



Woden Community Service Inc.

Annual Report
2010-2011



Woden ●
community
service inc.

WCS STRATEGIC PLAN 2010–2015

GOAL 1 EXCELLENCE IN SERVICES

Strategies

Deliver collaborative, responsive and innovative services

Regularly review programs to ensure relevance, transparency and quality

Provide opportunities for all staff to initiate and actively participate in sector and program development.

GOAL 2 STRENGTHEN SERVICE PRACTICE

Strategies

Ensure that all programs continuously meet legislative requirements and contracted outputs

Sustain a continuous quality improvement culture

Manage the organisation's risk environment

Develop outcomes based measurements

Establish benchmarks and standards of best practice

GOAL 3 ANTICIPATE AND RESPOND TO COMMUNITY NEEDS

Strategies

Increase strategic participation in sector and community forums/debates

Identify partnerships/'friends' within corporate sector

Research future accommodation needs and opportunities

Develop parameters to guide reinvestment of WCS reserves

GOAL 4 STRENGTHEN ORGANISATIONAL IDENTITY

Strategies

Develop a cohesive identity for the organisation to guide future development and place

Review and redesign website and information products against new goals to improve identity

Incorporate feedback mechanisms in corporate communications (goes into business plan)

Ensure organisational structure serves the organisation's identity

Establish long-term marketing and communication strategies

Acknowledge and celebrate diversity in our community



GOAL 5 SUSTAIN OUR WORKFORCE

Strategies

Develop internal communication strategy

Engage in ongoing staff professional development

Reward good ideas and innovative service delivery

Develop a flexible workforce able to work across all programs

BOARD OF MANAGEMENT

PRESIDENT

Helen Scully

SECRETARY

Janet Thompson

TREASURER

Shane Bellchambers

DIRECTOR

Chris Redmond

GENERAL MEMBERS

Michele Abel

Libby Cremen

Jamie Crosby

Martin Devine

Chris Healy

David Menzel

Peter Mitchell

Marie Luise Persson

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 are volunteering in or using the services of Woden Community Service Inc. are eligible to become a member of the Board of Management.

*Julie Evans
(WCS), Jessica
Yamaguchi
(FaHCSIA),
Julie Tongs
(Winnunga)*



*Director Chris
Redmond and
Community
Development
Worker Tricia
Eldridge*



*Family
Circles
by Linda
Huddleston*



ACKNOWLEDGEMENT

WCS acknowledges the sovereignty of the Aboriginal people and their ownership and custodianship of the land. We pay our respects to the past and present

Aboriginal elders of this land. We acknowledge the continuing contribution that Aboriginal people make to the life of the Canberra community.

PRESIDENT'S REPORT

Woden Community Service is moving from a small community service organisation to a medium sized organisation looking at broad issues and becoming involved in Canberra wide activities necessitating some major changes to our operation.

We are most fortunate to have a Director who has led us down this path growing our service and changing the culture whilst maintaining our treasured values of serving and helping the people in our community in the best way we can. During the year with Board approval two senior management staff have moved from direct service delivery to build greater capacity within the organisation for project development and provide support for the Director. They demonstrated their capabilities whilst acting in the Director role when he took a much needed holiday in January.

Earlier this year we tendered with other organisations to provide youth and family support services to the Woden area and more broadly to Weston Creek and South Canberra although, at the time of writing this report the outcome is unknown. This is a major tender and has taken much work and energy. It will mean a significant change in the way services are expected to be delivered over the Canberra area.

During the year we were successful in tendering for an innovative and responsive new mental health program (Step Up Step Down Outreach Adult Outreach Program – TRec). We hope this will be a successful pilot which will grow and broaden its role in the community. WCS is working with Belconnen Community Service and the

YWCA of Canberra to deliver a supportive tenancy service across the ACT.

For the first time this year the Board held its own planning forum where we had an afternoon to discuss our role and share some ideas about our future. The Board is proud to be governing an organisation which is growing and broadening but maintaining its original good service delivery values. We want to assist by supporting our Director and the staff in their work particularly by becoming more strategically oriented in our planning and offering opportunities for professional development for the Director and the Board members.

WE ARE MOST FORTUNATE TO HAVE A DIRECTOR WHO HAS LED US DOWN THIS PATH GROWING OUR SERVICE AND CHANGING THE CULTURE WHILST MAINTAINING OUR TREASURED VALUES OF SERVING AND HELPING THE PEOPLE IN OUR COMMUNITY IN THE BEST WAY WE CAN.

The Board has enjoyed the monthly reports from the staff giving information about the program service and achievements. Most of our services seem to be operating very well and to a high standard and we thank all the staff who value their clients and care how well we provide our service. We particularly enjoyed the birthday party in June organised by the Big Issue staff and were proud of the work being done to support the vendors as well as the wonderful vendors themselves. This is a highly successful social enterprise operating Canberra wide.

Mohammed Berjaoui addressed a Board meeting to describe his role in supporting new settlers in Canberra. We were most impressed with his very sympathetic attitude to people and his willingness to go the extra mile to help people who desperately need it.

The Woden Valley Festival was a wonderful success in celebrating our community and encouraging

cohesion. Unfortunately it was washed out towards the end by rain but nevertheless was attended by record numbers with great enjoyment.

We have challenges ahead. Changes in government funding arrangements, some changes perhaps in priorities and the future of some of our enterprises. Managing our staff and retaining their services is always an issue. I would especially like to pay tribute to Nick Illic who has battled severe illness during this year but maintained his very efficient management of our human resources.

It is pleasing to note also that we have successfully taken over the management of Lyons Early Childhood Centre. It has now become economically viable although we need to resolve the problems of rent to make it continue as a worthwhile project. It is an excellent child care centre.

Staff have invested much time in devising our risk management plan which has now been completed and is being implemented. We are also implementing our RAP plan launched in August last year and our quality assurance commitment. Accommodation is an ongoing issue but there now seems to be a way forward for us to pursue although a lot of work will need to go into it.

Board members have a serious responsibility to govern this organisation and the bigger it gets the more responsibility we carry. We rely heavily on the Director and the staff to ensure that our responsibilities are met and we are thankful that we indeed have such an excellent organisation with committed staff. We thank you all and hope that the next year will bring many new opportunities and challenges to inspire us.

Helen Scully

Global Kitchen



*Woden Valley
Community
Festival*



DIRECTOR'S REPORT

If one notion summarised Woden Community Service's approach to service delivery in the past year it would surely be the importance of working together, both within WCS and with other organisations, to develop strong service networks and improved service experiences for people.

WCS's service delivery in the past year has consciously focused on building stronger partnerships with service providers, government departments (directorates), community organisations and individuals and it seems that this will only increase throughout all aspects of our service delivery. WCS is building cooperative working partnerships with a number of agencies on a number of levels.

During the year Woden joined together with Belconnen Community Service and the YWCA of Canberra to successfully bid for a new housing support program across the ACT, with WCS as the lead agency. This initiative saw the development of a new governance approach with the three agencies jointly managing all aspects of the program.

Woden Community Service strengthened its relationship with Belconnen Community Service in delivering the Local Area Coordination program throughout Canberra. As this report goes to print Local Area Coordination is moving into an office that it will share with Disability ACT and House with No Steps to provide greater service access to people living with a disability.

The changes to the Youth Services and Family Support Programs and the resultant tender required currently funded agencies to form service partnerships to deliver these aligned services across broader geographical areas. Woden Community Service developed a service partnership with Southside Community Service and Anglicare to apply for funding to deliver family support and youth services across the south western region of Canberra. This potential partnership builds on the existing service

arrangement WCS shares with Anglicare for the delivery of Youth Connections services.

Woden Community Service successfully tendered for the delivery of an innovative mental health program, Step Up Step Down Adult Outreach, which will be guided by a partnership agreement between Woden Community Service and Mental Health ACT aimed at supporting people at risk of hospitalisation due to a mental health crisis or people being discharged from hospital after a mental health episode. The success of this program will greatly depend on how well WCS staff work with community mental health and clinical services.

WCS is now developing a service delivery model that has service integration as its starting point, encouraging all programs to consider what other services, including WCS programs, are involved in a person's life and how we can work with them to assist in achieving the goals sought by people using our services.

There have been a number of significant events over the last 12 months, most notably WCS's social enterprise, Café Ink, winning both the Social Inclusion Award for Small Business and the Chief Minister's Award for Excellence in Social Inclusion. The café, located in the Woden Library next to the ACT Shopfront, employs ten people who have experienced long term exclusion from the labour market. The café uses only fair trade tea, coffee and chocolate, purchases local products and seeks to limit its ecological footprint as much as possible. Throughout the year the café has built a steady customer base and is developing a catering trade which will be a focus of our efforts in the next year.

During the year Woden Community Service also completed a Reconciliation Action Plan (RAP) which built on the Statement of Commitment that was published in last year's annual report. The RAP contained a number of activities that WCS committed to over the past year and which the RAP working group and organisation is busily working its way through. The RAP was jointly launched with the ACT Council of Social Service's RAP at Corroboree Park in Ainslie. The

RAP is a key organisational document which marks WCS's efforts at practical reconciliation in our day to day work and to build staff and community awareness of its critical importance. WCS has hosted a number of events commemorating significant Aboriginal and Torres Strait Islander celebrations throughout the year including partnership events with ACTCOSS and the YWCA of Canberra for National Reconciliation Week and NAIDOC week.

The Big Issue celebrated its 15th birthday in Australia with a birthday bash at Reception Room in the Legislative Assembly. In a tribute to its support in the ACT over 100 people attended the celebration, including the Jumpin' Gateway Choir, vendors past and present, ACT Government Ministers and Members of the Legislative Assembly. The event was the culmination of much activity by a hive of volunteers who planned the celebration over many months. A special guest for the event was Bill Wood, a former Member of the Legislative Assembly who changed the Hawker Law in the ACT to allow Big Issue vendors to sell the street magazine in public places.

2010–2011 was a memorable year as once special events have been penned into the work planner as just part of the ongoing "busyness" of the service. The annual community festival, planned and presented with the Woden Valley Community Council, was bigger and brighter than the previous year, the

annual Easter Egg Hunt and Christmas dinner, a partnership with the Rotary Club of Woden Daybreak continue to bring the community together and provide much enjoyed activities.

The WCS Board has been active throughout the year providing guidance and support to the staff and volunteers of the organisation. I would like to thank them for their enduring commitment to WCS. The staff and volunteers of Woden Community Service have continued to deliver quality responsive services to people seeking support, their dedication is greatly valued.

Our service partners across Canberra – other agencies and providers who complement the work of WCS and our colleagues in the ACT public service and the Australian public service – provide WCS with the means and the opportunities to create and deliver improved service responses to people using WCS's service. Thank you for your support throughout the year.

To the people accessing WCS services, thank you for the chance to be a part of your lives. I acknowledge your strength and determination.

Chris Redmond



Chris Redmond

Cafe Ink staff

THERE HAVE BEEN A NUMBER OF SIGNIFICANT EVENTS OVER THE LAST 12 MONTHS, MOST NOTABLY WCS'S SOCIAL ENTERPRISE, CAFÉ INK, WINNING BOTH THE SOCIAL INCLUSION AWARD FOR SMALL BUSINESS AND THE CHIEF MINISTER'S AWARD FOR EXCELLENCE IN SOCIAL INCLUSION.



RECONCILIATION ACTION PLAN WORKING GROUP

Woden Community Service continued its reconciliation journey in 2010–11 with the release of its Reconciliation Action Plan (RAP) on 9 August 2010. The launch was a joint event with the ACT Council of Social Service. The WCS RAP sets out our vision for reconciliation and steps to work towards reconciliation in our community.

During the year, WCS had a number of events to raise awareness within the organisation and broader community. These included:

- WCS staff celebrated NAIDOC week in July 2010 with a morning tea. Two students from the University of Canberra spoke about competing in the National Indigenous Tertiary Education Student Games later in the year. Staff contributed towards the costs for UC students attending the games.
- Rod Little from the ACT Indigenous Elected Body was the key speaker at the WCS AGM in September 2010, talking about his work with the Body and the importance of RAPs within community organisations to progress reconciliation at a local community level.
- At the Woden Valley Festival on Saturday 6 November 2010, Auntie Janette Phillips opened the day's activities with a Welcome to Country.
- Staff from WCS and other agencies marked the Close the Gap Day with a morning tea on 23 March 2011. We watched a DVD from Oxfam about effective approaches, and then Julie Tongs from Winnunga Nimmityjah Aboriginal Health Service, in Narrabundah, spoke about what they are doing to close the gap in life expectancy and other measures between Indigenous and non-Indigenous people.
- WCS entered a team in the Oz Tag competition run by YWCA Young Aboriginal and Torres Strait Islander Women's Leadership Project in May 2011.
- WCS staff supported the National Sorry Day march and event on 26 May.
- For Reconciliation Week in June 2011, we joined with ACTCOSS, Communities@Work and the YWCA to host an event to talk about recognition and its importance to Aboriginal and Torres Strait Islander people. As a result of this event, the organisations produced a communiqué (attached opposite) with the statements summarising the key messages from the discussion.

There have also been changes in our ongoing activities:

- An acknowledgement of country now begins WCS staff meetings, Team Leadership Group meetings and Board meetings.
- WCS has purchased two artworks by local Aboriginal artists, which are now displayed at WCS head office.
- Throughout the year Children's Services have engaged in a variety of activities to include Aboriginal culture in their programs. This has included art and craft work, story books of traditional tales, music, storytellers and Aboriginal visitors.

In addition to these achievements, there were also many learnings, as we did not meet all the targets set in the RAP. The RAP working group is preparing a comprehensive report and review of the RAP, in consultation with staff and the community. WCS will release a refreshed RAP in 2011–12.

National Reconciliation Week Communique

Four ACT agencies hosted a National Reconciliation Week event to start a conversation on the importance of recognition to reconciliation and its place within the Australian constitution. The conversation involved over 50 people who discussed the importance of recognition of Aboriginal and Torres Strait Islander peoples in the Australian constitution.

*Chris Redmond
(WCS) and Roslyn
Dundas (ACTCOSS)
watch 2Deadly
(rap artist Nathan
Carter) at the WCS/
ACTCOSS RAP
launch*



Event participants worked in groups of ten and were asked to prepare a statement that summarised the key messages from their discussions. Participants agreed that these statements could be used as a submission to the National Conversation about Aboriginal and Torres Strait Islander constitutional recognition.

All of the statements made by the event participants called for changes to the Australian Constitution that recognised Aboriginal people and Torres Strait Islander people in a number of important ways.

Statements

Recognition of Aboriginal people and Torres Strait Islander people as the traditional custodians of Australia. Constitutional reform is important for all Australians. Recognition is the first step; reconciliation is the action that follows.

Recognition of First Peoples of Australia is important because it validates and honours their histories and connection to these lands, seas and skies.

If Aboriginal people and Torres Strait Islander people are equal within the law and policy, we need to enshrine their culture and the policies that go with the culture. We need to recognise the past history because the past history influences the present. Importance of acknowledging sovereignty is the starting point.

"We would not be the nation we could be"
(without recognition of Aboriginal people
and Torres Strait Islander people)

Recognising Aboriginal and Torres Strait
Islander people is recognising our nations and
our people's heart which is our foundation.

We call upon the Expert Panel on constitutional
recognition of Indigenous Australians to
include these statements in their deliberations for
constitutional change.

*Sharon White,
Julie Tongs
(Winnunga), Susan
Henderson, Chris
Redmond and
Maryanne Allan at
the Close the Gap
day event*



*Betty Connelly
from Relationships
Australia talks to
participants before
the discussions start.
Photo: Hilary
Wardhaugh*



*Participants
discuss constitutional
recognition of
Aboriginal and
Torres Strait Islander
Australians..
Photo: Hilary
Wardhaugh*



*Auntie Janette
Phillips opens the
RAP launch with a
Welcome to Country*



CHILDREN'S SERVICES

LOLLIPOP CHILDREN'S CENTRE

We have had an eventful year with a change of Director, as Jelena Milosavljevic resigned to explore a different career path. We welcomed our new Director Nicole Metcalfe who started in March 2011.

She is assisted by Amanda Mytka (assistant director), Sharolyn Tan, Rebecca Power, Dhanashree Vedanti, Yvonne Leung, Rachel Kleinig, Rachel Corsini, Emily Jennings, Neha Khullar, Uma Ramesh, Gabriel Singh (accounts) and a number of regular relief staff.

Staff who have left are Maria Fe Manuel, Niroshi Dhason, May Hamedah – accounts (maternity leave), Lessly Lamig, Marija Milosavljevic, Fatima Moradian and Sophie Thompson.

We are the only long day-care centre that offers part-time care, Occasional Care and Long Day Care in Canberra. We are almost at capacity for long day care and part-time care. We have successfully passed licensing visits and National Quality Framework spot checks. We are busy adapting to the Early Years

Learning Framework that comes into full effect in January 2012.

Constable Kenny Koala visited with Constable Stuart in his police car, and the children learnt a lot about road safety during this visit. We also celebrated NAIDOC Week with a visit from Larry Brandy, a renowned Aboriginal story teller. The children took part in the story telling process and looked at artefacts from his tribe.

Lollipop Children's Centre now has regular music sessions every Wednesday, run by Rocking Horse Music Program, and regular library visits. We have planned excursions coming up and fun days to celebrate Children's Week and special events.

We have also re-named each rooms, based on the different cultures that attend our centre. **Chen Xi** – Babies room, Chinese for "new beginning"; **Amarco** – Toddlers room which is Aboriginal for "beautiful place"; and **Vikshepa** – Preschool room, Indian for "Diversity".

Nicole Metcalfe, Director



LYONS CHILDREN CENTRE

In February we established Lyons Children's Centre as part of the Lyons Early Childhood School for children birth to eight years old. We operate every week of the year, from 7.30 to 6.00pm daily.

We provide long day care for children birth to five years, before and after school care for preschool and school age children, and offer a holiday program during school holidays.

Our permanent staff are Janine Beaumont (Director), Rebecca Vanhala (Assistant Director), Jana Beaumont, Celestine Gnanamanie, Chartae Hood, Khola Javed, Mercy Librando, Bronwyn Maher, Christina McEvoy, Jessica Miller, Nicole O'Sullivan, Moharee Pathinayake, Gabriel Singh (accounts), Tomasz Tomoczzonek, Ashleigh Turton, Ashley Waddell, Miranda Witchard, and Vanessa Lilliard. Staff who have left include Jessica Dobbie, Darunee Fontaine, Shelley Knight and Sharda Ramdin.

We have worked hard to build trust with the families as the new childcare component providers for the Lyons Early Childhood School, and have kept staff as consistent as possible, kept families informed and also listened to their feedback. We also work closely with school staff to provide consistency of approach, shared goals, information and experiences, and to ensure a constant exchange of information.

Three of our staff and three from the school are benefiting from a government grant to assist all Early Childhood Schools to build relationships between the school and our childcare component. They are currently working on a project called 'Building Belonging'.

In March we held an Open Day "Paint and Play", and invited the families, friends and community to view our rooms and share morning tea and a play. The feedback was great with 28 families coming, and



there was interest for more of these activities. We had the Easter Egg Hunt a week or so before Easter. We celebrated the school's first birthday in May, opening with a traditional purifying smoking ceremony and had a children's 'Art Exhibition', sausage sizzle and more.

The Global Kitchen event was held at the school in June. It helped to highlight the rich cultural diversity at the school using food as the focus, developed community spirit and lifted WCS's profile as the official provider of Lyons Children's Centre. This event is being repeated later in the year as it was so successful.

A group of 30 CIT students visited our program with their lecturer. This was of mutual benefit, as the students saw how childcare in an early childhood school works and some CIT students have requested casual work with us. In August the school has invited our 3 to 4 age group to participate in a school readiness music activity that goes for the whole term. The aim is to help with transition to preschool.

Janine Beaumont, Director

WODEN / WESTON FAMILY DAY CARE

Family Day Care is a flexible option for parents and staff, offering full and part-time care during regular hours, out of hours, overnight and weekends.

The childcare educators are employed by Woden Community Service and work from their own homes in the Woden, Weston Creek and Tuggeranong areas.

Family Day Care operates a playgroup in the new Weston Community Hub. We have had access to our new room there since March 2011.

The playgroup provides an opportunity to the Home Based Child Care Educators to network with their peers, as well as draw ideas from the session to utilise in their own homes. This maintains and offers quality care for children and families.

We have been operating a monthly Get Together for the educators in the Community Room at WCS. These are held on the last Thursday of each month from 7.00pm – 9.00pm

We have been able to use this opportunity to provide training in a relaxed environment.

Training provided has included

- QA revision
- The introduction of the Early Years Learning Framework

- Discussion on the National Quality Standards
- Back care
- SIDS and Kids – safe sleeping
- Mandatory reporting
- Behaviour guidance
- The benefits of play
- Kidsafe

We have had four new educators commence with Family Day Care this year and two of these are younger educators. With the introduction of paid maternity leave in 2011, it will encourage them to stay in the industry and encourage younger women to consider Family Day Care as a career option. We are always looking for more educators to join our team!

Our co-ordination unit staff are Jenny Pearce, Helen Sutton and Yvonne Weldon. Our fieldworker Sonja Vuckovic retired after more than 30 years work with WCS, and has been replaced by Sharon Fletcher. The educators who have left us in the past year are Lorraine Dukes, Zakia Whyte and Neela Padmanabhan.

Jenny Pearce, Director



SCHOOL AGE CARE

The seven School Age Care programs at Curtin, Farrer, Garran, Hughes, Red Hill and Torrens operate almost to capacity every day and provide a safe environment with fun games and activities in a relaxed setting.

Our permanent Educators include: Nila Chaleune, Katie Crawford, Brian Pearce, Nina Bennetts, Michael Aisbitt, Linda Balding, Elise Bailey, Edie McLister, Vidya Chandra, Krysta Cordina, Jennafa Rosenblatt, Robert Paterson-Wheeler, Chriss Wallwork, Miriam Scerri, Julio Caggiano, Alex Brown, Gabriel Singh and Talha Syed. Both Maree Walker and May Hamedeh are currently on maternity leave.

The permanent staff that have left our program are Leon Summerell, Josh MacKenzie, Peter Dwyer, Jane Robins, Yvonne Weldon and Kathleen Martinek.

This year has been about becoming familiar with the new National Quality Framework that will be effective from January 2012. This will be replacing our accreditation system which is currently administered by the National Childcare Accreditation Council.

This year we have tried to be more innovative and creative with the programs we provide to the community. We have initiated two new programs for Vacation Care. In January 2011 we introduced a Bike Workshop which is run by Michael Aisbitt who is a former cycling World Champion. This bike workshop was targeted at the older children who have been requesting more exciting and challenging programs. The program was run from the Garran Scout Hall and gave the children opportunities to go for interesting and extended bike rides around the Woden area and beyond. The workshops were also designed to encourage children to become more familiar with maintaining and fixing their bikes and also looked at road safety. We are looking to continue this workshop in future holiday programs.

For the April 2011 holidays we established a Junior Specific Vacation Care program run from the Lyons Early Childhood School Hall. The program caters to approximately 33 children from Kindergarten to Year 2. In this program we are able to provide many age specific activities such as hatching chicks and dress up days. This program has proven to be very popular and we have received a lot of positive community feedback. Our existing Vacation Care program at Garran Primary School now caters to children from Kindergarten to year 6.

School Age Care is now operating a before school care program at Torrens Primary. We had received considerable interest from the school community which saw the program commence in February 2011. Torrens before school care provides fun and interesting activities and is a positive extension to the after school care program. While numbers are fairly low at the moment, we are hoping that continued interest in the program will see it flourish in the future.

*Nila Chaleune, Administration Director
School Age Care*



THIS YEAR WE HAVE TRIED TO BE
MORE INNOVATIVE AND CREATIVE
WITH THE PROGRAMS WE PROVIDE TO
THE COMMUNITY.

COMMUNITY PROGRAMS

COMMUNITY LIFE SKILLS

Funding Body: Community Services Directorate

Manager: Dawne Ballard

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

At present Community Life Skills provides support to 27 people, of these 26 people are provided support through from government block funding. 24 people each receive nine hours support weekly. Another person receives five hours support per week. One service user receives eight extra hours support per week through a separate funding agreement. This provides remedial massage for this service user and one supported swimming session per week. Another service user receives three hours of support per week, which allows him to deliver The Big Issue to various venues throughout the ACT. 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 two support workers to three service users.

There were many positive and exciting events for CLS during the year. These include:

Again CLS staff and one service user, Karen, participated in "Cupcake Day" to raise money for the RSPCA. We raised almost double the amount we raised last time. Also this time we were filmed by a promotional team from Centrelink who assured us that we would be featured on their new webpage. We have been checking from time to time and there is no sign of us on their site just yet! However, Karen revelled in the movie star role and was more than happy to repeat her lines and moves as many times as it took for the film crew to get the action "Just Right".

Another service user, Michael has now gained part time employment with Koomarri and has a very busy life. CLS were able to accommodate his work times to enable him to still attend our program two days per week.

The association between the Brumbies rugby team and a CLS service user continued this past year and again was a huge success. CLS service user Tau was able to attend training sessions, the Captain's runs and all home games, mostly with John (CLS support worker) volunteering his own time yet again. The whole team were quite jealous when Tau was presented with team clothing and memorabilia, including a new season jersey signed by the whole team. This association has allowed Tau to continue to be a great ambassador for the Brumbies and for people with a disability. Tau and John were asked to attend the launch of the Brumbies Companion Card which allows people with a disability to attend matches with free entry for an attendant support worker. Many organisations have now come on board with this scheme and other CLS service users have applied for and received the card.

CLS staff have again undergone some valuable training during the past year, including Defensive Driving, Managing Challenging Behaviours and Back Care, just to name a few. Social Role Valorisation (SRV) and other training will be undertaken later in the year by various staff members.

CLS service users took part in many and varied activities throughout the year. The organisers of the Summernats and the Canberra Show were again very generous with free entry tickets and this enabled some service users to attend who otherwise would not have been able to. Floriade is again coming up and is a favourite venue for many service users and staff alike.

CLS also attended musical events, Questacon, major art galleries, including many and varied exhibitions throughout the year, the National Museum, the War Memorial and both Parliament Houses and most other attractions. Many of these are exclusive to the ACT and we are very lucky to be able to access them, mostly without any monetary costs. We also took advantage of the many beautiful parks and walking paths around Canberra in the warmer weather, for BBQs, picnics and strolls.

CLS encourages service users to maintain a healthy lifestyle and attend swimming and gym sessions with as many service users as possible. We also encourage walking and outdoor activities and healthy eating habits. Some people in our program are showing great results from these activities, in the form of weight loss and an increase in general fitness levels.

The dinner groups made use of very many and varied restaurants around town, providing service users with a huge variety of meals and venues. We also took advantage of warm weather to have BBQs and picnics for dinner from time to time.

Our Christmas lunch was again held at the Kambah Woolshed. Attendance was down slightly this year due to many service users having other commitments. However, those in attendance agreed that a great time was had by all. CLS team members excelled themselves by providing transport, support and fabulous food to service users, parents and family members and group house staff.

**COMMITTED 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.**

**THIS IS ACHIEVED
BY ONGOING
PARTICIPATION WITHIN THE
GENERAL COMMUNITY
AND BY GAINING AND / OR
MAINTAINING ROLES THAT ARE
VALUED AND ACCEPTED
AS A NORMAL PART OF
COMMUNITY LIFE.**

*Brad and Julian
collecting The Big
Issue from WCS to
distribute to various
venues for pick-up
by vendors*



CLS launched its new timetable in August. This is thanks to Kerry Bargas's hard work and perseverance. It allowed CLS to make much better use of our staff hours, vehicles and resources. CLS staff members have had a day in the office to fine tune the new roster, update information, archive old files and update staff timesheets etc. This proved to be a very busy day with us all exhausted by the end of it. However, a lot was achieved and we were well prepared for the implementation of the new roster on time.

Two Post School service users have moved on to different services and one left to gain employment.

Sadly we saw the passing of John Cameron in late April. John lived at the Burn Street group house in Downer and had been a part of the CLS program since 1987. John was a cheeky chap who loved his cup of tea and toasted sandwiches. He also loved to listen to and watch horse racing and had lots of friends at the Ainslie Footy club where he liked to watch the races on the big screen. As the horses left the barrier John could be heard all over the club cheering and whooping. He had been ill for some months before his passing and is survived by his mother and five sisters, many nieces, nephews, aunties, uncles, cousins and many friends. He will be greatly missed by CLS staff and service users, his housemates and the staff at his house.

As usual there has been a lot happening within the program during the last year and as usual there has been some movement of staff to and from the program.

Damien Mitchell joined another organisation working to assist school leavers with a disability to settle into the general community. We see him from time to time and he reports that he is happy in his new position. He has been replaced by Brad Upward who is proving to be a valuable and respected member of the team.

John Cameron at the Ainslie Football club enjoying a cup of tea and watching the horse races



MY THANKS MUST GO OUT TO THE ENTIRE CLS TEAM FOR THEIR EFFORT IN MAINTAINING A CONSISTENTLY HIGH LEVEL OF SERVICE DELIVERY TO ALL OUR SERVICE USERS, CONTINUED SUPPORT OF MYSELF AND EACH OTHER, AND FOR THEIR FLEXIBILITY IN MAKING CHANGES TO THEIR DAILY ROUTINE, OFTEN AT VERY SHORT NOTICE.

Ron Jackson left CLS and joined the Big Issue. Is this move to and from The Big Issue becoming a habit, given that John Brochie, Stuart Poole and now Ron Jackson have made the move? Ron was a very well respected member of our team and we were very sorry to lose his valuable experience and down to earth approach. He has been replaced by Sarbjeet Dhillon who very quickly fitted in to the CLS work environment and is doing a great job.

Emma Woollaston and Hanna Clifford have joined CLS on a casual basis. Both also work for Community Supported Respite, program for young people with a disability. Jill Rafferty returned from overseas and rejoined the CLS team for a short time.

My thanks must go out to the entire CLS team for their effort in maintaining a consistently high level of service delivery to all our service users, continued support of myself and each other, and for their flexibility in making changes to their daily routine, often at very short notice.

My sincere thanks go to Kerry Bargas for her unwavering support throughout the year. There are so many things we could not have achieved without her support and understanding.

Thank you too to Chris Redmond, Sharon White, the Reception staff and the Finance team who all provide ongoing assistance and support to myself and the CLS program. The CLS staff also wishes to thank our board members for their support of time off over the Christmas period. This allows many of us the time to travel to spend time with friends and relatives, and makes for a much safer and happier holiday season.

HACC PROGRAM

Woden Community Service receives HACC funding to provide case management services to older people and younger people with a disability in the Woden area.

Staff

Alice Butler – Program Manager
(commenced 28 March)

Stephanie Tolson – Case Manager

Lisa Hartwig – Part time Case Manager

Annie Rietdyk – Part time Case Manager

Bob Lamb – Case Manager

Souzan Mohamed – Social Group Coordinator
(Part-time)

Mavis Angove - Social Group

Linda Peers – Transport Coordinator

Brian Sclater – Driver

Wilhelm Speldwinde – Driver

John Kaye – Driver (Part-time)

Ian Thompson – Driver (Casual)

Resignations

Robyn Rutherford
Lorraine Moises

Case Management

Services such as domestic assistance, personal care and shopping all come under the HACC umbrella and are managed by our Case Managers. The outputs this year saw an increase in the need for Case Management and personal care services. In addition, the need for social support in the form of shopping assistance also rose as a result of the increased number of frail aged living in their homes. With the support from the Case Management team and the broader HACC team, people are able to stay in their own homes longer than would have been possible without such services.

Currently we have 3.5 Case managers in the team delivering service to approximately 476 people. The number of Case Management hours delivered was the same with the contracted outputs. (Refer to table below)

The demand for Case Management services has grown this year and the needs of some people are quite complex. (Refer to table below). With the increase expected in the number of “baby boomers” drawing on our services, the need for more case managers will become apparent.

PROGRAM	CONTRACTED OUTPUTS (in Hours)	ACTUAL OUTPUTS 2009–2010 (in Hours)	ACTUAL OUTPUTS 2010–2011 (in Hours)
Case Management	4166	3980	4164
Domestic Assistance	4074	4460	4990
Rural	250	117	186
Social Support	782	653	851
Rural	250	147	111
Personal Care	1365	1645	1356
Rural	250	20	17
Tuesday Social Group	2800	2568	1820
Monday Masonic & Friday Social Groups – Lyons	4200	4198	3103
WCS Friday Social Group	2304	*	2021
Transport	15250	11715	14185

* this was funded by Health PACT until July 2009 so no figures are available

Transport

The HACC Transport section 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 two full-time drivers, two part-time drivers and a group of dedicated hardworking volunteers. The focus of the HACC transport tends to be on assisting people to attend medical appointments however with extra resources, we are now 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 travelled over 79562 kilometres. The total number of drives for the year amounted to 14014. Service was provided to 324 people. Volunteers donated 28593 kilometres and 1573 hours to support our service users.

The Community Lunches are well attended. They are held three times a year, offering entertainment and raffles, with acceptances totalling up to 60 people for each occasion who thoroughly enjoy the event. Transport is provided for most of the people attending and volunteers assist staff to support service users on the day.

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.

Social Support Groups

Woden Community Service groups are generally run for older persons who are isolated, live alone or come from culturally and linguistically diverse backgrounds throughout the Woden area. Social groups give people the opportunity to engage with others and form new friendships.

The Monday group is held at the Masonic Hall in Pearce and the Tuesday and Friday groups are held in the Lutheran Church Hall, Lyons. Another Friday group is held in the WCS community room. These groups are organised by a Social Group Coordinator, a paid volunteer and a number of volunteers.

Over the past year, attendance has decreased due in part to ageing and decreased health, however in the other Friday group held at WCS community room, the attendance is steady.

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SERVICE.**

With the appointment of the new HACC Manager we have implemented a number of strategies to increase the number of people accessing the service. These include marketing plans and examining the type of activities delivered. These will be rolled out in the new financial year.

We have arranged a varied program and stimulating activities for the participants. Activities for the groups attending the Masonic and Lyons groups include guest speakers from Council of the Ageing (COTA), Arthritis Australia, lake cruise, musical entertainers plus some line dancing and art and craft. The bus trips are continuing to be popular however the feedback from the people shows a preference for different venues including visits to places outside Canberra such as Gunning, Yass and Goulburn etc. One trip in particular that was well received was the National Art Gallery where groups enjoyed some modern art as well as the artwork by the masters. Other popular outings were the visit to the Pialligo Nursery and shopping at the local Op shops.

The Masonic group in Pearce has reached a critical number of attendees and the HACC Manager is in discussions with the Social Group Coordinator to increase the numbers. These include improving the type of activities and the marketing to people in the area and whether we include others outside the

Masonic Village in Pearce and neighbouring suburbs. If the numbers do not dramatically increase, the viability of the group will be reviewed.

The Friday group who meet at the WCS community room has had a successful year where satisfaction and enthusiasm is high. The women have cemented friendships extending beyond the Friday gatherings, contacting each other by telephone and, where possible, at other social gatherings. This is an important factor in reducing social isolation.

Gentle exercise is encouraged. One of the women, aged 91, recovering from hip replacement surgery, still comes to the group. Nutrition is discussed and home style meals with fresh produce are provided.

Volunteers play a huge part supporting in running the group. They are hardworking, and dedicated and much appreciated by the organisation.

Staff at Woden Community Service are warm and welcoming to the women and enjoy the laughter and music emanating from the room.

Rural Settlements

As in previous years HACC funding also continues to support a number of rural clients with domestic assistance, personal care, transport and social support.

Monthly Lanyon get-togethers continue to be popular, with most people attending each month. Most months there are around 10 people attending, which indicates it is still a valuable activity. Several of the rural people have also been enjoying the Monday Mystery bus tours, which has been great to see.

With the closure of the Tharwa Bridge for most of the past year, the domestic assistance and personal care dropped significantly. Now that the bridge is reopened we expect the numbers to rise again.

The year ahead should see the continuation of close links with the rural ACT communities.

The HACC Manager is currently reviewing and developing new policies and procedures for all aspects of the HACC Program as reflected in the improvement plan developed during the external audit process. Already the security of the movement and storage of client files has been improved.

Alice Butler, HACC Program Manager

MENTAL HEALTH PROGRAMS

Funding:

The Personal Helpers and Mentors program (PHaMs): Department of Families, Housing, Community Services & Indigenous Affairs (FaHCSIA)

Transition to Recovery (TRec): Mental Health, Justice Health and Alcohol & Drug Services (MHJA&DS)

PHaMs Staff

Louis Kearins, Leila Cormick, Keith Mahar, Bruce Stephenson, Paul Russell, Mark Crowley, (Mark Bothe), (Omagaia Sowelu)

TRec Staff

Prue Gleeson, Maree Fish, Jayne Tandi

The Personal Helpers and Mentors program (PHaMs)

The Personal Helpers and Mentors program (PHaMs) is a national, community based mental health outreach service which supports adults whose ability to manage daily activities and to live independently in the community is seriously affected by the experience of mental illness. The WCS PHaMs program operates for people living in Woden, Weston Creek and Tuggeranong. During the last year we have supported over 70 people who come from all walks of life and demographics across a range of activities from intensive ongoing support to shorter term interventions. 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: Keith, Bruce, Leila, Louise and Paul



The PHaMs team includes five full-time workers including one casual and two full-time 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. Mark Bothe left the PHaMs team in December 2010 to work in England with his fiancée Jess. We wish him all the best in his overseas adventure and acknowledge his significant contribution to participants in the program and WCS. There was no direct replacement for Mark, as we were operating with extra capacity at the time. One of PHaMs' peer support workers, Keith Mahar, increased from four to five days in January 2011. It is also the first time that Keith has been working full-time since 1994, when he first experienced psychosis – a remarkable achievement for Keith in its own right.

Leila, Bruce, Paul and Louise have been part of the team since the establishment of PHaMs in 2007 and Keith has been with us since May 2009. In addition, we are delighted that we were able to employ Mark Crowley on a casual basis to co-facilitate the weekly men's peer support group (Chat & Chew). Mark's skills, life experience and enthusiasm have been a positive addition to the PHaMs team.

*Mark & Jess
at the WCS
Xmas Party*



*The
ubiquitous
Bruce, our
dedicated
delegate*



Transition to Recovery (TRec)

Last year WCS successfully tendered to MHJHA&DS for the provision of an adult step up / step down outreach support program. *Transition to Recovery (TRec)* is an intensive Step Up and Step Down community outreach program which aims to assist participants to transition successfully to the community following an acute episode of mental illness and admission to the PSU. It also provides additional support and increased community recovery options for people currently linked with the clinical mental health teams and who are showing signs of relapse and are at risk of hospitalisation. The people using the TRec service will have a level of support that has not been available in the ACT to this point, including an after-hours service up to 9pm, seven days per week. While it is a small program, it will begin to address some of the needs of those at a higher risk of relapse and further hospitalisation.

The set up for TRec is well underway and we are fortunate to have recruited a team of exceptional quality with the employment of Team Leader, Prue Gleeson and Key Workers Jayne Tandi and Maree Fish. Prue is continuing to recruit staff for the after-hours component of the program. A Partnership Agreement has been signed between WCS and MHJHA&DS which outlines what each will provide and how the services will work together. WCS is committed to a full evaluation of the service starting as soon as possible.

The genesis for this tender reflects some of the issues and responses identified in research WCS undertook between 2006–2009 which resulted in the original TRec proposal which was presented to the Mental Health Policy Unit in 2009 as well as the work undertaken by our PHaMs program since 2007. TRec reflects the ongoing commitment by WCS over these years to identify gaps in service and establish effective programs and services to better assist individuals in the community. Our innovations and investment in the community mental health sector over these years has made a contribution to the policy direction that led to this tender and at the same time put us in a strong position to win it in the face of stiff competition from well established community mental health providers. We can now rightly say that WCS provides mental health services not only to the Woden Valley but across the ACT.





δημοκρατία
Demos-people
Kratos-power
Democracy

The peripatetic
Philosophy Group
visited the Museum
of Australian
Democracy at Old
Parliament House



One of
Omagaia's
works hanging
in the TRec
office and the
WSW banner



Oddie
volunteered
to drive the
HACC bus for
the WSW coast
trips in 2011

A key element of WCS Mental Health Programs 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, we have several group initiatives to report on.

The WCS Art Group finished at the end of 2010, largely due to Renald Navilly having to take extended sick leave. Renald has been an inspiration to us and he has made an invaluable contribution to WCS and across the whole community mental health sector over many years. We wish him all the very best in his recovery and look forward to his return to his valued work in our community. Omagaia Sowelu co-facilitated the group with Renald since its inception at the beginning of 2008. We are immensely grateful for her commitment and have the reminders of the group's creativity, as well as Omagaia's in particular, at several locations throughout WCS.

Other groups the PHaMs team has developed include the Women Supporting Women (WSW) group, as mentioned above, the Chat & Chew group for men and a mixed Philosophy Group that now meets fortnightly upstairs at Cafe Ink. The respective groups

have been involved in a number of activities and excursions including coast trips, a trip to Kosciusko, Tidbinbilla and Old Parliament House.

Keith Mahar attended the FaHCSIA sponsored Peer Worker conference in Melbourne. Such initiatives continue to inform the development of our peer work models within PHaMs and TRec and continued peer workforce development for our MH programs and the sector.



Woden Community Service is the first "beta site" – a location where someone other than the American creators offered Ending Self Stigma (ESS), a nine week group intervention designed to help individuals acquire tools to minimise self-stigma of mental illness and its negative effects. WCS has offered the course twice and was invited by the University of Marylands to participate with two of the American creators of ESS in a workshop about ESS at the Mental Health Services Conference in Adelaide on 7 September 2011 in Adelaide. Keith Mahar and Mark Crowley participated in the workshop to raise awareness of this important new course.

Paul Russell, Keith Mahar and cartoonist Andrew Hore conducted another successful Planning Alternative Tomorrows with Hope (PATH) workshop on 24 March 2011, at the inaugural Recovery and Wellbeing Showcase, presented by Mental Health ACT. The workshop helped nearly 20 people identify their dreams and some small steps towards their ideal future life.



Intrepid participants on the Kosciusko Trip, a collaboration between the mental health programs of WCS and BCS



A road less travelled: this picture was taken at a Chat & Chew trip to Tidbinbilla Nature Reserve



Paul Russell, Keith Mahar and cartoonist Andrew Hore



Lastly the team would like to thank the excellent work of all those associated with running Cafe Ink who have provided a wonderful work environment for several participants of the PHaMs program.

WCS Mental Health Programs looks forward to continuing our contribution to Woden Community Service's vision of supporting, developing and celebrating community strength in the area of mental health.

THE BIG ISSUE

The Big Issue is a fortnightly magazine sold by vendors around Canberra. It provides an employment opportunity for people who are homeless, marginalized or disadvantaged. Through this, vendors earn money, build their skills and connect with the community. The magazine is general interest publication featuring arts and entertainment, humour, current affairs and personal stories.

Who are the vendors?

Vendors of The Big Issue come from many different backgrounds. Many have experienced homelessness, or have disabilities or mental health issues. Most vendors have been long-term unemployed. There are no set criteria for selling The Big Issue – it is open to anyone wanting to work. Some vendors want to move to mainstream employment eventually, but others enjoy selling The Big Issue and will continue for many years.

In 2010–11, 55 people were vendors (up from 50 in 2009–10). Of these, 31 were still selling as of June 2011. The photo here of Canberra vendors was taken for the Christmas edition of the magazine.



*The BIG
ISSUE
vendors.
Photo by
Ben Davies*



*Eddie selling
at the Woden
Valley Festival
in November
2010*



A typical fortnight

The magazines arrive from Melbourne – where they are produced by The Big Issue Australia – on the Thursday before release. Over the next few days, the magazines are sent out to distribution points across Canberra – including The Body Shops at Civic, Woden and Belconnen Mall, Beyond Q Bookshop in Curtin, Smith's Alternative Bookshop in Civic, Northside Community Service in Dickson, Book Lore in Lyneham and Tuggeranong Arts Centre.

Vendors come into Woden Community Service on release day to share in a meal and get the latest magazine. Volunteers help with the transport and food on release days. In January 2011, the release day was changed from Monday to Friday, after consultation with vendors, to be in line with the release day in Melbourne and Sydney. This has meant that more vendors and volunteers can be involved in the release get-together on a Friday afternoon.

After the release, vendors head out to sell around Canberra. They buy magazines for \$2.49 from the distribution points and sell them to customers for \$5, keeping the profit. Vendors sell on public land near shopping centres around Canberra. They also sometimes sell at special events, such as Tropfest and various community festivals. The picture above shows Eddie selling at the Woden Valley Festival in November 2010.

The magazine gets great support from its readers, with vendors taking pride in building up a customer base. Vendors often report that they receive tips or gifts from customers, particularly prior to Christmas. During 2010–11, vendors sold over 50,400 magazines in Canberra, compared with around 34,000 the previous year. This reflected both an increase in the number of vendors and in sales per vendor.

The Big Issue staff support the vendors as they make positive changes in their lives. During the year, several vendors obtained mainstream employment, while others secured housing. Vendors tackled issues from addiction to debt with courage and success.



Canberra vendors in the magazine

Vendors can be published in the magazine. In 2010–11, nine vendors had a total of 16 pieces published. These ranged from jokes to poems to more serious pieces, such as the one featured below. There were also three vendors profiled in the magazine. Vendors enjoy seeing their thoughts and stories on paper, to share with the readers.

Two of the longest serving Canberra vendors, Steven and Bianca, featured on the cover of the Christmas edition of the magazine. This was the first time Canberra vendors have appeared on the cover. In conjunction with this, a media event in December had Peter Garrett selling with Steven and Bianca in Civic.

Skids Affirmation

My name is (insert your name here).
 I am tremendously healthy. I am healthy for 10 reasons.
 I am happy; I love my life; I exercise regularly and wisely;
 I don't put anything but good stuff into my mind and body;
 I'm always discovering fascinating things to do;
 I know that I have a wonderful future;
 I respond, I don't react; I have a genuine smile for everyone;
 Nothing ever fazes me; AND I got rid of that stinkin' thinking!
 Take plenty of doses daily.
 Edmund

This was published in January 2011. A response from a reader was published in Your Say in March 2011:

I am a business owner who suffers from some mild depression and anxiety. I have a pile of your mags on my bedside table and read them for about 30 minutes every morning with my coffee. They help get me motivated for the day ahead. Please let Edmund from Canberra know that I cut out his piece 'Skids Affirmation' and it now takes pride of place on my wall where I read it every morning for some inspiration!
 Karen, Gold Coast

What else happened?

The annual Christmas party was held in Glebe Park again. Vendors, ex-vendors and friends came along to the party and enjoyed snacks and pizza before Santa came and distributed presents. Seven volunteers helped make this a special occasion.

The Big Issue in Canberra celebrated 15 years in Australia and seven years in ACT with a party at the ACT Legislative Assembly Reception Room on Monday 27 June. This was an extremely successful day, with 23 current and former vendors joining over one hundred other guests, including many MLAs.

The vendors and their achievements were the focus of the event. Mark Carmody, the weather presenter on the ABC, was MC and interviewed many of the vendors. The Minister for Community Services, Joy Burch, cut the birthday cake with the assistance of vendors. An enthusiastic and creative team of 10 volunteers helped make the event a success. Photos by Ben Davies.

Street Soccer, which is run by The Big Issue Australia, uses the power of sport to promote social inclusion and personal change, with players getting together once a week at Reid Oval. Several vendors join in and two vendors were selected to compete at the National Street Soccer championships, which was won by the ACT team. Woden Community Service provided a 12 seater bus for the team to travel to Sydney for the Championships over three days in June. WCS has also continued its support of the program through assistance with oval hire, uniforms and special events.

Bottom photo by Bryan Crawford, www.longbowproductions.com.au > <http://www.flickr.com/photos/bigissueaustralia/5806927526/in/set-72157626903202748/>



What do the vendors think?

Vendors were asked to provide messages for the Christmas magazine, and also feedback on the program as part of the badge renewal process in June. Some of the comments vendors gave at these times are included below, providing an indication of what vendors get out of being part of The Big Issue.

Julie Evans, Program Manger

SELLING IS
GOOD BECAUSE
IT HAS FLEXIBLE WORK
HOURS AND YOU
EARN MONEY
STRAIGHT AWAY.

I LIKE
HAVING THE
FLEXIBILITY TO CHOOSE
WHEN I WORK. IT IS GOOD
MEETING NEW PEOPLE
AND I LIKE EARNING
MONEY.

I LIKE
THE
CUSTOMERS
BEST.

THANKS TO
THE BIG ISSUE.
IT'S GREAT TO HAVE THE
ONLY JOB WHERE YOU
ALWAYS GET TO MEET
THE BEST PEOPLE.

IT GETS
ME OUT OF THE
HOUSE. I USED TO JUST
STAY AT HOME, BUT NOW
I THINK I MIGHT AS WELL
GO AND SELL AND GET
SOME MONEY.

BEING WITH
THE BIG ISSUE HAS
BUILT MY SELF-ESTEEM UP
VERY HIGH. I'VE ALWAYS
HAD LOW SELF-ESTEEM, BUT
MEETING CUSTOMERS AND
STANDING IN THE SUN
HAS BEEN FUN.

I LIKE
MEETING PEOPLE
AND FEEL CLOSER TO
THE COMMUNITY. I ALSO
LIKE IT WHEN I GET GOOD
FEEDBACK FROM MY
CUSTOMERS.

I'D LIKE TO
THANK ALL THE
PEOPLE WHO BOUGHT
THE BIG ISSUE FROM ME.
I'VE BEEN ABLE TO BUY NEW
SHOES AND EAT MUCH BETTER.
MY QUALITY OF LIFE HAS
IMPROVED A LOT AND I'M
GETTING RID OF
THOSE BILLS.

WITH
THE BIG ISSUE,
I'VE BEEN ABLE TO
SUCCESSFULLY KEEP A HOUSE
FOR THE PAST FEW YEARS, AND
THE TEAM PUT ME IN TOUCH WITH A
PROGRAM TO GET A NEW FRIDGE
AND WASHING MACHINE. NEXT
YEAR, I HOPE TO GET A PART-
TIME JOB BUT STILL SELL THE
BIG ISSUE AS WELL.



WODEN YOUTH CENTRE

Woden Youth Centre (WYC)

Woden Youth Centre (WYC) is an integrated drop-in service that provides a range of programs and services for young people aged 12–25 years, funded by the Community Services Directorate.

Drop-in facilities include; cafe, pool tables, table tennis, basket ball, boxing equipment, play station two, internet, job board, jam room, regular band nights and a range of scheduled centre based and school holiday programs, case management and individualised outreach programs in schools and colleges.

School holiday programs

WYC provides a range of social and recreational centre and community based activities from 12–5.30pm, Monday to Thursday and 12–5.30pm Fridays, school holiday periods.

Ski trip

SCOPE Youth Services provided funding for young people from WYC and Lanyon Youth Centre to attend a joint activity to Selwyn Snow fields in April 2011. This activity provided young people and staff with free ski and clothing, lift and mountain passes for skiing and snowboarding and practice lessons.

Coast trip

CSR and WYC young people and staff undertook a day trip in January 2011 to Surf Beach on the South Coast.

A range of activities are offered during holiday periods, some of these included Christmas card making, BBQs, movies and popcorn, RSPCA dog kennel project, airbrush tattooing, art and craft, cooking, swimming and pool and table tennis competitions.

Music events and Lift Off 10 youth band competition

Woden Youth Centre hosts regular band nights for local youth and interstate bands on Friday and Saturday evenings. WYC provides youth bands with the opportunity to perform to their peers and develop a range of skills in event management.

Lift Off 10, a youth band competition, was held in October 2010. This annual event attracted 17 local youth bands aged 12–21 years. A panel of professionals judged bands over three heats, selecting six bands to compete in the finals at the Woden Valley Festival in Eddison Park on Saturday 5 November 2010. This year's winners Atlantis Awaits won a prize package of a two day recording session with Trusound, distribution with First Base Music and a guest performance at Indyfest.

National Youth Week

National Youth Week is a joint initiative of the Australian, State and Territory governments that provides national seeding grants for organisations to host annual, weeklong celebrations of young people aged 12–25 held throughout Australia. Woden Youth Centre was successful in receiving a 2011 National Youth Week and Youthbeyondblue seeding grant of \$2000 to host a live music event at WYC. A working group of four young people assisted with organising 'YOUTHontheSCENE', a free community music event at WYC on Saturday 9 April 2011 to raise awareness about youth depression and anxiety. Local youth bands Asylum, Pleased to Jive You, West of the Sun, Dan Sweeto, Paqman, Dramatic Effect and No Assumption performed to a crowd of 150 young people.

Having fun on the coast and ski trips

The live music event held at the WYC during National Youth Week





*Lift off 10
youth band
competition*



*the kennels
painted by WYC
Young People
for the RSPCA
Fundraiser*



RSPCA fundraising centre based activity

Each year the RSPCA holds a major fundraising event 'Million Paws Walk' asking local businesses and community members to paint kennels built by CIT students. In the theme of Superheroes WYC young people painted two kennels that were auctioned at the annual Million Paws Walk on Sunday 15th May at Stage 88 raising over \$600 towards care for shelter animals.

Community Supported Respite program

Community Supported Respite (CSR) program provides support to young people who have a disability aged 12-25 years. CSR supports young people to meet their individual needs and achieve personal goals through skill development and facilitation of new and positive relationships in the community. The program offers support in a sensitive and responsive manner for participants to access a range of social and recreational activities.

School holiday programs (CSR)

School holiday programs provide centre based and community focused support services weekdays between 9-4pm. A range of age appropriate activities are provided including snow and coast trips, BBQ's, bowling, paddle boating, Summernats, Jindabyne, Floriade, movies, cafe visits and integrated activities with scheduled WYC school holiday activities.



*Participants
enjoying
themselves
during the CSR
program*



*Students
having fun at
some of the many
WYC school
holiday program
activities*



*preparing
muffins for
Cafe Ink*



*Work
experience
at Yarralumla
Nursery and
WYC cafe*



Work experience programs (CSR)

Young people have been supported to undertake work experience programs at Yarralumla Nursery and within the WYC cafe. Young people are provided with an opportunity to develop relevant work skills to enhance their personal development.

Youth Connections program

Youth Connections (YC) provides a range of services to young people who are at risk of disengaging from education, have disengaged or are reengaging in education aged 12–18 years. YC provides case coordination support and activities in a manner that is flexible and responsive to the needs of the young people in the Woden region. Youth Connections is funded by the Department of Employment, Education and Workplace Relations.

YC group work activities:

Quest training

In partnership with Quest Solutions, WYC and YC coordinated a training package that provided opportunities for 19 young people to obtain White Card, Responsible Servicing of Alcohol and First Aid. Training was provided over four days in April, May and June 2011. Many of the participants had complex issues contributing to low self esteem, family breakdown and homelessness and this was noted as a significant personal achievement.

Healthy Cooking program

WYC facilitated a centre based healthy cooking program involving young people in budgeting, shopping, preparation and cooking nutritional meals. The aim of this activity was to increase involvement by young people to encourage healthier food choices and increase awareness of healthier alternatives to fast food.

These are few of the many significant achievements Woden Youth Centre, Community Supported Respite and Youth Connections programs have achieved in 2010–2011.

As valued staff members of Woden Community Service, we wish to acknowledge the following staff and wish them well in their future endeavours.

Staff departures

- Andrew Hore – youth
- Joel Broers – CSR
- Rhett Cox – CSR
- Nicky Amy – Youth Connections

Sindy Pearson, Youth Services Manager



*Healthy
Cooking
Program*



COMMUNITY LINKS & DIRECTIONS TEAM

The Community Links and Directions team (affectionately known as CLAD) consists of the following programs:

- Volunteers
- Community Bus
- Supportive Tenancy Service
- Community Development
- Settlement Grants
- Assistance with Care and Housing for the Aged
- Family Connections and Family Support
- Woden Festival
- Communications
- Café INK – social enterprise

This team represents a cross section of programs within WCS, whose aim is to work internally to encourage all programs to work from a community development framework – to support, develop and celebrate community strength.

2010–2011 has been a wonderful year for the team including the celebration of another successful Woden Festival, growth in the number of volunteers and the collaboration with YWCA and Belconnen Community Service to deliver the Supportive Tenancy Service across all of Canberra. This year has also seen many changes within this team, including an office move and opportunities within Youth and Family Support programs to explore possibilities of providing support to families, children and young people in South Western Canberra.

I would like to take this opportunity to say a big thank you to the CLAD team. Your commitment to the people you work with, your community and the organisation (and your ability to have a laugh!) is a constant source of inspiration.

Emma Walter, Team Leader

VOLUNTEERS

Woden Community Service has supported the community in Woden (and beyond) now for over 40 years and volunteers have been an important part of that work for all of that time.

We currently have over 80 volunteers working with a range of WCS programs, sometimes working alongside WCS staff and other times managing activities themselves more independently.

For example, volunteers who help to provide community transport or support social group activities work quite closely with WCS staff who manage this work. Volunteers who provide shopping support or undertake friendly visiting work with people in a more independent way.

We have a group of wonderful volunteers who run a weekly English conversation class for people who have English as a second language. This is an activity which is very much managed by the volunteers themselves and is a program that we would not be able to run without them.

These volunteers are a wonderful example of how, apart from helping to strengthen our connection with the community, they also play an important role in expanding the scope of the work we can do.

Another example of this is the great band of volunteers who support the work of The Big Issue program at WCS. We have just two WCS staff who manage The Big Issue program for the whole of the ACT, but their work is greatly multiplied because of the work of some 17 volunteers who also support The Big Issue program in many different ways.

Thank you to all the wonderful volunteers who support the work of Woden Community Service.

Because the nature of community work does not confine itself to normal business hours, there are times throughout the year when many WCS staff also

become volunteers for those activities which occur during evenings or weekends. The Woden Festival, which was last year supported by some 80 volunteers, is a good example of this. Most WCS staff supported the work of the festival as volunteers in one way or another.

The spirit of volunteering is alive and well at WCS!

New volunteers are always welcome. Contact details for people interested in volunteering are listed on the website at www.wcs.org.au

Geoff Hayes

SUPPORTIVE TENANCY SERVICE

*ACT Government Community Services Directorate
(Housing and Community Services)*

The Sustaining Tenancy and Social Inclusion Programs that have been working effectively with public, private and community housing tenants in Canberra's south for the past five years experienced a transformation during the year.

The purpose of the Sustaining Tenancy program was to ensure fewer people entered the cycle of homelessness and were able to access and sustain appropriate and stable accommodation. This was achieved through working with people living in South Canberra to address matters such as rental arrears, property condition and other life circumstances that had a negative impact on their tenancy.

The Social Inclusion Program complemented this work through encouraging the development of positive social skills and supportive relationships and to provide opportunities for tenants to participate in the social, economic and civic lives of their local community, both at a neighbourhood and broader community level. This included supporting a number of community initiatives such as the Tenant Initiated Grants, local residents meetings, community lunches focussed on providing information on topics such as community safety and support and community activities such as gardening

days for older members of our community which were supported by Marist College Canberra.

From November 2010, Woden Community Service in partnership with Belconnen Community Service and YWCA of Canberra were successful in receiving the tender to provide the Supportive Tenancy Service across the ACT.

The Supportive Tenancy Service, developed in response to the Federal Government's initiatives to reduce the occurrence of homelessness in Australia, works with people at risk of eviction across the ACT. The program supports people in social housing and private rental leases as well as mortgage holders to identify strategies to resolve issues that may be affecting the security of their tenancy.

The program is based on a cooperative model of service delivery which has seen Woden Community Service, the YWCA of Canberra and Belconnen Community Service form an effective partnership with workers based in regional offices across Canberra. This model enables the program to respond quickly to requests for assistance as well as provide a worker with local knowledge of services and supports available within a person's local community.

Aleksandra Kocevskaja and Lynton Sheehan

FAMILY CONNECTIONS

The Family Connections (FC) program works with families living in the Woden and surrounding areas that have children 12 years old and under.

This is an outreach program that aims to assist families to reach their goals by connecting them to activities and supports in their community. It also works collaboratively with programs within WCS, e.g. Supportive Tenancy as well as external organisations, like Housing ACT to support families.

During the last financial year 50 people have accessed the program. Families have had opportunities to:

- Discuss their strengths and needs and develop a plan to address these needs
- Access relevant information, supports and services
- Have someone advocate for them and their families



The FC program, in collaboration with Lyons Early Childhood School, also ran a music, movement and play program for non-school aged children and their families. Families were given the opportunity to socialise, learn new songs and musical games as well as having access to other community supports if needed. Four programs were run during this period, each lasting eight weeks. On average 12 parents and 15 children participated in each program.

The FC program has been involved in the Connecting Families Panel. This panel consists of representatives of each regional service plus specialised services such as Marymead, Barnados and Parentline. Care and Protection and Housing ACT make referrals which are then discussed and delegated to the appropriate service. The purpose of this panel is to assist vulnerable families to link into services and supports earlier to prevent them from entering into the tertiary service system.

Rebeca Gonzalez

SETTLEMENT GRANTS PROGRAM

Department of Immigration and Citizenship

The Settlement Grants Program aims to assist newly arrived refugees and humanitarian entrants in South Canberra to participate and integrate into the broader Australian community, improve their understanding of Australian society and successfully access mainstream services.

2010–2011 was another rewarding year, meeting the needs of an increasing number of people, through casework, referral, information sessions and workshops. This has encouraged people to gain knowledge about community based services and systems within the Australian context.

People's needs were wide and varied, including accommodation, employment and sponsoring relatives from overseas and assistance in completing and translating forms.

People's country of origin, religion and beliefs, races and languages were also wide and varied. The program has assisted clients from Africa, Middle East although mainly from Sudan, Iraq, Yemen and Sri Lanka.

**2010–2011
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INFORMATION SESSIONS
AND WORKSHOPS.**

Improving the person's prospects of employment was the main task and target. People were encouraged to attend English or conversation classes to improve their English language to increase their prospects in obtaining employment. They were also encouraged to volunteer to gain skills and experience in Australian workplace and environment. People enrolled in the Refugee Mentor Program at Calvary Hospital where they volunteered in different areas, such as Administrative office, IT department, Nursing etc. Three people found employment at the hospital during or after their volunteering period, and some found employment in other places.

During the year the program had very successful outcomes with many people especially in the area of employment. An example of this was a male who had been working as a security officer in shopping centres. He felt humiliated because he was a high school teacher in Iraq and had full respect from his students, but here he was insulted and put down by some of the students when he asked them to open their school bags for a check before leaving the shop. These humiliations by the students and others caused him ill health and depression.

When he disclosed this situation to the SGP worker, the worker began to explore options with him especially regarding his employment which was causing him depression. He was encouraged to investigate an option of completing a Teaching Diploma (he has a degree in English Literature from Iraq) at the Catholic University. He was excited with the idea and made enquiries with the university and ended up enrolling in the course. He has successfully completed the first year, stopped taking anti depression tablets just a few weeks after starting the course, making some income in giving private lessons during the holidays and in the evenings. His success has encouraged two others who are also from Iraq with university degrees to undertake further study in Australia.

This story demonstrates the case management approach of the program to work with the person's strengths and personal resources, i.e. his passion and background in teaching and linking and encouraging people to investigate alternative options for employment.

A strong focus of this program is to encourage people to integrate and assimilate with the Australian community. This has included facilitating interactive workshops on the topics of Housing, Police and Domestic Violence, providing opportunities for people to ask questions, get assistance on application processes, supports available and begin to decrease cultural stereotypes, particularly around the area of family violence. Information about festivals, celebrations and activities were also distributed. People were encouraged to participate in the Multicultural Festival, "Cleanup" Australia Day and local groups such as the Global Kitchen. The purpose of this is to develop connections within their local community.

Mohammed Berjaoui

ASSISTANCE WITH CARE AND HOUSING FOR THE AGED (ACHA)

Department of Health and Ageing

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

Many of the program's tasks include writing support letters for people who are applying for accommodation with Housing ACT, accompanying people and advocating for them in their interviews and contacts with Housing ACT, negotiating with Housing ACT and the maintenance department over renovation, upgrading and maintenance issues. The program also provides information about allied services; giving assistance to access these and other services available in Tuggeranong, Woden, Weston Creek areas and in some cases in all the regions of Canberra and all the time encouraging independence, decision-making and raising self-esteem.

ACHA has achieved successful ACT Housing applications for some people in need which helps them to feel secure and able to improve their health and wellbeing. Greater awareness about ACHA in some services and departments has led to referrals being made to the program.

ACHA has also continued to assist the social group in Dyraba Court, a 60 unit older person's Housing ACT complex in Mawson. The group meets weekly to enjoy learning the techniques of art and craft from a person who lives in the complex and has a long and wide experience in this field. The worker also organised and supported other activities in the complex such as outings for the residents. These activities give the participants the benefits of social gathering, connection, skill development and encourage innovation. This program provides more creative and flexible services that really focus on each individual which in return will enhance independence and quality of life for our service users.

Working as an ACHA Coordinator with a wonderful, committed and supportive team of colleagues in Woden Community Service is very rewarding and beneficial for the team members and the service users.

Muataza Alwali

COMMUNITY DEVELOPMENT

*ACT Government Community Services Directorate
(Housing and Community Services)*

The Community Development Program (CDP) facilitates activities and provides information that encourages people to develop connections and participate within their local community. During this year, the CDP has employed a full time worker who brings an amazing wealth of experience and passion to this role which WCS is very excited about – so watch this space!

Key activities of the CDP during 2010–11 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.



Global Kitchen

The outcome of the application for a grant from Multicultural Grants Program 2010-2011, in partnership with LECS was a "one off grant" of \$500.00 to organise a Global Kitchen. The Global Kitchen event took place on Saturday 4 June 2011 at LECS. The aim of the event was to provide an opportunity to celebrate the many cultures within the LECS Community. The event provided an opportunity to share food, recipes, dancing, arts and craft. The food was prepared by parents and families of the school community. All meals were halal and vegetarians were catered for. Each cook provided a recipe and a story about the food they had prepared. These recipes and stories were displayed on the day for people to read. The dancing groups were entertaining with SaJoJo Dancing, Baila Chile Dancing and Mexican dancers. The event was attended by approximately 140 adults and children. The WCS Director and LECS Principal shared the MC role on the day.

Easter Egg Hunt

In partnership with Rotary Club of Woden Daybreak the Easter Egg Hunt was held at Lyons Early Childhood School on 17 April 2011. A great day was had by all who attended – with the Easter Egg Hunt, jumping castle, face painting and colouring activities. Approximately 250 adults and children attended. Rotary Club of Woden Daybreak cooked the BBQ, and WCS staff and LEC staff supported the day.

Hi,

We just wanted to drop you a note to say how much we enjoyed the Easter Egg Hunt today in Lyons.

My wife, 2 children (aged 3.5 and 2) and I thought the day was excellent. Everything was well organised, from the craft activities at the start, through to the games we played on the oval, the easter egg hunt itself (obviously) and the face painting, sausage sizzle (thanks for the vegetarian options!) and jumping castle.

Obviously the day was helped by the glorious weather we enjoyed, but really every bit of the day was great fun. We all enjoyed the community atmosphere and the helpfulness and kindness of the rotary volunteers.

See you again next year - it was eggcellent!

Trevor, Amy, Audrey and Elijah Hickman

Community Christmas Day lunch

The inaugural Christmas Day lunch was a great success with over 35 people sharing in a wonderful meal and companionship. A big thank you to the 15 people from our community who volunteered to help out on the day – doing everything from cooking, transporting, serving, chatting and the (always fun job) of cleaning! Based on the overwhelming feedback received from participants we will be looking to hold this again in 2011

First birthday of Lyon Early Childhood (LECS)

The CDP worker supported and attended the official first birthday of LECS on 7 May 2011. This day was a great community celebration with patting paddock, jumping castle, and children's art exhibition to name a few of the activities. A wonderful photo of the LECS 1st birthday celebrations made the front page of the Woden Voice.



Woden Valley Festival

The Woden Valley Festival was held on Saturday 6 November at Eddison Park. The festival's theme of *Healthy Communities, Positive Wellbeing and Sustainable Living*, attracted many vibrant and diverse stall holders, activities and sponsors. The festival was attended by over 3000 people with positive feedback on the day received from the local community.

Tricia Eldridge and Emma Walter

COMMUNITY BUS

*ACT Government Community Services Directorate
(Housing and Community Services)*

The Woden Community Bus and its driver, Raymond, have been busy this year transporting individuals and groups to community activities, medical appointments, shopping and outings.

The community bus also has a regular group of shoppers, a library run which has a set route around Woden major shopping areas, including the hospital and then stops at Woden Library and several recreational groups and a day care service. The total number of transport trips for 2010–11 was 1654.

The bus is a 22 seater which is part of the regional bus service funded through the ACT Government. The bus supports older persons, people with a disability, families with young children and people who live in the Woden Valley who may find it difficult to access community activities, due to not being able to access other transport options, such as Home and Community Care and/or public transport. The bus is also wheelchair accessible.

Raymond Knight

COMMUNICATIONS

The two main focuses of the communications officer for this year has been the continuation of the Woden Voice and undertaking a redevelopment of the organisation's website:

Woden Voice

The Woden Voice – Woden's only community newsletter - is continuing to be produced four times per year and is distributed to Woden Valley houses, community groups and businesses. It promotes community news and activities plus programs that need more public support within Woden Community Service.

WCS Website

The new Woden Community Service website is well underway and should be live by the end of the year. WCS staff have made a huge contribution towards its new format and content. It aims to be more personal, easier to access and vibrant. Planning has assured that the new site has greater functionality so that it can streamline WCS administration processes and also be a more effective promotional tool. Importantly it aims to engage the community more in WCS programs.

Astoria Barr

CAFÉ INK

Café Ink is a Woden Community Service (WCS) social enterprise initiative based at Woden library. Since its launch in April 2010, Café Ink has provided sustainable employment for 10 people who were previously outside of mainstream employment or long term unemployed and perceived as vulnerable.

During this past year the Cafe has experienced many highlights including:

Employees

Café Ink continued to employ 10 people, who would otherwise have been unemployed, throughout this period. During this time the target group employees continued to develop work skills, increase their social and economic participation and grow in self confidence. Café Ink continues to have a skilled staff to target staff ratio of 60% to 40% which is relatively high for hospitality based social enterprises.

Catering

This past year has seen a growth in catering at various community and government events, network meetings and launches. This approach to social procurement from the ACT Government demonstrates their commitment to the philosophies that underpin the social enterprise – greater social and economic participation, skill development and the provision of valued roles for people to fulfill within their community.

Recognition

Café Ink has received many accolades during its first year of operation. This has included the great honour of being awarded Inclusion in Small Business and ACT Chief Minister's Award of Excellence at the 2010 Inclusion Awards and Rotary Club of Woden Daybreak's 'Unsung Heroes Award' for their contribution to the Woden community. In addition to this, Café Ink was also mentioned in Federal Parliament as an example of how social enterprise can work within communities to assist those most vulnerable.

Café Ink has also experienced some challenges, as all small businesses do in their first few years of operations. As such, this has encouraged WCS to investigate how to capitalise on the growth of the

catering side of the business and how to provide formal training opportunities for employees to encourage a transition to other forms of employment. This will be a challenge in the next 12–18 months.

Last but definitely not least, the Café would not be the place it is without the people behind the scenes. This year Café Ink saw the manager, Matt Gallagher, take leave, providing an opportunity for Jarrad Stewart to step into this role. WCS would like to take this opportunity to thank Matt for all his hard work and Jarrad for his unwavering commitment to continuing to strive for the values of the social enterprise – to develop opportunities for all employees. WCS would also like to thank the tireless work of Janey and Alistair in all their hard work in supporting the establishment of the Café.





WODEN COMMUNITY SERVICE FAMILY SUPPORT PROGRAM

The Woden Community Service Family Support Program provided a high level of assistance to families who were engaged with the Care and Protection Service or at risk of entering into the service. This work comprised the bulk of service intervention throughout the year.

Staff

Ben Johnson, Family Support Manager
Rebeca Gonzalez, Family Connections Manager

77% of families worked with over this period were recognised as 'In-Risk Families' (where service response required multiple components and the issues were regarded as complex due to the interplay of both the issues and the impact). The services provided included strengths and needs assessments, therapeutic interventions, parenting education for families with high and complex needs accompanied by home visiting programs, case managed family support and reviews involving more than one service provider.

14% of families were recognised as 'At-Risk Families' where services provided included outreach support, parent education, targeted social support groups, personal skills development and case managed family support.

9% of families required short or one off interventions where services provided included emotional support, letters of support, advocacy, assistance to obtain fill out and lodge forms with government authorities, referrals, introductions to other organisations and general support.

95% of families reported overall satisfaction with services provided.

Group work has consisted of **WODEN PAINT & PLAY PLAYGROUP** (a free playgroup with a medium-high volume capacity) held on Tuesday mornings and **MOOVE & GROOVE** (a music and dance based playgroup with a capacity for approximately 10 families) held on Thursday mornings. Both groups are run during school terms in collaboration with Lyons Early Childhood School.

Mentoring Students Family Support Program along with the other programs at Woden Community Service have an on-going agenda of mentoring students from CIT, ACU, UC and ANU.

The Family Connections project has now become an important part of family support at Woden adding capacity and assisting in providing the best support possible to families in this region.

Developing closer working relationships through the tender for the new Youth and Family Support services in the ACT. WCS has worked with Southside Community Services and Anglicare towards building a service model to best support children and families in the Southwest region of the ACT.

Some outstanding challenges faced by the Family Support Program High demand for emergency food relief and petrol vouchers.

A major ongoing problem has been locating funding to assist a number of very disadvantaged families to access school holiday programs and school holiday excursions. The children in these families are experiencing neglect, dysfunctional home lives, loneliness, social isolation and bullying at school and in most cases come from single parent families with a history of domestic violence.

If families are properly linked for family assistance funding with Centrelink and the care provider the daily amount of money the family would need to pay from their own pocket is greatly reduced. However in most cases it is too high for families on very low incomes either part-time employment or Centrelink payments. This results in families not being able to access these services that are vital for the children and their parents to help build resilience, self confidence and to feel included. It also gives all members of the family some respite and the children positive experiences including team building, physical activities and to link with others as friends.

HR, IT, WORK ENVIRONMENT AND OFFICE SUPPORT

HUMAN RESOURCES

Human Resource Management guides and policies continued to be developed and/or refined.

Internal people management and information technology advice and services were provided to WCS managers and staff. For example, assistance was provided to the manager of our new TRec Program with the development of policies and procedures.

A new MOU is proposed in 2012 to cover financial years 2012 to 2015. Its presentation and content will be revised to improve access to information. Staff and Staff Associations/Unions will be consulted in the development of the MOU and staff will be invited to vote on the new MOU.

A new Multiple Enterprise Agreement (MEA) may also emerge in 2012, although its provisions will depend on the outcome of the current Australian Services Union wage case submission currently before the Commission.

There were a number of key achievements during the year:

- WCS's 2011 Equal Opportunity for Women report was accepted by the Equal Opportunity for Women in the Workplace Agency.
- Three WCS staff availed themselves of our six weeks paid maternity leave provision.
- The Portable Long Service Leave Scheme for the community sector took effect in July 2010.
- The ACT Budget provision for indexation to the community sector of 3.4% was passed onto staff from the first pay period in July 2011.
- A number of new HR guides were completed, particularly OHS, and existing guides were reviewed, such as the WCS Services Guide.

- The HR Manager provided input and attended the external performance review of our HACC programs
- Arrangements were made to transfer staff from a former provider to our new Lyons Children's Centre located at Lyons Early Childhood School.

The Human Resource Network established by ACTCOSS continues to meet to share experiences and knowledge helpful in managing Human Resources within respective agencies.

INFORMATION TECHNOLOGY

The Lyons Children's Centre information technology equipment and networking was installed, including a server and desktop PCs with provision of Virtual Private Network access to WCS's Central Office.

The above provided improvements to remote support and monitoring of WCS systems, allowing centralised maintenance and technical support staff to remedy issues without having to attend remote locations to provide support.

Zimbra, our email client, was upgraded to the latest version adding extra functionality and improvements, including the introduction of versioning and check in/out for documents.

The proposed Intranet scheduled for early 2010 continues to be postponed as we carry out an in depth review and re-organisation of WCS's large

electronic file storage. This entails the population of the WCS Shared Resources Drive and development of requirements for Intranet Software. This arrangement and the planned Intranet will improve WCS's learning organisation capability and record keeping.

WCS continues its membership with CASE (Computing, Assistance, Support and Education). CASE is a nonprofit organisation providing education, advocacy and technical support to other nonprofit organisations. CASE provides: maintenance of WCS servers, support for information technology issues as requested; recommendations on services or products to meet our information technology needs and assistance in establishing those services or products. They provide technicians to supplement our existing internal IT support including provision of on-site staff during annual leave situations. CASE is now collocated with WCS at the Weston Creek Hub.

To manage IT support requests we use an open source product called Trouble Ticket Express. TTE uses a web based interface and provides central management and monitoring of requests for support with the ability to respond to request from the interface. Responses are emailed to the user, and provide the ability for the user to add more information to the Support Request. We received and responded to over 300 requests for support via TTE or email over the 2010–11 financial year.

WORK ENVIRONMENT

Workplace Safety Representatives attended training programs. Staff who drive regularly for work purposes attended defensive driver training programs.

Ergonomic assessments of workstations and the work environment are regularly undertaken. Following an OHS assessment, revisions to the physical layout of Central Office's reception were completed.

To support OH&S compliance, a number of safety audits of key work areas were undertaken by an external consultant.

New OHS guides on driver safety, safety when transporting service users and a risk assessment profile were developed.

WCS is running out of room and a new building is required not only to meet OHS obligations and work environment standards but the provision of facilities to

cater for the expanding needs of the community and our service users.

WCS have moved into the new Weston Creek Community Services Hub establishing a network base for WCS to strengthen our profile, service delivery and ease of access for Weston Creek residents.

OFFICE SUPPORT

The Office Support Team comprises front office and reception services for service users and staff. The Office Manager and team also provide a range of administrative support services, building security, OHS, staff training, child care and room bookings to name a few.

During 2010–11 the Team was involved in the introduction of new building security arrangements including a new security pass system and photo identification cards for staff and volunteers, new service user intake arrangements.

Nick Ilic

**WCS HAVE
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CREEK RESIDENTS.**



FINANCIAL REPORT

OPERATING RESULTS FOR THE YEAR

This financial year WCS experienced a 12.34 percent growth in revenue reflecting an increase in level of activity. WCS took over the operation of another long day care centre which is Lyons Children's Centre in the Lyons Early Childhood School in February 2011. The centre is financially breaking even from June 2011.

During the year WCS successfully tendered for the Supportive Tenancy Service and the Step Up Step Down Adult Outreach Program and Transition to Recovery Program (ACT Mental Health) during this year.

The net result for the year was a surplus of \$229,768 compared to surplus of \$113,139 in the previous financial year. It is to be noted that this surplus follows contributions of \$34,000 for Woden Voice Newsletter and \$22,000 for Woden Valley Festival which reflects the organisation's commitment to the community. The only regretful event is the loss in Cafe Ink, however, WCS has maintained the motive of social enterprise through encouraging and employing people who have been excluded from the labour market for a long period.

REVIEW OF FINANCIAL CONDITION

- Operating activities resulted in a net inflow of cash \$587,389 compared to net cash inflow \$424,295 in the previous financial year.
- Capital expenditure incurred for the year was \$223,281 compared to \$156,011 in previous year.
- WCS has sufficient funds to maintain operations assuming appropriate program funding from the ACT and Australian Governments continues in future.

- Current Assets of the organisation are \$3,373,705 as at the balance sheet date compared to Current Liabilities of \$2,028,048 which demonstrates a very strong liquidity position.

I would like to thank accounting and finance staff for their dedicated and professional support and enormous contribution during the year. The finance team remains committed to value adding and providing timely and accurate information to all parts of the organisation. We are committed to working with Chris Redmond, the Director of WCS and the Board as a partner in achieving their goals and aims.

Deepak Mehta, Finance Manager

RSM Bird Cameron

Level 1, 103-105 Northbourne Avenue Canberra ACT 2601

GPO Box 200 Canberra ACT 2601

T +61 2 6247 5988 F +61 2 6247 3703

www.rsmi.com.au

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 2011, the statement of comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, notes comprising a summary of significant accounting policies and other explanatory information, 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*, and for such internal control as the Board members determine is necessary to enable the preparation of the financial report that is free from material misstatement, whether due to fraud or error.

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. Those standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance about 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 management, as well as evaluating the overall presentation of the financial report.

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.

Opinion

In our opinion the financial report presents fairly, in all material respects, the financial position of the Woden Community Services Incorporated as at 30 June 2011 and its financial performance and cash flows for the year then ended in accordance with Australian Accounting Standards (including the Australian Accounting Interpretations) and *Associations Incorporation Act (ACT) 1991*.

RSM Bird Cameron
Chartered Accountants



GED STENHOUSE
Director

Canberra, Australian Capital Territory

Dated: 12 August 2011

can we help you? can you help us?

2/8/2011

Woden Community Services Inc.
26 Corrina Street
WODEN ACT 2606

RSM Bird Cameron
GPO Box 200
CANBERRA ACT 2601

Dear Sir/Madam

This representation letter is provided in connection with your audit of the financial report of Woden Community Services Inc. for the year ended 30 June 2011, for the purpose of expressing an opinion as to whether the financial report is presented fairly, in all material respects, in accordance with the Australian Accounting Standards and the requirements of the Associations Incorporation Act (ACT) 1991.

We confirm that to the best of our knowledge and belief, having made such enquiries as we considered necessary for the purpose of appropriately informing ourselves:

Financial Report

- We have fulfilled our responsibilities, as set out in the terms of the audit engagement dated 17 May 2011, for the preparation of the financial report in accordance with Australian Accounting Standards and the Associations Incorporation Act (ACT) 1991; in particular the financial report is fairly presented in accordance therewith.
- Significant assumptions used by us in making accounting estimates, including those measured at fair value, are reasonable.
- Related party relationships and transactions have been appropriately accounted for and disclosed in accordance with the requirements of Australian Accounting Standards.
- All events subsequent to the date of the financial report and for which Australian Accounting Standards require adjustment or disclosure have been adjusted or disclosed.
- There are no uncorrected misstatements to report in the current year.

can we help you? can you help us?

Information Provided

- We have provided you with:
 - Access to all information of which we are aware that is relevant to the preparation of the financial report such as records, documentation and other matters;
 - Additional information that you have requested from us for the purpose of the audit; and
 - Unrestricted access to persons within the entity from whom you determined it necessary to obtain audit evidence.
- All transactions have been recorded in the accounting records and are reflected in the financial report.
- We have disclosed to you the results of our assessment of the risk that the financial report may be materially misstated as a result of fraud.
- We have disclosed to you all information in relation to fraud or suspected fraud that we are aware of and that affects the entity and involves:
 - Management;
 - Employees who have significant roles in internal control; or
 - Others where the fraud could have a material effect on the financial report.
- We have disclosed to you all information in relation to allegations of fraud, or suspected fraud, affecting the entity's financial report communicated by employees, former employees, analysts, regulators or others.
- We have disclosed to you all known instances of non-compliance or suspected non-compliance with laws and regulations whose effects should be considered when preparing the financial report.
- We have disclosed to you the identity of the entity's related parties and all the related party relationships and transactions of which we are aware.
- We have provided you with all requested information, explanations and assistance for the purposes of the audit.

Yours faithfully

Heather Sully

CAN WE HELP YOU? CAN YOU HELP US?

BOARD OF MANAGEMENT REPORT

Your board of management submits the financial report of Woden Community Service Inc. for the financial year ended on 30 June 2011.

BOARD OF MANAGEMENT

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

Helen Scully	President
Shane Bellchambers	Treasurer
Janet Thompson	Secretary/ Public Officer
Peter Mitchell	Member
Martin Devine	Member
Libby Cremen	Member
Jamie Crosby	Member
Chris Healy	Member
David Menzel	Member
Marie Luise Persson	Member
Michele Abel (Appointed in last AGM)	Member

PRINCIPAL ACTIVITIES

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

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

CAN WE HELP YOU? CAN YOU HELP US?


SIGNIFICANT CHANGES

The organisation has obtained a long day care centre at Lyon School during the year. The organisation also successfully tendered for The ACT Mental Health's Transition to Recovery Program and The Supportive Tenancy Services in partnership with BCS and during the year.

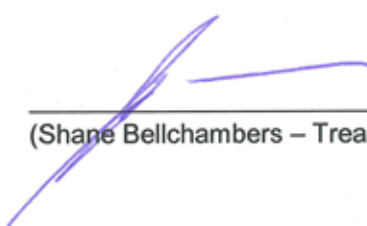
OPERATING RESULT

The surplus from the ordinary activities amounted to \$229,768 (2010: \$113,139).

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



(Helen Scully- President)



(Shane Bellchambers – Treasurer)

Dated this 4 day of 8 2011.

CAN WE HELP YOU? CAN YOU HELP US?


BOARD OF MANAGEMENT'S DECLARATION


The board members declare that:

- a) 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.
- b) 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 2011 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


Shane Bellchambers – Treasurer

Dated this 4 day of 8 2011.

WODEN COMMUNITY SERVICE INC.

STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2011

	NOTE	2011	2010
ASSETS		\$	\$
<u>CURRENT ASSETS</u>			
Cash and cash equivalents	5	1,698,968	1,532,445
Receivables	6	203,070	216,110
Inventories	7	881	1,482
Other assets	8	1,470,786	1,374,559
TOTAL CURRENT ASSETS		3,373,705	3,124,596
<u>NON CURRENT ASSETS</u>			
Property, Plant, Equipment and Vehicles	9	780,506	790,685
		780,506	790,685
TOTAL ASSETS [A]		4,154,211	3,915,281
LIABILITIES			
<u>CURRENT LIABILITIES</u>			
Payables	10	1,003,601	843,534
Other Payables	10	736,403	675,825
Borrowings	11	-	169,802
Provisions	12	288,044	306,802
TOTAL CURRENT LIABILITIES		2,028,048	1,995,963
<u>NON CURRENT LIABILITIES</u>			
Provisions	12	138,769	161,692
		138,769	161,692
TOTAL LIABILITIES [B]		2,166,817	2,157,655
NET ASSETS [A]-[B]		1,987,394	1,757,626
<u>EQUITY</u>			
Retained Surplus		1,835,726	1,640,958
Reserve		151,668	116,668
TOTAL EQUITY		1,987,394	1,757,626

The accompanying notes form part of this financial report

WODEN COMMUNITY SERVICE INC.

STATEMENT OF CHANGES IN EQUITY FOR THE YEAR ENDED 30 JUNE 2011

PARTICULARS	Retained Earnings	General Reserve	Reserve for Vehicles	Total
Balance at 1 July 2010	1,527,819	116,668	-	1,644,487
Surplus/(Deficit) for the year	113,139	-	-	113,139
Balance at 30 June 2010	1,640,958	116,668		1,757,626
Surplus/(Deficit) for the year	229,768	-	-	229,768
Reserve for Vehicles	(35,000)	-	35,000	-
Balance at 30 June 2011	1,835,726	116,668	35,000	1,987,394

The accompanying notes form part of this financial report



WODEN COMMUNITY SERVICE INC.

STATEMENT OF COMPREHENSIVE INCOME FOR THE YEAR ENDED 30 JUNE 2011

PARTICULARS	NOTE	2011 \$	2010 \$
Revenue	3	9,211,081	8,197,138
Employee Benefits Expense		(6,636,288)	(6,073,655)
Depreciation and Amortisation Expense	4	(182,113)	(174,114)
Borrowing costs expense	4	(10,551)	(22,828)
Other Expenses		(2,152,361)	(1,813,402)
Surplus before Income Tax Expense		229,768	113,139
Income Tax Expense		-	-
Surplus for the year		229,768	113,139
Other comprehensive income after income tax:			
Net (loss)/gain on revaluation of financial assets		-	-
Other comprehensive income for the year, net of tax		-	-
Total comprehensive income for the year		229,768	113,139

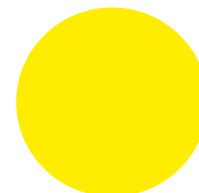
The accompanying notes form part of this financial statements.

WODEN COMMUNITY SERVICE INC.

STATEMENT OF CASH FLOW FOR THE YEAR ENDED 30 JUNE 2011

	Note	2011 \$	2010 \$
CASH FLOWS FROM OPERATING ACTIVITIES			
Receipts from Fees		4,022,192	3,558,832
Receipts from Other Services		730,419	491,332
Payments to Suppliers and Employees		(8,691,986)	(7,638,105)
Interest Received		168,477	130,703
Operating Grants Receipts		4,357,686	3,883,015
Inventory		601	(1,482)
Net Cash Provided from Operating Activities	18b	587,389	424,295
CASH FLOWS FROM INVESTING ACTIVITIES			
Fixed Asset Purchases		(166,009)	(156,009)
Disposal of Fixed Assets		-	-
Investment in Term Deposits (for 12 months)		(85,055)	(1,312,898)
Net Cash Used in Investing Activities		(251,064)	(1,468,907)
CASH FLOWS FROM FINANCING ACTIVITIES			
Hire Purchase Loan/ Finance Lease		(169,802)	(86,893)
Net Cash Provided by Financing Activities		(169,802)	(86,893)
Net Increase in Cash Held		166,523	(1,131,505)
Cash Held at Beginning of the Financial year		1,532,445	2,663,950
Cash Held at the End of the Financial year	18a	1,698,968	1,532,445

The accompanying notes form part of this financial report.



NOTE 1: SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

This financial report is a general purpose financial report that has been prepared in accordance with the 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 otherwise.

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 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.

Estimated useful life for each class of depreciable assets is:

Building Improvement	10 Years
Equipments	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.

NOTE 1: SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES Contd...

(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 recognised 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.

(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.

NOTE 1: SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES Contd...

Derecognition

Financial assets are derecognised where the contractual rights to receipt of cash flows expires or the asset is transferred to another party whereby Woden Community Service Inc. 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 comprehensive income statement.

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 measured 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 Woden Community Service Inc.'s intention to hold these investments to maturity. They are subsequently measured at amortised cost using the effective interest rate method.

IV. 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.

V. Financial Liabilities

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

VI. 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.

WODEN COMMUNITY SERVICE INC.

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2011

NOTE 1: SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES Contd...

VII. 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 Comprehensive 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 and Cash Equivalents

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 recognised upon the delivery of the service to the customers. Interest revenue is recognised on accruals basis taking into account the interest rates applicable to the financial assets.

Grant income is recognised 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 recognised 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 recognised 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 recognised 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.

NOTE 1: SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES Contd...

(j) Impairment of Assets

At each reporting date, the Organisation reviews the carrying value 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 Organisation 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 organisation. 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.

(m) Adoption of New and Revised Accounting Standards

During the current year, the organisation adopted the following revised Australian Accounting Standards.

AASB 2009-5: Further Amendments to Australian Accounting Standards arising from the Annual Improvements Project (applicable for annual reporting periods commencing from 1 January 2010).

This standard made amendments to various AASB standards including AASB 101: Presentation of Financial Statements and AASB 107: Statement of Cash Flows.

Some of the amendments arising from AASB 2009-5 resulted in accounting changes for presentation, recognition or measurement purposes, whereas others only related to terminology and editorial changes. The following principal amendments are considered to be applicable to the company, although these changes are not expected to materially affect the company's financial statements.

AASB 101 Current/non-current classification of convertible instruments:

Under this amendment, in classifying a liability as current because the entity does not have an unconditional right to defer settlement of the liability for at least twelve months after the reporting period, if there are terms that could result in its settlement by issuing equity instruments (at the option of the counterparty), those terms do not affect the liability's classification.

AASB 107 Classification of expenditures on unrecognised assets:

Under this amendment, in classifying cash flows arising from investing activities, only those expenditures that result in a recognised asset in the statement of financial position are eligible for classification as investing activities.

WODEN COMMUNITY SERVICE INC.

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE, 2011

	2011	2010
	\$	\$
NOTE 2 KEY MANAGEMENT PERSONNEL COMPENSATION		
The aggregate compensation of key management personnel of the Association is set out below:		
Short Term Benefits	463,153	411,402
Post Employment Benefits	41,683	37,026
	<u>504,836</u>	<u>448,428</u>
NOTE 3 REVENUE		
Operating Activities		
Fees	4,009,152	3,619,604
Operating Grants	4,297,108	3,955,498
Other Operating Revenue	736,344	491,333
Total revenue from operating activities	9,042,604	8,066,435
Non-operating activities		
Interest received	168,477	130,703
Total revenue from non-operating activities	168,477	130,703
Total revenue	<u>9,211,081</u>	<u>8,197,138</u>
NOTE 4 SURPLUS		
Surplus before income tax expense has been determined after:		
Depreciation of property, plant and equipment	182,113	174,114
Borrowing cost expense	10,551	22,828
Remuneration of auditor		
-Audit or review services	16,700	16,500
Rental expense on operating leases minimum lease payments	101,546	112,673
NOTE 5 CASH ASSETS		
Cash at Bank	<u>1,698,968</u>	<u>1,532,445</u>

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE, 2011

	2011	2010
	\$	\$
NOTE 6 RECEIVABLES		
Sundry Debtors	215,429	214,258
Accrued Income	9,880	13,230
Provision for Impairment of Receivables	(22,239)	(11,378)
Total	203,070	216,110

NOTE 7 INVENTORIES

Inventory- Café	881	1,482
Total	881	1,482

NOTE 8 OTHER CURRENT ASSETS

Prepayments	72,833	61,661
Unexpired GST Hire Purchase	-	-
Investment in Term Deposits	1,397,953	1,312,898
Total	1,470,786	1,374,559

NOTE 9 PROPERTY, PLANT AND EQUIPMENT

Hire Purchase/ Capitalised leased assets	389,907	389,907
Less: Accumulated Depreciation	(178,281)	(127,661)
	211,626	262,246
Vehicles - at cost	262,589	219,365
Less: Accumulated Depreciation	(79,335)	(79,499)
	183,254	139,866
Equipment - at cost	464,733	381,770
Less: Accumulated Depreciation	(246,959)	(181,766)
	217,774	200,004
Building Improvement	207,176	207,176
Less: Accumulated Depreciation	(39,324)	(18,607)
	167,852	188,569
Total property, plant equipment & vehicles	780,506	790,685

Movements in carrying amounts

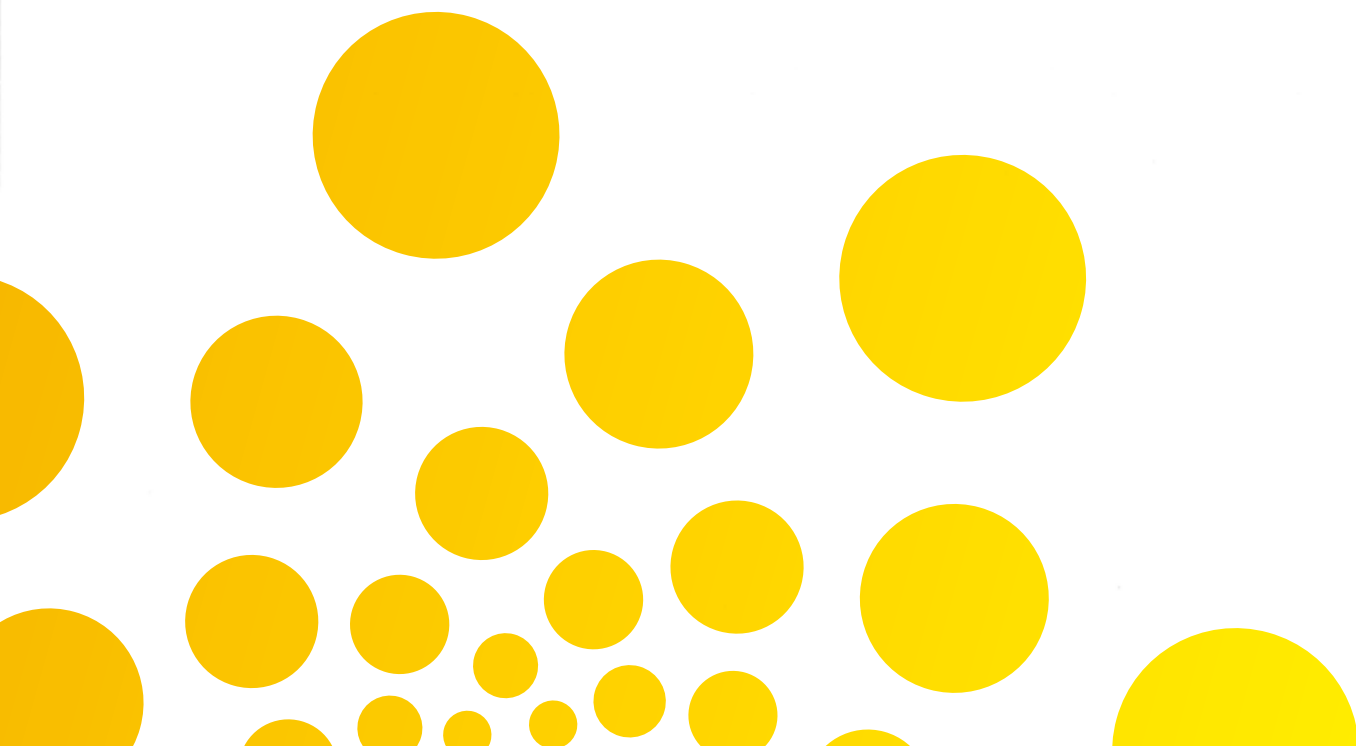
Movement in the carrying amounts for each class of property equipment, Building, vehicles and Leased Assets between the beginning and the end of the current financial year

	Hire Purchase/ Capitalised Leased Assets	Vehicles	Equipment	Building Improve- ment	Total
Balance at the beginning of year	262,246	139,866	200,004	188,569	790,685
Additions	-	140,318	82,963	-	223,281
Depreciation Expense	(50,620)	(45,583)	(65,193)	(20,717)	(182,113)
Disposals	-	(51,347)	-	-	(51,347)
Carrying amount at the end of year	211,626	183,254	217,774	167,852	780,506

WODEN COMMUNITY SERVICE INC.

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE, 2011

NOTE 10	PAYABLES	2011	2010
		\$	\$
	Trade creditors and accruals	1,003,601	843,534
		<u>1,003,601</u>	<u>843,534</u>
	Other Payables:		
	Grants received in advance	199,897	170,219
	Unexpended Income	536,506	505,606
		<u>736,403</u>	<u>675,825</u>
	Total	<u>1,740,004</u>	<u>1,519,359</u>
NOTE 11 BORROWINGS			
	CURRENT		
	Hire Purchase	-	-
	Lease Purchase	-	169,802
	Total	<u>-</u>	<u>169,802</u>
NOTE 12 PROVISIONS			
	CURRENT		
	Employee entitlements	288,044	306,802
	NON-CURRENT		
	Employee entitlements	138,769	161,692
	Total	<u>426,813</u>	<u>468,494</u>



NOTE 20

FINANCIAL INSTRUMENTS

a. Financial Risk Management Policies

The financial instruments consists mainly of deposits with banks, accounts receivable, accounts payable and leases. The Organisation does not have any derivative instruments as at 30 June 2011.

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 2011.

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 2011 and 30 June 2010 do not include any counterparties with external credit ratings. Customers are assessed for credit worthiness using the criteria detailed above.

Price risk

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

b. Financial Instruments Composition and Maturity Analysis

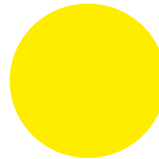
The table below reflects the undiscounted contractual settlement terms for financial instruments of a fixed period of maturity, as well as management's expectations of the settlement period for all other financial instruments. As such the amounts may not reconcile to the balance sheet.

WODEN COMMUNITY SERVICE INC.
 NOTE TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2011
 Note 20: financial Instruments (cont'd)

	Weighted Average Effective Interest Rate		Floating Interest Rate		Fixed Interest Rate Within one Year		Interest Rate Maturing From 1 to 5 Years			Non - Interest Bearing		Total	
	2011 %	2010 %	2011 \$	2010 \$	2011 \$	2010 \$	2011 \$	2010 \$	2011 \$	2010 \$	2011 \$	2010 \$	2011 \$
FINANCIAL ASSETS													
Cash and Cash equivalents	5.45%	5.88%	1,356,835	1,344,497	-	-	1,397,953	1,312,898	342,133	187,948	3,096,921	2,845,343	
Trade and Other Receivables			-	-	-	-	-	-	203,070	216,110	203,070	216,110	
TOTAL FINANCIAL ASSETS			1,356,835	1,344,497	-	-	1,397,953	1,312,898	545,203	404,058	3,299,991	3,061,453	
FINANCIAL LIABILITIES													
Hire Purchase	10.10%		-	-	-	169,802	-	-	-	-	-	169,802	
Trade and Other Payables	9.25%		-	-	-	-	-	-	-	-	-	-	
			-	-	-	-	-	-	1,003,601	843,534	1,003,601	843,534	
TOTAL FINANCIAL LIABILITIES			-	-	-	169,802	-	-	1,003,601	843,534	1,003,601	1,013,336	

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

	2011 \$	2010 \$
Trade Payables	1,003,601	843,534
Less than 6 months		
Total trade and sundry payables	1,003,601	843,534



WODEN COMMUNITY SERVICE INC.
 NOTE TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2011
 Note 20: financial Instruments (cont'd)

c. Fair value of financial instruments

Except as detailed in the following table, the board members 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 2010, 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%

2011 \$	2010 \$
27,548	26,574
(27,548)	(26,574)
27,548	26,574
(27,548)	(26,574)

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.

WODEN COMMUNITY SERVICE INC.

NOTE TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2011

Note -21 New standards and interpretations issued but not yet effective

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

Reference	Title	Summary	Application date (financial years beginning)	Expected Impact
AASB 9	<i>Financial Instruments</i>	Replaces the requirements of AASB 139 for the classification and measurement of financial assets. This is the result of the first part of Phase 1 of the IASB's project to replace IAS 39.	1-Jan-13	Minimal Impact
AASB 124	<i>Related Party Disclosures</i>	Revised standard. The definition of a related party is simplified to clarify its intended meaning and eliminate inconsistencies from the application of the definition	1-Jan-11	Disclosure Only
AASB 1053	<i>Application of Tiers of Australian Accounting Standards</i>	This standard establishes a differential financial reporting framework consisting of two Tiers of reporting requirements for preparing general purpose financial statements.	1-Jul-13	Minimal Impact
2010-2	<i>Amendments to Australian Accounting Standards arising from Reduced Disclosure Requirements</i>	This Standard gives effect to Australian Accounting Standards – Reduced Disclosure Requirements and amends AASB 1, 2, 3, 5, 7, 8, 101, 102, 107, 108, 110, 111, 112, 116, 117, 119, 121, 123, 124, 127, 128, 131, 133, 134, 136, 137, 138, 140, 141, 1050 & 1052 and Interpretations 2, 4, 5, 15, 17, 127, 129 & 1052.	1-Jul-13	Minimal Impact
2010-6	<i>Amendments to Australian Accounting Standards – Disclosures on Transfers of Financial Assets</i>	This Standard adds and amends disclosure requirements about transfers of financial assets, including in respect of the nature of the financial assets involved and the risks associated with them.	1-Jul-11	Minimal Impact

Reference	Title	Summary	Application date (financial years beginning)	Expected Impact
2011-1	Amendments to Australia Accounting Standards arising from the Trans-Tasman Convergence Project	Amends AASB 1 5, 101, 107, 108, 121, 128, 132, 134 and Interpretations 2, 112 & 113 as a result of the Trans-Tasman Convergence Project.	1-Jul-11	Minimal Impact
2011-2	Amendments to Australian Accounting Standards arising from the Trans-Tasman Convergence Project - Reduced Disclosure Requirements (AASB 101 & 1054)	This Standard makes amendments to the following Australian Accounting Standards: 1. AASB 101 <i>Presentation of Financial Statements</i> 2. AASB 1054 <i>Australian Additional Disclosures</i> , to establish reduced disclosure requirements for entities preparing general purpose financial statements under Australian Accounting Standards – Reduced Disclosure Requirements in relation to the Australian additional disclosures arising from the Trans-Tasman Convergence Project.	1-Jul-13	Minimal Impact
2011-4	Amendments to Australian Accounting Standards to Remove Individual Key Management Personnel Disclosure Requirements	This Standard makes amendments to Australian Accounting Standard AASB 124 <i>Related Party Disclosures</i> .	1-Jul-13	Disclosure only



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