



# Woden Community Service

*working together, enriching lives*

**ANNUAL REPORT  
2015-2016**

## Acknowledgement of Country

Woden Community Service acknowledges the Ngunnawal people as the traditional owners of this land and their continuing connection to land and community. We also acknowledge Aboriginal and Torres Strait Islander peoples who have come from other nations to live on Ngunnawal land. We pay our respects to their cultures, ancestors and elders past, present and future.

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## OUR VISION

*A vibrant and connected community*



View our  
**Strategic Plan**  
**2016-2020**

## OUR PURPOSE

*Working together,  
enriching lives*

## About WCS

Woden Community Service (WCS) is a for-purpose organisation that has been providing community based services for over 45 years. Our vision is to build and nurture a vibrant and connected community. We deliver services on behalf of the ACT and Australian Governments across the ACT and a range of children's services within the region.

We employ over 280 permanent and casual staff and have an active volunteer program with over 80 volunteers. WCS provides a wide range of services covering children, families, young people and seniors including disability, housing and mental health services.



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 **info@wcs.org.au**

 **(02) 6282 2644**

 **wcs.org.au**



## Our Values



### COMMUNITY

We create connections within a diverse community and opportunities for people to engage in meaningful roles. We will continue to work towards reconciliation with Aboriginal and Torres Strait Islander peoples.



### HOPE

We welcome, we listen, we value people's stories, we support people to build goals for their future and we offer services based on respect, acceptance and choice.



### INTEGRITY

We work together, we are accountable and professional and we partner with others to develop and provide high quality, innovative services.



### RESPONSIVENESS

We actively engage with individuals, our community and our sector. We respond to critical events to maintain resilient communities.

# Our Executive Team

## **Chris Redmond, CEO**

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

## **Kate Crawford, Director Children, Youth and Family Services**

Kate has been with WCS for the last 12 years in a range of different roles in Children, Youth and Family Services. In 2015 she took on the role of director and is using her experience to bring these service lines together and provide a comprehensive range of services to families requiring support.

## **Beth Wurcker, Director Social Inclusion**

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

## **Pam Boyer, Director Mental Health and Housing**

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

## **Jennie Seppings, Director Corporate Support**

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



*(left to right)*  
**Pam Boyer, Beth Wurcker, Chris Redmond,  
Jennie Seppings, Kate Crawford**

## Our Board of Directors



**Jennifer Bennett**  
Chair



**Lora Shaw**  
Deputy Chair



**Marie Luise Persson**  
Deputy Secretary



**Chandalala Mambwe**  
Secretary/Public Officer



**Anita Phillips**  
General Member



**Chris Flaherty**  
General Member



**Bhavana Kaul**  
General Member

# The Chair's Report

It is wonderful to report that 2016 has been a year of achievement and innovation for Woden Community Service. We have continued to deliver high quality services for our clients, shown by their choice to stay with us as their service provider as they transition to the NDIS. The next year will bring more challenges for us with the continued rollout of the NDIS and we are committed to building WCS into a resilient and agile organisation so that together, we can achieve our vision of a vibrant and connected community.

We have invested great energy and time into refreshing our strategic foundations: our vision, purpose, strategic plan, organisational values and organisational design. This enables us to be responsive to our clients' needs and the needs of the community.

We continue to work with organisations across the sector to build networks of care and support around individuals and families in need. WCS and Belconnen Community Service partnered together to deliver the new ACT OneLink Service as the ACT gateway to human services. All credit to Kate Crawford and the team for the hard work to see the service designed and staffed in the five weeks that we had before launch.

We are also working with beyondblue to deliver a new program in our mental health services. These partnerships with leading organisations and new programs ensure our services are building on the best available approaches and models of care for our clients.

All around our streets we are seeing the devastating impact of the Mr Fluffy loose-fill asbestos. WCS was instrumental in providing an opportunity for home owners to tell their own stories of their much-loved family homes and gain support through networks and meetings. Collaboration between WCS, PhotoAccess and Gen S Stories resulted in the conversion of some of these families' experiences into a digital story-telling project entitled Surrender: Homes loved and lost to loose-fill asbestos.

WCS's commitment to high quality care is demonstrated by our recent achievement of both the Quality Improvement Council Health and Community Service Standard and the National Standards for Mental Health services. The achievement of these standards by WCS is important in reassuring our clients of our provision of high quality services and identifying opportunities for improvement and change.

Our staff are the keystone of our services and we are keen to build a supportive environment in which people can deliver exemplary services. We have analysed the results of our staff engagement survey delivered by Best Practices Australia and are delighted that it confirms that we have incredibly talented and committed staff. In short, Woden Community Service is a fantastic team of 280 people working together to enrich lives.

I would like to thank the Chief Executive, Chris Redmond, and our team of Directors, Pam, Beth, Kate and Jennie for their commitment to the challenge of change and renewal. Your leadership, passion, innovation and enthusiasm are respected and infectious.

Thanks also to the Board for their continued support and commitment to WCS. I would also like to take this opportunity to thank Chris Flaherty for her extensive years of service to the organisation and to the Board.



***“Our staff are the keystone of our services and we are keen to build a supportive environment in which people can deliver exemplary services.”***

**Jennifer Bennett**  
Chair



# The CEO's Report

It would be a cliché to say that the past year has been one of challenge and change. This has been a consistent message over the last three years as the National Disability Insurance Scheme (NDIS) and consumer directed care service approaches have been introduced. People accessing services and staff delivering services have been resilient and patient in managing the uncertainty that has accompanied these changes.

The rollout of NDIS has seen the reduction in funding for programs that WCS has delivered for many years as service users test their eligibility for individually funded packages and choose service providers to deliver the goals they set for their lives. It has required WCS to rethink our workforce strategy, business modelling and financial forecasting, most importantly it challenged us to rethink our quality approach, particularly to people eligible for NDIS funding packages.

WCS is an active participant in Values in Action, an ACT NDIS Taskforce initiative that challenges agencies to review their service delivery with the people using the service in the fore front of our planning and delivery. An independent social audit of our "disability services" was conducted to identify opportunities for improvement, most importantly to reorient our service based on the notion of citizenship and the role our staff played in assisting people to increase their life chances. We are now pursuing these opportunities to improve our services.



## Quality

Three years ago WCS achieved accreditation through the Quality Improvement Council QIP Accreditation as our service was assessed against the national health and community service standards. During the reaccreditation process this year WCS also sought accreditation against the national mental health standards. We were successfully accredited against all standards in both categories.

Lyons Children's Centre was also accredited this year and achieved an "Exceeding" rating – the highest there is and hard to achieve! Well done Lyons Educators!

The organisation is implementing an integrated business solution to assist us with the challenges of a market based service system of NDIS and self-directed care. Project Jigsaw will bring together customer information, finance and HR systems – another first for WCS!

## Culture

Given the amount of change WCS rewrote our Strategic Plan and Values to better reflect the approach we are taking over the next five years to embed our quality service and maintain our financial viability. While the plan is important to setting the framework for our service we believe our values are critical in developing and guiding the behaviours we expect in WCS in delivering our services.

WCS undertook our first Employee Engagement Survey this year to benchmark staff connectedness to the organisation, identify what we're doing well and areas for improvement. Overall, some 76% of respondents rated WCS as a great place to work – 63% said they wanted to be involved in making WCS an even better place to work.

**"These are a few of the organisational highlights for the year – they are complemented in the pages that follow of the great work that WCS staff perform on a daily basis through the lens of our values – hope, community, integrity and responsiveness."**



## Service delivery

During the year WCS was successful in gaining two important service initiatives: Beyond blue's **The Way Back Service** and the ACT Government's human service gateway. The Way Back Service will work with people who have attempted suicide and builds on the expertise that the organisation has developed in delivering mental health services.

**OneLink, the human service gateway**, is a key pillar of the ACT Government's Human Services Blueprint's service access model with a focus on people experiencing homelessness and housing crisis and children, families and young people. WCS has partnered with Belconnen Community Service to deliver this initiative.

WCS is developing expertise in the delivery of plan coordination under the NDIS. WCS's plan coordinators assist people with Individual Funding Packages to identify and engage the services to achieve their goals. They are highly regarded for the level of experience they have developed over a short period of time to deliver this important service.

At the start of the year, WCS's School Age Care Service commenced services at Duffy Primary School where a before and after school and vacation program are now running. WCS has managed to develop strong relationships with primary schools in the region through the provision of children's services, family case management and paint and play services. Narrabundah Early Childhood School and the South Weston Consortium (WCS and Anglicare) received a highly commended partnership award this year through the ACTCOSS community sector awards.

These are a few of the organisational highlights for the year – they are complemented in the pages that follow of the great work that WCS staff perform on a daily basis through the lens of our values – hope, community, integrity and responsiveness.

I would like to acknowledge our service partners, Belconnen Community Service, Anglicare, Barnardos, the YWCA and the Community Services and Health Directorates and WCS's dedicated band of volunteers for their work with WCS throughout the year. I wish to thank the Board for their support and guidance during the year and staff for their commitment to service, even during significant organisational change.

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

**Chris Redmond**  
CEO

# Reconciliation Action Plan (RAP)

Woden Community Service is committed to advancing reconciliation through a range of activities to engage staff and the community, as set out in our RAP.

The RAP working group arranged various events to highlight the issues facing the Aboriginal and Torres Strait Islander community, often in partnership with other community organisations.

In July 2015, WCS partnered with other community organisations (The Smith Family, ACTCOSS, YWCA Canberra, Karralika, and Northside Community Service) to present a community celebration during **NAIDOC week**. About 200 people attended to participate in a range of activities, enjoying hearing from students about their learning journeys, engaging with stalls from Greening Australia, Indigenous Community Volunteers and CIT Yurauna Centre, cooking damper over a fire, sharing in Torres Strait Islander food, and participating in art activities.

In March 2016, for **Close the Gap Day**, we held a morning tea for WCS staff and friends, and invited Robyn Martin, CEO of Beryl women's refuge, to talk about her experiences and reflections on what it would mean to close the gap in Indigenous life expectancy. Also in March, WCS sponsored an event for **International Women's Day** with guest speaker Jo Chivers who gave an inspiring speech about gender parity for Aboriginal and Torres Strait Islander women in the context of leadership.

To commemorate **National Sorry Day**, the children and educators from Lyons and Lollipop Children's Centres made a banner and walked with hundreds of other Canberrans across Commonwealth Avenue Bridge in the annual bridge walk organised by Winnunga. WCS also held a morning tea on National Sorry Day, where a staff member shared her very personal reflections of her family's experiences as part of the stolen generation.



RAP Team





**Cultural awareness training** has been a key feature of the WCS RAP commitment. We were very pleased to have the CIT Yurauna Centre deliver two courses on cultural awareness for WCS staff and volunteers. WCS was also fortunate to have the CIT Yurauna Centre deliver the Aboriginal Mental Health First Aid for WCS staff, which was of great benefit in ensuring that WCS services are culturally appropriate.

The RAP team worked to develop a new **Reconciliation Action Plan**, incorporating the new framework from Reconciliation Australia. The RAP team consulted with WCS staff and the revised RAP is now nearing completion, with the next steps being broader consultation with the RAP reference group. This experience has been very valuable in reflecting on what measures WCS can put in place to strengthen our service and contribute to addressing the challenges experienced by Aboriginal and Torres Strait Islander people in our community.

# Children, Youth and Family Services

## Kate Crawford, Director

Kate has been with WCS for 12 years in a range of different roles in Children, Youth and Family Services. She took over the role of director in 2015 and has been using her experience to bring the service lines together and provide a comprehensive range of services to families requiring support.



## Children, Youth and Family Services Managers



## Lollipop Children's Centre

The past year at Lollipop has brought many changes! Work on the centre has given us a new heating, cooling and ventilation system, two upgraded bathrooms and soon we will have a new coat of paint as well. We have had Nicole on maternity leave and now she and Chriss are co-managing the centre together. We are working closely with our sister centre Lyons Children's Centre, as a unified team to support our educators and each other.

We had a working bee earlier in the year to complete some projects in the outdoor learning spaces. This included new bamboo screening along the fence, the planting of a range of flowers and herbs and decorating the trees in the yard. In order to encourage the wellbeing of the children we have also increased our number and the range of our local area walks – for National Tree Day the entire centre went on a walk together up to Lyons oval, collecting foliage as we went and having a wonderful time in the sunshine. We have developed our all-weather policy, to better reflect the belief that 'there is no such thing as bad weather, just bad clothing choices.'

Our musical and cultural learning has continued with Wiradjuri Echoes joining us each month for songs, dance and stories. We have also hired a casual employee (currently on leave) to teach music to all the rooms in both centres. We have also had a range of visitors, including Mr Bamboozle, Raul Basa and the Meet my Friends puppet show. These have been wonderful experiences for the children and educators.

Our playgroup continues to be a valuable addition to our program. Renee, our playgroup coordinator, has kindly agreed to stay on as Chriss has stepped up into a management role in the centre.





## Lyons Children's Centre

Some changes in our management approach have been implemented this year. Chriss and Bec are co-managing Lyons Children's Centre. This is another step in increasing the connection between Lollipop and Lyons Children's Centres. 2016 saw the preschool before and after school care program combine with the K-2 before and after school care program, under the guidance of Keda Southwell. This has resulted in a new dynamic for the school and enjoyable shared experiences for the children.

2016 saw Lyons Children's Centre receive an exceeding rating against the National Quality Standards and Framework. This rating reflects the hard work and professional standards displayed by the team. A lot of commitment and determination to provide high quality education and care to the children who attend the centre contributed to this rating.

Through our partnership with the Directorate and the P&C, we now have a chicken coop with our three chickens happily settled in and beginning to lay eggs. The addition of these three birds to the yard has added a wonderful dimension to the space and given children and educators endless amusement.

**Lyons is currently working with the school to begin to build their Reconciliation Action Plan (Narragunnawalli). This school/centre based plan will directly influence the programming and planning of the children's learning and environments.**

Lyons is preparing to move over to online enrolment for 2017 bookings. This new system is hoped to decrease the amount of paper work we require our families to complete, and also will streamline our enrolments system and create a clearer procedure for parents to follow.

Lyons is working to strengthen its ties with the Children Youth and Family (CYFS) service at WCS through events such as last year's Children's Week expo held at Lyons and hosted by CYFS. CYFS staff also assisted at last year's children's Christmas party. The plan is to continue this growth into the next year and beyond.



**Children Services Managers**

## School Age Care

School Age Care (SAC) has seen another year of growth. Each of our services has increased in numbers, as well as starting a new service at Duffy Primary School. We now run 10 after school care services (seven schools), six before school care services and four school holiday programs.

As of the beginning of 2016, we have also offered places to preschool children at Duffy, Curtin and Garran afterschool care services (as well as Lyons), helping meet the needs of the community.

Each year in October/November SAC organises our annual Fun Day. 2015 saw approximately 400 SAC children gather on the grounds of Hughes Primary School, for an afternoon of carnival atmosphere and fun! There were rides such as the giant slide, tea cups, jumping castle, games, face painting, food, fairy floss and a photo booth for the children to enjoy.



As well as local excursions during our school holiday programs, our educators went the extra mile to organise exciting activities. During the summer this included a day trip to Jamberoo Water Park.

During the April school holidays, a four day camp held at London Bridge Woolshed near Googong Foreshores was held with children enjoying activities such as bushwalks, caving and toasting marshmallows.

July school holidays brought with it a day trip to Perisher snow fields where children and educators managed to conjure up a sunny day to enjoy tobogganing and playing in the snow, with a hot chocolate to warm up with for the trip back.

## Family Day Care

We have a monthly get together for the educators. This gives the educators the opportunity to meet and have discussions and share feedback. Our People and Culture Manager, Maricel attended one of these sessions to introduce herself to the staff.

We also discussed our Yearly Diary that is used by the educators to record their programming and reflections. The educators were very pleased with the new format of these diaries and have used these, as well as computers to assist them in recording the children's experiences during the day. Yvonne and Sharon did a presentation to the staff based on information received at the Accidental Counselling Training.





We provide Paint & Play at Weston and Lyons in collaboration with other community services. This program has been utilised by the educators and children as an opportunity for them to build connections with the broader community. We have around 60 community members attending every week throughout school term.

The children in family day care have the opportunity to explore the wider community through:

- going to playgroup at the Weston Community Hub
- visiting the local library for story time and Wiggle and Giggle
- going to Mainly Music
- exploring Questacon
- seeing the animals at The Canberra Zoo
- having fun at the various parks in our local area
- shopping at the local supermarket

The children celebrated Children's Week 2015 with a sausage sizzle at the Weston Playgroup. The educators, children and families were able to use this opportunity to socialise and have fun in our play group area. The children delighted in showing their families where they play with their friends, and were able to share and participate in the activities available.





## Youth Engagement Team

The Youth Engagement Team (YET) provides assertive outreach services, general drop-in facilities, case work and supported referral services for young people aged 12 to 25 in the South Canberra, Woden and Weston Creek regions of the ACT.

YET runs in partnership between Woden Community Service and Anglicare ACT and is funded by the ACT Government under the Child, Youth and Family Support Program.

Throughout the last 12 months, YET has engaged in case work with 46 young people. The young people engaged were referred by government and non-government agencies for various supports such as education engagement, mentoring, housing, social inclusion, behaviour management, financial education, drug and alcohol support, community engagement and employment.

Our Woden Youth Centre operates from Tuesday to Friday year round from 3.00pm each afternoon. The Youth Centre is a safe place where young people gather to play pool, basketball, ping pong, watch DVD's, attend band nights, and chat with youth workers.

Our Youth Workers engaged with over 570 young people in the youth centre along with various holiday programs which included ski trips, movie days, trips to the coast and flip out.

### Westfield & Graffik Paint Graffiti projects

The Youth Engagement Team collaborated with Westfield Woden and Graffik Paint to engage young people in painting a mural on a closed down shop front. YET engaged 18 young people to complete the stencilling of the mural after hours, over 3 nights while also engaging young people walking through the plaza to participate in the art project.

The young people were taught the process and importance of stencilling when doing street art and were also able to participate in designing the mural. This was a very positive program as staff formed relationships with young people in an environment where the young people had more confidence to ask staff about issues they were dealing with.

YET has engaged in case work with **46 young people** and over **570 young people** in the youth centre

## National Youth Week – Pop-up youth centre

YET hosted a pop-up youth centre at the National Youth Week launch in partnership with other youth services in the ACT. This was the first stall of its kind and proved a great engagement tool for talking with young people.

Throughout National Youth Week YET also hosted a pop-up stall in Westfield Woden promoting the program and the supports YET offer to young people, engaging with **290 young people** and their families over 4 days.

## Skyfire

We conducted outreach at the 2016 Skyfire event. YET set up a stall located next to security and near the St John's ambulance first aid tent which provided a great location for engagement with young people, police, first aid, security and event staff. Prior discussion with the AFP Crime Reduction Unit was a success with majority of the police on the ground stopping on their patrols to introduce themselves.

YET staff engaged **over 420 young people** on their lake walks and through the stall. YET staff made a strong connection to St John's ambulance who has offered to provide free training to young people through the Woden Youth Centre.

AFP Crime Reduction Unit staff also expressed interest in 'Bit Bent' which is an LGBTIQ group that meets weekly during school term and have since been attending to support young people in the group.



Youth Engagement Team

# Community Development

Community Development is funded by ACT Government's Community Services Directorate.

This program engages with the Woden Valley region and the rural communities of Stromlo, Uriarra and Tharwa, working with groups and individuals to plan and deliver programs that will strengthen and enhance a sense of community.

Over the last 6-12 months the Community Development team have particularly been focusing on supporting the **Red Hill** residents with the transition from their old accommodation at the Red Hill Housing Precinct to new accommodations across the south of Canberra. The aim of the support is to engage with the tenants before they move and then assisting them in feeling welcome and safe in their new communities.

In addition to this exciting project, some of the ongoing groups and events that the Community Development Team assisted in included:

- Friends in the Community
- CALD community engagement activities
- Organising public speakers to speak at Woden Library
- Marist College Service days
- Attending Woden Valley council meetings
- Attending Community Development Network meetings



The Little  
Pantry  
was accessed  
**356 times**  
and assisted  
**467 people**  
in the last  
12 months

## The Intake Service

The Intake Service is a new initiative provided by WCS that was implemented in July 2015.

It provides assessment and referral to anyone who approaches WCS for assistance. This can include, but is not limited to, deescalating difficult behaviour, immediate linkages to crisis services, information regarding the Woden community and various services, referral to services run by WCS and/or other services.

One of the main roles of the Intake Service is to coordinate **The Little Pantry**, a service that provides non-perishable food and personal items to people in Woden and wider ACT community. The Intake worker oversees access to the pantry which enables them to engage with community members, hear their stories and link them with other supports. The intake worker is also responsible for building and maintaining networks with local churches, who contribute to the pantry, as well as restocking and maintaining the pantry. The Little Pantry was accessed **356 times throughout the last 12 months**.

Over the past 12 months the Intake service has assisted 467 people that have walked through the front door or who have called up seeking assistance. These people were assisted into various programs across WCS such as Case Management, Youth Engagement Team, NDIS and mental health programs, along with external programs.

## Network Coordination

We have been developing effective working relationships with ACT Schools across the South Weston region. Throughout this work a partnership between WCS and Narrabundah Early Childhood School was established that resulted in the partnership winning a highly commended award at the ACT Community Sector Awards in the RSM Partnership Award category.

Network Coordination additionally saw the opening of the South Weston Region's first multicultural playgroup. The playgroup was established after there was an identified need for families in the region to be able to access a playgroup that was localised and easily accessible. The playgroup is in its third term of operation, recently partnering with Lyons Early Childhood School to deliver a holistic learning and developmental playgroup, enhancing children's development and school readiness.

WCS have partnered with ACT Health Youth Drug and Alcohol services to host information sessions for parents. These informative sessions provide information on various substances and treatment options, discussing expected behavioural changes and the impact on family dynamics, while providing options in dealing with substance abuse issues in varying degrees.

Partnering with Tuggeranong Arts Centre Messengers program saw the establishment of one of their music programs being successfully conducted at Woden Youth Centre, connecting youth and services together.

WCS and the ACT Community Services Directorate partnered together to conduct a forum for ACT school principals and senior executives in the South Weston region reviewing the results of the 2015, Australian Early Development Census. The forum was a great success for WCS promoting its services to the education directorate and establishing future working partnerships.





Case Management Team

## Case Management

The Children, Youth and Family Services Case Management team have supported 80 families this financial year with support ranging from parenting strategies to NDIS, housing, food and much more. Many families have felt highly supported when they have reached their goal.

One mother commented, "Just wanna share great news. My daughter has started her school from today. I am really grateful to WCS for all the support. I am happy and grateful to you and your colleagues. Please do keep my daughter in your prayers. I am wishing you and WCS a great success."

Our coast trip was a success with many parents attending and taking the opportunity to have a splash in the water with their children. All the parents enjoyed the day and the picnic. They also got to know each other and were able to share advice based on their similar experiences.

Case management has established a drop-in once a week with Narrabundah Early Childhood School. A case manager is based at the school giving the school and community the opportunity to make appointments to speak with a case manager in addition to getting support or information regarding the issues they may have. We also co-facilitated a successful parenting program, it was received positively and NECS plan to hold another one later in the year.

In consultation with Tuggeranong Child and Family centre we identified a service gap for a multi-cultural playgroup. The existing one was running over capacity and many families had to travel quite a distance to get to it. So in collaboration with Lyons Early Childhood School we decided to open a multi-cultural playgroup run by case management and facilitated by a children services educator at the Lyons Pre-School.

The aim of this group was to bring together the diverse community of the South Weston region. Families requiring further support will also have access to a case manager to seek advice.

***"Just wanna share great news. My daughter has started her school from today. I am really grateful to WCS for all the support. I am happy and grateful to you and your colleagues. Please do keep my daughter in your prayers. I am wishing you and WCS a great success."***

We have been working closely with Children's Services and we are now able to refer children through emergency childcare to Lollipop and Lyons Children's Centres. Both these centres now have a better understanding of our CYFS program and are able to refer families to us who need our services.

This financial year we welcomed four new members to the team and one of our staff members also welcomed a new baby to her family. We have had a positive year and are looking forward to another successful year ahead.



Main Office Reception Team



# Wrap Around

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

After the success of its first year, the Wrap Around program was again self-funded by WCS to address service gaps by continuing to support young people aged eight to 16 who are impacted by issues such as mental health concerns, drug use, domestic violence and homelessness to engage in education and employment.

In the 2015-2016 period we worked with over 100 young people, supporting them to re-engage in school, improve skills and become job ready or to gain employment.

Wrap Around provides support to young people through case management and groups. Several groups have been run in Torrens Primary School, Alfred Deakin High School and Duffy Primary School, covering issues such as resilience, anxiety, mental health and body-image. A number of the young people have also completed the Road Ready course and passed the Road Rules Knowledge Test through Wrap Around.

Wrap Around also provides case management support to young people, such as assistance with transport to school, enabling them to complete work experience and linking them with support services.

Wrap Around has also developed relationships with the wider community, building connections with ACT Police, Child and Youth Protection Services and other valuable community services. Wrap Around works out of the Woden Youth Centre and has supported the Youth Engagement Team in events such as Skyfire, the Multicultural Festival and National Youth Week.



In the 2015-2016 period, Wrap Around worked with over **100 young people**





## New service launched

## OneLink

On 24 May 2016 we were informed that the partnership of Woden Community Service and Belconnen Community Service had been selected to deliver the ACT Government's Human Services Gateway that would begin operations from 1 July 2016.

The aim of this new service was to connect Canberrans to a range of information, supports and services, including homelessness supports and child, youth and family services.

This was a great recognition for us to be trusted with the responsibility to deliver a key innovative new service in the ACT. This initiative will receive \$4.4 million in funding from the ACT Government over three years.

This integrated service replaces the Child, Youth and Family Services Gateway and First Point. This service is a key pillar of the ACT Government's Human Services Blueprint and will be delivered in partnership with the ACT community sector.

To access OneLink:

call **1800 176 468** or

**onelink**  
right place. right time

**click here.**



# Social Inclusion

## Beth Wurcker, Director Social Inclusion

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



On July 1 2015 the two service streams of Disability Services and Community Support came together to form Social Inclusion. This was largely in response to the introduction of the NDIS which required a leaner management structure to remain sustainable.

This was a very significant year for us as most of our Community Life Skills participants transitioned across to the NDIS. The change from block funding to individual NDIS packages has been a challenge for the whole sector, not just our organisation. We worked hard to make the transition as seamless as possible for our participants, families and staff and we acknowledge the patience of our participants and the dedication of our wonderful support staff.

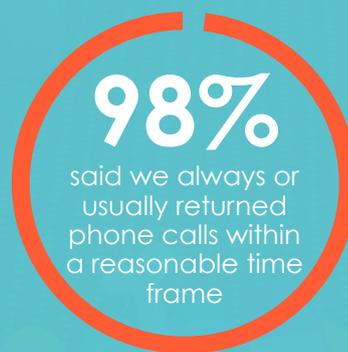
July 1 also saw the Commonwealth funded Home and Community Care program replaced by the Commonwealth Home Support Program. Although the challenge was not on the scale of the NDIS it nonetheless tested our team as they wrestled with a brand new portal and referral system as well as a completely re-designed set of eligibility criteria.

Despite all of the changes it has been a very successful year. Our staff continued to provide high quality, person centred care, our volunteers made an enormous contribution to the Canberra community and we were able to provide support to especially vulnerable groups such as our Big Issue vendors and older Fluffy affected residents.

## Commonwealth Home Support Program

Our annual service user survey was conducted in May by surveying domestic assistance, Community Transport and Social Groups. We asked our services users a range of questions that related to specific aspects of their services including home support workers being professional and punctual, cleanliness of vehicles, entertainment and food quality and if their calls were being returned promptly.

The outcome of our annual client survey was as positive as last year's:





Social Inclusion Team

*"She is punctual,  
kind, very hard  
working."*

*(Domestic  
Assistance)*

*"The drivers  
are always  
on time &  
courteous"*

*(Transport)*

*"Excellent service,  
I'm so glad you're  
here! I'm 91 and a  
half- I hope to have your  
splendid services for at  
least another 10 years!"*

*(Domestic Assistance)*

Some of the many  
comments our service  
users made in the  
survey:

*"Lovely bunch  
of people who  
other transport  
(providers) could  
learn off!"*

*(Transport)*

*"I am more  
than satisfied-  
the company  
is exceptional. I  
look forward to the  
meeting every  
week"*

*(Social Groups)*

Another achievement was the accreditation against the Community Care Common Standards, another indication of our focus on quality.

# ACT government funded Home and Community Care Program

This program also saw significant change due to the introduction of the NDIS.

Many of the service users who accessed domestic assistance, personal care and transport were approved for a package and most opted to stay with WCS for their service delivery.

The ACT government funded HACC program ceased on June 30 and was replaced with the Community Assistance and Support Program with much reduced funding and a revised eligibility criteria.

In 2015-2016, WCS delivered  
**3,721 hours**  
of assistance and personal care to  
**253 service users**

## Client Services

The Home and Community Care Program (HACC) ceased on 30 June 2015 and was replaced with the Commonwealth Home Support Program (CHSP) on 1 July 2015. This was a major change for the team and service users as the only entry point was now through a government gateway called My Aged Care. Since the transition into the new system of CHSP, WCS has accepted **113 new referrals** from My Aged Care for domestic assistance, transport, social groups and personal care services. While it took a bit of time to navigate the new system as it had many teething problems the team worked tirelessly to make sure new service users were not inconvenienced.

The decision to replace using a brokerage model with employing our own team of Home Support Workers has been an outstanding success. Almost 90% have now transitioned across and our recent client survey indicates service users are very happy with service they are receiving. Having our own workforce has given the coordination team the ability to better monitor quality, reliability and provide service based on the principles of wellbeing and enablement. We have built up a team of 10 support workers and we thank them for their commitment and dedication.

This year also saw an increase in the amount of requests for us to provide service to people with NDIS packages and the team have met this challenge with their usual professionalism.

During the 2015/16 financial year WCS delivered 3,721 hours of Domestic Assistance and Personal Care to 253 service users.



## Community Transport

Our Transport program is a valued and professional service for older people and people living with disability needing transport to medical appointments, social outings in and around Canberra and weekly shopping trips.

Our goal is to provide a friendly and flexible transport service headed up by Donna Furber along with her team of staff drivers, John Kaye, Brian Sclater, Pam Jones. The Transport team also includes a number of very dedicated volunteer drivers and we acknowledge the outstanding care and commitment by all our volunteers in helping improve the quality of life for seniors and other consumers.

For the Transport service to remain financially sustainable we had to reconsider and review the amount paid for transport services. We rezoned the Canberra suburbs into three different areas and three different costs centres were created. This was accepted by our service users and accompanied by positive feedback.



We worked closely with ACTION Buses and the Flexible Bus Service and successfully negotiated this service to transport the new walking group to Lake Burley Griffin each week. Our highlights:

- 10,508 one way trips were undertaken
- Stephanie Tolson our Volunteer driver was awarded the 'ACT Seniors Week award for individual transport.
- Weekly seniors walking group accompanied by our driver John Kaye and supported by ACTION Flexible Bus Service.
- Flexible Bus trips for seniors within Canberra and surrounds.
- Two new Commodore station wagons and a Toyota Hiace wheelchair accessible bus that creates comfort for service users with flexibility to allow room for walkers and wheelchairs.
- Provided a total of 7,561 transports during the year.

## Social Groups and Bus Outings

This has been a huge year for our Social Groups and Bus Outings team, providing **6,831 hours of social interaction**, entertainment and trips.

We moved our lunch groups to the Statesman Hotel which has been very successful and one of our long standing lunch groups, Mavis's Friday group, wound up as a result of the change in service user profile under the Commonwealth Home Support Program.

One of our drivers, John, started a Tuesday walking group which meets at the flags on Lake Burley Griffin for a stroll followed by coffee (and often gelato). We have also started up weekly informal groups for men and women which are very well attended.

There have been many happy bus outings to locations both in and outside the ACT. The Tulip farm is always popular as are the trips to Honeysuckle Creek. We also hosted two afternoon cruises on Lake Burley Griffin which were enjoyed by about 50 of our service users.

Sadly, our very popular bus driver Pam retired this year and she has been sorely missed.

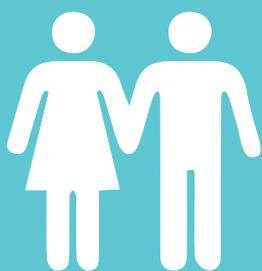


## Volunteer Management

WCS has over **80 volunteers** working across the entire organisation including art classes, transport and disability. Our wide range of volunteer roles are developed in response to service gaps identified from within our services' and those we are in partnership with in the community.

Emma, our Volunteer Coordinator, also oversees student placements with WCS providing students with practical experience to augment their theoretical studies.

WCS was active at a number of stalls, expos and festivals including the Multicultural Festival and the Volunteering Expo.



Volunteer Management Team



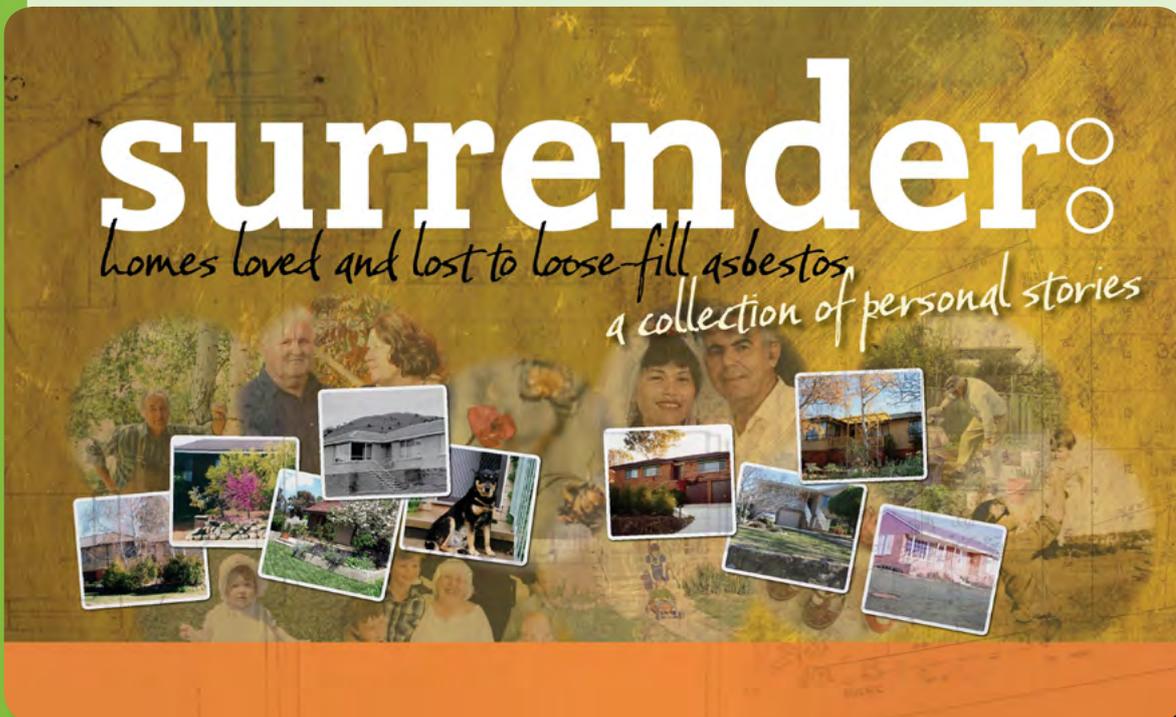
## Community Groups

At WCS we are committed to creating a well-connected community through supporting the facilitation of community groups. During this reporting period WCS developed new partnerships to create innovative community groups. These included:

- Our first Cooking Circle, located at the Monash mosque, created social networks between women through cooking.
- Woden Role Playing Group, a group where members of the community meet to play a superhero role playing game.

WCS continued to support the following existing community groups:

- English Conversation groups, that teaches English to people who speak other languages
- Women Supporting Women, a group for middle aged women to support building self-esteem and friendships
- Mr Fluffy Community Helpers group, supporting older Fluffy affected people relocate from their asbestos affected homes.



This year also saw a number of older Fluffy affected Woden residents take part in a digital story telling project called, "Surrender" which can be viewed on our YouTube channel - highly recommended.



[Click here to watch](#)

## The Big Issue

Another big year which saw vendor numbers increase by 15% to 48, including 6 vendors who have been active for over 10 years and an additional 10 for over 5 years. Six vendors returned to selling The Big Issue after a period of absence.

Three vendors had full page profiles during the year and one vendor had the January calendar page.

A total of 35,000 magazines and calendars were sold injecting a total of \$122,000 into the local economy but more importantly, significantly adding to the self-esteem, visibility and resilience of our vendors.



20<sup>th</sup> Anniversary



**35,000**  
magazines and  
calendars sold and  
**\$122,000**  
put into the local  
economy



## Ability Services

This year was one of great change due mainly to the rollout of the NDIS. There was a major restructure which saw Disability Services come under Social Inclusion. The replacement of the word Disability with Ability in our team name is one example of our renewed focus on supporting people to achieve their NDIS and personal goals.



- **Direct service delivery**

This was a year of transition which saw the end of the block funded disability program Community Living Skills with participants receiving their NDIS packages.

This year was also a big year for our direct service delivery staff. The expectations for these roles have changed under the NDIS and to reflect this Disability Support Workers are now known as Ability Facilitators. This term more accurately reflects their role of working alongside participants to build capacity and achieve their goals.

One of the financial implications of the removal of block funding was WCS having to reduce its fleet of wheelchair accessible vans from 4 to 1. We have worked together with service users, families and Canberra's Flexible Bus service to develop creative ways to overcome the transport issues but it still remains a significant barrier to community participation.

Ability Services provided 6,000 hours of support in the Community Life Skills program. Under the NDIS we provided almost 13,500 hours increasing monthly from 902 hours in July 2015 to 1,344 hours in June 2016.



- **NDIS Plan Coordination**

Many participants with NDIS plans require specialist assistance to get the most out of their plans and Plan Coordination has been a significant area of growth within WCS. Our Plan Coordination team work with participants, families and local service providers to ensure NDIS plans are implemented effectively, efficiently and meet the participant's goals.

Many participants have also chosen WCS to manage the financial aspects of their plans and again, this is an area of growth. WCS has a dedicated NDIS Accounts Officer who manages this activity as well as undertaking payment requests from the NDIS portal.

By the end of the financial year WCS was coordinating the NDIS plans of over 60 participants living with disability.



# MENTAL HEALTH AND HOUSING

## Pam Boyer, Director Mental Health and Housing

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



Bringing the suite of all mental health and housing services together under the one banner at WCS has created an environment of collaboration and cross fertilisation, allowing participants to move between programs as their needs change and for staff to learn from one another.

The foundation of our **“stepped” model of care**, Transitions to Recovery, Personal Helpers and Mentors, Partners in Recovery and the Supportive Tenancy Service, all help to connect people to the supports they need, and have been the basis for the teams to develop new opportunities and respond to the changing service delivery landscape. They have given us the framework to ensure that recovery is at the basis of all we do and new programs we develop such as our new NDIS Mental Health Recovery Service, our expertise in working with squalor and hoarding issues, and our work with tenancy issues for people experiencing mental health issues.

Our mental health and housing services have also achieved **accreditation against the National Standards for Mental Health Services this year.**

This year has also seen the expansion and further development of our mental health peer workforce within our NDIS Services. As our response to the NDIS has grown, we have been able to provide employment opportunities for people who have a lived experience of mental illness.



Mental Health & Housing Team

# TRANSITIONS

## Transition to Recovery (TRec)

Funded by ACT Health

The TRec program is an intensive outreach program, run by Woden Community Service in partnership with ACT Health, that:

- assists people to transition to the community following an acute episode of mental illness and
- provides additional support and recovery options for people showing signs of relapse.

TRec commenced its fifth year of operation at its maximum capacity of 45 places. The Program sustained the positive feedback from participants and clinical managers and the partnership with clinical teams continued to grow positively. At the end of the financial year the program returned to 35 places due to reduced funding.

In the 2015-16 the program:



Opened every day from  
**9am - 9pm**  
and supported  
**267 people**

Supported  
**51 people**  
leaving psychiatric  
care at Canberra  
and Calvary  
hospitals

Provided  
**3,625 after  
hours calls**

Provided  
**635 weekend  
visits**

*"Initially I was reluctant to get involved with yet another mental health support service but reluctantly agreed to proceed with the referral... The point of difference that TRec offers is what can only be described as a business partnership... The point of difference and something that it is of extreme importance to remember is that what TRec can offer clients is so much different. What makes it a unique partnership is that Trec has the flexibility to meet clients on mutually agreed terms including mutually agreed locations. This point of difference with TRec and other services makes the client feel more at ease to build a meaningful business partnership built on trust and mutual respect. The flexibility to see clients on weekends and generally out of hours increases that feeling of a business partnership rather than a client-worker relationship.*

*"I've gotten out of my comfort zone and grown more confident doing so. My life has come into more perspective and I've learned coping strategies and stress management and gained better social skills."*

## Comments from TRec service user:

### Way Back Support Service *Funded by beyondblue*

WCS successfully tendered for the beyondblue Way Back Support Service – a new, innovative suicide prevention service. It was developed to save the lives of one of the population groups most at risk of suicide, those who have attempted suicide. The program provides practical support from the point of hospital discharge in the first three months following a suicide attempt. The service aims to commence in October 2016.



## RECOVERY



### Partners in Recovery (PIR) *Funded by the Department of Health and Aging through the Capital Health Network*

PIR aims to support people who have had significant difficulty accessing and maintaining engagement with services; to support them in their own mental health recovery, looking at all aspects of a person's life and connecting them with needed services.

They also have access to flexible funds to be able to solve more immediate needs for people, which can then make a big difference to working with more complex problems.

More recently the focus of PIR has also included supporting participants to access the NDIS and support their planning process. PIR is now been scheduled to finish by mid-2017.



## The Personal Helpers and Mentors (PHaMs) *Funded by Department of Social Services*

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 has operated for people living in the Southside of Canberra since 2007, thus we are entering our tenth year of service. During the last year we have supported almost **100 people** who come from all walks of life and demographics across a range of activities from intensive ongoing support to shorter term interventions. Like PIR, PHaMs is being discontinued in the wake of the NDIS rollout.

## NDIS and Mental Health Recovery

Our response to this phasing out of both PIR and PHaMs has been to actively develop NDIS services for people eligible for individually funded packages. Last year Richmond Fellowship approached us with a request to take on **14 HASI/HARI participants** who were to transition to the NDIS. WCS agreed, being responsive to the needs of this cohort of people and committed to continuing our strength-based, recovery-focused approach to service provision for people transitioning to the NDIS due to severe and enduring psychosocial issues. The service has two full-time staff including coordination of our pool of NDIS Support Workers who form the core of the services we provide.

## Developing our Peer workforce

We continue our commitment to employing for our services Support Workers who have lived experience of mental illness and recovery. Support Workers are trained and closely supervised to assist participants who are particularly isolated and needing greater assistance to engage in social and community life. We now have a quite experienced team of Support Workers who are really at the heart of what we do here in our Mental Health and Housing programs.



# GROUPS

## Peer Groups: *a central component of our stepped model of care*

Within our stepped model of care we have always had a strong commitment to establishing and facilitating a variety of peer groups to meet the needs of our participants. All of our peer groups aim to provide a safe place where participants can explore and build upon their personal capacity, interdependence and to have an increased sense of community participation and personal contribution. The groups provide further opportunities to build confidence in social settings, learn skills, strategies or concepts of recovery and psycho-education, as well as to learn ways to better manage symptoms of mental illness and - not least of all - simply to make friends!

## Mindfulness Group

One of the constants over the last four years has been the Mindfulness group which meets every Friday at the Woden Library from 12.30 to 1pm and just recently celebrated its **200th session**. It has been a place for staff, community members and participants in WCS programs to learn about the art of mindfulness which can reduce anxiety, depression and stress as well as assist with living more fully in the present moment.

## The Walking Group

The Walking Group has gathered momentum during this year and every Thursday a group of past and present WCS participants walk around the lake and have a coffee. It has been a wonderful group supporting wellbeing, social connections and peer support.



## The Friday Group



Our NDIS service has provided new opportunities for peer participation with a Friday group located at the Woden Youth Centre that is proving increasingly popular. As well as conversation over a healthy lunch participants get together in a safe place to socialise and engage in recreational activities such as playing pool and table tennis.

## The Art Group

This year has also seen us provide an extra Art Group each week during term thanks to the popularity of our art facilitator Jenni and off-sider David. And we have continued our collaborations with Belconnen Community Service with a cooking class based at the Woden Youth Centre and our mainstay, the Philosophy group, at the **Smith Family building**.



## Buried in Treasures Groups



WCS is currently hosting three Buried in Treasures workshops (each of 20 week duration) to support people who are experiencing issues with hoarding. The workshops are largely led by peers who also experience hoarding, helping to create a strong group camaraderie that then supports people as they work to understand and find ways to approach their hoarding problems. We have had three groups graduate in this past year and much enthusiasm for WCS to continue to offer these workshops.

## GATHER (Young Women's Group) *Girls All Together Healthy Empowering Relationships*

GATHER consists of 20-35 year old women from the Mental Health and Housing Teams which aims to build the social capital of young women. The group has been building steadily since January 2016, with a core group of 6-8 women. Each week the group build their knowledge capital by visiting different venues around the Canberra region that they would not normally visit alone. Highlights have included: A theatre workshop, visiting Robyne Rowe Chocolate Shop, op-shopping and Beyond-Q bookshop and cafe.





Mental Health Housing Team

## HOUSING

### Supportive Tenancy Service (STS)

*Funded by the National Affordable Housing Agreement (NAHA), and/or the National Partnership Agreement on Homelessness, which are jointly funded by the ACT and Australian Governments*



The STS provides support to people whose tenancy is at risk, and provides advice for people looking for a new tenancy. STS helps people who are at risk of homelessness to sustain or obtain a tenancy, working with people in public housing, private rental and with mortgages. In 2015-16, STS worked with 665 people, from providing one-off advice and information, to longer periods on support to sustain a tenancy.

### Tenancy Options

The Supportive Tenancy Service continues to deliver the Tenancy Options and this service has continued to evolve and provide assistance to a wide range of people looking for a new tenancy. Tenancy Options assisted 160 people in this financial year, and continues to be in high demand. The longer waiting period to access public housing has been a factor and also the financial aspect to securing private rental.

STS continues to work closely with Salvos Housing to find tenants for a property in Narrabundah that was previously accommodation for older people, but which Salvos Housing were opening up to provide transitional accommodation at affordable rental (75% of market rent) to people who were having difficulties finding accommodation.

Tenancy Options assisted  
**160 people**

## Mental Health and Housing Project

Funded by PIR flexible funds from the Capital Health Network

The STS team was expanded this year with this project that specifically worked with people living with mental illness to address tenancy issues. The project team worked with **70 people** across this time, supporting them to maintain their tenancy and often linking them into other services. The connections could be in meeting the financial and maintenance requirements of a tenancy, dealing with neighbourhood disputes and conflict, finding a suitable tenancy for their needs, advocacy or providing support and guidance in addressing poor property conditions. The project has identified a range of recommendations including how STS and Housing ACT can better respond to this group as well as the need for more appropriate and affordable housing options.



## Supporting squalor and hoarding

### Training for workers about squalor and hoarding

WCS auspiced a project with the Canberra Living Conditions Network (CLCN), funded by the Capital Health Network's PIR Flexible Funds

Last year a training needs analysis was held to explore what skill gaps there were for those working with people challenged with hoarding and squalor. From this we have devised a four module response for the Canberra community which we are aiming to develop over the next few years. The introductory module has been developed, received warmly by workers and is presently being offered once a month, filling a much needed gap in knowledge in the sector. WCS employees are involved in developing and delivering the training with other members of the CLCN.

We also hosted a workshop and evening forum led by Professor Randy Frost from the USA, a leading academic in the area.



CLCN with Professor Randy Frost

# CORPORATE SUPPORT

## Jennie Seppings, Director Corporate Support

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



The Corporate Support team was established in 2015 with the key objective of enabling WCS to deliver its services through the provision of specialised knowledge, practices, tools and systems. Corporate Support is made up of five service areas; Finance, Information and Communication Technology, Marketing & Communications, Quality and People & Culture.

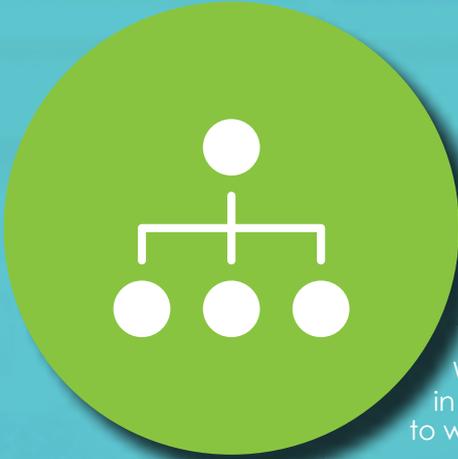
This financial year, the team developed and led a number of key strategic initiatives to support the organisation's journey towards building a sustainable and agile organisation. Here are some of the highlights:

## Information Technology

Probably one of the most significant initiatives that commenced last year was "Project Jigsaw". It will see the implementation of an integrated IT business solution across Client Management, Finance, HR, Payroll and Staff rostering bringing with it numerous efficiencies both across and within these areas.



Corporate Support Team



# Organisational Development

Our first Employee Engagement Survey, provided by Best Practice Australia, was rolled out in February.

We achieved an organisational engagement level of 61.2%, positioning us in a culture of Success, and 76% of employees think we're a truly great place to work. This is an impressive result given it was our first time.

The next 18 months will see focus groups being established to further build on and improve the way in which we engage our employees.

A leadership development program was conducted for our senior leadership group with a focus on accountability, people management and Values and behaviours.

# People & Culture

Supporting the initiatives above, a People Performance framework known as **'Towards a High Performance Culture'** was developed. It will enable the ongoing development of a positive and engaging environment aligned to our Values in which employees are able to perform effectively and contribute to the achievement of the organisation's vision, purpose and strategic goals.



# Marketing & Communication

We have built a strategic internal and external communications platform to support WCS achieve its objectives. We successfully **refreshed our brand and visual identity**, built a simplified and accessible **new website**, improved our presence on social media and started using a new range of interactive tools to share our stories and engage staff, service users and the wider community.

We have also grown our brand and reputation through a number of initiatives and provided communications support for numerous internal and external projects. The highlight was the internal and external launch of our Strategic Plan that dovetailed with the launch of our Values and behaviours and refreshed brand. This event was positively received by both staff and external stakeholders. We also worked on developing the **OneLink** brand and website.

**Brand refresh**

**Woden Community Service**

**New website**

**www.wcs.org.au**

**onelink**

right place, right time

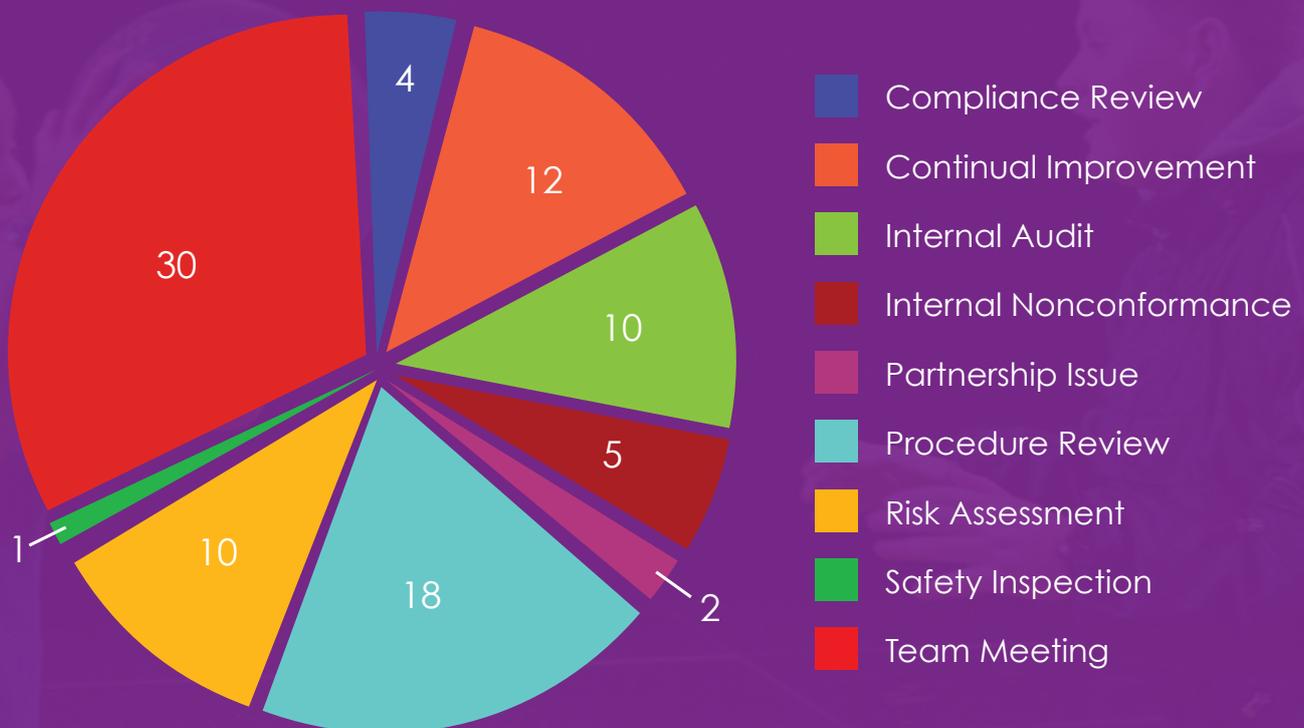
## Quality



To cap off the year, we:

1. Achieved voluntary quality re-accreditation against the Quality Improvement Council's Health and Community Service Standards and
2. Met all requirements of the National Standards for Mental Health Services and the Home Care standards.
3. Implemented a continual improvement register that captures the source and status of actions.

This strong quality system foundation that is regularly reviewed by the newly established internal audit team will be integral in ensuring the provision of high quality services well into the future.



The Corporate Support team have risen to significant challenges and change throughout this financial year; a true mark of their talent, engagement and enthusiasm. The journey continues as we transform WCS into a sustainable and agile organisation.



# FINANCIAL REPORT 2015-2016



The total revenue for this financial year increased from \$14 million to \$15.5 million. This was largely due to an increased fee income of \$1 million and increased NDIS income of \$609,927. The transition of clients to NDIS resulted in reduced income from operating grants. However the net increase in income is due to the delivery of additional services for both government and fee based services which are also reflected in the increase in employee costs from \$10.3 million last year to \$12.1 million this year.

**The net result was a surplus of \$161,183 compared to a surplus of \$107,634 last financial year.**

## **Review of Financial Position**

Operating activities resulted in a net cash outflow of \$123,823 as compared to a net cash inflow of \$462,758 last year.

Cash used in investing activities increased from \$186,320 to \$453,756. This cash investment was predominantly due to the sale for the motor vehicle fleet and the operating result for the year.

## **National Disability Insurance Scheme**

The introduction of the NDIS saw WCS, along with all other community service organisations, facing significant challenges. The NDIS created a significant shift in terms of balancing the commercial viability of our services while maintaining the high standards of service delivery. To meet these challenges a change management process and plan was developed to support the effective transition to NDIS.

## **Sustainable Surplus**

Over a period of time, WCS has generated a sustainable surplus. This has allowed WCS to invest in the NDIS and future service arrangements.

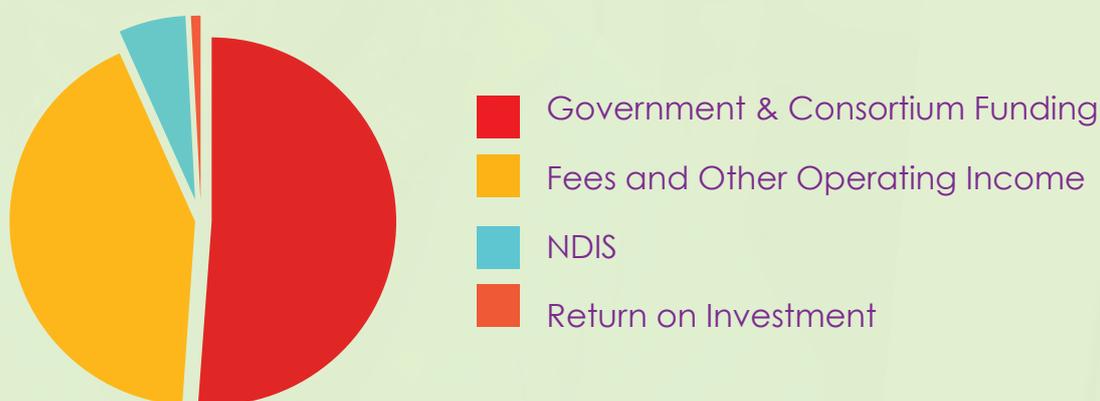
As at 30 June 2016, our current ratio stood at 2.20. This demonstrates a strong liquidity position.

The following is a snapshot of our current revenue, where it came from and our expenditure.

View our  
**Financial  
Statement  
2016**

## Revenue

<b>Government &amp; Consortium Funding</b>	\$7,974,013	51.22%
<b>Fees &amp; Other Operating Income</b>	\$6,577,973	42.25%
<b>NDIS</b>	\$890,281	5.72%
<b>Return on Investment</b>	\$126,732	0.81%



## Expenditure

<b>Wages &amp; Oncost</b>	\$12,141,866	78.61%
<b>Other Operational Expenses</b>	\$2,268,239	14.69%
<b>Grants paid to partners</b>	\$850,951	5.51%
<b>Depreciation</b>	\$184,679	1.20%



## Acknowledgement

WCS is now seeing the benefits of significant change undertaken in recent years with its continuing growth.

Our impressive financial results for the last financial year would not have been possible without the support and dedication of each member of the Finance team. Their contribution through what has been a challenging year is greatly appreciated and acknowledged. WCS's deepest thanks go to the outgoing Finance Manager Dipak Mehta for his hard work and dedication to Woden Community Service over his seven year tenure.

The Finance team remains committed to providing value added services, timely, accurate information to all parts of the organisation, and partnering with each Service Line to achieve their strategic goals.



**WCS**

*Discover more*



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**(02) 6282 2644**



**wcs.org.au**

