



WODEN COMMUNITY SERVICE INC

ANNUAL REPORT 08-09



Participants in 2009
Easter egg hunt.
Courtesy of Woden
Community Service.



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Acknowledgement of Traditional Ownership

Woden Community Service recognises that Aboriginal and Torres Strait Islander peoples are the original custodians of this land. We are committed to reconciliation in all aspects of our work. We acknowledge the injustices experienced by Indigenous peoples since colonisation. We acknowledge the disadvantage experienced by many Indigenous people today and our shared responsibility in addressing this.

● 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.

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 MEMBERS

WCS BOARD OF GOVERNANCE

- PRESIDENT**
Helen Scully
- DIRECTOR**
Chris Redmond
- TREASURER**
Peter Mitchell
- SECRETARY**
Janet Thompson
- GENERAL MEMBER**
Marion Blake
Jamie Crosby
Martin Devine
Louise Evans
Chris Healy
David Menzel

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 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, they are building and strengthening our community.

- | | |
|--|---------------------------------------|
| ACTCOSS | Renald Navilly |
| ACT Health | Rotary Club of Woden Daybreak |
| ACT Shelter | Salvation Army |
| Australian Catholic University | Samaritan House |
| Belconnen Community Service | Sing Australia |
| Chief Minister's Department | Social Ventures Australia |
| Communities@Work | Southern Cross Club |
| Conflict Resolution Service | Statesman Hotel Curtin |
| Council on the Ageing (ACT) | St Albans Anglican Church Lyons |
| Darrell Burkey and Computing Assistance Support and Education (CASE) | St Vincent de Paul Society |
| David Segrott and Australian Health & Safety Services P/L | The Big Issue Australia |
| Disability ACT | The Body Shop (Civic and Woden) |
| Department of Families Housing Community Services and Indigenous Affairs (FAHCSIA) | The Good Guys Tuggeranong |
| Department of Territories and Municipal Services | The Music Shop Belconnen |
| Harvey Norman Woden | The Rainbow |
| Hellenic Club | Tuggeranong Community Arts Centre |
| Institute of Child Protection Studies | Tuggeranong Mental Health Team |
| Lyons Early Childhood School | Uniting Church's Early Morning Centre |
| Marist College | University of Canberra |
| Marsh P/L | Voodoo Creative |
| Mental Health Community Coalition | Welfare Rights and Legal Centre |
| Mental Health Foundation | Woden Immanuel Lutheran Church |
| National Disability Services ACT Branch | Woden Mental Health Team |
| Older Person's Mental Health | Woden Valley Community Council |
| | Yarralumla Unity Church |
| | Youth Coalition of the ACT |
| | YMCA Chifley |
| | YWCA of Canberra |

● PRESIDENT'S REPORT

2009

It was with some trepidation that I took on the role of President at the last AGM never having been in that role before! However I found that I am one of a team of very talented Board members who have worked together to oversee another year of successful initiatives and achievements by Woden Community Service. We are so fortunate to have a very competent and highly innovative Director for our Service, Chris Redmond, who adds enormous value to the work that WCS does. My very sincere thanks to all for your willing and able contributions.

One of my first activities as President was to attend the first Woden Festival expertly organised by Emma Walter, Lynton Sheehan and their team in partnership with Woden Rotary Daybreak Club. It was a great success with a huge range of stalls and activities to interest young and old, from games which my two year old grandson enjoyed to information on falls prevention which I was keen to learn for my 95 year old mother. The day was beautiful and we had to share the crowds with quite a few other major activities which were on in Canberra that day so we didn't get quite the numbers we could have accommodated. It was well attended nevertheless and this year we hope that the appointment of our new Communications Officer will mean even greater success. I understand that her planning is well underway and that she has achieved almost sufficient sponsorship to pay for the event.

Emma and her team delivered another great community event at Easter which my grandson and I also attended. When I saw the crowds of children ready for the annual Easter egg hunt I wondered how on earth my shy little boy would ever manage to find an egg. I was delighted to find that Easter bunnies were everywhere sprinkling eggs just where little people could scramble for them. The big people were accommodated expertly as well.

In the New Year the Board completed an annual review of our Director's performance in which the staff

participated. The report was excellent and the Board was delighted to congratulate Chris on his performance and recommend his salary increment. Later in the year the Board conducted a review of the Director's duty statement and role which resulted in acknowledging that Chris is now operating at a higher level than he was at his last review mainly by becoming involved in the broad community and endeavouring to engage Government in better delivering community services. His salary level now reflects that change and we again expressed our gratitude to our Director who is truly keen to serve the community whilst at the same time expanding the business acumen of the organisation.

In February the Board participated with senior staff in a planning afternoon where the Business Plan was updated for the current year. This was a great opportunity for the Board to engage with the staff and become familiar with the operation of the Service. Other activities where we joined with staff included training in the new Occupational Health and Safety Act which is now in force. OH & S is now the responsibility of everyone including all Board members and staff so the Board needs to know that the staff are taking their responsibilities seriously or it could be a scary prospect for the Board!

In July the Board joined in a farewell at the Mawson Club for one of our very long standing team leaders Chris Flaherty who has given wonderful service in the HACC area. She will be sadly missed by many in the Woden area who benefited from her expertise and long experience.

This year we have survived the global financial crisis very well under the guidance of Gary Daw who has provided a nervous Board with monthly reports on our balance sheet that we can almost understand. We are grateful to Gary and his team for steering us through the minefield of possible deficits to a healthy outcome for the year.

As a Board we have enjoyed the input of staff to our meetings giving us information on the work of various teams. Personal attendance at Board meetings has enabled us to get a first hand insight into the work of the programs which is very helpful. We know that reporting to the Board adds extra work and we would like to acknowledge the effort and thank the staff for their efforts.

We are all volunteers and as such we have been delighted to be rewarded for our efforts by our Volunteer Coordinator Geoff Hayes who has organised various events to feed all the volunteers of the organisation both literally and metaphorically. Our organisation is highly dependent on the work of volunteers and I believe that Geoff is doing an excellent job in recruiting and maintaining our team of volunteers. His Volunteers Newsletter is a great way of keeping all the volunteers in touch and Board members enjoy reading it. Thank you also to all the volunteers who provide many essential services for our clients.

In writing this report I have singled out a few activities and a few of the staff for mention. I could write something noteworthy about everyone and their many achievements but it would make a very long report. Although you are not mentioned individually it is not that I don't recognise your contribution. I am well aware of the dedication of all our team and I thank you for input to our organisation.

Woden Community Service has a long tradition stated on the letterhead of Can we help you? Can you help us? All the staff and particularly our team leaders are actively promoting this ethos which has been about for forty years now! I sincerely hope that our motto continues to inspire us to work as a truly community oriented organisation for many more years.

"...I am one of a team of very talented Board members who have worked together to oversee another year of successful initiatives and achievements..."

● DIRECTOR'S REPORT

2008 / 2009

As I look back on the preceding year at WCS I also look forward to the organisation's future. The past year has been a period of transformation and significant change for Woden Community Service. While the physical changes have been most apparent, those changes have brought the shifts in service delivery that enable improved service provision and service integration. The future is based on the changes that have taken place and our capacity to keep changing to ensure our relevance to the community and the people we work with and ensuring the quality of our services.

During 2008/09 the WCS Board and staff dedicated effort to building our organisational capacity, believing that to pursue improved service outcomes for the people we work with by working with other organisations we first needed to ensure that we could work well with other WCS programs. We also needed to ensure that staff had the work environment and equipment to enable them to perform the work required.

WCS took a leap towards improved service integration by renovating Woden Community Centre, tearing down the walls that divided its programs in small offices and creating an open plan workspace, complete with modern ergonomic furniture, up to date computing and telephone systems. More importantly the open plan not only enabled more staff to share the space, it brought the teams together to share their work and the way they worked together.

WCS sought "horizontal program integration" by creating opportunities for cross program work that assists teams to achieve their own program outcomes and those of other programs by working together and also sharing program experience. There are now strong working relationships and shared service initiatives between programs, such as the Family Support Program and the Personal Helpers and Mentors, a mental health program.

The service is also working on building a stronger collaborative practice, acknowledging that we need to work with other services to provide better services to people. WCS is developing a model of service delivery based on collaboration and building our capability to work effectively in this way. WCS has been actively involved in a number of service initiatives to strengthen outcomes for people accessing services and delivering community activities that strengthen Woden's social fabric.

WCS is engaged in service partnerships in the areas of children's services, mental health, community development and home and community care services. Staff are also involved in community management committees and boards for a range of organisations providing diverse services throughout the ACT as part of our commitment to a stronger and viable community sector.

We strengthened our service delivery during the year by developing systems that assist with immediate response to service requests and creating positions that maintain a focus on service improvement. WCS was one of a number of agencies that received emergency relief funding to assist people in financial distress as a result of the world economic downturn. This funding prompted us to introduce an intake system that ensured that people seeking assistance would be seen immediately, and more importantly actively linked to support services beyond the initial interaction.

WCS established a research and program development position which has developed a results based accountability framework and strengthened our evidence based approach to our work. We also established a Family Connections position that is working with hard to reach families not engaged with services and a communications position to produce the Woden Voice newsletter and plan the 2009 Woden Valley Community Festival.

Staff are committed to the people they work with and the community they work within. I would like to thank them for their efforts throughout the year, not just from doing their job but by getting involved in community events and activities (in their own time) and contributing to their workplace to make it a great place to work and giving it such a great reputation for it values and its practice.

Volunteers are an equally important part of the organisation, undertaking a variety of roles to assist and support community members to actively engage in their community. I would like to thank all the volunteers for their efforts and their dedication to the people they support and whose lives are enriched as a result.

The WCS Board has been a constant source of support and guidance for the organisation. There have been a number of challenges during the organisation's renewal which the Board has managed positively, always with the best interests of people who use WCS's services, those who provide them and the organisation itself.

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

Lastly I would like to acknowledge the people who use the services and access programs provided by Woden Community Service and the general community of which we are an active part.

● STAFF DEPARTURES IN 2008–2009

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

CHRIS FLAHERTY

Team Leader of the Home and Community Care Team who worked with WCS for over 22 years

PETA FITZGIBBON

Special Projects Officer who inspired and assisted much of the transformation in the past year

KRIS GORDON

An original member of the Personal Helpers and Mentors Program

NERALIE MITCHELL

Lollipop Director and Children's Services Manager

ANTHEA NIELSEN

Lollipop Director

MARIO GONZALEZ

Community Development Team Leader

JILL RAFFERTY

Community Life Skills Support Worker

FIONA DAY

The Big Issue Program Manager

MICHELLE WILLCOCKS

The Big Issue Case Worker

TERRY WARREN

Lollipop worker

GAIL DAVIES

HACC Community Transport Driver



● CHILDREN SERVICES

FAMILY DAY CARE SCHEME LOLLIPOP CHILDREN'S CENTRE SCHOOL AGE CARE

Demand for Children's Services continues to be high. Retaining staff and attracting trained permanent staff remains a challenge for WCS, as for all ACT children's services. Neralie Mitchell has left WCS and the new Manager of Children's Services Susan Henderson began in July 2009.

FAMILY DAY CARE

We have 34 carers who look after 180 children in the Woden area. We have unmet need for more carers. Our field workers visit carers' homes on a regular basis and carers can attend playgroup every Tuesday and Thursday. The WCS bus provides transport for children and carers to the Weston Creek Community Hub centre so they can enjoy the activities and social contact of playgroup. The children join in music, art, games, craft and dramatic play activities as well as build, dig, draw, run, learn to play together and have fun! Our staff of Jenny Pearce, Helen Sutton, Marion Donohue, Sonja Vuckovic, Janeen Barker and Yvonne Weldon have worked hard this year to support our carers and have successfully passed accreditation and licensing visits.

LOLLIPOP CHILDREN'S CENTRE

Constable Kenny Koala visited with Constable Stuart in his police car. We learnt lots about road safety, stranger danger and that police men and women are our friends. We heard the sirens and saw the lights flash on the police car too!

We celebrated Persian New Year in March, when families visited and we shared special meals like traditional chicken and rice and yoghurt. We were lucky to have help from two of our families.

In Children's Week in October and for Grandparents Day, we joined in art and craft activities with our visitors, ate together and showed off our playrooms.

SCHOOL AGE CARE

Our six programs at Curtin, Farrer, Garran, Hughes, Red Hill and Torrens operate almost to capacity every day and provide a safe environment with interesting, fun activities in a relaxed setting. Currently we have a total of 660 children accessing our programs. Our permanent staff for the programs are Nila Chaleune, Katie Crawford, Brian Pearce, Nina Bennetts, Michael Aisbitt, Jocelyn Duthie, Elise Bailey, Edie McLister, Vidya Chandra, Mitchell Bartholomew, Alex Brown, Maree Walker and Arvind Williams. During the year we have had regular visits from Children's Policy and Regulation Unit (CPRU) to assist us maintain licensing standards, as well as visits from the National Childcare Accreditation Council for quality practice assessments. These have all been successful and helpful.

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. In January 2009 we took a group out to the Googong Woolshed where children and staff alike had fun frolicking in the mud and doing a bush walk to the London Bridge Archway. These

camps have been targeted at the older children who have been requesting more exciting and challenging programs. Presently we are still the only licensed vacation care program in the ACT that offers a camp during the school holiday period.

During the July school holidays 2009 we had a successful trip to the Thredbo snowfields. Approximately 40 children attended and they made snow men, snow sculptures and had snow ball games. It was such fun we plan to go next year too!

Our yearly 'FUN DAY' was held at Hughes Primary School in late 2008 during Children's Week, and was extremely successful. All our School Age Care programs converge onto the one site to share in an afternoon of fun activities, games and rides. Once again, Durkin Amusements supplied us with a giant slide, a trackless train and a jumping castle. In order for this event to take place each program participates in fundraising events such as sleepovers, hotdog days, guessing competitions, car window washing, team challenges and children's art work auctions.

EATING
TOGETHER IS
FUN!



● CHILDREN SERVICES (cont.)

Susan Henderson
Children's Services Manager

Nila Chaleune
Administration Director School
Age Care

Jenny Pearce
Family Day Care Manager

Jelena Milosavljeic
Director Lollipop Children's Centre

SCHOOL AGE CARE (cont.)

Currently Curtin, Farrer, Garran, Hughes, and Torrens School Age Care are involved with the Active After School Communities Program. 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

Involvement in the AASC Program not only provides additional sporting equipment to our services and training for our staff, but also enables children to take part in new sporting experiences.

- *European Handball*
- *Mini Commandos*
- *Bom Funk*
- *Circus Skills*
- *Taekidokai*
- *Gymnastics*



● COMMUNITY LINKAGES AND DIRECTIONS TEAM

INTRODUCTION

The Community Links and Directions Team (affectionally known as CLAD) consists of a variety of programs that is committed to working towards an organisational approach based on asset based community development and encouraging all programs to identify and work together as part of a broader organisation. The philosophy of asset based community development works to identify individuals', group's and communities' capacities, skills and strengths and encourages opportunities for people to participate at a local and regional level.

The CLAD team consists of the following programs:

- *Research and program development*
- *Volunteer Coordination*
- *Community Linkages (CLP)*
- *Sustaining Tenancy (STP)*
- *Settlement Grants (SGP)*
- *Assistance with Care and Housing for the Aged (ACHA)*
- *Family Connections*
- *Community Bus*
- *Communications*

2008-09 has seen a variety of innovative activities and initiatives developed and implemented in the Woden Valley. I am proud to be a small part of this amazing team and look forward to providing further information or answering any questions you may have on these activities that are outlined hereafter. For more information, please contact Emma Walter on 6234 6820 or email: emma.walter@wcs.org.au

ASSISTANCE WITH CARE AND HOUSING FOR THE AGED

Assistance with Care and Housing for the Aged assists older people who are financially disadvantaged, who are homeless or living in inappropriate accommodation to access secure long-term housing. The objective of the program is to support older people to access services that may enhance their independence and quality of life, whilst enabling them to live within the community.

Throughout the financial year, the program has supported service users, over the age of 65, with a variety of housing and support needs. The program covers the geographic area of South Canberra including Tuggeranong and Weston Creek regions.

Ongoing shortages of Aged Persons Units, lengthy accommodation waiting lists and high rental prices in private accommodation have continued to exert pressures on older people within the community. In addition, older people with assets in excess of \$40,000 are still not eligible for ACT Housing, thus disadvantaging their lives within the community, as their incomes often do not support the purchase of their own home or private rental properties.

These issues, combined with an ageing population within the Woden area, will ensure the ongoing demand for the ACHA Program into the future.

Mohammed Berjaoui

COMMUNITY DEVELOPMENT

The Community Development Program (CDP) works with people who live, work or study in the Woden Valley and the rural communities of Tharwa and the villages of Stromlo, Uriarra and Pierces Creek. The full time worker facilitates community development activities that encourage people experiencing poverty, isolation or social disadvantage to develop connections within their local community.

Key activities of the CDP included:

Woden Interagency

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

Heart Foundation Walking

CDP has taken on the role of coordinator for walking groups in the Woden Valley. This is a partnership with the Heart Foundation, to encourage people to join and/or start local walking groups. This is a great way to encourage people to be connected to their community, as well as promoting good health and lifestyle goals.

Partnership with ACT Libraries

CDP was approached by ACT Libraries to facilitate a social group to encourage older people to access the Woden and mobile libraries. Based on this, CDP has been working in partnership with Home and Community Care and Community Bus to organise this group.

Easter Egg Hunt

In partnership with the Community Linkages Program and the Rotary Club of Woden Daybreak, the CDP hosted the third annual Monster Easter Egg Hunt in April 2009. The day saw over 350 people of all ages attend. Local organisations and groups including Kids at Play, the Canberra Capitals and the CA Canberra Brumbies participated in a variety of activities. This event was promoted widely as an opportunity for families to participate within their local community, in a fun event.

Assistance with Care and Housing for the Aged Funded by: The Department of Health and Ageing

Group Study Exchange

The partnership that has been developed over the past three years, with the Rotary Club of Woden Daybreak has resulted in the selection of the CDP worker in the Rotary International Group Study Exchange (GSE) Program. GSE is a cultural and vocational exchange that provides an opportunity for team members to experience a different culture, within the context of visits that are relevant to their profession. The CDP worker was fortunate to be selected as part of the outgoing GSE team to France in April-May 2009. This resulted in a unique opportunity for the CDP worker to visit a variety of services in South France, such as homeless shelters, food banks, institutes for people with a disability and youth and transitional foster care programs. Feedback has been provided to staff on the lessons learnt from this experience and potential future direction for WCS.

COMMUNICATIONS

Woden Valley Community Festival

The Woden Valley Community Festival was held successfully on Saturday 25 October at Eddison Park. Over 1500 people attended and it was a great opportunity for people to celebrate what it means to be part of the Woden Valley. The festival has now become an annual community event, thanks to support from the ACT Government Festival Fund and other sponsors.

Planning is well underway for the 2009 Festival to be held once again at Eddison Park, on October 31. This year the festival has a new theme – healthy communities, positive wellbeing and sustainable living. This theme has opened the door for a wider range of activities and sponsorship and we believe this will boost numbers attending. The aim of the theme is to encourage the Woden community to embrace healthy living both individually and collectively. It is anticipated that the increased involvement of certain sectors of the community will assist in creating greater community cohesion.

Woden Voice

The Woden Voice – Woden's community newsletter is distributed to the community four times a year providing a medium for expressing community news and opinion and to help draw the community together. Plans have been made to revamp the newsletter with a new modern colour format. It appears from initial feedback that this style will be more attractive to readers in the community. We also aim to change the way we distribute the newsletter from pamphlet distribution to distribution via Australia Post. The intention behind this move is to increase readership of the Woden Voice now. Australia Post distribution does cost more however thousands more homes and businesses will also gain access to the newsletter.

FAMILY CONNECTIONS

This program was developed as a practical response to a piece of research conducted by the Institute of Child Protection Studies (2008), entitled 'Working in the Grey'. The project's main focus was to enhance support for families who formal systems find "hard to reach".

The Family Connection program works with families, who have children aged 12 or under and live in the Woden Valley area. It is a case coordination program that aims to enable families to link into their local communities by:

- *Providing information on what is available*
- *Referring into relevant services*
- *Identifying and actively connecting into local activities, education or support services.*
- *Meeting at convenient places for families*

Families accessed a range of formal and informal activities, such as Playgroups, Tuggeranong Child and Family Centre, private psychologists and Heart Foundation Walking Groups.

SETTLEMENT GRANTS PROGRAM

The Settlement Grants Program provides assistance to refugees and humanitarian entry migrants to aid their settlement into the ACT. Service delivery is conducted in a manner that provides these newly arrived migrants with the appropriate linkages to various government and non-government agencies that will allow them to integrate into the community. The Settlement Worker in turn provides support to service users in facilitating these linkages, with the view toward migrants gaining social independence and self-advocacy skills.

Covering the geographic area of the ACT south of Lake Burley Griffin, the Settlement Grants Program has seen a high level of demand throughout this financial year in comparison to the previous year.

An ACT public shortage of private and public accommodation remains an overwhelming issue for all service users. This accommodation shortage is exacerbated by prolonged waiting list for ACT Public Housing, resulting in the Settlement Worker attempting to forge stronger links with other charitable organisations and emergency accommodation providers.

This program is funded by the Commonwealth Department of Immigration and Citizenship. The part-time program provided support to 75 clients from Africa, Middle East and Subcontinent.

Mohammed Berjaoui

**Settlement Grants Program
Funded by: The Department of
Immigration and Citizenship**

**Community Development
Funded by: The Department of
Disability, Housing and
Community Services**

● COMMUNITY LINKAGES AND DIRECTIONS TEAM (cont.)



VOLUNTEERS

In 2008/09 volunteers continued to support the work of Woden Community Service in a number of ways, all of which have been greatly valued by WCS staff and the community.

Volunteers contributed a total of some 8000 hours of work for Woden Community Service during 2008/09 across a range of programs.

We have nine volunteers who form the WCS community Board of Management which meets each month to provide the strategic policy and financial management framework for the day to day and week to week management of our work.

During the year volunteers have also supported the following work areas:

- *Community transport service: shopping and friendly visiting: supporting elderly people to continue to live independently in their own homes.*
- *Social respite groups: providing outings and social contact for groups of elderly and other isolated or disadvantaged groups.*
- *English conversation classes: for recently arrived migrants and other people interested in improving the English language skills.*
- *The Woden Youth Centre providing programs and activities for young people.*
- *Family Support : Providing support to parents and families who might be struggling with some aspects of family life.*
- *The Lollipop Childcare Centre: providing childcare services to people who live or work in Woden.*

These are just typical examples of the ways in which volunteers support their community.

New volunteers are always welcome at Woden Community Service and we try to be flexible in matching the needs and interests of volunteers with the needs of the community they support.

CIT Students volunteer to produce communication strategy

WCS gratefully acknowledges the work of three CIT students who volunteered to develop a communication strategy to promote the use of our community bus.

Amy O'Callaghan, Andrew Murray and Kerrie Neilen are all final year students studying Communications at the Canberra Institute of Technology. They undertook this project as volunteer participants in the Annual Public Relations Institute of Australia (ACT) Student Challenge.

The purpose of their project was to produce a communication strategy aimed at raising awareness within the community of a relatively new community bus service, for people who are isolated or are not able to use the current service provided by ACTION.

Amy O'Callaghan has agreed to continue this voluntary work, to implement this strategy as part of her final year studies at the CIT.

WCS would like to thank Amy, Andrew and Kerrie for their work which will help us improve the use of this community bus service.

Images (facing page, top): Andrew Murray, Amy O'Callaghan and Kerrie Neilen.

Woden Community Service celebrates National Volunteer Week

During National Volunteer Week (11-17 May 2008) Woden Community Service took the opportunity to acknowledge the contribution our volunteers make to the community of people who live and work in the Woden Valley.

WCS programs celebrated this week with their volunteers in a number of different ways: with morning or afternoon teas, lunches, surprise parties and presentations.

Margaret O'Beirne and Ron Constance are two WCS volunteers who were nominated for ACT Volunteer of the Year Awards. Margaret was the winner of one of the award categories (Community South). Both are shown here with Geoff Hayes (Volunteer Coordinator at Woden Community Service).

Contact details for people interested in volunteering are listed on our website: www.wcs.org.au

Geoff Hayes

Images (facing page, bottom): Ron Constance, Geoff Hayes and Margaret O'Beirne.

COMMUNITY BUS

2008-09 saw the establishment of the Woden Community Bus, a 22 seater bus that is part of the regional bus service funded through the ACT Government.

The purpose of this program is to operate a flexible bus service for people in the Woden area who are socially isolated, lack transport options, or have confidence and mobility issues. It is to complement and not duplicate the current ACTION service.

A variety of groups and individuals have utilised this service to date. Nine groups have accessed the community bus, including several elderly villages, an art group, shopping excursions, sporting clubs, schools, service clubs and a family day care playgroup.

These groups use the bus for varying interests, such as recreation, exhibitions, lunches and other social activities. Individuals also use the bus for their own interests as well as medical appointments and other commitments. In total 3847 trips were conducted during the year.

An ongoing issue of the bus is to ensure people within the community know about the service. WCS engaged local CIT students in the development of a promotional strategy. This includes not only raising the awareness and profile of the community bus service in the Woden Valley region but to also gain support

and form relationships with organisations in the community. This will involve meetings with organisations on how the service will run to benefit local residents.

The community bus program has recently moved from the Home and Community Care Program to the Community Linkages and Directions Team. This recognises the opportunity that exists for the broader use of the bus. This is a time of transition and consolidation for the program, as it begins to create its own identity within WCS – separate from the existing transport services.

COMMUNITY LINKAGES PROGRAM

The Community Linkages Program comprises the Sustaining Tenancy Program and Community Development for Public and Community Housing.

Sustaining Tenancy Program

The Sustaining Tenancy Program (STP) supports public and community housing tenants who reside on the Southside of Canberra. This program can coordinate services by:

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

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

The STP gives support to tenants who are identified at risk of entering the eviction cycle. The program often assists tenants who are experiencing severe financial hardship, neighbourhood issues, emotional distress, drug/alcohol issues and/or mental health issues. STP acts as a conduit between tenants and Housing ACT and aims to strengthen tenant's abilities to maintain long-term secure accommodation.

Since the program's commencement 336 referrals have been received. At present 35 of these referrals are active.

The average length of time for a tenant 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 on how long tenants can receive support.

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 twelve months, including tenancy assistance to people living in private rental accommodation.

Community Development for Public and Community Housing

The Community Development Program works with tenants in Woden and Weston Creek, including the villages of Pierces Creek, Stromlo and Uriarra. The program aims to assist tenants to address social isolation by encouraging them to engage with their neighbours and wider community. This includes providing opportunities for tenants to seek information and learn new skills and assisting them to realise any ideas they have to improve their local community.

Over the past 12 months some of the key activities residents have been involved in are:

Tenant Initiated Grants: Now in its third year the TIG is a Housing ACT initiative that provides funds to tenants to improve their community. 2008/09 saw three groups of tenants complete a range of projects including the installation of a gazebo for community gatherings, the organisation of several social gatherings and the second year of the Access to Art program; a program which enables tenants across Canberra to join in art courses in recognised studios and classes.

Information Hub: In partnership with Woden Centrelink, the Hub continues to be held each month. 2009 has seen the hub located at the Woden Centrelink office which has provided an ideal opportunity for people accessing

Centrelink to seek information from a broad range of organisations such as, Legal Aid, Directions ACT, Carers ACT and Parentline. Following the success of this initiative, Hubs are now being held in Charnwood, Spence and Lanyon with more planned for the Weston area in coming year.

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

Local community lunches and dinners: These events provide a social opportunity for residents to come together while enjoying a meal and receiving information about topics they have identified as important. The AFP and Neighbourhood Watch are just two of the organisations that have come as guest speakers to some of these events.

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 third annual dinner for tenants to celebrate the season together.

CLP relies on strong partnerships to ensure initiatives get off the ground. The program would like to thank Housing ACT, Community Linkages Providers, Conflict Resolution Service, Directions ACT, Legal Aid, Carers ACT and other WCS programs including The Woden Youth Centre, Sustaining Tenancy, Family Connections, PHaMS and Community Development.

CLP has also enjoyed support from the Rotary Club of Woden Daybreak in initiatives such as the Christmas Dinner and Easter Egg Hunt (run in partnership with Community Development). Without the dedication of the Rotary volunteers and the generosity of their donations raised through these activities, tenants across the Woden Valley and Weston would not be able to enjoy these great events. The program looks forward to continuing work with these and other partners on various community initiatives in years to come.

● COMMUNITY PROGRAMS

CLS Staff: Matthew Gallagher, Dawne Ballard, Jennifer Rosewarne, Ximena Garces, Lesley Theuma, Amanda Degrave, Julie Krueger, Damien Wright, Ron Jackson, Ben Davies

CLS Funded by: Disability ACT, Department of Disability Housing and Community Service

The Big Issue Funding body: Department of Disability, Housing and Community Services

The Big Issue Program Manager: Fiona Day (to September 2008), John Brothie (from September 2008)

The Big Issue Case Worker/ Manager: Michelle Willcocks (to September 2008), Julie Evans (from May 2009)

COMMUNITY LIFE SKILLS (CLS)

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 ACT 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 - 27 are provided support 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.

With a strong commitment to the principles of Social Role Valorisation (SRV), the program's focus is to assist service users to gain social acceptance and a sense of community belonging, through their ongoing participation and engagement with all facets of their community.

Service is provided on an individual and small group basis. CLS encourages the development and retention of skills and relationships relevant to the individual service user.

As another year has passed it is time to reflect upon the achievements and changes within the CLS program. Staff that have come onboard are Stuart Poole (again), Ben Davies, Amanda Degrave and Julie Krueger.

CLS has suffered the passing of a long term and much respected service user, Charles Jobbins.

Karen Johnson and Jane Benson have entered the program, being the successful applicants to make it through the usual process of electing new service users.

CLS was approached by Disability ACT to expand service to assist with a service shortfall for school leavers. Four young people were provided supported community access which commenced in May 09. All of these new service users have settled into the program very well and are enjoying the huge variety of community activities that CLS offers.

WCS introduced a number of new initiatives into the CLS program during the last year. These include two new vehicles and increased allowances as an attempt to reduce the real cost of providing support for CLS support workers.

Some of our achievements include a photography exhibition by one of our service users, a continued relationship with the Brumbies, more supported volunteer work for service users, including one service user becoming a volunteer for the RSPCA and a consistent approach to skills development. CLS nominated the Brumbies for a social inclusion award to thank players and all others involved with the club for their ongoing support of a CLS service user.

One CLS support worker with other staff members of WCS attended a conference in December focused on Asset Based Community Development. Many of the principles learnt are already being used by CLS and others are being implemented.

Other training included "Actually Doing - Really Achieving". This workshop looked at practical ways for support workers to teach skill base development to service users using a multitude of approaches. The workshop was conducted by John Armstrong.

CLS took part in many activities during the past year including the Royal Canberra Show, Summernats, Prime Minister's IX, Floriade, sporting events and our own Christmas lunch which was well attended by service users, present and past support workers, group house staff and families.

Our sincere thanks go to all the CLS support workers for a job well done, to Chris Redmond, Sharon White, Kerry Bargas and the finance team at WCS for their ongoing support. Thanks also to all who I work with at WCS and who make working a pleasure.

Dawne Ballard

THE BIG ISSUE

The Big Issue is a fortnightly magazine sold by vendors around Canberra, who are in effect running their own business. It provides an employment opportunity for people who are homeless, at risk of homelessness, long-term unemployed or otherwise disadvantaged. Vendors buy magazines for \$2.50 from distribution points and then sell the magazine for \$5. In addition to the income, this work is also valuable in providing social inclusion through the connection with the customers who buy the magazine.

The Big Issue magazine is produced in Melbourne by The Big Issue Australia and the program is managed in Canberra by a program manager and case worker/manager in Woden Community Service. This team supports vendors not just by providing equipment and training, distributing magazines and organizing places to sell ("pitches"), but also by providing support for vendors in addressing other issues they may encounter in their lives.

There is a BBQ at the Woden Community Service every second Monday to launch the new issue of the magazine. This provides an opportunity for vendors to catch up with each other and with staff. Vendors can also drop by the office any morning for a cup of coffee and to talk to staff, and team members visit vendors while they are selling. Support for vendors is provided through these informal conversations, as well as more formal referrals.

For over half of 2008-09, the Program Manager worked alone, taking on case worker duties as well as manager duties. This limited the scope for organizing additional outings for vendors. However, in the period, there was an increase in the number of vendors selling the magazine and in magazines sold, from an average of eight vendors and 770 magazines a fortnight in July-December 2008, to an average of 11 vendors and 1,100 magazines in January-June 2009.

While most magazines are sold in Civic, Woden and Belconnen, other suburban pitches can also provide opportunities to reach many new customers. A vendor returned to selling in Curtin after a period of absence, and was assisted by Beyond Q bookshop and café agreeing to act as a distribution point for magazines. A new pitch was established at Weston Creek with Communities@Work acting as the distribution point. This pitch has proved to be very popular with a number of vendors.

Following the arrival of the new case manager, a meeting of Big Issue vendors reviewed the Code of Conduct and other documentation. Most of the guidelines were affirmed, but some changes were made with the input of vendors. It is important that vendors are comfortable with the Code of Conduct and see it as offering important and realistic guidance for their role as vendors of the magazine.

Promotion of The Big Issue is important in ensuring that there is good public awareness of the purpose and content of the magazine. Promotion is also important for organisations in the community sector that may refer potential vendors. The program manager spoke at a number of forums and was interviewed on radio 2XX. The case manager also attended forums of community organisations, particularly those in the homelessness sector.

A key objective of the program is to promote social inclusion. This is not only through selling the magazine, but other activities involving vendors and others who may be marginalized and disadvantaged. The Big Issue continued its association with the Jumping Gateway Choir, with the case manager and a number of vendors attending rehearsals. In addition, the Big Issue staff supported the establishment of the Street Soccer program in Canberra in April, through helping promote the program within Canberra. Street Soccer is run by The Big Issue Australia and uses the power of sport to promote social inclusion and personal change for people who are homeless, marginalized and disadvantaged. Participants come together once a week for soccer training and matches. In Canberra, these sessions are held in Reid Oval, every Wednesday afternoon.

The success of The Big Issue is dependent on the support of many organisations. In particular, the program relies on the assistance of distribution points where vendors can buy magazines, and for this we thank The Body Shop in Woden and Civic, The Music Shop in Belconnen Mall, the Tuggeranong Arts Centre, Beyond Q in Curtin and Communities@Work in Weston Creek. Thanks also to the staff of Woden Community Service, who welcome and support vendors in many different ways.

Finally, the staff at The Big Issue would like to thank the vendors for all their hard work, as reflected in the substantial increase in sales in the past year, as well as their many personal achievements.

● COMMUNITY PROGRAMS (cont.)

Personal Helpers and Mentors Program Funding Body:
Department of Families, Housing, Community Services & Indigenous Affairs (FaHCSIA)

Personal Helpers and Mentors Program Staff: Louise Kearins, Mark Bothe, Leila Cormick, Keith Mahar, Bruce Stephenson and Paul Russell

Family Support Program Program Manager: Ben Johnson

Family Support Program Funded by: Office for Children Youth and Family Support, Department of Disability, Housing and Community Services

WODEN YOUTH CENTRE (cont.)

National Youth Week - Youth InterACT Conference Film Project

The annual youth InterACT Conference was held on the 3rd April 2009 at the Ainslie ART Centre. The theme for this year's conference was "Redefine 09" and focused on generating discussion on issues that impact on young people; promote youth inclusion, participation and gained feedback for Government on issues of importance to young people. Interactive workshop topics included the perception of youth in the media, binge drinking culture, youth mental health and well being, environment-a climate for change and cyber bullying. These interactive workshops aimed to engage young people in discussion and were designed to teach new skills that were resilience and recreation based.

Two young people from Woden Youth Centre, Alyesha McCudden and Carla Enright were invited to video record and produce a short film showcasing the conference. The final product will be screened on the Office for Children, Youth and Family Support website.

Images (previous page, bottom row, right): Photograph of Alyesha editing.

Cafe

As part of the Community Supported Respite program, Sharon Champion and Michael Frazer operate the youth centre's cafe on Mondays and Wednesdays during term time. Michael and Sharon are responsible for general operations including; serving customers, stock take and purchasing, preparing menu items, operating the cash register and other general duties.

Images (previous page, second last row): Photographs of Sharon and Michael operating the cafe.

Sindy Pearson
Youth Services Manager

PERSONAL HELPERS AND MENTORS PROGRAM

The Personal Helpers and Mentors program (PHaMs) is a national, 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 affected by the experience of mental illness. The Woden Community Service PHaMs program operates for people living in Woden, Weston Creek and Tuggeranong. Currently we are supporting over 50 people who come from all walks of life and demographics, showing there are few degrees of separation in the field of mental health. Participants work with their own mentor, a member of the PHaMs team, who supports them on their unique journeys of recovery – helping them overcome barriers to living valued and fulfilled lives in their own communities.

The PHaMs team comprises six workers which includes five full-time and one part-time worker, two Peer Support workers and a growing membership of those who support our peer support initiatives, including PHaMs participants. The team reflects the diversity of our work and a variety of life experiences, education, skills and training. We are fortunate to have a stable and very committed team as well as having in the past year welcomed two new workers with established experience in the community mental health sector.

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. As well as our one on one work with individuals of the program, the WCS Art Group continues with participants who have attended the group since its inception as well as attracting new participants. It is one of our key peer support initiatives.

Another is our collaboration with the Women's Centre for Health Matters (WCHM) on developing a peer support group specifically for women experiencing mental health issues. The focus of the group is on safe self-disclosure which includes discussion, writing, journaling and other creative pursuits. This pilot program will help inform the research being undertaken for the collaborative project we have been involved in with the Mental Health Community Coalition, WCMH and Canberra University. Another of our team (a Peer Support worker) has been researching further innovative approaches to peer support. This includes developing a self-help group for men to challenge stigma, foster discussion on recovery and increase opportunities for social networks. We can also report that approval has been granted from a Mental Health Services Research centre at the University of Maryland in the USA for piloting a program for a group of our PHaMs participants with a focus on reducing internalised stigma and its impact on recovery.

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

Perhaps the last word from us should come from one of our most active participants, Richard Glinka, who has kindly given us permission to publish a recent composition of his:

There is Help

*Thank you for helping me out!
Thank you for getting me well!
Thank you to all of you as well; for helping when I was in hell
Thank you for the magical pills
I need to take them
Life is much better thanks to the pills!
I can almost see that I can stay well;
The tablets do help me and my thoughts to be!
I feel like I have no time to waste.
It's Monday again; like two days ago
How many Mondays are left in life?
Mondays forever would be kind of nice!*

*Images (below left to right):
The WCS Art Group; and the "Women Supporting Women" Group*

FAMILY SUPPORT PROGRAM

The program is successfully building a referral base in the area of higher needs families and individuals through developing positive working relationships and collaborative programs with Youth Services, Care and Protection Officers, the Personal Helpers and Mentors Program, Victim Support ACT, Domestic Violence Crisis Service, Specialist Services for Men, Parentline, Centrelink, Barnardos, Marymead and through providing case co-ordination services as part of the Integrated Family Support Program (IFSP).

The past 12 months have been a busy period with increased demand from families and individuals seeking assistance through Woden Community Service Emergency Relief and Carers Funds. The second half of the year reflected a busy period of time in the program. January work flow was steady coming out of a holiday period, February and March were busy because the Integrated Family Support Project presented a number of complex case management issues. May and June brought the increased need for support coming into winter and the Global Financial Crisis creating more need in general throughout the community.



● COMMUNITY PROGRAMS (cont.)

Home and Community Care (HACC) Funding Body: Federal Department of Health and Ageing and ACT Health

Home and Community Care (HACC) Staff: Chris Flaherty (Program Manager), Stephanie Tolson (Case Manager), Lorraine Moises (Groups Coordinator), Linda Peers (Transport Coordinator), Bob Lamb (Relief driver and accounts), Brian Sclater (Driver), Wilhelm Speldewinde (Driver), Robyn Rutherford (Case Manager covering rural areas also), Mavis Angove (Friday Group Coordinator), Gail Davis (Driver - Left 2009)

HOME AND COMMUNITY CARE

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 the Woden area and in the bush fire affected rural areas south of the ACT. 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 have not met our contracted outputs for purchased hours. Earlier this year we were lucky enough to receive significant growth monies to provide more hours of service. We only received the growth monies recently but the new amounts are reflected in the contract. This does mean we will have good resources to carry forward into the new financial year and we will be able to meet our contract in the months to come.

Domestic Assistance		
Contract is 3805 hours	139 people	2486 hours of service provided
Social Support		
Contract is 969 hours	26 people	743.5 hours of service provided
Personal Care		
Contract is 1436 hours	16 people	664 hours of service provided

We have four team members providing case management amounting to 3037 hours of direct service for the year, just a little above our contract of 2941 hours. People living in the rural areas are well supported with case management 268 hours, social support 279 hours and purchased domestic assistance 183 hours.

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.

Our Friday Ladies group and Southpaw Stroke Club received funding from the Federal Department of Health and Ageing allowing both groups to continue and enhance their activities over the year. However in June this year the Southpaw Stroke Club finally came to an end after 22 years. In spite of extensive promotion, there were no new participants recruited to the group resulting in the participants calling it a day. A special celebration was held with past volunteers, participants, guest speakers and entertainers invited. Although it was quite a sad occasion everyone enjoyed the day.

Transport has again proved to be very much in demand and reliant on a few committed volunteers as well as our paid drivers. We have provided 10421 transports throughout the year and supported 337 people. Shopping assistance is also an increasing need in the community. Using our Ford Transit bus we are able to provide significant support with shopping. The fortnightly trip to Aldi is very popular and now includes lunch and visits to other shops as well.



An important event for the HACC program this year was the external audit conducted by Australian Healthcare Associates on behalf of ACT Health. It was a huge exercise involving a self assessment initially, followed by a full day spent with an assessor. Some positive, continuous improvement suggestions were made as well as some policy changes that needed to be addressed. All action items have now been completed well ahead of schedule.

We look forward to the year ahead working co-operatively with HACC and other 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.

Chris Flaherty

HACC RURAL REPORT 2009

The last 12 months have seen the HACC Rural program maintain close links with people in Southern ACT rural settlements. We facilitate several community-building activities on an ongoing basis, and when a special need arises.

Monthly Lanyon get togethers continue to be a valuable forum at which old friends and neighbours keep in touch, offer each other support and share information. Numbers at this gathering can vary from six up to 12 and the wintry weather is no deterrent for people – the colder days being spent fireside in the beautiful Lanyon café.

HACC funding also continues to support a number of rural clients with domestic assistance, transport and social support. Distance to medical facilities and services can be an issue for some living away from town centres, and WCS transport has been used this year to assist in getting family members from rural areas to appointments and to the Lanyon morning tea gathering.

In addition, HACC coordinates and funds barbeques at the Tharwa Community Hall on an ongoing basis. These evenings are also supported by The Salvation Army, who are also familiar faces for the

people of Tharwa and surrounding areas. These events offer an opportunity for the broader community who may otherwise seldom get together, to come to the hub of their community at the Tharwa hall.

Woden Community Service was represented by Emma Walter and Robyn Rutherford at celebrations for the Tharwa Bridge re-opening in September 2008. This was a momentous occasion for the Tharwa community, who can now once again freely drive a much more direct route in and out of their town. WCS put on a BBQ for the community, which was a wonderful way to get gather residents from far and wide back to the hub of this thriving community for the celebration. The 2nd stage of work begins on the bridge in the near future and the Tharwa community has been reassured there will only be minimal disruptions to traffic flow.

The year ahead should see the completion of residential building works out at Stromlo settlement and the continuing rural residential development of Uriarra. WCS will continue in its important role in community-building activities with the residents of these rural ACT communities.

Robyn Rutherford

● COMMUNITY PROGRAMS (cont.)

HACC Tuesday Respite Group Funded by: ACT Health

HACC Tuesday Respite Group
Staff: Stephanie Tolson, Lorraine
Moises, Mavis Angove

HACC Tuesday Respite Group
Volunteers: Helen Nastopoulous,
Helen Poon, Michael Devic,
Danny McCheane

HACC Transport Funded by: The Federal Department of Health and Ageing and ACT Health

HACC Transport Staff: Linda Peers
(Coordinator), Brian Sclater (Driver),
Wilhem Speldewinde (Driver), Bob
Lamb (Relief Driver), Gail Davies
(left during the year), 14 volunteers

HACC TUESDAY RESPITE GROUP

Tuesday Group has had another successful year of entertaining activity, support, encouragement and friendship. Tuesday Group also continues to welcome new members with an average attendance between 15 – 25 people. Ages range from 65 years through to 90 years. The weekly format has a flexible structure and 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.

Tuesday Group program includes:

Activities:

- *community transport service: shopping*
- *lunch at the Woden Tradies*
- *craft with Beryl*
- *belly dancing with Marika*
- *items from different things from the past*
- *a bus trip to Hall Village School and Museum*
- *music with Alex & Betty*
- *the always popular bingo*

Guest speakers include:

- *Vital Call personal alarm system*
- *Alzheimers Association*
- *Mobility Matters*
- *ACTEW on gardening and water conservation*
- *Trips to National Parks*
- *Author telling us about her Mills & Boon books*
- *Footsure – caring for your feet*
- *Chinese medicine*

Seminars I have attended during the year include:

- *ACTCOSS service delivery and the law*
- *Professional strategies for dealing with hotheads and other cranky people*
- *HACC Standards Appraisal Training*
- *ACT AAG seminar – pills, potions or poisons/medications for older people*
- *five day core health promotion short course*
- *Multicultural aged care health expo*
- *Dementia network – what's new and current in Alzheimers medication*
- *Workshop – when is risk risky*

I wish to thank the Pastor and his assistant for the use of the Lutheran Church Hall, excellent kitchen facilities and support given to Tuesday Group which enables us to keep to a high standard of quality and success. Toilet renovations and a new footramp are being put in which will add to the comfort and safety of service users.

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 look very much forward to continuing with Tuesday Respite Group during the coming year which many more enjoyable outings and interesting guest speakers.

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

Stephanie Tolson

HACC TRANSPORT

The HACC Transport program operates from 8.30 – 4.30 Monday to Friday providing transport to people who are frail aged with a disability, younger people with disabilities and carers of both who 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 able to provide transport to activities, social events and to assist people with shopping.

Transport requests have been very busy for the HACC team this year. 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.

Over the last year the three HACC funded vehicles together with volunteers travelled over 94534 kilometres. This figure does not include the kilometres travelled by a few volunteers who do not claim reimbursement. The total number of drives for the year amounted to 10421. Service was provided to 337 people and volunteers donated 1535 hours to support our 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 60 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. One of our drivers Gail Davies has left the HACC team and we are very lucky to have Bob Lamb step in to help with driving and relief driving. Finally, I would like to thank my colleagues for their support throughout what has been another very busy and productive year.

Linda Peers
Transport Co-ordinator

FRIDAY WOMEN'S GROUP

The Friday Group caters for the more senior women in the Woden community. The aim is to provide socially isolated women with the opportunity for social interaction, an avenue to meet and form friendships, to be entertained and/or educated by singers, dancers, craft demonstrators, speakers covering a wide range of topics including health, nutrition and travel. Providing links to community organisations and service providers is helpful in preventing depressive symptoms caused by social isolation. A nutritious morning tea and lunch with discussions on the benefits of fresh food has renewed an interest in cooking simple healthy meals.

Funding for 2008-2009 was obtained from the Department of Health and Ageing. The maximum number of women attending is 14 but due to the age and physical health of the women average attendance is 7.8. Sadly we lost one of our participants who joined the group at the very beginning and at 93 was the eldest of the women.

Mobility is a problem for outings but the group has had three excursions for lunch. Most of the meetings have had outside entertainers, speakers and a variety of activities such as craft, games, poetry reading, jokes and quizzes all of which have kept the women entertained, informed and amused.

This group relies on volunteers to assist each week with the group as well as volunteer drivers to transport the women to and from their homes to the centre. Betty Lee and Helen Nastopolous have been volunteers for many years and their efforts are very much appreciated. Another volunteer, Dannie McCheane, moved north during the year and her input is greatly missed.

Outcomes from the program have all been positive. The women keep in contact through the week by telephone, conversation is lively, they sing with guest singers, suggest poems to be read, have very healthy appetites and have in their words "a lovely day".

Mavis Angove
Coordinator

HACC Friday Women's Group Funded by: The Department of Health and Ageing

● COMMUNITY PROGRAMS (cont.)

Social Support for Centre Based Groups Funded by: ACT Health (Southpaw Stroke Club Funded by: The Federal Department of Health and Ageing)

Social Support for Centre Based Groups Staff: Lorraine Moises, and Bob Lamb

Social Support for Centre Based Groups Volunteers: Kaye Mayberry (Friday Group), Margaret O'Biern (Stroke Club), Robyn Anderson (Stroke Club), Betty Eddy (Stroke Club), Miriam Kunkler (Stroke Club)

SOCIAL SUPPORT FOR CENTRE BASED GROUPS

The Woden Community Service groups are generally run in the community rooms for older persons that are situated throughout the Woden area. The groups are targeted at elderly people who are isolated, live alone or come from culturally and linguistically diverse backgrounds.

Over the past year, the number of hours provided in our programs has generally remained steady. We have had some great entertainment including guest speakers, musical entertainers, gentle exercise, BBQs, picnics and bus trips to various locations.

The bus trips are particularly well received, and the participants usually choose where they would like to visit. Participants look forward to and enjoy the community groups. The groups are a special social gathering – and may be the only social contact that some of the participants have each week.

However, there have been a number of changes to the community groups this year.

The Friday Group at the former Melrose Primary School, Chifley, has recently moved to the Lutheran Church Hall in Lyons. This move primarily occurred due to lower rental costs, however the accommodation at this venue was also found to be more suitable. Participants at this group have increased from around 12 to 18 over the past year.

Masonic Village residents continue to meet on a regular basis. Attendance for this group varies from week to week with 8 – 15 people participating in activities during the year.

The Southpaw Stroke Club has unfortunately concluded due to the number of members decreasing and the group consequently deciding that they no longer wished to continue. The group was meeting at Hughes Community Centre every Wednesday, had been running successfully for over 20 years and was supported by some very committed volunteers. Recently the group hosted a luncheon where past members were invited. There was a lot of reminiscing and old friendships rekindled.

*Lorraine Moises
Co-ordinator*



● HUMAN RESOURCES, IT & WORK ENVIRONMENT

Human Resources, Information Technology and Work Environment
Nick Ilic and Stuart Hogan

Human Resources

Human Resource Management guides and policies continue to be developed and/or refined. A number of new HR guides were developed including a Services Guide, a Recognition and Appreciation Program and a Learning and Development Plan. An internal audit was conducted to assess compliance of our employment instrument, the MOU, Pay Allowances and Conditions of Service Guide. A new MOU was prepared to cover financial years 2009 to 2012 which will be voted on November 2009 by staff together with a new Multiple Enterprise Agreement (MEA). Up to 40 community agencies are expected to sign up to the new MEA. WCS's Business Plan goals were revised and prioritised together with the introduction of a new Project Implementation Plan and Business Tracker. The HACCC program was assisted during an external audit which was arranged by program stakeholders. A number of new policies and procedures were developed to ensure WCS complied with requirements as specified in the audit assessment documents.

Information Technology

The installation of our new computer system and office software was completed. A new email client 'Zimbra' was trialled and a survey of the involved staff completed. Transition of remaining staff is being planned for completion by the end of 2009. It provides advanced functions such as room bookings, scheduling of meetings, car booking and file sharing. The Annex and Central Office were linked by a fibre optic cable. The Youth Centre will be linked into a virtual private network as soon as equipment issues are resolved. An IT based digital identification system was

procured to provide photo identification cards for both staff and volunteers. The proposed Intranet is scheduled for early 2010. In the interim, as a forerunner to the Intranet, a WCS wide shared drive will be established. Over 250 requests for internal IT support were received and completed.

Work Environment

An OH&S Policy was developed and an OH&S Committee established. Workplace Safety Representatives were appointed and trained. To support OH&S compliance, a number of safety audits of key work areas were undertaken by an external consultant. The refurbishment of Central Office including a new reception area was completed. Every staff member is now equipped with the latest communication, information technology equipment and ergonomic work stations.

● FINANCE REPORT

The 30th June 2009 financial statements for Woden Community Service Inc. which appear on the following pages disclose a surplus of \$108,646 for the year. This result was achieved, as was the case last year, from our fee based programs and investment income. No profit is generated or loss incurred from our government funded programs. The fee based programs are operated along commercial principles as this source of profit provides the platform to reinvest in the community and staff development programs.

Points of interest:

- *Strong net assets at 30/6/09 \$1.644m*
- *Comfortable net liquid assets at 30/6/09 \$0.975m*
- *Modest surplus of \$108,646 compared to last year of \$188,369*
- *Difficult trading conditions in Children Services contributed to net profit decline of \$80,000 for the year despite revenue increase of \$0.750m*
- *Net profit percentage on fee based / other operating income for the 30/6/09 year was 2.9% compared to 5.5% last year*

The trading conditions in the first six months experienced disappointing revenue/cost ratios. This trend was corrected which saw the ratios improve greatly in the second six month period allowing WCS to return a surplus albeit at 2.9% of income only. This turnaround in the second six months we expect will flow into the next financial year.

I would like to thank the accounting and finance staff for their dedicated and professional support and enormous contribution during the year. This team is small and services a very high number of programs with annual revenue of \$ 7.5m. To achieve the service delivery expected it follows that this unit would need to be a happy and cohesive group which I am pleased to say is that and more.

I very much look forward to the year ahead with Chris Redmond our Director, and the Board in achieving their goals and aims.

Gary Daw
Finance Manager

INDEPENDENT AUDITOR'S REPORT

TO THE MEMBERS OF

WODEN COMMUNITY SERVICES INCORPORATED

We have audited the accompanying financial report of Woden Community Services Incorporated which comprises the balance sheet as at 30 June 2009, 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 statement by the Board of Management.

Board's Responsibility for the Financial Report

The Board is responsible for the preparation and fair presentation of the financial report in accordance with Australian Accounting Standards (including the Australian Accounting Interpretations) and the Associations Incorporation Act (ACT) 1991. The responsibility also includes establishing 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 Board, 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 Board'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.

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 Incorporated presents fairly in all material respects, the financial position of Woden Community Services Incorporated as at 30 June 2009 and its performance and its cash flows for the year then ended in accordance with Australian Accounting Standards (including the Australian Accounting Interpretations) and the requirements of the Associations Incorporation Act (ACT) 1991.

RSM BIRD CAMERON
Chartered Accountants



GED STENHOUSE
Director

Canberra, Australian Capital Territory
Dated: 25 August 2009

● FINANCE REPORT (cont.)

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 2009.

BOARD OF MANAGEMENT

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

Helen Scully- 857, MACS Reef Road, Bywong, NSW-2621.	President
Peter Mitchell- 13/130, Shackleton Circuit, Mawson, ACT-2607.	Treasurer
Janet Thompson- 1/43, Fitchett Street, Garran, ACT-2605.	Secretary
Marion Blake - 1290, Cotter Road, Weston Creek, ACT-2611.	Member
Jamie Crosby- 29, Caley Crescent, Narrabundah, ACT-2604.	Member
Louise Evans- 4, Roper Place, Chifley, ACT-2606.	Member
Martin Devine- 167, Jackie Howe Crescent, Macarthur, ACT-2606.	Member
Chris Healy- 4, Oldham Court, Phillip, ACT-2606	Member
David Menzel- 19 Sabine Close, Garran, ACT-2605.	Member

PRINCIPAL ACTIVITIES

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

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

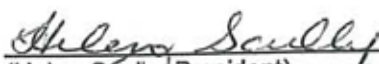
SIGNIFICANT CHANGES

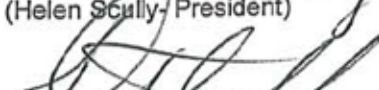
No significant change in the nature of these activities occurred during the year.

OPERATING RESULT

The surplus from the ordinary activities amounted to \$108,646, (2008: \$188,369).

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


(Helen Scully- President)


(Peter Mitchell - Treasurer)

Dated this 25 day of August 2009.


WODEN COMMUNITY SERVICE INC. BOARD OF MANAGEMENT'S DECLARATION

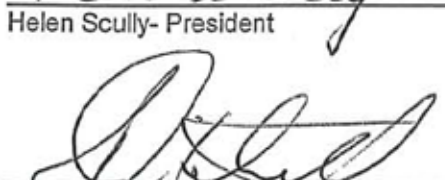
The board members declare that:

- 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 a true and fair view of the financial position as at 30 June 2009 and performance of the organization for the year ended on that date.

Signed in accordance with a resolution of the board members.

On behalf of the board members:


Helen Scully- President


Peter Mitchell - Treasurer

● FINANCE REPORT (cont.)

WODEN COMMUNITY SERVICE INC.

BALANCE SHEET AS AT 30 JUNE 2009

PARTICULARS	NOTE	2009 \$	2008 \$
CURRENT ASSETS			
Cash Assets	5	2,663,950	2,218,214
Receivables	6	155,339	313,607
Other	7	55,808	80,994
TOTAL CURRENT ASSETS		2,875,097	2,612,815
NON CURRENT ASSETS			
Property, Plant, Equipment and Vehicles	8	808,788	492,376
		808,788	492,376
TOTAL ASSETS [A]		3,683,885	3,105,191
CURRENT LIABILITIES			
Payables	9	415,638	273,413
Other Payables	9	748,308	487,984
Interest Bearing Liabilities	10	116,775	71,201
Provisions	11	618,757	518,815
TOTAL CURRENT LIABILITIES		1,899,478	1,351,413
NON CURRENT LIABILITIES			
Interest Bearing Liabilities	10	139,920	217,937
		139,920	217,937
TOTAL LIABILITIES [B]		2,039,398	1,569,350
NET ASSETS [A]-[B]		1,644,487	1,535,841
EQUITY			
Retained Surplus		1,527,819	1,419,173
Reserve		116,668	116,668
TOTAL EQUITY		1,644,487	1,535,841

The accompanying notes form part of this financial report

WODEN COMMUNITY SERVICE INC.

INCOME STATEMENT FOR THE YEAR ENDED ON 30 JUNE 2009

PARTICULARS	NOTE	2009 \$	2008 \$
Revenues	3	7,557,473	6,591,529
Employees Expenses		(5,701,083)	(5,103,762)
Depreciation and amortisation Expenses	4	(152,207)	(78,322)
Borrowing costs expense	4	(31,237)	(1,955)
Other Expenses		(1,564,300)	(1,219,121)
Surplus before Income Tax Expense		108,646	188,369
Income Tax Expense		-	-
Net Surplus after income tax expense attributable to the association		108,646	188,369

The accompanying notes form part of this financial report.

● FINANCE REPORT (cont.)

WODEN COMMUNITY SERVICE INC.

STATEMENT OF CHANGES IN EQUITY FOR THE YEAR ENDED 30 JUNE, 2009

PARTICULARS	Retained Earnings	General Reserve	Total
Balance at 1 July 2007	1,230,804	116,668	1,347,472
Surplus Attributable to Association	188,369	-	188,369
Balance at 30 June 2008	1,419,173	116,668	1,535,841
Surplus Attributable to Association	108,646	-	108,646
Balance at 30 June 2009	1,527,819	116,668	1,644,487

The accompanying notes form part of this financial report

WODEN COMMUNITY SERVICE INC.

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2009

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.

Australian Accounting Standards set out accounting policies that the AASB has concluded would result in a financial report containing relevant and reliable information about transactions, events and conditions to which they apply. Material accounting policies adopted in the preparation of this financial report are presented below and have been consistently applied unless stated.

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

(a) Income Tax

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

(b) Property, Plant and Equipment

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

Depreciation

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

● FINANCE REPORT (cont.)

WODEN COMMUNITY SERVICE INC. NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2009

Estimated useful lives for each class of depreciable asset are:

Building Improvement	10 years
Equipment	5 Years
Motor Vehicles (CLS & CSR)	7 Years
Other Motor Vehicles	5 Years
Computer Equipment (PHAMS)	3 Years

An asset's carrying amount is written down immediately to its recoverable amount if the asset's carrying amount is greater than its estimated recoverable amount. Gains and losses on disposals are determined by comparing proceeds with the carrying amount. These gains and losses are included in the income statement.

(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 the income statement in the period in which they are incurred.

(d) Leases

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

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

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

WODEN COMMUNITY SERVICE INC. NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2009

(e) Financial Instruments

Recognition and Initial Measurement

Financial instruments, incorporating financial assets and financial liabilities, are recognised when the entity becomes a party to the contractual provisions of the instrument.

Trade date accounting is adopted for financial assets that are delivered within timeframes established by marketplace convention.

Financial instruments are initially at fair value plus transactions costs where the instrument is not classified at fair value through profit or loss. Transaction costs related to instruments classified as at fair value through profit or loss are expensed to profit or loss immediately. Financial instruments are classified and measured as set out below.

Derecognition

Financial assets are derecognised where the contractual rights to receipt of cash flows expires or the asset is transferred to another party whereby the entity no longer has any significant continuing involvement in the risks and benefits associated with the asset. Financial liabilities are derecognised where the related obligations are either discharged, cancelled or expire. The difference between carrying value of the financial liability extinguished or transferred to another party and the fair value of consideration paid, including the transfer of non-cash assets or liabilities assumed is recognised in profit or loss.

Classification and Subsequent Measurement

i) Financial assets at fair value through profit or loss

Financial assets are classified at fair value through profit or loss when they are held for trading purpose of short term profit taking, where they are derivatives not held for hedging purposes, or designated as such to avoid an accounting mismatch or to enable performance evaluation where a group of financial assets is managed by key management personnel on a fair value basis in accordance with a documented risk management or investment strategy. Realised and unrealised gains and losses arising from the changes in fair value are included in profit or loss in the period in which they arise.

ii) Loans and Receivables

Loans and receivables are non-derivative financial assets with fixed or determinable payments that are not quoted in an active market and are subsequently measure at amortised cost using the effective interest rate method.

(iii) Held-to-maturity investments

Held-to-maturity investments are non-derivative financial assets that have fixed maturities and fixed or determinable payments, and it is the entity's intention to hold these investments to maturity. They are subsequently measured at amortised cost using the effective interest rate method.

● FINANCE REPORT (cont.)

WODEN COMMUNITY SERVICE INC. NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2009

(iii) Available-for-sale financial assets

Available-for-sale financial assets are non-derivative assets that are either designated as such or that are not classified in any of the other categories. They comprise investments in the equity of other entities where there is neither a fixed maturity nor fixed or determinable payments.

(iv) Financial Liabilities

Non-derivative financial liabilities (excluding financial guarantees) are subsequently measured at amortised cost using the effective interest rate method.

Fair Value

Fair value is determined based on current bid prices for all quoted investments. Valuation techniques are applied to determine the fair value for all unlisted securities, including recent arm's length transactions, reference to similar instruments and option pricing models.

Impairment

At each reporting date, the entity assesses whether there is any objective evidence that a financial instrument has been impaired. In the case of available-for-sale financial instruments a prolonged decline in the value of the instrument is considered to determine whether impairment has arisen. Impairment losses are recognised in the Income Statement.

(f) Employee Benefits

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

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

(g) Cash

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

(h) Revenue

Revenue from the rendering of a service is 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.

WODEN COMMUNITY SERVICE INC. NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2009

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.

Interest revenue is recognized using the effective interest rate method.

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

(i) Goods and Service Tax (GST)

Revenues, expenses and assets are 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.

(j) 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.

(k) 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.

(l) Comparative Figures

When required by Accounting Standards, comparative figures have been adjusted to conform to changes in presentation for the current financial year.

● FINANCE REPORT (cont.)

WODEN COMMUNITY SERVICE INC.

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE, 2009

NOTE 2 KEY MANAGEMENT PERSONNEL COMPENSATION

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

	2009 \$	2008 \$
Short Term Benefits	457,231	442,548
Post Employment Benefits	35,641	39,827
	492,872	482,375

NOTE 3 REVENUE

Operating Activities		
Fees	3,377,811	3,162,738
Operating Grants	3,650,797	3,033,904
Other Operating Revenue	407,764	261,283
	7,436,372	6,457,925
Non-operating activities		
Interest received	121,101	133,604
	121,101	133,604
	7,557,473	6,591,529

NOTE 4 SURPLUS

Surplus before income tax expense has been determined after:

Expenses:

Depreciation of property, plant and equipment	152,207	78,322
Borrowing cost expense	31,237	1,955
Remuneration of auditor - Audit or review services	17,000	17,000
Rental expense on operating leases minimum lease payments	114,234	104,759

NOTE 5 CASH ASSETS

Cash at Bank	2,663,950	2,218,214
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WODEN COMMUNITY SERVICE INC.

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE, 2009

	2009 \$	2008 \$
NOTE 6 RECEIVABLES		
Sundry Debtors	156,617	319,699
Accrued Income	10,100	-
Provision for Impairment of Receivables	(11,378)	(6,092)
	155,339	313,607

NOTE 7 OTHER ASSETS

Prepayments	55,251	79,829
Unexpired GST Hire Purchase	557	1,165
Total	55,808	80,994

NOTE 8 PROPERTY, PLANT AND EQUIPMENT

Hire Purchase/ Capitalised leased assets	389,907	345,007
Less: Accumulated Depreciation	(70,965)	(14,269)
	318,942	330,738
Vehicles - at cost	219,365	121,399
Less: Accumulated Depreciation	(35,626)	(30,561)
	183,739	90,838
Equipment - at cost	528,911	349,362
Less: Accumulated Depreciation	(334,030)	(278,562)
	194,881	70,800
Building Improvement	116,597	-
Less: Accumulated Depreciation	(5,371)	-
	111,226	-
Total property, plant equipment & vehicles	808,788	492,376

Movements in carrying amounts

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

	Hire Purchase/ Capitalised Leased Assets	Vehicles	Equipment	Building Improve- ment	Total
Balance at the beginning of year	330,738	90,838	70,800	-	492,376
Additions	44,900	165,813	179,549	116,597	506,859
Depreciation Expense	(56,696)	(34,672)	(55,468)	(5,371)	(152,207)
Disposals (wdv)	-	(38,240)	-	-	(38,240)
Carrying amount at the end of year	318,942	183,739	194,881	111,226	808,788

● FINANCE REPORT (cont.)

WODEN COMMUNITY SERVICE INC.

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE, 2009

	2009 \$	2008 \$
NOTE 9 PAYABLES		
Trade creditors and accruals	415,638	273,413
	415,638	273,413
Other Payables:		
Grants received in advance	330,705	161,478
Unexpended Income	417,603	326,506
	748,308	487,984
	1,163,946	761,397
NOTE 10 INTEREST BEARING LIABILITIES		
CURRENT		
Hire Purchase	6,781	6,772
Lease Purchase	109,994	64,429
	116,775	71,201
NON-CURRENT		
Hire Purchase	-	6,781
Lease Purchase	139,920	211,156
	139,920	217,937
Total Hire Purchase	256,695	289,138
NOTE 11 PROVISIONS		
CURRENT		
Employee entitlements	618,757	518,815
	618,757	518,815

WODEN COMMUNITY SERVICE INC.

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE, 2009

	2009 \$	2008 \$
NOTE 12 CAPITAL AND LEASING COMMITMENTS		
(a) Finance Leasing and Hire Purchase Commitments Payable:		
- not longer than 1 year	139,603	90,469
- longer than 1 year but not longer than 5 years	156,094	252,181
	295,697	342,650
Less future finance charges	(39,002)	(53,512)
Net Lease Liability	256,695	289,138
(b) Operating Lease Commitments		
Non-cancellable operating leases concentrated for but not capitalised in the financial statements:		
Being for rent of office space and Community services premises payable:		
- not longer than 1 year	52,107	54,263
- longer than 1 year but not longer than 2 years	53,571	50,496
	105,678	104,759

NOTE 13 SEGMENT REPORTING

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

NOTE 14 ASSOCIATION DETAILS

The principal place of business of the association is 26, Corrina Street, Woden ACT 2606

NOTE 15 EVENTS AFTER THE BALANCE SHEET DATE

No events, that affect the financial position of the organisation, have been occurred after the Balance Sheet Date.

NOTE 16 RELATED PARTY DISCLOSURE

During the year ended 30 June 2009, Woden Community Service Inc; did not enter into any kind of contract with any persons who are related/associated to director or any board member of the Organisation.

● FINANCE REPORT (cont.)

WODEN COMMUNITY SERVICE INC.

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE, 2009

	2009 \$	2008 \$
NOTE 17 CASH FLOW INFORMATION		
a. Reconciliation of Cash		
Cash at Bank	2,663,950	2,218,214
Undeposited Fund		-
b. Reconciliation of net cash provided by operating activities to operating surplus		
Operating Surplus	108,646	188,369
Non-cash flows in surplus:		
Add back (profit)/ loss on asset sale	1,740	(744)
Add back depreciation charge	152,207	78,322
Less: Accrued Income	(10,100)	(6,770)
Changes in assets and liabilities		
Increase/(Decrease) in Grants in Advance	260,324	95,552
Increase/(Decrease) in Provisions	99,942	37,212
(Increase)/ Decrease in Prepayments	25,186	(69,924)
Increase/(Decrease) in Fees Received in Advance	-	(16,742)
Increase/ (Decrease) in Creditors	142,225	97,719
(Increase)/Decrease in receivables	168,368	(238,286)
Increase/ (Decrease) in Provision for Doubtful Debts	-	(5,338)
b. Net cash provided by operating activities	948,538	159,370
c. The association has no credit stand-by or financing in place.		
d. During the year the organisation has acquired two motor vehicles under lease arrangements amounting to \$44900.		

NOTE 18 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.

WODEN COMMUNITY SERVICE INC.

NOTE TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2009

NOTE 19

FINANCIAL INSTRUMENTS

a. Financial Risk Management Policies

The financial instruments consists mainly of deposits with banks, accounts receivable, payable and leases. The Organisation does not have any derivative instruments as at 30 June 2009.

i. Treasury Risk Management

The Board members meet on a regular basis to analyse financial risk exposure and evaluate treasury management strategies in the context of the most recent economic conditions and forecasts.

ii. Financial Risk Exposures and Management

The main risks the board is exposed to through its financial instruments are interest rate risk, liquidity risk and credit risk.

Foreign Currency Risk

The board is not exposed to fluctuations in foreign currencies.

Liquidity risk

The board manages liquidity risk by monitoring forecast cash flows and ensuring that adequate unutilised borrowing facilities are maintained.

Credit risk

The maximum exposure to credit risk, excluding the value of any collateral or other security, at balance sheet date to recognised financial assets, is the carrying amount, net of any provisions for impairment of those assets, as disclosed in the balance sheet and notes to the financial statements. The board does not have any single receivable or group of receivables under financial instruments entered into by the board.

There are no material amounts of collateral held as security at 30 June 2009.

Credit risk is managed by the board and reviewed regularly by the Board members. It arises from exposures to customers as well as through deposits with financial institutions.

The board monitors the credit risk by actively assessing the rating quality and liquidity of counterparties:

Only banks and financial institutions with an "A" rating are utilised.

The credit standing of counterparties is reviewed monthly for liquidity and credit risk. The trade receivables balances at 30 June 2009 and 30 June 2008 do not include any counterparties with external credit ratings. Customers are assessed for credit worthiness using the criteria detailed above.

Price risk

The board is not exposed to any material commodity price risk.

b. Financial Instruments Composition and Maturity Analysis

The table below reflects the undiscounted contractual settlement terms for financial instruments of a fixed period of maturity, as well as management's expectations of the settlement period for all other financial instruments. As such the amounts may not reconcile to the balance sheet.

● FINANCE REPORT (cont.)

WODEN COMMUNITY SERVICE INC.
NOTE TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2009
Note 19: financial instruments (cont'd)

	Weighted Average Effective Interest Rate		Floating Interest Rate		Fixed Interest Rate Maturing From 1 to 5 Years				Non - Interest Bearing		Total	
	2009	2008	2009	2008	Within one Year		From 1 to 5 Years		2009	2008	2009	2008
	%	%	\$	\$	2009	2008	2009	2008	\$	\$	\$	\$
FINANCIAL ASSETS												
Cash	3.60%	5.37%	1,265,310	1,051,268	1,243,603	1,161,871	-	-	155,037	5,075	2,663,950	2,218,214
Trade and Other Receivables			-	-	-	-	-	-	155,339	313,607	155,339	313,607
TOTAL FINANCIAL ASSETS			1,265,310	1,051,268	1,243,603	1,161,871	-	-	310,376	318,682	2,819,289	2,531,821
FINANCIAL LIABILITIES												
Hire Purchase	10.10%	-	-	-	109,994	64,429	139,920	211,156	-	-	249,914	275,585
Trade and Other Payables	9.25%	9.25%	-	-	6,781	6,772	-	6,781	415,638	273,413	6,781	13,553
TOTAL FINANCIAL LIABILITIES			-	-	116,775	71,201	139,920	217,937	415,638	273,413	672,333	562,551

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

	2009	2008
Trade Payables	\$	\$
Less than 6 months	415,638	273,413
Total trade and sundry payables	415,638	273,413

WODEN COMMUNITY SERVICE INC. NOTE TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2009 Note 19: financial instruments (cont'd)

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 2009, the effect on profit and equity as a result of changes in the interest rate, with all other variables remaining constant, would be as follows:

Change in Profit

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

Change in equity

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

	2009 \$	2008 \$
Change in Profit	25,089 (25,089)	22,199 (22,199)
Change in equity	25,089 (25,089)	22,199 (22,199)

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.

● FINANCE REPORT (cont.)

WODEN COMMUNITY SERVICE INC. NOTES TO THE FINANCIAL STATEMENT FOR THE YEAR ENDED 30 JUNE 2009.

NOTE-20 New standards and interpretations issued but not yet effective

The following Australian Accounting Standards issued or amended which are applicable to the entity but are not yet effective and have not been adopted in preparation of the financial statements at reporting date.

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	Not expected to have a material impact on the entity's financial statements
AASB 2008-6	<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	Not expected to have a material impact on the entity's financial statements
AASB 2008-8	<i>Amendments to Australian Accounting Standards arising from AASB 101</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 2009-3	<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 award credits granted to customers as part of a sales transaction	1 July 2009	Not expected to have a material impact on the entity's financial statements

WODEN COMMUNITY SERVICE INC.

CASH FLOW STATEMENT FOR THE YEAR ENDED 30 JUNE, 2009

	Note	2009 \$	2008 \$
CASH FLOWS FROM OPERATING ACTIVITIES			
Receipts from Fees		3,536,079	2,898,874
Receipts from Other Services		409,505	292,851
Payments to Suppliers and Employees		(7,029,267)	(6,588,556)
Interest Received		121,101	126,834
Operating Grants Receipts		3,911,120	3,429,367
Net Cash Provided from Operating Activities	15b	948,538	159,370
CASH FLOWS FROM INVESTING ACTIVITIES			
Fixed Asset Purchases		(461,959)	(408,613)
Proceeds from Sale of Fixed Assets		36,500	60,727
Net Cash Used in Investing Activities		(425,459)	(347,886)
CASH FLOWS FROM FINANCING ACTIVITIES			
Hire Purchase Loan/ Finance Lease		(77,343)	269,408
Net Cash Provided by Financing Activities		(77,343)	269,408
Net Increase in Cash Held		445,736	80,892
Cash Held at Beginning of the Financial year		2,218,214	2,137,322
Cash Held at the End of the Financial year	15a	2,663,950	2,218,214

The accompanying notes form part of this financial report.

● FINANCE REPORT (cont.)

RSM Bird Cameron

Chartered Accountants

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AUDITOR'S DISCLAIMER

The additional financial data presented in the following pages is in accordance with the books and records of Woden Community Service Incorporated, which have been subjected to the auditing procedures applied in our statutory audit of the association for the year ended 30 June 2009. It will be appreciated that our statutory audit did not cover all details of the additional financial data. Accordingly, we do not express an opinion on such financial data and no warranty of accuracy or reliability is given. Neither the firm nor any member or employee of the firm undertakes responsibility in any way whatsoever to any person (other than Woden Community Service Incorporated) in respect of such data, including any errors or omissions therein however caused.

RSM BIRD CAMERON

Chartered Accountants



GED STENHOUSE

Director

Canberra, Australian Capital Territory

Dated: 25 August 2009

WODEN COMMUNITY SERVICE INC.

INCOME & EXPENDITURE STATEMENT FOR THE YEAR ENDED 30 JUNE, 2009

Particulars	2009 \$	2008 \$
Income		
Operating Activities:		
Grants Received	3,650,797	3,033,904
Fees	3,377,811	3,162,738
Other Operating Income	407,764	261,283
Non-Operating Activities:		
Interest Received	121,101	133,604
TOTAL INCOME	7,557,473	6,591,529

EXPENDITURE		
Personnel Costs	5,701,083	5,103,762
Depreciation and Amortisation	152,207	78,322
Borrowing Costs	31,237	1,955
Other Operating Costs	1,564,300	1,219,121
TOTAL EXPENDITURE	7,448,827	6,403,160
NET SURPLUS/ (DEFICIT) BEFORE INCOME TAX	108,646	188,369
Income Tax Expense	-	-
NET SURPLUS/ (DEFICIT) AFTER INCOME TAX	108,646	188,369
RETAINED SURPLUS AT THE BEGINNING OF THE FINANCIAL YEAR	1,419,173	1,230,804
TRANSFERRED TO GENERAL RESERVE	-	-
RETAINED SURPLUS AT THE END OF THE FINANCIAL YEAR	1,527,819	1,419,173

The accompanying notes form part of this financial report

● FINANCE REPORT (cont.)

Annexure forming part of Income & Expenditure Statement for the year ended June 30, 2009

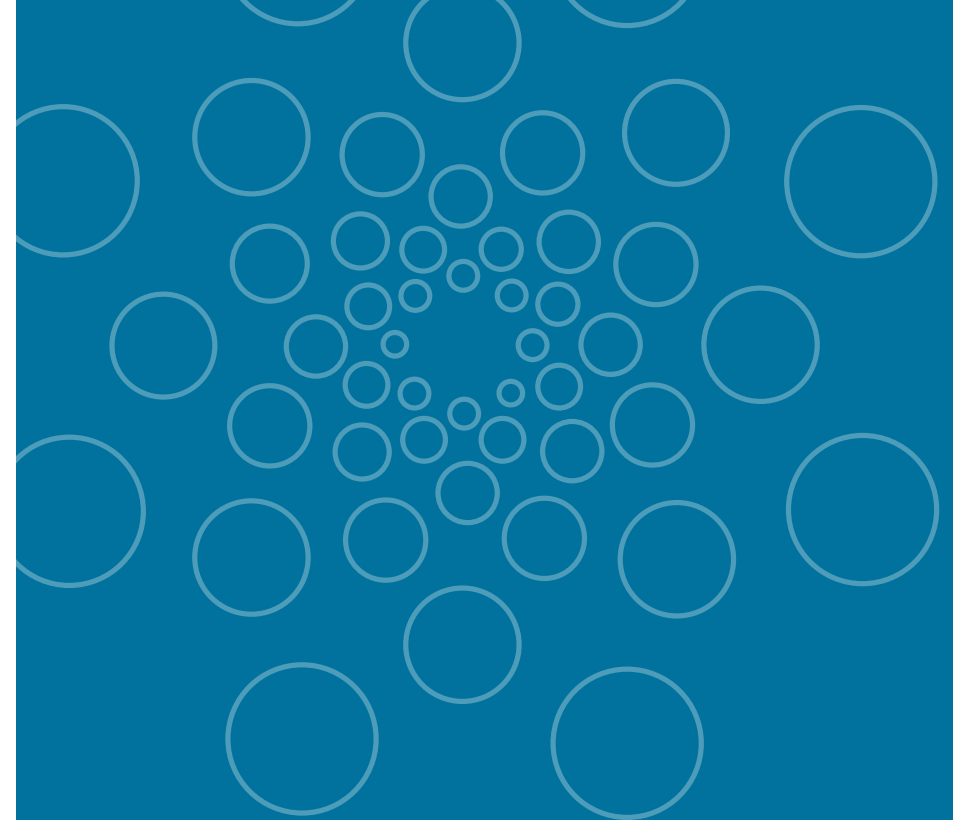
Particulars	2009 \$	2008 \$
Other Operating Income:		
Brokerage Income	6,901	35,342
Café Sale	7,687	8,985
Magazine Sale	30,747	22,386
Donations	4,927	4,076
Mobility Allowance	46,505	11,525
Playgroup Contributions	432	93
Profit/ (Loss) on sale of assets	(1,740)	744
Voluntary Clients' Contributions	63,789	61,325
The Voice News Letter	1,967	6,410
Other Income	141,229	52,772
Workers Compensation Wages	39,834	18,238
Sundry Income	43,936	20,158
GST Fringe Benefit Recovery	15,050	9,835
Government Incentive Payments	6,500	6,250
Fund Raising	-	360
Building Hire	-	2,784
Total Other Operating Income	407,764	261,283

Particulars	2009 \$	2008 \$
Personnel Costs:		
Wages & Salaries	3,740,257	4,426,504
Wages- Casual & Relief Staff	76,463	81,181
Wages- Brokerage	22,933	47,295
Reportable Fringe Benefits	1,032,370	-
Car Allowance	38,514	62,538
First Aid Allowance	4,769	5,130
Meal Allowance	8,891	9,306
Other Allowance	52,078	33,468
Superannuation Guarantee Expenses	456,445	393,866
Annual Leave Provision	57,012	50,382
Long Service Leave Provision	41,576	(11,296)
Annual Leave Loading	45,521	-
Reportable Fringe Benefits GST	15,050	-
Non Reportable Fringe Benefits	109,204	-
Sick Leave Provision	-	5,388
Total Personnel Costs	5,701,083	5,103,762

WODEN COMMUNITY SERVICE INC.

Annexure forming part of Income & Expenditure Statement for the year ended June 30, 2009 (Continued)

Particulars	2009 \$	2008 \$
Other Operating Costs:		
Advertisement & Publicity	23,050	35,399
Audit Fees	20,900	23,500
Bank Charges	17,389	22,268
Cleaning & Maintenance	87,294	70,629
Big Issue Magazine	24,240	26,455
Computer Costs	25,398	34,284
Art Grant - Client Expenses	4,608	4,346
Consumables	12,799	12,866
Debt Collection Expenses	2,317	1,614
CCMS - Grant Expenses	4,535	3,960
Ambara Grant Expenses	4,960	2,289
Donations	3,924	3,594
Electricity & Gas	40,633	30,770
Emergency Relief Fund- Expenses	103,530	(2,493)
Equipment, Furniture & Books	12,702	5,533
Excursions	24,948	23,614
Ethnic Program Costs	132	8,743
Fees for Services	349,980	299,724
Food & Craft Supplies	87,215	78,358
Freight	1,156	3,310
Festival - Expenses	22,423	-
Insurance General	97,533	89,095
Infrastructure Grant- Expenses	7,325	2,750
Doubtful Debts	5,286	(2,682)
Legal Fees	32	62
Equipment	16,789	26,052
Membership Fees	6,059	4,499
Nappy Service	1,994	-
Garden Grant Expenses	731	-
Refund- Bond	9	351
Rent/ Hire	26,238	13,000
Premises Rent Charge Out	87,996	106,768
Security	9,703	4,004
Postage & Stationery	65,883	39,482
Subscription, Books & Publications	5,278	1,241
Sport Commission Grant Costs	20,014	11,803
Telephone/ Internet	58,914	29,022
The voice news letter	4,670	5,647
Taxi & Bus Travel	7,168	6,064
Miscellaneous Expenses	505	(5,331)
Vehicle Maintenance	7,240	3,416
Vehicle Petrol	34,031	25,920
LAC's Expenses Provision	9,371	-
Vehicle Registration	18,055	9,775
Volunteer/ Client Expenses	1,329	264
Volunteer Petrol	21,413	29,332
Water & Sewerages	8,452	4,282
Staff Amenities	2,820	-
Children Grant Expenses	100	-
Sustaining Tenancy Grant Expenses	1,000	-
Workers Compensation Premium	117,232	76,042
Seminars/ Training	46,997	49,500
Total Other Operating Costs	1,564,300	1,219,121



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