian Centre for Christianity and Culture. Special guest speakers from Jewish, Christian, Muslim and Indigenous communities are invited to build a common understanding and dialogue amongst each other. Over 15 people attend these quarterly meetings.



### Women's Groups

This program supported newly arrived refugee women by creating the African Women's Group in partnership with the Family Relationship Centre and Adult Migrant Education Program at CIT's Reid campus. The African Women's Group provided opportunities for newly arrived African refugee women and their children to develop trust among other women, local networks, emotional support, practice English conversation, share experiences in a friendly and supportive environment, understanding and learning about living in Australia and learning and sharing from each other's experiences. Over 46 African women actively participated and attended this group. This program was funded for 12 months and resumed in March 2008.

The Women Together Building Health and Happiness support women from Chinese backgrounds. This group is coordinated and supported by the ACT Chinese Australian Association Inc. to support Chinese-speaking women living in the Woden/southern area of Canberra in particular who are newly arrived and living in isolation. The aim of this group is to promote Chinese women's health and wellbeing by organising a variety of activities including personal development, positive relationships and most importantly to encourage Chinese women to access mainstream services. An average of 12 women attend and participate in fortnightly meetings to interact and learn from each other.

### Student support and development program

Woden Community Service continues to encourage and support work place experiences for students.

### Phoenix Project

This year we have had a full-time student finalise her practicum in Community Education from the University of Canberra. This student conducted an intensive research into the needs of people who are discharged from the Canberra Hospital's Psychiatric Services Unit into the community. The report of this research has helped to develop the Phoenix project. This project is a new community based mental health program to support people who have been discharged from the Psychiatric Services Unit to receive community support and be reconnected into the community. WCS is committed to develop community based mental health programs to support people with mental health issues towards achieving a gradual recovery to foster active community participation and social inclusion. A funding proposal to the ACT Government is in progress to implement this project.

### Woden Contact Book 2008

A student from the CIT undertook her placement by updating the Woden Contact Book. The aim of updating this book is to inform residents of the Woden Valley about services, programs, support groups and activities available in the community. The contact book was updated to provide up to date information of schools, justices of the peace, health clinics, nursing homes, emergency accommodation, social and recreational support groups and emergency services available in the region. The contact book has received positive feedback from clients and services. This program is committed to continue supporting students to successfully complete their practicum in Woden Community Service.

### Rural Community Development

This program has maintained connections with the rural ACT bushfire affected communities, in particular Tharwa. This program continues to work with the Tharwa community to provide a sense of community support and active community participation in the community by establishing the following activities.

- Support Letter to the Minister to restore Tharwa Bridge: A letter of support was written to John Hargreaves Minister for Multicultural Affairs, Minister for Territory and Municipal Services, and Minister for Multicultural Housing to request the restoration of Tharwa Bridge. This advocacy action contributed to review the Minister's and his government's position to start works to the restore the bridge this year.
- BBQs in partnership with St Vincent de Paul. This community activity has provided opportunities for families and their children to have up to date information on the restoration of the Tharwa Bridge and a great opportunity to have a stronger sense of community support and participation. All residents of Tharwa community and surrounding areas are waiting for the opening of the Tharwa Bridge to improve better access to Canberra.
- The restoration of the Tharwa Bridge has started. The Tharwa community has welcomed ACT's Government decision to restore the current Tharwa Bridge as symbol of support for this community. For locals the bridge is not only used as a crossing of the Murrumbidgee River into Tharwa but also it is part of the Tharwa community's history and identity. It is anticipated that the bridge will be open in August 2009.

- Tharwa Tennis Court opened: The opening of the Tennis Court has benefited this community to promote a stronger sense of community by creating opportunities for local residents to sign up for the Tharwa Tennis Club to play tennis. Tennis games are held on weekend basis. Over 20 people have signed up for membership.

WCS supported an alternative use of the former Tharwa School as a community centre by writing to John Hargreaves, Minister for Multicultural Affairs, Minister for Territory and Municipal Services and Minister for Housing. The proposed community centre will build on community capacity and provide opportunities to residents to have ongoing information sessions, regular nurse visits to provide support for young children and their parents, to organise displays of local artists and heritage. WCS is actively engaged with Tharwa community to strengthen participation and social inclusion.

This program works closely with Community Linkages Program in WCS. This linkages program's target group are people living in public and community housing in Woden and Weston Creek, including the villages of Uriarra, Stromlo and Pierces Creek. The program manager facilitates community development services and activities within these communities to foster connections with local services, individuals, groups and each other.

WCS is committed to continue supporting bushfire affected rural settlements communities to achieve a gradual sustainable rebuilding process to support these communities.

### Service Development

WCS was successful with several submissions for grants in this past 12 months.

## ● STRATEGIC SERVICES TEAM (cont.)



Minister John Hargreaves with Madeleine Dorman at the opening of the Access to Art Program



### Settlement Grant Program

This program is funded by the Department of Immigration and Citizenship through the Settlement Grant Program 2008-2009 to implement the "GateWay - Connecting to your Canberra Community" program. The purpose of this program is to support African and Iraqi new emerging communities to actively engage and integrate with the mainstream Australian community. This program commenced in July 2008.

### Multicultural Voices Radio Program

This new community initiative is a partnership with the ACT Arab Australia Friendship Association and funded by the ACT's Multicultural Radio Grants Program 2008-2009. The purpose of this program is to broadcast the Multicultural Voices Radio Program to promote services and programs available for residents from non-English speaking backgrounds who live in the ACT. This program will also invite guest speakers from multicultural and interfaith communities to raise awareness of Canberra's diverse community. It is anticipated to commence in September 2008.

### Funding to Support Hacc Support Groups

The Australian Government's Department of Health and Ageing has allocated funding to support the Southpaw Stroke Club and the Friday Group to continue engaging and supporting aged service users to participate in their community, develop social networks, build self-esteem, safety and dignity and promote social inclusion in the local community.

### Community Relations

A proposal was made to the Department of Immigration and Citizenship 2008-2009 to implement the Building a United Community Program to promote interfaith dialogue and common understanding among different

philosophical religions to strengthen community harmony, social cohesion and social inclusion. In particular, people from Christian, Jewish, Islamic and Baha'i philosophies who have experienced injustice and persecution as a result of their beliefs.

This program is committed to continue conducting research to identify gaps on services and develop proposals to seek for funding to implement new community based initiatives to effectively support the community.

### COMMUNITY LINKAGES PROGRAM

**Funding Body:** Department of Disability, Housing and Community Services  
**Sustaining Tenancy Program:** Amy Millard  
**Community Development:** Emma Walter and Lynton Sheehan (from June 2008)

Community Linkages consists of two programs – Sustaining Tenancy Program and Community Development. These programs aim to work with public and community housing tenants to build community capacity and achieve safer living environments and more sustainable tenancies. This is achieved through enhanced social interaction with neighbours and the broader community and linking tenants into a range of social and support services.

### Sustaining Tenancy Program

The Sustaining Tenancy Program supports public and community housing tenants that

reside on the southside of Canberra. This program can coordinate services through case coordination/case management by:

- Identifying services to assist individuals and families
- Referral to other agencies/support services
- Advocacy by supporting and representing a client when required and
- Providing an outreach service to service users

This program has a strong focus on early intervention to avoid or alleviate issues which may result in unsustainable tenancies.

The Sustaining Tenancy Program often gives support to clients experiencing severe financial hardship, neighbourhood issues, emotional distress, drug/alcohol and/or mental health issues. The program acts as a conduit between tenants and Housing ACT. Many tenants find it overwhelming to contact Housing ACT for whatever reason, so the Sustaining Tenancy Program can make that initial contact on their behalf. The fact that the program is based within a community organisation provides the flexibility to establish trust and rapport with tenants enabling them to identify different options on their own terms.

Since the program's commencement 260 referrals have been received. At present 35 of these clients are active. The average length of time for a client to be engaged in the program is approximately three to six months, depending on the complexity of their needs and suitability

and/or availability of referral options. This program operates within the organisation's philosophy of responsive service delivery, and as such does not have any waiting list or restrictions in how long clients can receive support. All closed clients receive a letter stating that they can contact the program anytime they require support and assistance with housing issues.

The success of this program to date has depended upon the relationships built between Housing ACT and other support services. The program is looking forward to meeting the new and varied challenges that will emerge over the coming 12 months.

### Community Development

The Community Linkages (Community Development) Program works with tenants in Woden and Weston Creek, including the villages of Pierces Creek, Stromlo and Uriarra. The aim of this program is to provide opportunities for tenants to participate within their local community, both at a neighbourhood and broader community level. These opportunities are based on feedback from tenants and working with other Woden Community Service (WCS) programs such as Individual and Family Support, Sustaining Tenancy Program and Home and Community Care and with organisations such as, Belconnen Community Service, YWCA of Canberra, Rotary Club of Woden Daybreak and Woden Valley Community Council (WVCC).

Over the past twelve months tenants have participated in a range of informal and structured activities as well as receiving information about local services, groups and events. Some of these activities have included:

**Easter Egg Hunt:** in partnership with the Rotary Club of Woden Daybreak held the second annual community wide Easter Egg Hunt at Eddison Park in April. 150 to 200 people attended with \$500 raised through

gold coin donations from Rotary to assist in the development a series of practical living skills workshops for tenants.

**Access to Art Tenant Initiated Grant Project:** provided auspicing support to the Access to Art Program – a project funded through DHCS organised by a local tenant. Access to Art provided opportunities for 19 tenants to participate in local art courses by meeting the cost of the course and some materials. The program culminated in an exhibition of work displayed in Theo Notaras Multicultural Centre and opened by Minister for Housing John Hargreaves, MLA.

**Woden Valley Community Festival:** from the Woden Community Forum held in 2007, there was overwhelming support for holding an annual community festival in Woden.

**Local Community Lunches and Dinners:** numerous BBQ's were held within the community to encourage residents to come together and meet their neighbours.

**Residents Meetings:** opportunity for residents to meet with their Housing Managers and other services to identify common issues and discuss potential solutions.

**Information Hub:** in partnership with Individual and Family Support Program, the Hub continues to be held each month. It is an opportunity for people to access information on a range of services and talk directly to representatives from organisations such as Legal Aid and Carers ACT. Following this success, Hubs are now being held in both Charwood and Spence.

**Christmas Dinner:** following the success of the inaugural Christmas Dinner in 2006, organised in partnership with the Rotary Club of Woden Daybreak, WCS hosted the second annual dinner for tenants to celebrate the season together.

WCS and WVCC were successful in gaining funding from the ACT Government Festival Fund to host the inaugural Woden Festival

on Saturday 25 October 2008 in Eddison Park. The Linkages Program has taken on a coordination role and will be ensuring local community groups and businesses are actively involved in the planning and implementation of this community event.

**Woden Voice Community Newsletter:** in partnership with WVCC, production and distribution of a quarterly publication of the *Woden Voice*. This newsletter is a way of letting people know about programs and events happening locally and issues affecting the Woden Valley community.

These activities reflect the program's focus in the past 12 months on increasing opportunities for tenants to become involved in their community through activities and provision of information of groups and other events. This has provided tenants with opportunities to develop relationships with their neighbours, members of their local community and local community services.

The program relies on strong partnerships to ensure initiatives get off the ground. The program would like to take this opportunity to thank Housing ACT, Community Linkages Providers, Conflict Resolution Service, Legal Aid, Carers ACT and WCS Individual and Family Support, Sustaining Tenancy and Home and Community Care Programs for their support over the past 12 months.

We would also like to thank the Rotary Club of Woden Daybreak for their involvement in initiatives such as the Christmas Dinner and Easter Egg Hunt and Woden Valley Community Council for their commitment to the *Woden Voice* and Woden Valley Community Festival. These activities would not be possible without the organisational skills, enthusiasm and dedication of the many people who volunteered their time. The program looks forward to continue working with these and other partners on various community initiatives well into the future.



Rotary's Graeme Waite and Robyn Beetham with WCS's Chris Redmond and Emma Walter at the presentation of a cheque from the proceeds of the Easter Egg Hunt

## ● STRATEGIC SERVICES TEAM (cont.)

### VOLUNTEER PROGRAM

**Funding body:** ACT Health

**Co-ordinator:** Mohammed Berjaoui

A review study for the volunteering program was carried out at the beginning of the financial year of 2007/08 and several recommendations were suggested to improve the program and increase the numbers of volunteers and their satisfaction while assisting the clients. Most of the recommendations were implemented during the year and resulted in keeping the volunteers interested in their rewarding work, and assisted in recruiting more volunteers.

It is well known in the welfare and community sectors in Canberra and nationwide that the number of volunteers is decreasing because of the high price of petrol, and because many people are not retiring at an age which enable them to do voluntary work.

Despite these difficulties of recruiting new volunteers, Woden Community Service managed to maintain the required volunteers to keep the assisted programs functioning and going well. Many of our services would not operate if it were not for volunteers.

Our volunteers are doing a wonderful job in supporting people by assisting with shopping, banking, and friendly visiting, transport, teaching English, running groups, working in child care and at the youth centre.

Our service users from all the programs range across a diversity of ethnic backgrounds.

The English conversation classes for newly arrived refugees and migrants is running well and many thanks to the dedicated volunteer teachers who run this program in a very professional way.

The contribution made by the volunteers in the year 2007/2008 amounts to a total

of approximately 3000 hours of service, and thousands of kilometres in the transport program.

My work as a volunteer coordinator finished on the 30 June 2008, and I started a new position in W.S as a manager for the Settlement Grants Program which is a Federal program assisting newly arrived refugees and humanitarian entrants to settle in Australia. Working as a volunteer coordinator for the last four years been a very interesting and rewarding experience. I am sure my colleague Geoff Hayes who took over this program will continue the hard work and dedication in assisting our clients.

On behalf of W.S.C Inc, I would like to pass my many thanks and appreciation to all the volunteers who are contributing invaluable towards the social capital of our community.

People who choose to volunteer for community services do so knowing there is no high profile, no glamour but hard work. I would like to thank each one of our volunteers for their commitment and thank them for the great support they have given me over the past four years.

### ASSISTANCE WITH CARE AND HOUSING FOR THE AGED

**Funding body:** Commonwealth Department of Health and Ageing

**Co-ordinator:** Mohammed Berjaoui

This program assists older people who are frail, on low incomes, homeless or living in inappropriate accommodation to access appropriate, long term and secure housing and community resources to enhance independence, quality of life and allow them to remain in the community.

This program enjoyed a busy year; some of the older people assisted have required support with priority applications

for transfer within Housing ACT properties, for example from Strathgordon to aged person units.

Many of the program's tasks include negotiating with Housing ACT over maintenance or renovation issues, assisting with rental rebates, renovation issues, and helping people in private rental accommodation to access the service available in Tuggeranong, Woden and Weston Creek regions.

The areas of concern continue to be the same as they were in the last several years. These concerns are the shortage of aged persons units, lengthy Housing ACT waiting lists and the very high private rental market. The same situation goes for the waiting lists in hostels and Nursing Homes.

Many of our clients are on the early allocation category "A" on the housing waiting list but still they have to wait more than a year to be allocated a unit or house. These issues, combined with an ageing population in Canberra will ensure the ongoing demand for the ACHA program into the future.

Many organisations continue to assist the ACHA program in the achievement of its aim to enhance the lives of older people in the regions we cover in Canberra, these organisations include Housing ACT, the Masonic Village, Abbeyfield, the Salvation Army and the wonderful work and commitments of the volunteers at Woden Community Service.

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



## • COMMUNITY PROGRAMS

Tina Bracic's photograph



Big Issue vendors ready to hit the streets with the Xmas '07 edition. L-R (back row): Michael, James, Phil, Grant and Steven. Front row: Bianca and Blake.



### COMMUNITY LIFE SKILLS

**Funding Body:** Department of Disability, Housing and Community Services  
**Program Manager:** Matthew Gallagher

Community Life Skills (CLS) is a community access and life skill development program for adults living with a disability. Eligibility requires that people are aged 18-65, living within the A.C.T. region and are perceived to have high support needs. The goal of CLS is to support people enhance their lives through social inclusion, skill development and the gaining of valued roles.

Community Life Skills provides support to 29 people in total. Twenty-seven people are provided support stemming from government block funding. Twenty-four people receive nine hours support weekly and three people receive six hours support weekly. Each person receives a minimum of one individual support session per week with the remainder of scheduled hours conducted in small groups not exceeding ratios of 2:3. Two other people access CLS support using brokered agreements. Both people are provided three hours access per week.

The ability of the individuals accessing CLS to keep extending their skills, growing networks and relationships and meeting new challenges is always outstanding. This year is no different. Service users have gained greater individual independence and better social inclusion throughout the year through community access activities. Some of the activities that service users have been involved in throughout the year include exhibiting art, volunteer work and attending music workshops. Added to this, community access has involved the events SummerNats, Floriade, The Royal Canberra Show, major sporting events, music concerts and access to broad variety of generic community venues such as movies, cafes, restaurants, libraries and galleries. Access to these events and activities helps to create opportunities for the facilitation of new relationships and networks, the gaining of more socially valued roles and importantly for social inclusion to occur.

A new initiative introduced to supported access sessions this year has been a stronger emphasis toward active lifestyles. This has been a direct response to a number of service user and stakeholder requests for such activities. The aim of this is to assist the maintenance of service user health as they age. Walking, swimming and gym access during supported sessions have been the most popular.

Community Life Skills also successfully implemented changes to its timetable this year. The changes have provided a number of benefits to service users, including the formation of new relationships as well as experiencing different approaches to learning and life skill development that each CLS team member provides. It has also provided support workers with new and exciting work challenges.

Sadly this year saw the passing of Chris Hill. Chris had been a long time service user of the Community Life Skills program who sudden departure was a shock to the entire CLS, his family and other services involved in Chris' life. CLS will miss his character and smile.

Typical of any year in CLS staff departures and arrivals are integral to the provision of service. Staff changes in the past year have included the departure Jill Rafferty and James Wightman. Jill has relocated overseas to travel throughout Europe for the next 12 months and will be missed after spending four years providing excellent support with the CLS team. James

Wightman has taken six months leave for some experience in the field of youth work. CLS wishes them all the best for the future.

As a result of these staff departures CLS has welcomed Lesley Theuma and Ron Jackson to the team. Both Lesley and Ron bring with them extensive experience within the disability sector. They join Dawne Ballard, Jenny Rosewarne, Ximena Garces, John Brochie, Maxine Monahan, Nick Lucey, Damien Mitchell and Matthew Gallagher as the current CLS team.

The purchase of four new accessible vehicles by WCS for use across its disability services are new resources that have been welcomed by the CLS program. The vehicles are the new industry standard in accessible transport and offer service users and staff a more spacious and safe OH+S travelling environment.

I would personally like to thank you to the entire CLS team for their efforts, flexibility and dedication to their work over the past year. It has been a pleasure to work with each of you and I look forward working with you in the future to continue to provide individuals high level support.

Finally, thank you to Chris Redmond, Kerry Bargas and the Finance team for their assistance and encouragement throughout the year.

Tina Bracic's photograph



### THE BIG ISSUE

**Funding Body:** Department of Disability, Housing and Community Services  
**Program Manager:** Stuart Poole (until July 2007), Fiona Day (from September 2007)  
**Case Worker:** Michelle Willcocks

The Big Issue supports people who are homeless, at risk of homelessness, long term unemployed, socially isolated or disadvantaged. The program offers service users (known as vendors) employment through selling The Big Issue magazine on the streets of Canberra with the aim of increasing vendors' (sellers') connection to the community whilst earning an income.

The Big Issue celebrated its 4<sup>th</sup> year in Canberra in March 2008. With an overall increase in sales from 1000 to 1100 per edition over the past 12 months it is clear that the program is gathering strength and support throughout the community. The Big Issue has supported 20 vendors over the past year, including two referrals from the Personal Helpers and Mentors (PHaMS) program.

Ongoing support of vendors by the Case Worker continues to prove highly successful in bringing positive change to vendors' lives. The Case Worker assists vendors to identify areas of their lives they would like to improve or change, and with regular contact helps to keep them focused on their goals. Staff meet with vendors in The Big Issue office and also at designated selling points (known as pitches) throughout Canberra. By conducting pitch walks around the city, staff are able to engage with vendors in a setting where they feel at ease, and in fact this is where some of our best work is done.

Over the last 12 months The Big Issue has had many reasons to celebrate, including:

**Traditional employment:** In April The Big Issue said goodbye to a long term vendor. During her two years with the program, and with the ongoing support of the Case Worker, she addressed her mental

health issues and undertook part-time study. Her efforts were rewarded when, upon completion of her studies, she was successful in securing full-time traditional employment. A second vendor was supported to address his mental health and substance abuse issues, resulting in personal stability and the attainment of full-time traditional employment.

**BBQs:** Each fortnight The Big Issue staff host a BBQ at WCS to launch the new edition of the magazine. The BBQ is well attended and many vendors enjoy the regular catch up with friends whilst enjoying a nutritious meal.

**Outings:** Vendors have enjoyed numerous outings, with costs covered by the program. This enables vendors to enjoy social experiences they may otherwise be excluded from due to financial hardship. During the past year vendors have enjoyed events such as; a picnic in Floriade, a trip to the National Museum and an afternoon at the movies.

**Social Inclusion:** The Big Issue supported five vendors to attend weekly rehearsals of "The Jumpin' Gateway Community Choir", an initiative of Sing Australia, Communities@Work and the Uniting Church's Early Morning Centre. The choir has performed at many events this year including; The Big Issue three way partnership launch, a Christmas Concert for seniors at The Southern Cross Club and the launch of the ACT Homeless Charter.

The Australia Day long weekend saw the Case Worker touring Canberra as a special guest of The Choir of Hard Knocks. This included morning tea at Parliament House and meeting PM Kevin Rudd. The weekend culminated in the Program Manager and Case Worker escorting vendors to The Choir of Hard Knocks sell-out performance at the National Convention Centre, due to the generous donation of free tickets from the visiting choir.

**Three way partnership:** In March The Big Issue held a successful event at the ACT Legislative Assembly to launch our three

way partnership initiative. This saw local business, government and The Big Issue unite in a commitment to work together to address issues of homelessness and disadvantage in our community. Two local businesses, Aspen Medical and Bradley Allen Lawyers, are our inaugural partners, having donated funds to The Big Issue.

**Drop in:** Vendors are welcome to drop in to The Big Issue office weekday mornings for a chat and a cuppa with the Case Worker before heading off to work.

**Publicity:** Ongoing efforts to raise the profile of The Big Issue in the community have been rewarded during the year with a radio interview, two television news stories and six newspaper reports. This media coverage has focused on vendors and their stories, bringing about an increase in magazine sales and a greater community understanding of the positive change The Big Issue brings to vendors' lives. Three Canberra vendors have appeared in The Big Issue magazine on the "Vendor Profile" page, with an Australia-wide distribution in excess of 40,000 copies.

The success of The Big Issue in Canberra is dependent on strong relationships with many sectors throughout the community. The Big Issue has enjoyed the support of many organisations over the past 12 months and we look forward to strengthening our relationship with them in future. We would like to acknowledge and thank: The Body Shop (Woden and Civic), The Music Shop (Belconnen), Oxfam, Tuggeranong Community Arts Centre, Samaritan House, Centrelink, The Big Issue Australia, Personal Helpers and Mentors (PHaMS) program, Megan Hinchley, Peter Engel, Aspen Medical, Bradley Allen Lawyers, Chris Peters and the ACT Chamber of Commerce, Directions ACT, The Rainbow, Disability ACT, ACT Shelter, Ainslie Village, Sing Australia, the Uniting Church's Early Morning Centre, Communities@Work, The Choir of Hard Knocks, the Canberra community and last but not least, our wonderful, hard-working vendors.

Big Issue vendors ready to hit the streets with the Xmas '07 edition.

## ● COMMUNITY PROGRAMS (cont.)

### WODEN YOUTH CENTRE

**Funding Body:** Department of Disability, Housing and Community Services and Office for Children, Youth and Family Support

Woden Youth Centre (WYC) provides information, support, referral and drop-in services for young people aged from 12 – 25 years. We aim to assist young people to make informed decisions, enhance their personal resilience and increase their skills in personal development and their support networks.

Drop-in provides a range of recreational activities such as pool tables, table tennis, basket ball, soccer table, boxing equipment, art and craft, photography and media projects, BBQ, play station two and computers with free internet access for recreational and educational purposes. The drop-in facilities are available to young people Monday to Wednesday 2pm to 5.30pm, Thursday 12pm to 5.30pm and Friday 12pm to 7pm and fortnightly band nights from 3.30pm to 10pm. During school holidays drop in hours are extended.

Community Supported Respite Service (CSR) is a program for young people with a disability aged 12-25. To be eligible for the program, young people must be living at home with family/carers or guardians. The service is funded to provide 18 places (108 hours of support per week) during term time with one place equating to six hours. During school holidays the program provides support for 15 places (315 hours of support per week) which equates to three days. WYC has negotiated decreased hours for school holiday outputs but as yet have not received a new contract. This year two young people have undertaken work experience with the support of staff to operate the café on Monday afternoons. A year 12 student attending Girl's Grammar is volunteering with the program.

The service is community based and age appropriate, offering young people

a range of activities, social occasions and group events to facilitate positive community inclusion.

Sindy Pearson has taken on the role of youth services manager and oversees the CSR and other youth programs. Andrew Hore has undertaken the role of Senior Youth Worker.

WYC facilitates a strengths based program, "Building Strengths" within four local high schools with the assistance of the school based Youth Workers. The schools identify students' interest and specific needs which then determines the content and further development of the program. The program is specifically gender based. Topics include amongst others self image, courage and resilience, communication, goal setting, bullying and integrity. The program runs over an 8-16 week period depending on students' needs. Currently we provide the program to Alfred Deakin, Melrose, Telopea and Woden High Schools. The program at Woden School is specifically oriented and is delivered with more of a visual focus, interactive activities and presentation style. Depending on the individuals and school's ability to transport students, the program can be entirely school based or can alternate between the school and the youth centre. The feedback from the students and individual school based youth workers has been positive.

The Building Strengths program continues to run at Quamby Youth Detention Centre, with a view to be initiated at the new Bimberi Centre. The previous partnership with Communities @ Work has ceased due to staffing issues within their service. The program within Quamby is provided on a weekly basis but this is subject to change depending on how many young people are incarcerated. We also provide a regular school holiday program.

Youth workers attended Alfred Deakin, Melrose and Telopea Park High Schools on a rotational basis once a week to provide lunch time activities including,

milo afternoons, public speaking, talent quests, board games and tug-o-war.

Staff have undertaken a project to develop an Early Intervention Book for Year 7 students in schools throughout Canberra. This book aims to equip and prepare students for their high school years including life skill topics such as bullying, positive relationships and what it is to be a man. A focus group was held at Telopea High with 40 students to trial the contents of the book. The book is still undergoing development with a view to release in 2009.

Rage Safe Media programs were facilitated at Telopea and Alfred Deakin High with the support of the schools Youth Workers. The young people are shown various aspects of film production and they develop scripts and storyboards, lighting, settings, filming, acting and use in editing software to produce a short film. The themes are all about safe partying practices and other social behaviours. Two of the main challenges experienced were finding a reliable specialist to support us to facilitate the program and the absence of a Youth Worker in another school.

Term time centre based programs included art and craft sessions, Building Strengths program (female), sing star competitions, film nights, pool competitions, guitar hero and air brush tattooing. The Building Strengths program was publicised through the surrounding schools and centre but unfortunately was cancelled after a few weeks due to low attendance. Funk dance has been running successfully once a week, with an average of three young people attending regularly. During one of the terms the program was deferred because a WYC dance instructor was overseas.

Band nights are usually held twice a month and are attended well on average, numbers can fluctuate between 30-150 depending on promotion and band popularity. Over the last year we have had a number of interstate bands

play at the centre. During this period Narrabundah College held its annual contemporary music program "Yuddah". This is an opportunity for students to be assessed for their performances in front of their peers.

The school holiday programs offers young people various activities including: trivia afternoons, the annual youth centre's snow trip, pool competitions, media workshops and barbeques. Attendance during the school holidays can be quiet but we have found attendance gradually increasing.

Bit bent is a social support group for same sex attracted people aged 12 to 26. The group meets at the youth centre once a week and is supported by youth centre staff. The average attendance is between 15 and 20 young people.

Staff have attended as an interview friend for four young people at Woden and Civic Police Stations and Quamby Youth Detention Centre. Support was maintained with two young people whilst incarcerated at Belconnen Remand Centre.

In November 2007, WYC held a self facilitated planning day to map out a course for the following year. Key stakeholders who we currently provide programs to were invited to attend the meeting to review current delivery and future plan for 2008.

**The youth centre has been involved in the following community events:**

- Black Mountain parent information session
- Youth Week Expo – Garema Place
- Youth Week open day (Health & Well Being) – centre based
- Youth Week event – Calwell High School
- Drug and Alcohol Action Week activity – centre based
- Melrose High School information session – Drug and Alcohol Action Week
- Canberra College Information Day
- Party in the Park
- Canteen Information Day



CSR participant Daniel at the Summerats with the Jack Daniels Team

- Party Safe Day (ADHS)
- Quamby Expo
- Bimberi proposal and stakeholder meetings
- Beanbag Conference – Sydney
- Young people transitioning from Quamby – focus group
- YSP Focus Group
- Create Launch
- Youth Centre Christmas dinner
- Youth Coalition monthly meetings
- Digital Eye and Kickarse film competitions (Inspire Foundation).

Support and donations have been received throughout the year including weekly Friday night meals from the Southern Cross Club, Ladies Legacy Group, Yarralumla Uniting Church, and All Souls Uniting Church who provide non-perishable food and clothing. Life City Church have donated \$500 to the Youth Centre which will be used to purchase equipment.

**The youth centre staff have attended the following training over the last year.**

**This includes:**

- Adolescents Offending Behaviour
- Connecting Indigenous Young People
- Meeting Challenging Behaviours
- Dual Diagnosis in Intellectual Disabilities
- Day time Interview Friend Training
- Working with and understanding Refugees
- First Aid refresher
- Beanbag Conference
- Youth Worker Code of Ethics forum
- Understanding and Responding to Self Harm
- Working with Angry and Difficult Clients
- Women's Leadership forum
- Borderline Personality Disorder
- Performance Management
- Understanding Self Harming Behaviours
- Cannabis (focusing on adolescence)
- Road Ready training
- Five day Social Role Valorisation (SRV) training
- Practice Talking Conference

Long term volunteers Betty Shaw and Ian Lynch continue to operate the café each Thursday and Friday afternoons with occasional assistance from a young person. The young people and the staff truly appreciate their commitment to the centre. To show that that young people and the WYC team appreciate their contributions, Ian and Betty were nominated and won a YOGIE Award "For Outstanding Contribution to Young People Award".

Lynton Sheehan has taken a temporary position in Woden Community Service and Amy Linden has filled the temporary youth worker position. Hannah Clifford has taken on additional responsibilities within the CSR structure including increased hours (20). Heather Fisk left the CSR program at the beginning of the year to start her nursing career. More recently WYC has employed a casual team member (Harmony Rutherford) two afternoons a week and we have also taken in a CIT student, Nicolee Dempsey-Jones for 210 hours placement within the centre.

Lastly we would like to thank the youth centre team for their support and commitment to the programs they provide.

#### Staff

Kerry Bargas  
Hannah Clifford  
Heather Fisk  
Amber Gallagher  
Danny Glover  
Andrew Kirkwood  
Andrew Hore  
Sindy Pearson  
Lynton Sheehan  
Amy Linden  
Michael Spratt  
Jess Urquhart  
Cathy Wyett  
Courtney Smith  
Joel Broeger  
Aleksandra Kocovska  
Harmony Rutherford

## ● COMMUNITY PROGRAMS (cont.)



### PERSONAL HELPERS AND MENTORS PROGRAM (PHAMS)

**Funding Body:** Commonwealth Department of Families, Housing, Community Services & Indigenous Affairs (FaHCSIA)

**Program Manager:** Paul Russell

For Woden Community Service, the mental health of all people is a shared community concern and priority. In keeping with this concern WCS successfully tended for The Personal Helpers and Mentors program (PHaMs), which has been operating since June 2007, servicing Woden, Weston Creek and Tuggeranong. PHaMs is a community based mental health outreach service which supports people aged 16 years and over whose ability to manage daily activities and to live independently in the community is seriously impacted as a result of severe mental illness.

A key element of the PHaMs program is its emphasis on community support and social inclusion as an integral part of recovery from mental illness. The program focuses on strengths, what people with mental health issues can do, and on recovery – demonstrating that people with mental illness can lead a fulfilled life in the community with the same opportunities as other people. Participants of the program work with their own mentor who supports them on their recovery journey.

The PHaMs team has worked hard over the last 12 months to establish this new initiative in community mental health. We have endeavoured to develop a best practice ethos of service delivery to our participants which seeks to maximise potential for recovery in the community and home. We have lifted the program's profile both in the community and clinical services sector and developed constructive relationships with all the stakeholders involved. For instance, in partnership with the Belconnen Community Service Open Art program, WCS has established an art group with a focus on supporting people with mental illness in the community. Renald Navilly

is the facilitator and has an extensive background in art therapy and working with people with mental illness. We have recruited a mental health consumer as co-facilitator and an example of the kind of peer support we wish to promote within the PHaMs program. The co-facilitator, Omagala Sowelo, is an artist and musician of high standing and given her background and life experience is eminently suitable for this role. The group has had a consistently high attendance since its inception and most of the participants are also in the PHaMs program.

As well as this we have been actively engaged, particularly since the New Year, in developing partnerships with Woden Mental Health Service and the new Day to Day Living program in promoting ways to assist the mental health consumers we work with to engage in their community in meaningful and valued ways. Moreover, to support the broader interests of mental health consumers in our community we have in the PHaMs team a member of the Mental Health Community Coalition Board who also participates on the Care Coordination Advisory Committee to represent community services such as WCS and the interests of the people we support and work with.

Our refrain in this strengths-based program is that it is the *participants* who are in charge of their own recovery. And perhaps Julie's story best illustrates the kind of work in which PHaMs engages with its participants and demonstrates who is the "expert" in recovery from the debilitating symptoms of mental illness. "Julie" is not her real name and she has kindly given us permission to use her story.

"I have had bi-polar since my teens. At 52 following hospitalisations, numerous medications, hunting for GPs, psychologists and psychiatrists as well as attempting to manage my condition in isolation, I was sent home from work, deemed unfit. I have worked since I was 15 years old and was in shock. There was no support. I was isolated and alone. I walked into the

Woden Community Centre and a nice young receptionist gave me the PHaMs phone number. That very instant I received the support and mentoring and empathy I needed. I was visited and my needs assessed and I was given assistance in negotiating the myriad of problems I was facing. These included financial difficulties, medication issues, relationship break-down and my loss of confidence, as well as isolation and despair. Of course, I wanted to get well and have committed to my own recovery. I am much better now and wish to express my gratitude to the special people of PHaMs."

During the time Julie has been in the PHaMs program one of her goals was to get involved in volunteering so that she could "give something back". With support from PHaMs and some mental health training, she commenced as a volunteer "peer support worker" supporting another of our participants for a few hours a week, involving her in art groups and outings in the community. Julie has continued to progress on her recovery journey. We have now exited her as a participant of the program and want to begin paying her as a peer support worker, continuing her work with the one and providing some further support to another PHaMs participant. Julie provides a valuable expertise – her own experience of mental illness and as a mental health consumer and the ways she has engaged in her own recovery. She is now ready, in turn, to contribute to the lives of others who will benefit from her understanding. Julie demonstrates that mental health and social inclusion is indeed a shared community concern.

PHaMs looks forward to continuing our contribution to Woden Community Service's vision of supporting, developing and celebrating community strength.

#### Staff

Leila Cormick  
Louise Kearins  
Bruce Stephenson  
Kris Gordon  
Paul Russell

### INDIVIDUAL AND FAMILY SUPPORT PROGRAM

**Funding body:** Office for Children, Youth and Family Support

**Program Manager:** Ben Johnson

The Individual and Family Support Program has been proactive in seeking out new referrals of Individuals or Families needing assistance. Our main focus has been on delivering and co-ordinating services for individuals and families at risk or involved with the Care and Protection System.

**Over the last 12 months we have seen a significant increase in the number of people:**

- Accessing our support service to gain community support and case coordination
- Grandparents requiring assistance parenting grandchildren
- Assistance to locate ACT Government Housing or accommodation at Ainslie Village, Havelock House or within suitable refuges due to changes in life circumstances including family/relationship breakdown
- Assistance to apply for a transfer within Housing ACT due to factors such as: disability, larger families requiring more space, inappropriate living conditions and exposure to violence and drug use.

**The program has been providing:**

**Information** on groups and courses being organised by WCS and in the wider community on parenting skills, social/support groups, women's and men's groups, mental health support groups, English classes and life skills

**Group leadership** and support for the Monday morning and men's drop in groups, women's and men's groups, specialist art group and a range of early intervention outreach playgroups

**Case management** and case co-ordination services for families and individuals

**Referrals** to St Vincent de Paul and the Salvation Army for food vouchers, bus tickets, financial guidance and domestic assistance

**Advocacy** through liaison, communication and collaboration with a range of schools, businesses and community and government organisations such as ACTEWAGL, the Public Trustee, specialist counselling services, mental health services and employment services.

With increases in client numbers the program has successfully operated without a waiting list and always strives to provide services to individuals or families when needed.

### PARENTING EDUCATION PROGRAMS

During 2008 the Individual and Family Support Program surveyed a variety of parent groups across schools and playgroups in the Woden region to gain feedback on what content parents want in parenting education sessions. In response to this feedback we have collaborated with a range of community and government organisations including: Tuggeranong Child and Family Centre (Early Child Development and Behaviour Management specialists), Woden Health Centre (Senior Nutritionist), Relationships Australia, Conflict Resolution Service, Advocacy for Inclusion and small businesses to provide education sessions to parents in a range of different settings.

- Family Personal Skills development session at Eddison Park Woden focusing on frisbee golf a no cost family activity (10 participants)
- Parenting education day Calvary Chapel Chifley focusing on Child Nutrition and Early Child Development (15 participants)
- Personal Care for Parents at Woden Youth Centre (25 participants)

- Managing neighbourhood disputes held at WCS (6 participants)
- Individual & Systematic advocacy to improve life for people who have a disability Advocacy for Inclusion – at WCS (10 participants)
- Being aware of Sexual Health and Family Planning Services in the ACT – at WCS (8 participants)
- Managing Grief & Loss in the Lyons School Community, Lyons School Family Support Sessions at Lyons School

### RECREATIONAL PROGRAMS

**This program provides individuals and family members with access to regular, free social activities including:**

- The Monday Group: a weekly group where people can drop in for coffee, cake and a chat
- Monday weekly English lessons at St Albans
- Thursday Women's Group: weekly
- Thursday Men's Group: weekly
- **Playgroups**
  - **Monday** Playgroup @ Lyons: weekly play group held at Lyons Preschool
  - **Tuesday** Playgroups @ Lyons: weekly play group held at Lyons Preschool Paint and Play Playgroup @ Chifley: weekly playgroup held at Wellness Centre
  - **Wednesday** Playgroup @ Red Hill: weekly playgroup at Red Hill Preschool

### HUB

The Individual and Family Support Program is continuing to work in collaboration with the Community Linkages Program at WCS to provide a regular community information service – a 'one-stop-shop' model providing the local community with better access to key government and non-government organisations including Housing ACT, Legal Aid Conflict Resolution Service, Sexual Health and Family Planning, Advocacy and Mental Health Services.

## ● COMMUNITY PROGRAMS (cont.)



### Community Involvement

During 2008 the Individual and Family Support Program established itself as a service that is responsive to the needs of people in the local region. Our commitment is to provide effective service delivery and work collaboratively with local and regional government and community based service providers. This program has focused on developing partnerships and working relationships wherever possible towards achieving the best possible outcomes for people in the Woden area.

We appreciate the efforts of our volunteers and are thankful for the dedication they show to the individuals and families they work with.

#### Staff

Ben Johnson	Program Manager
Aleksandra Kocevsk	Family Support Worker
Anne Corver	Family Support Worker
Eileen Bach	Playgroup Facilitator
Friedlinda Solow	Art Group Facilitator
Libby Simpson	Family Visitor (Volunteer)

### HACC – HOME AND COMMUNITY CARE

**Funding Body:** Commonwealth Department of Health and Ageing and ACT Health

**Team Leader:** Chris Flaherty

The Home and Community Care Program supports people who are frail aged with a disability, younger people with a disability and carers of both.

Woden Community Service receives HACC funding to provide case management, centre based activities, transport, support to people living in rural areas and volunteers. We also receive client services funding to purchase domestic assistance, personal care and social support.

The figures for the last financial year show that we exceeded our contracted

outputs for purchased hours particularly for domestic assistance. With no increase in funding other than 3.75% indexation we have been unable to accept new service users into the program. The agencies that we purchase services from have increased their fees between five and 10 percent which has meant we have actually purchased less hours this financial year than previous years.

Domestic Assistance		
Contract is 2074 hours	107 people	3873 hours of service provided
Social Support		
Contract is 536 hours	16 people	753 hours of service provided
Personal Care		
Contract is 1436 hours	11 people	753.5 hours of service provided

We have four team members providing case management amounting to 2341 hours of direct service for the year, just a little below our contract of 2630 hours. People living in the rural areas are well supported with case management – 115.5 hours, social support 117.83 hours and purchased domestic assistance 98 hours. We welcomed Robyn Rutherford back from overseas to take on the role of supporting our service users in rural areas.

The groups have been going very well and providing exciting activities and fun for people who are more isolated in the community. Groups run on Monday, Tuesday, Stroke Club Wednesday and two groups on Friday one of which has been funded by Health Promotion.

Our Friday Ladies group and Southpaw Stroke Club have received funding from the Federal Department of Health and Ageing. So both groups can continue

and enhance their activities over the coming year.

Transport has again proved to be very much in demand and reliant on a few committed volunteers as well as our paid drivers. The cost of petrol over the last year has made it more difficult to recruit and maintain volunteers who are using their own vehicles to provide transport.

Shopping assistance is also an increasing need in the community. Using our Ford Transit bus we are able to provide significant support with shopping. However we do not have sufficient resources to support people who need actual assistance in the shops because of a disability or visual impairment resulting in a waiting list being established.

#### Challenges for the coming year include:

- The external assessment of the HACC Program
- Applying for HACC growth monies when they are put out to tender so we can re-open our client services program
- The establishment of a central access point for HACC services
- Fine tuning the data going to MDS Mk2
- The impact of fuel costs on all aspects of the program particularly transport
- Recruiting more volunteers to meet the increasing demand for shopping support
- Trying to meet the increasing needs of older people living in the Woden area with less resources and increasing costs.

We look forward to the year ahead working co-operatively with agencies across the sector to provide the very best outcomes for our service users.

I would like to thank the team who have all worked very hard and supported each other. Their efforts and energy have helped us to achieve our main objectives and outputs to provide very positive outcomes for the people we are supporting.

#### STAFF:

Chris Flaherty	Program Manager
Stephanie Tolson	Case Manager
Lorraine Moises	Groups Coordinator

Linda Peers	Transport Coordinator
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Geoff Hayes	Driver
Brian Sclater	Driver
Wilhelm Speldewinde	Driver
Robyn Rutherford	Case Manager covering rural areas also
Mavis Angove	Friday Group Coordinator

#### Staff left during the year

Vanessa Jud	maternity leave
Phil Cowie	
Jeremy Hart	

### TUESDAY RESPITE GROUP

**Funded body:** ACT Health  
**Coordinator:** Stephanie Tolson

The main goal of Tuesday Group is to reduce social isolation by providing an entertaining activity program in an atmosphere of support, encouragement and friendship.

Tuesday Group continues to welcome new members. The average attendance has been 15 to 25 people, with ages ranging from 65 through to 90 on a weekly basis.

The format has a flexible structure and each week revolves around morning tea and conversation followed by an activity or guest speaker. A nutritious home cooked meal is a welcome highlight of the day for the participants.

#### A variety of activities on the Tuesday Group program include:

- Britenotes – entertainment of singing and humorous skits
- Lunch at the Woden Tradies Club

- Elizabeth Burness – In the Bottom Drawer – helped us to reminisce and go back in time
- The ever favourite quizzes and game of bingo
- Folk dancing
- Tai Chi demonstration
- Art exhibition and discussion by Tuesday Group member
- Trip to Crookwell and lunch
- Winter Solstice Feast
- Poetry reading
- Ladybird singers
- Guest speakers from Alzheimers
- Beautiful craft display

#### Seminars I have attended include:

- Dual diagnosis – cognitive decline associated with chronic mental illness
- Changing Caring Roles – making the move to residential care
- Dementia forum
  - Latest research into dementia
  - Aged Care Assessment Team Services provided by Alzheimer's Australia ACT
- Australian Association of Gerontology ACT Division – older Australians at a glance – fourth edition
- Invitation – community rehabilitation service providers and Calvary John James Hospital
- A forum on healthy food choices – physical activity for a healthy lifestyle

I wish to thank the Pastor and his assistant for the use of the Lutheran Church Hall, kitchen facilities and support given to Tuesday Group which enables us to keep to a high standard of quality and success.

A big thank you to Michael Devic who is always so pleasant and helpful setting up the tables at the Lutheran Church Hall for Tuesday Group.

We are looking forward to continuing with Tuesday Respite Group during the coming year with day outings planned in our new bus.

A big thank you to all the dedicated volunteers who do such a great job of supporting and helping Tuesday Group.

#### Staff:

Stephanie Tolson  
Lorraine Moises  
Mavis Angove

#### Volunteers:

Danny McCheane  
Helen Nastopoulous  
Helen Poon  
Michael Devic

### COMMUNITY TRANSPORT

**Funding Body:** Commonwealth Department of Health and Ageing and ACT Health

**Coordinator:** Linda Peers

The HACC Transport program operates from 8.30am – 4.30pm Monday to Friday providing transport to people who are frail aged with a disability, younger people with disabilities and carers of both whom live in the Woden area. Transport is provided by three drivers and a group of dedicated hardworking volunteers. The focus of the HACC transport tends to be on assisting people to attend medical appointments but with extra resources, we are now able to provide transport to activities, social events and to assist people with shopping.

This year has been an extremely busy one for the HACC team. Our 12 seater bus is frequently used for transport, shopping and outings. Other programs have also booked the bus for their own activities. Service users are very happy to pay the \$3 each way fee and no-one is refused service if they are unable to pay on the day. The after hours transport service has provided 369 transports to various venues in the evenings and at weekends, mainly to social activities or to and from renal dialysis.

## ● COMMUNITY PROGRAMS (cont.)

Over the year the three HACC funded vehicles together with volunteers travelled over 107031 kilometres. This figure does not include the kilometres travelled by a few volunteers who did not claim reimbursement. The total number of drives for the year totalled 10595. Service was provided to 325 people and volunteers donated 2301 hours to support service users.

Our Community Lunches are still well attended. The Statesman Hotel in Curtin is proving a very successful venue. Lunches are held three times a year with acceptances totalling up to 80 people who thoroughly enjoy the occasion. Transport is provided for most of the people attending and volunteers assist staff to support our service users on the day.

Our volunteers are an essential part of Woden Community Service. Without their dedication we would not be able to operate as effectively, or provide such a flexible and responsive service. Thanks also go to the Statesman Hotel in Curtin for providing a wonderful venue and meals for our Community Lunches. I would like to welcome Wilhelm Speldewinde to the HACC team as a driver and to farewell Jeremy Hart who was part of our transport program for some time. Finally, I would like to thank my colleagues for their support throughout what has been another very busy and productive year.

### Our HACC Transport team includes:

Linda Peers	Coordinator
Brian Sclater	Driver
Geoff Hayes	Driver
Wilhelm Speldewinde	Driver
Nine volunteers	

### FRIDAY GROUP

**Funded by:** ACT Health Promotion  
**Coordinator:** Mavis Angove

This is a group of older women who meet in the Woden Community Service building each Friday. Morning tea and lunch is provided and there is a flexible variety of activities.

Funding for the past two years, 2006 to 2008 had been obtained from ACT Health Promotion Grants with the objective of developing friendships amongst individual women, increasing interest in good health and nutrition, establishing links with community organisations and service providers and reducing depressive symptoms by reducing social isolation. A smaller allocation of funding has been obtained from the Department of Health and Ageing for this financial year.

The maximum number of women attending is fourteen, with an average attendance of nine. Illness, accidents, respite care and visiting relatives are the main reasons for being absent. It has been stated on numerous occasions by the women that Friday is the highlight of their week.

Surveys show a very high approval rate of all aspects of the group including food, venue and activities. A request was made for more outings but only during the spring when the weather is a little warmer. Activities cover a wide range of guest speakers, entertainers, craft and demonstrations. The Islamic Womens Group, Masonic Lodge, Ambulance Service, RSPCA, COTA, Floral Art Guild, Public Trustee, Community Radio are examples of the diverse range of guests and entertainers. Half of Friday group meetings have hosted a guest.

During the times without guest speakers we enjoy games, story and poetry reading, jokes, quizzes, discussions on local and overseas news, cooking, sewing, knitting, life experiences, all ingredients which help promote brain

stimulation. Outings have been morning tea and lunches at the Woden Mall, bus trips to Lanyon Homestead, Tulip Farm and Cockington Green.

Emphasis is placed on nutritious fresh foods and the health benefits gained. The two course lunch is designed to please all of the ladies including those with special dietary needs.

This group is dependent on volunteers and Woden Community Service drivers to transport the women to and from their homes to the centre. Three committed volunteers, Betty Lee, Helen Nastopolous and Danni McCheane are the backbone of the group. Their support is invaluable which greatly contributes to the atmosphere, fun and general functioning of the group. Woden Community Service staff add to the warm welcoming atmosphere and contribute to the success of the Friday group.

Thank you all

**Staff**  
Mavis Angove

**Volunteers**  
Betty Lee  
Helen Nastopolous  
Danni McCheane

### SOCIAL SUPPORT FOR CENTRE BASED GROUPS AT PEARCE, CHIFLEY AND HUGHES

**Funded body:** ACT Health  
**Coordinator:** Lorraine Moises

The social groups have now been running successfully for five years. The numbers during the year have changed slightly due to service users going into residential care. These programs are run in community rooms of older persons units which are situated in the Woden area. The groups are run particularly for older people who are isolated, live alone or come from a culturally and linguistically diverse background. In the past year a new discussion group has been formed at the former Melrose Primary School Chifley on Fridays. Masonic Village

residents continue to meet on a regular basis. The numbers for each group vary from week to week. Fifteen residents of Masonic Village have attended activities during the year.

Southpaw Stroke Group meets at Hughes Community Centre every Wednesday. This group has been running successfully for over 20 years and is supported by some very committed volunteers. The numbers of service users attending regularly has improved slightly due to advertising and group promotion. We recently received a small grant from the Department of Health and Ageing which will help us to continue the group at the same location as the rental on the Community Centre has increased.

Until recently this group has had no funding and relied upon donations from such organisations such as the Old Time Dance Studio and the Southern Cross Club who have made a significant donation to Southpaw.

Over the past year the number of hours provided in the program has remained steady. We have had some great entertainment including guest speakers, choirs, bands, musicians, pianists, singers and arts and crafts demonstrations, embassy visits, Christmas in July and jewellery making. We have also had an emphasis on health and legal issues for older people.

We are continuing with the monthly bus outings for each group which is proving to be very popular. Guest speakers from different organisations such as the Historical Society, ACT Ambulance and Alzheimer's Australia etc have also been well received.

**Staff**  
Lorraine Moises                      Coordinator

**Volunteers**  
Miriam Kunkler  
Vera Williamson  
Margaret O'Beirne  
Betty Eddey  
Robyn Anderson  
Mary Gilbert

## ● HUMAN RESOURCES & INFORMATION TECHNOLOGY

**HR & IT Manager:** Nick Ilic  
**ICT Officer:** Stuart Hogan

### CURRENT INTERNAL INVESTMENT

Currently WCS is undertaking a significant internal investment in modernising its systems, organisational structure, information technology and communication capabilities including building infrastructure refurbishment of the organisation at 26 and 18 Corinna St.

#### This includes:

1. A survey of Information Technology, Communications and Office Ergonomics incorporating an OH&S Audit was undertaken in late 2007.
2. In early 2008 work commenced on modernising WCS's Information Technology, communications and office furniture. New computers, latest office software and server equipment were purchased. New computer servers to cater for an expanding network and new systems required of stakeholders. A virtual private network will be established to vastly improve internal communications and access to WCS data bases and information sharing through a proposed Intranet. This will effectively link our three main locations, Central Office at No 26 Corinna Street, the Annex at No 18 Corinna Street and the Youth Centre at 29 Callam Street.
3. The introduction of a WCS Intranet which will vastly improve communication, document storage and search, learning and development including knowledge management and special data base requirements to augment program management are to be investigated.
4. For staff in Central Office and the Annex, a new digital telephony system and switchboard was installed (which for the first time in WCS, provides staff with individual phone numbers) to vastly improve customer to staff communication including internal contact with each other. Previously calls could only come through one switchboard. Staff in the latter work locations can now be accessed directly via individually allocated phone numbers.
5. Two new multifunction printers have been installed. They can store files, documents like forms, scan and work as a photocopier and fax machine. A new digital phone system was installed linking the Annex and Central Office via fibre optic cable.
6. The WCS ICT Officers role has been significantly widened with the introduction of new technologies. The function is managed by the HR Manager.
7. New OH&S compliant workstation desks and chairs were purchased.
8. A new software program 'Qikkids' has been implemented. It offers greatly enhanced management of our child care programs including the broadening of payment options for our customers. Within the next six months, the Family Day Care program will also convert over to the Qikkids program.
9. A survey of the use of vehicles for work purposes was undertaken. The survey revealed most staff preferred to use a work's fleet vehicle as opposed to using their own. As a result, WCS is in the process of adopting a centralised car fleet management system and increasing the number of vehicles with the recent purchase and leasing of four Subaru Imprezas. Vehicles will be turned over more regularly to maximise retained value at sale.
10. WCS's Human Resource Management guides and policies continue to be developed and/or refined. The latest HR guides developed relate to Employee and Client Grievance policies and procedures.
11. Pending the provision of a new building in the future, office space at Central Office remains at a premium. Therefore WCS have commenced reconfiguring its existing accommodation and a cost effective accommodation refurbishment project will commence shortly. This will assist in providing an improved reception and more effective office support service, much needed additional client meeting rooms and general open plan office space to allow the placement of additional staff working in new program activities.
12. WCS's Office Management Function is under review.
13. Preparations are underway to develop the next MOU and Multiple Business Agreement, including a number of HR Guides including those relating to OH&S.



## FINANCE REPORT ANNUAL REPORT 07-08

## ● FINANCE REPORT

### Finance Manager: Gary Daw

The 30<sup>th</sup> June 2009 financial statements for Woden Community Service Inc. which appear on the following pages disclose a surplus of \$188,369 for the year. This result was achieved in the main from fee based programs and investment income. The government funded programs do not contribute to the surplus as any resultant surplus within these programs is transferred to Unexpended Income in the Balance Sheet for future expenditure.

Unexpended Income in the Balance Sheet increased by \$117,815 during the year, bringing the balance at 30/6/08 to \$326,506 which has been set aside for future application over the remaining terms of the respective funding agreements.

Woden Community Service Inc. continued to provide in excess of 30 grant funded programs and 10 fee based programs during the year resulting in total income of \$6,591,529, an increase of 14.6% over the 2007 year. This 14.6% increase resulted from an increase in fee charges from the beginning of the year as well as the introduction of a new program, the Personal Helpers and Mentors Program.

The \$188,369 surplus result was achieved as a result of the increase mentioned previously and investment income of \$134,000. Other factors in this result were some prior years' income adjustments being brought to account in the 30/6/08 year as well as a wage increase of 3.5% in July 2007.

The organisation is well placed financially to continue to provide the level of services required under the various funding contracts. The liquid funds available (Current Assets less Current Liabilities) is strong at \$ 1,261,402 which allows the organisation to be cushioned against some unforeseen event which may arise at short notice. Net Assets are \$ 1,535,841 with a liquidity ratio of 2:1.

Notwithstanding the strong position, the year ahead will require continuing strong financial management to ensure service delivery is maintained at the required levels together with opportunities to identify further community needs.

Finally I would like to thank all the accounting and finance staff for their support and contributions during the year. We will continue to encourage professionalism and enthusiasm within the accounting and finance area in a most friendly and satisfying work environment.

I look forward to the year ahead.

### Finance and Accounts Team

Gary Daw	Finance Manager
Judy Antoney	Accounts Payable Officer
Vicki Jones	Payroll Officer
Deepak Mehta	Assistant Finance Manager
Saowanee Riding	Finance Officer
Maree Romeo	Accounts Officer
Sandra Sermeno	Accounts Officer



## ● FINANCE REPORT

### WODEN COMMUNITY SERVICE INC. BOARD OF MANAGEMENT REPORT

Your board of management submits the financial report of Woden Community Service Inc. for the financial year ended 30 June 2008.

#### BOARD OF MANAGEMENT

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

M Blake	C Healy	H Scully
L Clarke	R Jackson	J Thompson
M Devine	D Menzel	
L Evans	P Mitchell	

#### PRINCIPAL ACTIVITIES

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

To encourage and develop a co-ordinated range of community based services of a benevolent nature and to utilize the resources of the community to meet the needs of others.

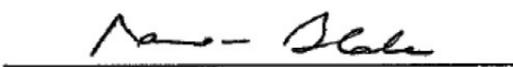
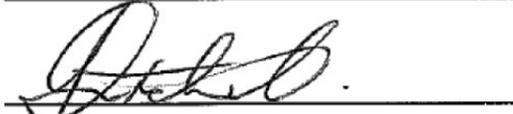
#### SIGNIFICANT CHANGES

No significant change in the nature of these activities occurred during the year.

#### OPERATING RESULT

The surplus from ordinary activities amounted to \$188369/- (2007: \$88435).

Signed in accordance with the resolution of the members of the board.

M Blake   
P Mitchell 

Dated this 29<sup>th</sup> Day of August 2008

### WODEN COMMUNITY SERVICE INC.

#### Board members' declaration

The board members declare that:

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

Signed in accordance with a resolution of the board members.

On behalf of the board members

  
Board member

  
Board member

Canberra ACT                      29/08/2008

**RSM Bird Cameron**

Chartered Accountants

Level 1, 103-105 Northbourne Avenue Canberra ACT 2601  
 GPO Box 200 Canberra ACT 2601  
 T +61 2 6247 5988 F +61 2 6247 3703  
 www.rsm.com.au

**INDEPENDENT AUDITOR'S REPORT  
 TO THE MEMBERS OF  
 WODEN COMMUNITY SERVICE INC**

We have audited the accompanying financial report of Woden Community Service Inc, which comprises the balance sheet as at 30 June 2008, and the income statement, statement of changes in equity and cash flow statement for the year ended on that date, a summary of significant accounting policies, other explanatory notes and the Committee's statement.

*Committee's Responsibility for the Financial Report*

The Committee of the association is responsible for the preparation and fair presentation of the financial report in accordance with Australian Accounting Standards (including the Australian Accounting Interpretations); and the financial reporting requirements of the Associations Incorporation Act (ACT) 1991. The Committee's responsibility also includes designing, implementing and maintaining internal control relevant to the preparation and fair presentation of the financial report that is free from material misstatement, whether due to fraud or error; selecting and applying appropriate accounting policies; and making accounting estimates that are reasonable in the circumstances.

*Auditor's Responsibility*

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

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

The financial report has been prepared for distribution to members for the purpose of fulfilling the Committee's financial reporting requirements under the Associations Incorporations Act (ACT) 1991. We disclaim any assumption of responsibility for any reliance on this report or on the financial report to which it relates to any person other than the members, or for any purpose other than that for which it was prepared.

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Major Offices in:  
 Perth, Sydney,  
 Melbourne, Adelaide  
 and Canberra

RSM Bird Cameron is an independent  
 member firm of RSM International, an  
 affiliation of independent accounting and  
 consulting firms.

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

*Independence*

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

*Auditor's Opinion*

In our opinion, the financial report of Woden Community Services Inc presents fairly, in all material respects, the financial position of Woden Community Service Inc as at 30 June 2008 and its financial performance and its cash flows for the year then ended in accordance with Australian Accounting Standards (including the Australian Accounting Interpretations) and the financial reporting requirements of the Associations Incorporation Act (ACT) 1991.

**RSM BIRD CAMERON**  
 Chartered Accountants



**GED STENHOUSE**  
 Director

Canberra, Australian Capital Territory  
 Dated: 1 September 2008

# ● FINANCE REPORT

WODEN COMMUNITY SERVICE INC.  
INCOME STATEMENT  
FOR THE YEAR ENDED 30 JUNE 2008

PARTICULARS	NOTE	2008 \$	2007 \$
Revenues	3	6,591,529	5,749,305
Employees Expenses		-5,103,762	-4,353,155
Depreciation and amortisation Expenses	4	-78,322	-68,048
Borrowing costs expense	4	-1,955	-330
Other Expenses		-1,219,121	-1,239,337
Surplus before Income Tax Expense		188,369	88,435
Income Tax Expense			0
Net Surplus after income tax expense attributable to the association		188,369	88,435

WODEN COMMUNITY SERVICE INC.  
BALANCE SHEET AS AT 30 JUNE 2008

PARTICULARS	NOTE	2008 \$	2007 \$
<b>CURRENT ASSETS</b>			
Cash Assets	5	2,218,214	2,137,321
Receivables	6	313,607	63,213
Other	7	80,994	11,070
<b>TOTAL CURRENT ASSETS</b>		<b>2,612,815</b>	<b>2,211,604</b>
<b>NON CURRENT ASSETS</b>			
Property, Plant, Equipment and Vehicles	8	492,376	222,068
		492,376	222,068
<b>TOTAL ASSETS</b>		<b>3,105,191</b>	<b>2,433,672</b>
<b>CURRENT LIABILITIES</b>			
Payables	9	761,397	584,867
Interest Bearing Liabilities	10	71,201	7,808
Provisions	11	518,815	479,081
<b>TOTAL CURRENT LIABILITIES</b>		<b>1,351,413</b>	<b>1,071,756</b>
<b>NON CURRENT LIABILITIES</b>			
Interest Bearing Liabilities	10	217,937	11,922
Provisions	11	0	2,522
		217,937	14,444
<b>TOTAL LIABILITIES</b>		<b>1,569,350</b>	<b>1,086,200</b>
<b>NET ASSETS</b>		<b>1,535,841</b>	<b>1,347,472</b>
<b>EQUITY</b>			
Retained Surplus		1,419,173	1,230,804
Reserve		116,668	116,668
<b>TOTAL EQUITY</b>		<b>1,535,841</b>	<b>1,347,472</b>

The accompanying notes form part of this financial report

# ● FINANCE REPORT

WODEN COMMUNITY SERVICE INC.  
STATEMENT OF CHANGES IN EQUITY  
FOR THE YEAR ENDED 30 JUNE 2008

PARTICULARS	Retained Earnings	Financial Assets Reserve	General Reserve	Total
<b>Balance at 1 July 2006</b>	1,142,369	0	116,668	1,259,037
Surplus Attributable to Association	88,435	0	0	88,435
Transfer to reserves			0	0
<b>Balance at 30 June 2007</b>	<b>1,230,804</b>	<b>0</b>	<b>116,668</b>	<b>1,347,472</b>
Surplus Attributable to Association	188,369	0	0	188,369
<b>Balance at 30 June 2008</b>	<b>1,419,173</b>	<b>0</b>	<b>116,668</b>	<b>1,535,841</b>

The accompanying notes form part of this financial report

WODEN COMMUNITY SERVICE INC.  
CASH FLOW STATEMENT  
FOR THE YEAR ENDED 30 JUNE 2008

	Note	2008 \$	2007 \$
<b>CASH FLOWS FROM OPERATING ACTIVITIES</b>			
Receipts from Fees		2,898,874	2,296,333
Receipts from Other Services		292,851	145,773
Payments to Suppliers and Employees		-6,588,556	-5,706,371
Interest Received		126,834	99,863
Operating Grants Receipts		3,429,367	3,601,536
<b>Net Cash Provided from Operating Activities</b>	<b>15b</b>	<b>159,370</b>	<b>437,134</b>
<b>CASH FLOWS FROM INVESTING ACTIVITIES</b>			
Fixed Asset Purchases		-408,613	-64,994
Proceeds from Sale of Fixed Assets		60,727	14,000
<b>Net Cash Used in Investing Activities</b>		<b>-347,886</b>	<b>-50,994</b>
<b>CASH FLOWS FROM FINANCING ACTIVITIES</b>			
Hire Purchase Loan/ Finance Lease		269,408	0
<b>Net Cash Provided by Financing Activities</b>		<b>269,408</b>	<b>0</b>
Net Increase in Cash Held		80,892	386,140
Cash Held at Beginning of the Financial year		2,137,322	1,751,182
<b>Cash Held at the End of the Financial year</b>	<b>15a</b>	<b>2,218,214</b>	<b>2,137,322</b>

# ● FINANCE REPORT

## WODEN COMMUNITY SERVICE INC.

### NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2008

#### NOTE 1 STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES

This financial report is a general purpose financial report that has been prepared in accordance with Australian Accounting Standards Board, Australian Accounting Interpretations, other authoritative pronouncements of the Australian Accounting standards Board and the requirements of the Associations Incorporation Act (ACT) 1991.

The financial report covers Woden Community Service Inc. as an incorporated association, incorporated in the Australian Capital Territory under the Association Incorporation Act (ACT) 1991.

The following is a summary of the material accounting policies adopted by Woden Community Service Inc. in the preparation of the financial report. The accounting policies have been consistently applied, unless otherwise stated.

#### Reporting Basis and Conventions

The financial report has been prepared on accrual basis and is based on historical costs modified by the revaluation of selected non-current assets, and financial assets and financial liabilities for which the fair value basis of accounting has been applied.

#### (a) Income Tax

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

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

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

#### Depreciation

The depreciable amount of all fixed assets are depreciated on a straight line basis over the useful lives of the assets to the association commencing from the time the asset is held ready for use. Leasehold improvements are depreciated over the shorter of the either the unexpired period of the lease or the estimated useful lives of the improvements.

The depreciation rate used for each class of depreciable asset is 20% except computers in PHAMS department. The rate applied for this class of asset is 33.33%. The assets' residual value and useful lives are reviewed and adjusted, if appropriate, at each balance date.

An asset's carrying amount is written down immediately to its recoverable amount if the asset's carrying amount is greater than its estimated recoverable amount. Gains and losses on disposals are determined by comparing proceeds with the carrying amount. These gains and losses are included in the income statement. When revalued assets are sold, amounts included in the revaluation relating to that asset are transferred to retained earnings.

#### (c) Borrowing Costs

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

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

#### (d) Leases

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

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

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

#### (e) Employee Benefits

Provision is made for Woden Community Service Inc.'s liability for employee benefits arising from services rendered by employees to balance date. Employee benefits expected to be settled within one year have been measured at the amounts expected to be paid when the liability is settled, plus related on-costs. Employee benefits payable later than one year have been measured at the present value of the estimated future cash outflows to be made for those benefits.

Contributions are made by Woden Community Service Inc. to an employee superannuation fund and are charged as expenses when incurred.

#### (f) Cash

For the purposes of the Statement of Cash Flows, cash includes cash on hand, at banks and on deposit.

#### (g) Revenue

Revenue from the rendering of a service is recognized upon the delivery of the service to the customers.

Interest revenue is recognized on a proportional basis taking into account the interest rates applicable to the financial assets.

Grant income is recognized only when it is attributable to the current financial year. Grant income relating to periods beyond the current financial year is shown in the balance sheet as Grants received in advance under the heading of payables.

All revenue is stated net of the amount of goods and service tax (GST).

#### (h) Goods and Service Tax (GST)

Revenues, expenses and assets are recognized net of the amount of GST, except where the amount of GST incurred is not recoverable from the Australian Tax Office. In these circumstances the GST is recognized as part of the cost of acquisition of the asset or as part of an item of the expense.

Receivables and payables in the balance sheet are shown inclusive of GST.

#### (i) Impairment of Assets

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

#### (j) Critical Accounting Estimates

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

# ● FINANCE REPORT

WODEN COMMUNITY SERVICE INC.  
NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 30 JUNE 2008

## NOTE 2: KEY MANAGEMENT PERSONNEL COMPENSATION

The aggregate compensation of key management personnel for the Association is set out below:

	2008 \$	2007 \$
Short Term Benefits	442,548	348,755
Post Employment Benefits	39,827	29,614
	<b>482,375</b>	<b>378,369</b>

## NOTE 3: REVENUE

	2008 \$	2007 \$
Operating Activities		
Fees	3,130,426	2,286,632
Operating Grants	3,033,904	3,210,441
Donations	4,076	6,650
	<b>6,168,406</b>	<b>5,503,723</b>
Non-operating activities		
Interest received	133,604	99,863
Other services	289,519	145,719
	<b>423,123</b>	<b>245,582</b>
	<b>6,591,529</b>	<b>5,749,305</b>

## NOTE 4: SURPLUS FROM ORDINARY ACTIVITIES

	2008 \$	2007 \$
Surplus before income tax expense		
has been determined after:		
Expenses:		
Depreciation of property, plant and equipment	78,322	68,048
Borrowing cost expense	1,955	330
Remuneration of auditor		
-Audit or review services	10,000	10,000
Rental expense on operating leases		
minimum lease payments	104,759	74,359

## NOTE 5: CASH ASSETS

	2008 \$	2007 \$
Cash at Bank	<b>2,218,214</b>	<b>2,137,321</b>

## NOTE 6: RECEIVABLES

	2008 \$	2007 \$
Sundry Debtors	312,929	74,643
Accrued Interest on Bank Deposits	6,770	0
Provision for Impairment of Receivables	-6,092	-11,430
	<b>313,607</b>	<b>63,213</b>

## NOTE 7: OTHER ASSETS

	2008 \$	2007 \$
Prepayments	79,829	9,298
Unexpired GST Hire Purchase	1,165	1,772
<b>Total</b>	<b>80,994</b>	<b>11,070</b>

# ● FINANCE REPORT

## NOTE 8: PROPERTY, PLANT AND EQUIPMENT

	2008 \$	2007 \$
Hire Purchase/ Capitalised leased assets	345,007	18,227
Less: accumulated Depreciation	-14,269	0
	330,738	18,227
Vehicles - at cost	121,399	203,685
Less: accumulated Depreciation	-30,561	-70,936
	90,838	132,749
Equipment - at cost	349,362	337,232
Less: accumulated Depreciation	-278,562	-266,140
	70,800	71,092
Total property, plant equipment & vehicles	<b>492,376</b>	<b>222,068</b>

### a. Movements in carrying amounts

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

	Hire Purchase/ Capitalised Leased Assets	Vehicles	Equipment	Total
Balance at the beginning of year	18,227	132,749	71,092	222,068
Additions	326,780	53,793	28,040	408,613
Depreciation Expense	-14,269	-39,130	-24,923	-78,322
Disposals (wdv)	0	-56,574	-3,409	-59,983
<b>Carrying amount at the end of year</b>	<b>330,738</b>	<b>90,838</b>	<b>70,800</b>	<b>492,376</b>

## NOTE 9: PAYABLES

	2008 \$	2007 \$
Trade creditors and accruals	273,413	175,693
Grants received in advance	161,478	183,741
Fees in advance	0	16,742
Unexpended Income	326,506	208,691
	<b>761,397</b>	<b>584,867</b>

## NOTE 10: INTEREST BEARING LIABILITIES

	2008 \$	2007 \$
<b>CURRENT</b>		
Hire Purchase	6,772	7,808
Lease Purchase	64,429	0
	<b>71,201</b>	<b>7,808</b>
<b>NON-CURRENT</b>		
Hire Purchase	6,781	11,922
Lease Purchase	211,156	0
	<b>217,937</b>	<b>11,922</b>
Total Hire Purchase	<b>289,138</b>	<b>19,730</b>

## NOTE 11: PROVISIONS

	2008 \$	2007 \$
<b>CURRENT</b>		
Employee entitlements	518,815	479,081
	<b>518,815</b>	<b>479,081</b>
<b>NON-CURRENT</b>		
Employee entitlements	0	2,522
	<b>0</b>	<b>2,522</b>
Total Provisions	<b>518,815</b>	<b>481,603</b>
Number of employees at year end	<b>295</b>	<b>308</b>

# ● FINANCE REPORT

## NOTE 12: CAPITAL AND LEASING COMMITMENTS

	2008 \$	2007 \$
<b>(a) Finance Leasing and Hire Purchase Commitments</b>		
Payable:		
- not longer than 1 year	90,469	7,744
- longer than 1 year but not longer than 5 years	252,181	14,842
	<b>342,650</b>	<b>22,586</b>
Less future finance charges	-53,512	-2,856
Net Lease Liability	<b>289,138</b>	<b>19,730</b>
<b>(b) Operating Lease Commitments</b>		
Non-cancellable operating leases concentrated for but not capitalised in the financial statements:		
Being for rent of office space and Community services premises payable:		
- not longer than 1 year	54,263	83,844
- longer than 1 year but not longer than 2 years	50,496	50,000
	<b>104,759</b>	<b>133,844</b>

## NOTE 13: SEGMENT REPORTING

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

## NOTE 14: ASSOCIATION DETAILS

The principal place of business of the association is Corinna Street, Woden ACT 2606

## NOTE 15: CASH FLOW INFORMATION

	2008 \$	2007 \$
<b>a. Reconciliation of Cash</b>		
Cash at Bank	<b>2,218,214</b>	<b>2,137,321</b>
<b>b. Reconciliation of net cash provided by operating activities to operating surplus</b>		
Operating Surplus	188,369	88,435
Non-cash flows in surplus:		
Add back (profit)/ loss on asset sale	-744	-6,596
Add back depreciation charge	78,322	68,048
Less: Accrued Interest on Bank Deposits	-6,770	0
Changes in assets and liabilities		
Increase/(Decrease) in Grants in Advance	95,552	107,610
Increase/(Decrease) in Provisions	37,212	19,319
(Increase)/ Decrease in Prepayments	-69,924	-6,687
Increase/(Decrease) in Fees Received in Advance	-16,742	2,610
Increase/ (Decrease) in Creditors	97,719	157,304
(Increase)/Decrease in receivables	-238,286	16,716
Increase/ (Decrease) in Provision for Doubtful Debts	-5,338	-9,625
<b>b. Net cash provided by operating activities</b>	<b>159,370</b>	<b>437,134</b>
<b>c. The association has no credit stand-by or financing in place.</b>		
<b>d. There were non-cash financing and investing activities during the period for hire purchase or grass lease.</b>		

## NOTE 16: ECONOMIC DEPENDANCY

A significant volume of Woden Community Service Inc. revenue is obtained through Government Grants. The Association is dependent on this funding for its continued financial viability.



# ● FINANCE REPORT

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

	2008 \$	2007 \$
Trade Payables		
Less than 6 months	1,116,959	962,125
More than 6 months	163,253	104,346
<b>Total trade and sundry payables</b>	<b>1,280,212</b>	<b>1,066,470</b>

#### c. Fair value of financial instruments

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

#### d. Sensitivity Analysis

Interest rate risk

The organisation has performed a sensitivity analysis relating to its exposure to interest rate risk at balance sheet date.

This sensitivity analysis demonstrates the effect on current year results and equity which could result from a change in this risk

As at 30 June 2008, the effect on profit and equity as a result of changes in the interest rate, with all other variables remaining constant, would be as follows:

	2008 \$	2007 \$
<b>Change in Profit</b>		
- Increase in interest rate by 1%	11,686	10,925
- Decrease in interest rate by 1%	-11,686	-10,925
<b>Change in equity</b>		
- Increase in interest rate by 1%	11,686	10,925
- Decrease in interest rate by 1%	-11,686	-10,925

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

#### NOTE 18: ACCOUNTING STANDARDS AND INTERPRETATIONS ISSUED BUT NOT YET EFFECTIVE

The following table illustrates standards and amendments that will become effective in the future. The nature of the impending change within the table, has been out of necessity abbreviated and users should consult the full version available on the AASB's website to identify the full impact of the change. The expected impact on the financial report of adoption of these standards is based on the club's initial assessment at this date, but may change. The club intends to adopt all of the standards upon their application date.

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

Reference	Title	Summary	Application date (financial years beginning)	Expected Impact
AASB 123	<i>Borrowing Costs</i>	Revised standard – requires borrowing costs directly attributable to qualifying assets to be capitalised, where previously they could be immediately expensed.	1 January 2009	It is estimated the change will have no material effect
AASB 2007-6	<i>Amendments to Australian Accounting Standards arising from AASB 123</i>	Amends AASB 1, AASB 101, AASB 107, AASB 111, AASB 116 & AASB 138 and Interpretations 1 & 12 as a result of issue of AASB 123	1 January 2009	It is estimated the change will have no material effect
AASB 2007-8	<i>Amendments to Australian Accounting Standards arising from AASB 123</i>	Amends the majority of standards and Interpretations as a result of issue of AASB 101	1 January 2009	Disclosures only
AASB 3	<i>Business Combinations</i>	Revised Standard	1 July 2009	Not expected to have a material impact on the entity's financial statements
AASB 127	<i>Consolidated and Separate Financial Statements</i>	Revised Standard	1 July 2009	Not expected to have a material impact on the entity's financial statements
AASB 2008-3	<i>Amendments to Australian Accounting Standards arising from AASB 3 and AASB 127</i>	Amends a number of standards and Interpretations as a result of the issue of AASB 3 and AASB 127	1 July 2009	Not expected to have a material impact on the entity's financial statements
Interpretation 13	<i>Customer Loyalty Programmes</i>	Guidance on accounting for customer loyalty awards credits granted to customer as part of a sales transaction	1 July 2008	Not expected to have a material impact on the entity's financial statements

# ● FINANCE REPORT

WODEN COMMUNITY SERVICE INC.  
INCOME AND EXPENDITURE STATEMENT  
FOR THE YEAR ENDED 30 JUNE 2008

PARTICULARS	2008	2007
	\$	\$
<b>REVENUE</b>		
Operating Activities		
Grants Received	3,033,904	3,196,645
Fees	3,130,426	2,184,303
Jet Scheme	15,495	13,795
Playgroup Contributions	93	34
Vol/ Client Contributions	61,325	59,577
Sale of Assets	744	6,596
Excursions	16,817	16,205
Mobility Allowance	11,525	22,756
Building Hire	2,784	3,757
Donations	4,076	6,650
Fundraising	360	3,754
Interest	133,604	99,863
Other	180,376	138,495
<b>TOTAL REVENUE</b>	<b>6,591,529</b>	<b>5,752,431</b>

PARTICULARS	2008	2007
	\$	\$
<b>EXPENDITURE</b>		
Wages	4,554,979	3,938,412
Car Allowance	62,538	45,698
First Aid Allowance	5,131	3,556
Meal Allowance	9,306	11,728
Other Allowance	33,468	21,542
Superannuation	393,866	312,899
Provision for doubtful debts	-5,338	-9,626
Bad Debts Written Off	1,791	6,057
Debt Collection Expenses	1,614	6,169
Bank Charges	22,268	16,484
Playgroup Expenses	0	5,078
Cleaning and Maintenance	70,629	63,592
Office requisites	70,221	50,615
Telephone	29,022	35,445
Excursions	23,614	26,198
Insurance	165,139	195,569
Electricity, Gas and Rates	35,113	47,085
Advertising and Publicity	35,399	41,859
Seminars and Training	49,500	22,863
Subscriptions/ Publications/ Books	11,387	23,924
Fees for Service	299,724	328,731
Food	78,358	84,417
Nappy Service	0	536
Taxi/ Bus Travel	6,064	9,676
Sick Leave Liability	5,388	2,519
Annual Leave Liability	50,382	29,735
fundraising Costs	0	450
Audit	23,500	23,325
Rent/ Hire	119,769	84,964
Computer Costs	34,284	19,351
Donations	3,594	0
Equipment/ Furniture/ Books	5,533	9,337
Large Equipment	26,052	6,917
Depreciation	78,322	68,048
Other	351	3,230
Security	4,004	3,793
Volunteer Petrol	29,331	20,248

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PARTICULARS	2008	2007
	\$	\$
EXPENDITURE (cont.)		
Vehicle Petrol & Maintenance	25,920	33,513
Vol/ Client Expenses	263	2,714
Vehicle Maintenance	3,416	4,618
Long Service Liability	-11,296	-12,934
Vehicle Registration	9,775	7,880
Interest - Leased Assets	1,974	0
Transfer to Other Program	0	67,454
Hire Purchase- Grass	0	330
The Big Issue Magazine	4,069	0
Other Interest	845	0
Ethnic Program Costs	8,743	0
Other Grant - Expenses	13,345	0
Sports Commission Grant Expenses	11,803	
<b>TOTAL EXPENDITURE</b>	<b>6,403,160</b>	<b>5,663,996</b>
<b>Surplus from ordinary activities before Income Tax</b>	<b>188,369</b>	<b>88,435</b>
<b>Income Tax Expense</b>	<b>0</b>	<b>0</b>
<b>Surplus from ordinary activities after Income tax</b>	<b>188,369</b>	<b>88,435</b>
<b>RETAINED SURPLUS AT THE BEGINNING OF THE FINANCIAL YEAR</b>	<b>1,230,804</b>	<b>1,142,369</b>
<b>TRANSFERRED TO GENERAL RESERVE</b>	<b>0</b>	<b>0</b>
<b>RETAINED SURPLUS AT THE END OF THE FINANCIAL YEAR</b>	<b>1,419,173</b>	<b>1,230,804</b>

