



Woden Community Service

Annual Report

2020–2021



Acknowledgement of Country

Woden Community Service acknowledges the Ngunnawal people as the traditional owners and custodians 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.

Artist: Ngunnawal and Wiradjuri artist Megan Daley

Painting: "Ngunnawal Mindjagari"

Details: provided inside the back cover.

Contents

Acknowledgement of Country Inside Cover

EXECUTIVE AND REPORTING

Reflections - our Board Chair & CEO	2
The Board and Governance.....	3
Executive Team.....	4
Why We Exist.....	5
How We Work.....	6
Our Strategic Context to 2025.....	7
Financial Report 2020-21	8
Highlights	9

PERFORMANCE AND IMPACT

Children's Services.....	10
Early Learning Centres.....	11
Out of School Hours Care (OSHC).....	12
Mental Health Services.....	13
Disability Services	16
Aged Care Services.....	18
Children, Youth and Family Services	20
Community Engagement	22
Housing and Homelessness	24
The Big Issue	26
Where We Work.....	27

PEOPLE AND CORPORATE

Our People.....	28
Corporate Services.....	30
Our Commitments.....	32
Supporters and Partners	34
Service Overview	36

COVER
Woden Town Square
PHOTO: Lydia Downe

Reflections - our Board Chair & CEO

July 2020 saw the ACT emerging from the first wave of the pandemic in Australia. Woden Community Service (WCS) implemented creative ways to work with our service users and maintained service continuity wherever possible.

Our commitment to provide services extended throughout WCS. Frontline workers, staff – particularly those in our early learning centres and out of school hours programs who continued to work on site – and our Board all played a role in ensuring that we were able to keep serving our community. With or without COVID, we were essential workers in and for our community. This period prepared us very well for any future pandemic restrictions. We have now adopted new service innovations and continued to expand our standard service provision.

It was exciting to finalise our new Strategic Plan for 2021—2025. This was the result of 12 months working with people across WCS. We used the formulation of the plan as an opportunity to reflect on our values, considering which ones remained important to us and which new ones we wanted to adopt. Many fruitful discussions resulted from thinking about where WCS had come from and where we want to be in the future. Our external stakeholders reinforced that WCS holds an important place in our community. We are excited to commence implementation of our plan, as it reinforces our commitment to service excellence and supporting our communities. Further in this report is an extract from our new Strategic Plan.

We deeply appreciate and thank all our staff and volunteers for the wonderful work they have done in this past year. In particular, we recognise their ongoing commitment to the well-being and care of our service users. To our managers and Executive Team, we thank you for guiding and leading staff in their work. We also acknowledge our board members who have dedicated their time and attention to navigate the best direction for WCS and govern us with competence and confidence.



Jenny Kitchin, CEO



Jennifer Bennett, Board Chair

The Board and Governance

In 2020–21 our board included:



JEN BENNETT
Board Chair
Remuneration
Committee Chair



GLENN POWELL
Member



LORA SHAW
Deputy Chair



CAROLYN HARKNESS
Member



BRETT STREATFEILD
Treasurer
Audit and Risk
Committee Chair



ALISON OAKLEIGH
Member



BHAVANA KAUL
Public Officer



SARAH ELPHICK
Member



MICHAEL MILLER
Governance Committee
Chair

Executive Team



JENNY KITCHIN
Chief Executive Officer

Jenny joined WCS as CEO in February 2019. Jenny is a community services leader with significant experience in the government and community sectors. Prior to WCS, Jenny worked with Anglicare, the ACT Community Services Directorate and Barnardos Australia (ACT). She has contributed extensively to children, youth, family, housing, homelessness and community services in NSW and ACT.
E: jenny.kitchin@wcs.org.au | P: (02) 6234 6868



KATE WEST
Director of Children, Youth and Family – until June 2021

Kate joined WCS in 2006 and worked across our organisation for fifteen years. Kate led the children's portfolio which delivers all of our early education and out-of-school-hours care programs. Kate also led services for youth engagement and family support.



KIM SPINKS
Director of Housing and Community Engagement – until March 2021

Kim has worked on homelessness and social housing for almost 20 years. She had previously worked in both government and community sectors to manage and mentor teams and establish service partnerships with a wide variety of service users. Kim joined WCS in 2017 and led the team delivering support in housing, community engagement and The Big Issue.



PAM BOYER
Director of Disability, Mental Health and Aged Care Services

Pam Boyer joined WCS in 2014. Pam has been a community sector manager or director in the ACT for over 20 years and has a strong commitment to supporting people to live well and independently in the community.
E: pam.boyer@wcs.org.au | P: (02) 6221 9519



SHARON FLANIGAN
Director, Corporate Services

Sharon has previously held senior positions in the Australian Public Service across numerous portfolios and has almost 30 years' experience working in a diverse range of programs, policy development, program delivery, service delivery and corporate services.
E: sharon.flanigan@wcs.org.au | P: (02) 6147 3314



BLESSY PASCUAL GUTIERREZ
Chief Financial Officer

Blessy joined WCS in 2016. She is a qualified Chartered Accountant and also a member of CPA Australia with over 19 years of experience in financial management, business advisory, taxation, audit, systems application and integration, and financial governance.
E: blessy.pascual@wcs.org.au | P: (02) 6147 3321

Why We Exist

Woden Community Service's vision, purpose and values frame why we exist and guide us in how we focus and behave as a service provider and employer.

Our Vision
A caring community where everyone belongs.

Our Purpose
Building connected communities and enriching people's lives.



How We Work

Woden Community Service's effectiveness and reputation is built on how we work with people and communities. We are very much part of the communities we support and we are committed to acting consistently across our services and programs with these guiding principles and practices.

- We put **service users and participants at the centre of service delivery**, responding to each person's unique circumstances and recognising the strengths and supports they have to draw on.
- We listen to the **people and communities** who need our support, valuing their stories and lived expertise and respecting their decisions.
- We offer **trauma informed support** across our services because we understand the profound impacts trauma can have on individuals and families.
- We act to ensure a **child-safe and child-friendly** organisation.
- We stand with individuals and community groups to **advocate for changes in society and service systems that improve their life chances and circumstances**.
- We care about and invest in the **safety, wellbeing and development of our staff and volunteers**, knowing this is fundamental to our effectiveness in the community.



WCS staff, 4 March 2021
PHOTO: WCS Media

Our Strategic Context to 2025

2020–21 and 2021–2025 remain challenging times with both anticipated and novel trends creating uncertainty and opportunity.

Demographically, Canberra's population is growing in size and diversity. In new higher-density suburbs, there is a high representation of families and youth. Effective planning of community infrastructure and services is crucial, especially in the Woden, Weston Creek and Molonglo communities.

More climate-related crises are predicted with devastating impacts for people and communities. Proactive strategies are needed from community sector organisations and government in this space.

The economic and social impacts of COVID-19 are likely to last for many years. This is increasing the demand for community services particularly in the area of mental health. Adaptability and flexibility in delivering support and managing staff and volunteers are necessary in response to COVID-19 and any future crises.

Economically, Australia is experiencing continued growth in market-driven services. This is resulting in increased competition, the need for new business models and new threats and opportunities for organisations.

Growing social pressures provide the most critical context for the community sector to advocate within and respond to. Some of the key inquiries WCS will continue to act on findings and recommendations from are:

- The Productivity Commission Inquiry into Mental Health
- The Royal Commission into Aged Care Quality and Safety and
- The Royal Commission into Violence, Abuse, Neglect and Exploitation of People with a Disability.

As we look to the future, WCS will respond to all of these challenges and opportunities by continuing to demonstrate adaptability and innovation.

Our goals to 2025

Goal 1. Strive for excellence in service delivery and use evidence in program planning and design.

Goal 2. Increase service access and impact by expanding what we do well and developing new services to address community needs.

Goal 3. Intensify our community engagement footprint to foster community connection, participation and development.

Goal 4. Grow as a sustainable, well governed and effective organisation that embraces a culture of staff care, continuous improvement and accountability.

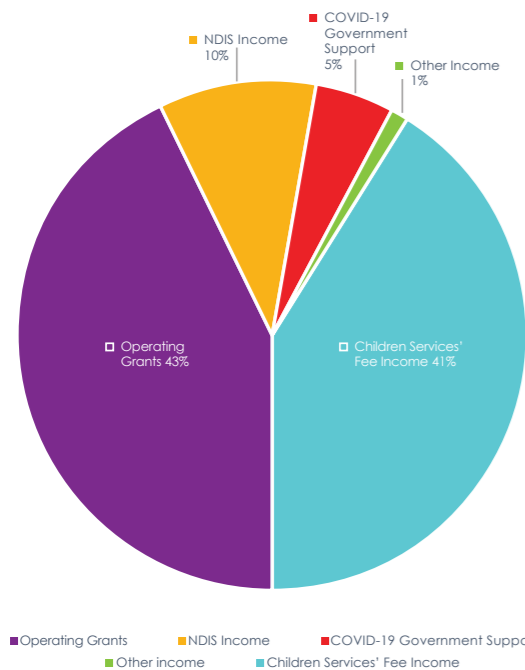
For more detail on priorities and actions, see [WCS Strategic Plan 2021–2025](#) on the WCS website.

Financial Report 2020–21

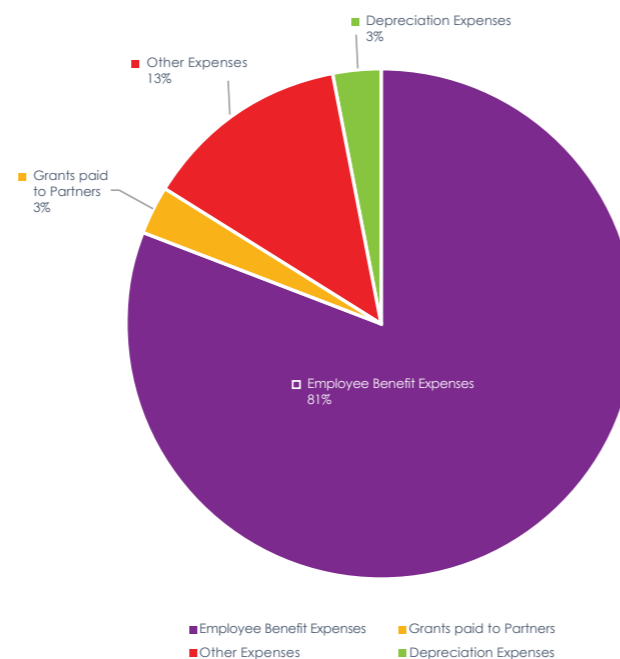
It has been financially positive for WCS for the year ended 30 June 2021 despite the ongoing impact of the Coronavirus (COVID-19) pandemic on the organisation and the community sector.

The ongoing financial support from the Australian and ACT Governments has assisted WCS. If not for this support, WCS would have recorded a deficit due primarily to the pandemic.

REVENUE

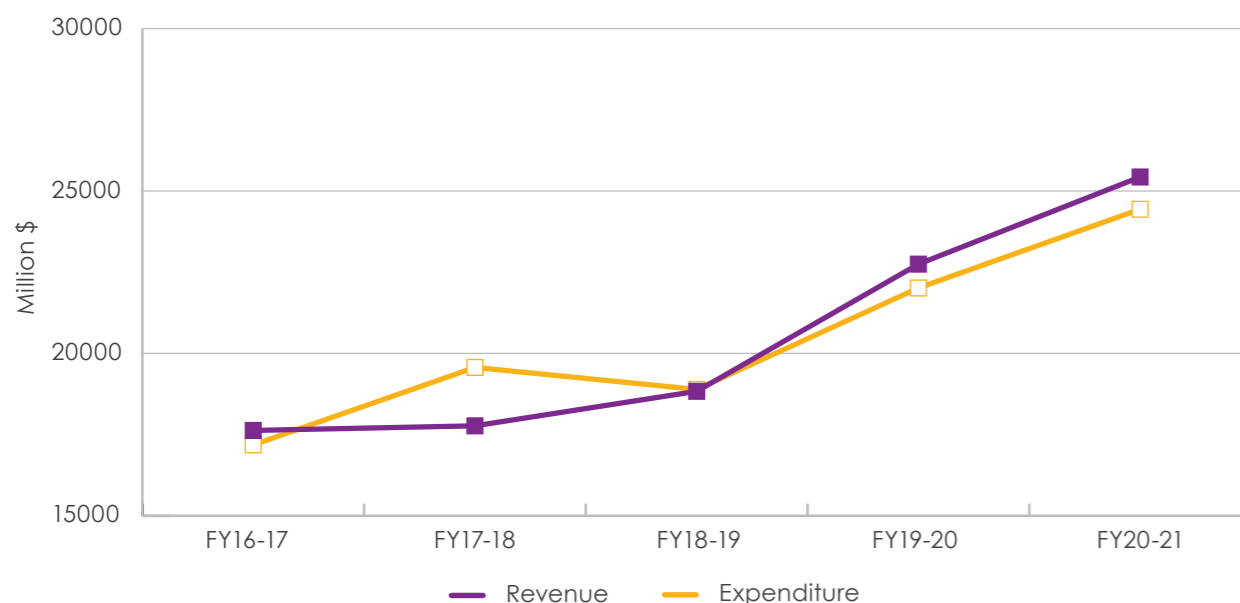


EXPENDITURE



As a community service organisation, employee expenses have been the dominant driver of cost growth. Other operating expenses have also increased as WCS's operation returned to normality and COVID-19 related support ceased.

REVENUE AND EXPENDITURE TREND



WCS News Highlights

Oct
2020

Mental Health Awareness month
activities were moved to online forums.

Apr
2021

NDIS team recognised in Grill'd Local Matters program
funds raised contributed to more resources and activities for disability groups.

24
Oct –
1 Nov
2020

Children's Week 2020
was celebrated across WCS. OSHC programs supported Marymead with donations for disadvantaged children.

8 Apr
2021

Molonglo Family Fun Day
WCS, together with Molonglo Valley Mingle, held a fun day providing food and activities and fostering community connection, with over 350 people attending.

8 – 15
Nov
2020

NAIDOC Week 2020
WCS partnered with other community organisations in hosting an online event with Ngunnawal Elders, Aboriginal artists, musicians, and local leaders. The event was deferred due to COVID.

1 May
2021

Woden Youth Centre Working Bee
A face lift to the building gave youth, mental health and disability programs a boost with the aid of 40 willing helpers.

4 Dec
2020

2020 YOGIE Awards
two WCS teams were winners at the YOGIE Awards. The winners were: Safe & Connected Youth program and the Next Step program.

25
May
2021

Strategic Plan 2021-2025 launched
The plan provides the roadmap for WCS's important work in the years ahead, setting the vision, purpose and goals.

9 Dec
2020

Volunteer's end of year picnic
WCS celebrated and thanked volunteers for valuable contributions made to the local community and WCS in 2020.

3 Jun
2021

National Reconciliation Week
A WCS staff member shared a personal reconciliation story for this year's theme: 'More than a word: Reconciliation Takes Action'.

2 Mar
– 30
Apr
2021

The Art of the Story Circle exhibition
WCS participated through a digital story project produced with Gen S Stories held at the ACT Heritage Library.

16 Jun
2021

The Big Issue turns 25!
WCS vendors featured in the 25th edition of The Big Issue which commenced in 1996 and was brought to Canberra by WCS in 2003.

Children's Services

Children's Services continued to provide high-quality education and care to families across the ACT in 2020–21. The impact of COVID-19 led to a 30% drop in our casual enrolments and users, as increasing numbers of people worked from home. However, our average daily attendance of permanent bookings increased by 6% per day.

JUST THE FACTS

240
EDUCATORS



2682
CHILDREN
WERE ENROLLED WITH WCS



150
CHILDREN
HAD ADDITIONAL NEEDS



67
CHILDREN
IDENTIFIED AS ABORIGINAL
OR TORRES STRAIT ISLANDER



618
CHILDREN
CAME FROM CULTURAL AND
LINGUISTICALLY DIVERSE
BACKGROUNDS



1935
FAMILIES
ACCESSED CHILDREN'S SERVICES




Children playing at Curtin Primary after school. PHOTO: WCS Media

Early Learning Centres (ELCs)

For many years, Lollipop Early Learning Centre has taken care of vulnerable children who require an emergency placement as well as children from the wider community wanting to access both long day care and occasional care. However, COVID-19 restrictions meant that some of the children in our care were unable to meet their closest family members.

In July 2020 educators at Lollipop organised online parent/educator interviews, so that families and children stayed connected to the service during ACT's first lockdown. While unable to meet physically, educators provided a private room for children to have online contact with their loved ones without any interruptions. The children took their artwork, books and favourite toys and activities to show their families. Families were able to speak and feel connected with their children.

In 2020–21 Lollipop and Lyons ELCs provided education and care to 75 vulnerable children. In one instance two young children were cared for when a parent experienced deteriorating mental health issues and substance abuse. The siblings developed strong relationships with peers and educators and began to reach developmental milestones. In partnership with their case manager, WCS accessed funding for vulnerable three-year-olds to help with their transition to pre-school while also supporting this sole-father family.

In 2020–21 Children's Services supported children with additional needs through experiencing a sensory garden. The newly-created position of Inclusion Support Officer enabled WCS to provide targeted training to educators in using the garden. Specifically, the use of sensory tools and quiet spaces for children improved participation and inclusion outcomes for children. Educators and the Inclusion Support Officer worked together with families to ensure approximately 150 children had flexible support plans that allowed them to participate fully in WCS programs.

We are extremely grateful to have such passionate and dedicated educators who are committed to our children and families.



WCS Lollipop Educators Jalpa and Adrianna conduct interviews with parents online. PHOTO: WCS Media



WCS sensory garden aids children with additional needs. PHOTO: WCS Media



Lollipop play supports early learning. PHOTO: Thomas Lucraft.

Out of School Hours Care (OSHC)

At the start of 2021 Evelyn Scott School opened in the new suburb of Denman Prospect. Families welcomed the opportunity for OSHC and strong attendance grew quickly to 66 children per day. Another new OSHC program opened at the Griffiths Bannister Gardens Preschool making a total of 12 locations where WCS operates out-of-school-care across Canberra. There are now 1,635 children (on average) per day in before school care, after school care and long day care.

HIGHLIGHTS IN 2020–21

In January, staff from across WCS coordinated with Evelyn Scott School staff to host a "school and community" day. We provided the sausage sizzle and art activities while we talked to families about what services they would like to see in the developing suburb. This was the start of a strong relationship between Evelyn Scott School and WCS.

In other coordination efforts, WCS responded to the need for changing community needs in Hughes and Garran OSHC. Attending to the quality and compliance of OSHC, service providers focus on the training and mentoring of the Educator team.

In April and May 2021 the OSHC team participated in Assessment and Rating audits against the National Quality Standards for Early Childhood Education and Care. The standards cover 7 areas including, educational program, relationships with children, community engagement, staffing and governance and leadership. Two OSHC services participated: Margaret Hendry and Torrens.

Coordinators and staff at Margaret Hendry OSHC received an outstanding result of "Exceeding the standards". To be awarded the Exceeding rating in any service is hard enough but to achieve this in an OSHC setting is harder still. Margaret Hendry is one of 12 services to have this rating in the ACT, placing it in the top 8% of services.

In October 2020, children attending OSHC services celebrated Children's Week. Margaret Hendry staff and children explored Article 15 of United Nations Convention on the Rights of a Child: "Children have the right to meet together and join groups as long as it does not stop other people from enjoying their rights."



Children's art work at Margaret Hendry.
PHOTO: WCS Media



Celebrating Children's Week at Torrens OSHC.
PHOTO: WCS Media

Mental Health Services

JUST THE FACTS

1,050
PEOPLE WERE
SUPPORTED
THROUGH NEXT STEP



206
PEOPLE WERE
SUPPORTED
THROUGH TREC



90%
OF TREC
PARTICIPANTS
WERE KEPT OUT OF
ACT HOSPITALS



301
PEOPLE RECEIVED SUICIDE
AFTER-CARE SUPPORT THROUGH
WAY BACK



1,700+
PEOPLE FACING MENTAL HEALTH
ISSUES WERE SUPPORTED BY WCS
MENTAL HEALTH PROGRAMS



THE WAY BACK SUPPORT SERVICE

The Way Back, is a suicide aftercare model from Beyond Blue that provides up to 12 weeks of psychosocial supports to people following a suicide attempt so they can stay safe. In providing this psychosocial support, WCS collaborates with ACT Government clinical services such as the Home Assessment and Acute Response Team (HAART) and the Canberra Hospital to ensure an integrated response.

In 2020–21 additional COVID-19 funding contributed directly to supporting Way Back participants. This is critical to ensuring safety, wellbeing and suicide reduction in the ACT.

TRANSITION TO RECOVERY (TREC)

TRec is a mental health step-up-step-down program that delivers up to 12 weeks of flexible and tailored psychosocial support for people after an acute episode of mental illness. In partnership with Canberra Health Services, WCS supported 206 people who had just left hospital following mental health treatment, or were at risk of going to hospital. One said:

I learned a lot of distress tolerance, techniques which I have put into practice. [It] gives me the ability to lower my anxiety when I need to – Anonymous

HOARDING ADVOCACY SUPPORT SERVICE (HASS)

HASS works with individuals who experience complex hoarding – helping to coordinate a whole of government and community approach for this support. HASS advocates for clients and provides liaison between the individuals, government regulators, government support services and community support services.

In 2020–21, in collaboration with the ACT Recovery College, HASS ran a series of training and peer support programs (Buried in Treasures) for those directly impacted by hoarding and squalor. They also ran programs for service agencies and individuals who were indirectly affected. One Buried in Treasures participant said:

I really liked the regular meetings and hearing each other share about experiences. It was so good to know you aren't the only one and good to hear others' stories and struggles – Anonymous



Buried in Treasures staff after Recovery College ACT Trial ends. PHOTO: WCS Media

Mental Health Services continued

NEXT STEP

Next Step offers low-intensity cognitive behavioural therapy (CBT) over six coaching sessions for people who live and/or work in the ACT. Next Step staff coach young people (from 12 years old) through to senior Canberrans in residential aged care facilities.

WCS has delivered Next Step since 2017 and has supported 3,410 people over these four years. Last year the difficult decision was made to hand the program back to our partner – CatholicCare – to provide greater cost efficiencies and increased service reach.

SOUTHSIDE COMMUNITY STEP UP STEP DOWN (SCSUSD)

WCS joined with Stride to successfully tender for the new Southside Community Step-Up Step-Down program (SCSUSD). It is a community residential and outreach mental health program. The service provides a home-like environment for up to six people aged 18 to 65 years with a residential phase of two weeks, provided by Stride, and an outreach phase of four weeks, provided by WCS.

Workers and participants have a strong recovery focus. Their aims are to build participants' strengths and resilience, enhance opportunities for social inclusion and collaborate with participants' support networks to recover health, wellbeing and participation in community life. The service opened in May 2021.

My life changed from being lost and at a low point, to having a direction and hope for a brighter future – Anonymous

NEW PATH

New Path delivers an early intervention mental health recovery-based program to people typically aged 18–35 and up to 64 years. It aims to reduce crisis-driven use of the mental health system and to encourage independence from that system. New Path supports people to tackle severe mental health issues before they become a longer-term problem. New Path supported 100 people in this financial year.

Every time I've reached out to New Path when life has gotten difficult, I've found myself more capable than the last. I've recovered quicker and achieved more effective harm reduction – Anonymous

In response to survey questions: 'what have you and your Recovery Worker been working on together while in New Path? What has improved for you?' participants' answers illustrated the complexity and depth of support provided by New Path in 2020–21.



A new facility in Garran for mental health residential services. The service opened on 30 April 2021. PHOTO: Riot ACT



New Path participants' experience in 2020–21

CONTINUITY OF SUPPORT (COS)

CoS provides support to people who have severe mental illness and have complex support needs. Designed for NDIS applicants who were deemed ineligible; in 2020–2021 WCS assisted 30 participants to overcome social isolation, increase connection in the community and access relevant health and social services. A key feature of this support is group programs. In 2020–21 programs included:

- Being Here (a mindfulness and exercise group)
- Yoga and pool-playing groups
- Gather and Share (an evening group with a meal provided)



Excursion to Jerrabomberra Wetlands with CoS participants 2021. PHOTO: WCS Media

OUR STAFF



Maree Fish, from the TRec team receiving the 2020 Lived Experience Ally Recognition Award (LEARA) from the ACT Mental Health Consumer Network. PHOTO: Mental Health Community Coalition (MHCC)

Disability Services

The NDIS teams had a successful 2020–21 despite the COVID-19 pandemic. We increased our safety measures and provided staff with the appropriate training and equipment to support participants.

The WCS NDIS program works with people living with a disability or a mental illness to achieve their NDIS plan goals. Our NDIS services include support coordination and outreach support to assist people to access their community. A team of support workers, supported by office-based workers, provide one-on-one direct support to help people attend social groups, live independently, and develop and maintain social skills. Support Coordinators work with participants to guide and help connect the services needed in their plans.

JUST THE FACTS

204
PARTICIPANTS
ACCESSED WCS NDIS
SERVICES



75%
OF PARTICIPANTS HAVE
A PSYCHOSOCIAL
DISABILITY



171
PARTICIPANTS
ACCESSED OUR SUPPORT
COORDINATION SERVICE



25%
OF PARTICIPANTS HAVE
AN INTELLECTUAL OR
PHYSICAL DISABILITY



HIGHLIGHTS IN 2020–21

The NDIS team moved to a new office location, co-locating with the WCS mental health teams. This has increased cross-agency collaboration and training opportunities. We have also expanded our group offerings to participants with an NDIS plan. Of particular note:

- In December 2020 WCS NDIS program successfully becoming a registered NDIS provider
- The NDIS program grew by 23% in participant numbers and support coordination
- Participants recommenced their Friday social lunches in December 2020
- In April the NDIS team were selected to be in the Grill'd local matters program

WE EMPLOYED



32 SUPPORT WORKERS
INCLUDING PEER SUPPORT WORKERS

7 SUPPORT COORDINATORS

7 OFFICE STAFF

OUR STAFF

In March WCS Disability Services Support Coordinator Mikayela Hill was profiled by Region Media to show-case WCS work. In her role Mikayela encouraged participants to form support networks and helped them understand how to collaborate with the National Disability Insurance Scheme (NDIS) to receive support they need.



WCS Disability Services Support Coordinator Mikayela Hill. PHOTO: Thomas Lucraft

One of the things I like is that we work within a person-centred and recovery-based framework. We don't tell participants how to manage their condition; we support them to lead the process – Mikayela

Aged Care Services

In 2020–21 older Canberrans experienced their first full year of COVID-19. It impacted some significantly through experiencing fear, anxiety and/or social isolation. In response, our staff adjusted all Aged Care services to accommodate COVID-19 restrictions. We also commenced plans to create a pool of volunteers to assist our elderly clients with internet and connectivity technology.

These included transport to appointments, domestic and shopping assistance, personal care, social support (individually and in groups) and assistance with care and housing. Many services were provided by volunteers who worked alongside staff. We are proud to have cared for our clients amidst challenging times and to have performed welfare checks to those in need.

JUST THE FACTS



HIGHLIGHTS IN 2020–21

In May, WCS held its first bi-monthly Consumer Advisory Group meeting. Seven participants provided excellent feedback and offered ideas and directions to our aged services staff. Their contribution has, in some cases, already helped shape our services and is designed to improve service outcomes in the community. Ideas have included:

- A social support group specifically for men
- Strength for Life classes – in partnership with the Council on the Ageing (COTA) ACT
- Adding Web-Cams onto WCS transport fleet
- In-home nutritional advice for elderly singles
- Feedback on WCS documents including *Dignity of Risk and Duty of Care* policy, and *Consent to collect, use and disclose personal information* form
- Market testing and focus-group opportunities for WCS services within the community



Jordan Renneberg, Marie Nicole and Gay Schrieber enjoy Christmas lunch to reflect and connect with clients. PHOTO: WCS Media

OUTINGS

In 2020–21 WCS co-planned a wide range of variety of outings and social opportunities with clients supported by the Commonwealth Home Support Programme (CHSP). Monthly Discovery Trips explored regions in and around Canberra, eg. Gold Creek's Cockington Green and viticulture in Murrumbateman. Participants in weekly social support groups selected their own walking trips which emphasised the value of physical and mental integrity and responsiveness.



A regular social meeting includes going out to lunch at the Harmonie German Club. PHOTO: Thomas Lucraft

ASSISTANCE WITH CARE AND HOUSING FOR THE AGED (ACHA)

In 2020–21, WCS provided assistance and care to 37 clients who were homeless or at risk of becoming homeless. Coinciding with increasing pressure from the housing market, more people were offered emotional support in 2020–21 due to the challenges in finding long-term affordable housing. Peter (surname withheld by request) was one of the people WCS helped to access appropriate and sustainable housing. He commented:

Throughout the process, I felt included and empowered in knowing more about housing and the application processes – Peter

With challenge comes opportunity. WCS have subsequently established a Central ACT ACHA intake and Network to improve service outcomes to our aged clients.

TRANSPORT

In 2020–21, WCS installed QR codes on our buses and cars to assist traceability and assist clients get to essential appointments across Canberra. In partnership with ICT, vehicle checking administration migrated from paper-based to soft-copy systems, and this has led to gains in both effectiveness and efficiency.



WCS Transport Service cares for our aged clients. Photo: WCS Media

Transport is a big service for me as it allows me to live independently. It helps me with shopping, medical appointments, and social support to name a few. I appreciate the extra assistance they offer ... I know I can count on the transport team to assist my daily and emergency needs – Noel

Children, Youth and Family Services

The Child, Youth and Family Services Program (CYFSP) hosts a youth engagement team, safe and connected youth program, Raw Potential Youth program, Family Case Management Team and a Network Coordinator. Qualified and passionate staff support children, young people and their families to identify individual and family goals, whilst working toward positive outcomes for our service users.

JUST THE FACTS

OVER 300

PEOPLE ATTENDED THE MOLONGLO FAMILY FUN DAY



WCS JOINED FORCES

WITH THE RAW POTENTIAL YOUTH PROGRAM
IN MAY 2021



**5 NETWORKING
FORUMS**



**186
SERVICE USERS**

**114
NEW SERVICE USERS**



'GOT YOUR BACK' – YOUTH ENGAGEMENT TEAM

Starting in November 2020 this year, WCS partnered with Relationships Australia to provide support for young people impacted by family and domestic violence. *Got your Back* creates a safe space in a group environment for peers to understand the causes and impacts of family and domestic violence. The partnership engages a wider cohort of young people than was possible independently.

Got Your Back belongs to the young people that attend. The primary focus of the group is peer-to-peer. Young people support each other if/when they experience triggering discussions of the impacts of domestic and family violence. An emotional check in and check out creates an empowering context for each group member to leave in a positive frame of mind. Additionally, participants can access support from a youth worker to connect them to appropriate services and together, work toward breaking down intergenerational cycles of violent behaviour.

MOLONGLO FAMILY FUN DAY – FAMILY CASE MANAGEMENT TEAM

In April 2021, the Family Case Management Team identified a gap for families seeking to access low or no cost school holiday programs for children under 12. In response, the Molonglo Family Fun Day was held in collaboration with many other services offering family and cultural support to the Woden, South Weston and Molonglo Valley regions.

Amusement and educational activities for kids allowed parents to chat and get to know some of the staff, programs and services on hand. WCS's Network Coordinator arranged for an Australian Catholic University (ACU) Social Work student to survey families of the Molonglo Valley. The student asked about service gaps, service locations outside the Molonglo Valley and any missing or additional support services.



A fun day in Molonglo for children and parents alike. PHOTO: WCS Media

'COFFEE CONVERSATIONS' IN A VIRTUAL WORLD

In March 2021, the Family Case Management Team began receiving calls from mothers who are unable to communicate in English regarding various issues. They were asking about remote learning, the challenge of being a wife, a mother and a teacher, what Job Keeper means, social isolation, how to attend medical appointments, and how to access basic needs such as groceries.

A small group of predominantly Arabic-speaking women met on a weekly basis using WhatsApp to share and communicate their issues and experiences. Coffee Conversations was designed to replicate the vibrant community occasions missing in a COVID-19 world.

Participants shared the extra challenge of social isolation due to language barriers. Coffee Conversations provided an opportunity for women to talk to each other about similar experiences in their native tongue. The value of the service is evident in these comments made to WCS:

Thank you [WCS], you are the one who helps me to have an energy to do what I need to do for my family and encouraged me to take care of myself – Anonymous

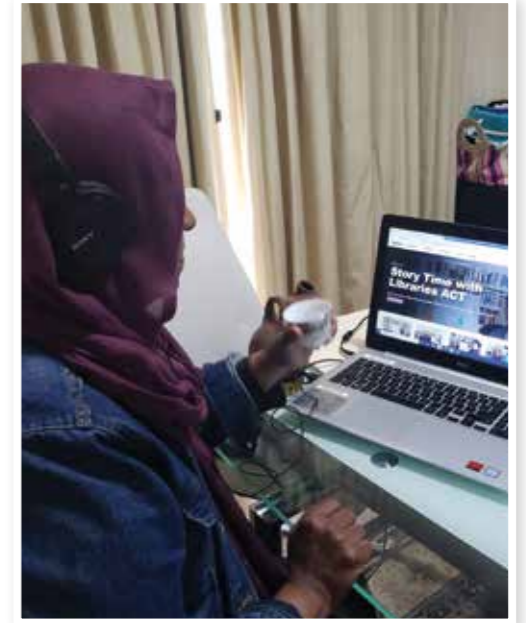
I feel I have a hope to be in this world and started to think deeply why I do not value my role as a mother. I am doing a great job for whole community. Thank you for waking me up – Anonymous

RAW POTENTIAL: A NEW PARTNERSHIP TO SUPPORT YOUNG PEOPLE

In May 2021, Woden Community Service joined forces with Raw Potential Canberra to deliver an assertive outreach program for young people aged 12–25 who are homeless or are at risk of homelessness. The service provides trauma-informed planning and support for individuals facing significant challenges, including personal trauma. Raw Potential may work with a young person as an individual, or as part of a team to discover and grow that person's potential.

Raw Potential provides a "whatever it takes" approach to working with young people to enhance their skills and further their opportunities in life. This includes getting support to find services they may need to expand and express their contribution to community.

The program integrates the personal and the social welfare of young people, including life skills, interpersonal relationships and empowerment – whether for immediate needs or longer-term goals and outcomes. This is achieved by using a personal and planned approach while emphasising respect, care and inclusivity in the service-user and service-provider relationship.



Muataza engages in the one of the coffee conversations sessions – online.

PHOTO: WCS Media



Stacey Hawley, from Raw Potential with the outreach van supporting young people.

PHOTO: Thomas Lucroft

Community Engagement

The Community Engagement team worked alongside community through the changing impacts of COVID-19. Across Community Development, Volunteering, the Little Pantry, Reception and the Community Assistance Support Program (CASP), the Community Engagement team provided services and programs to ensure community members had an opportunity to be involved in community life in a safe, inclusive and meaningful way. The Community Engagement team adapted established services and supported the delivery of new initiatives to support community needs. Highlights of 2020–2021 include:

JUST THE FACTS



HIGHLIGHTS IN 2020–21

- The Community Engagement team's partnership with the Canberra Relief Network
- Establishing strong relationships with community and stakeholders in the Molonglo Valley

COMMUNITY DEVELOPMENT

In 2020–21 WCS worked in the Molonglo Valley in partnership with community, to establish new English conversation classes, bush playgroups, youth sport pop-ups, seniors groups and community-led initiatives.

One example of a connected and inclusive community development initiative came from Tutu Subeih.

A recipient of COVID-19 Stimulus Community Connections Grants, Tutu developed "Around my Table" to connect socially isolated community members through cooking classes.



Molonglo Valley resident Tutu Subeih offered cooking classes. Photo: WCS Marketing.
PHOTO: WCS Marketing

Meeting people from the community is the most important thing. My husband works long hours, so he doesn't get to meet people. Last class, he made many new friends – Tutu

A highlight of our work 2021 in Woden was the Woden Women's Network. It identified, connected and shared knowledge, skills and experience among network participants and in the wider community. Participants came from a wide variety of backgrounds. Some were retired or unable to work. Some work privately, others work in community services or government. This diversity contributed to a variety of skills, knowledge and values being shared amongst the group with participants facilitating and leading workshops for the Woden Women's Network.



VOLUNTEERING

In November 2020 the Digital Literacy program was established to provide one-to-one support to people with low digital literacy. Volunteers, such as John Dyer, supported participants to determine their own digital goals, such as accessing online shopping, banking and telehealth. Participants used WCS Digital Device Library for assistance in training and accessing smartphones, tablets and computers.

People who are most affected by digital disadvantage include seniors, adults living with a disability, vulnerable school students and community members needing to access community pantries and crisis support. The Digital Literacy Program is helping to bridge the divide that people face – John

In 2020–21 WCS Volunteering program has grown to 106 volunteers increasing from 83 in 2019–20. The program continued to thrive in volunteering roles as diverse as English conversation groups, transport support, social groups, companion visiting, supporting the Little Pantry, and professional skills-based volunteering.

LITTLE PANTRY

WCS supported 294 people through the Little Pantry program and 271 people through our partnership with Canberra Relief Network. In total we provided 7,195 non-perishable and personal care items to people in need of emergency food support.



Shannon Wood stocking the Little Pantry with donated food.
PHOTO: RiotACT

COMMUNITY ASSISTANCE SUPPORT PROGRAM (CASP)

- Client Assessment and Care Coordination
- Counselling
- Information and advocacy
- Domestic Assistance
- Personal Care
- Social supports
- Medical transport

During 2020–21 the WCS CASP Program contributed to 60 clients' independence and participation in the community. Community assistance is offered to people with short-term or episodic physical and mental health illnesses. 31 clients successfully exited the program as they achieved their health goals and/or were transitioned into appropriate programs such as NDIS, mental health programs and My Aged Care.

Housing and Homelessness

In 2020–2021, WCS and OneLink's central intake service provided more information and connections for more people who were homeless or at risk of homelessness than in 2019–2020. Interventions to sustain tenancies and explore housing options were affected / complicated by COVID-19. OneLink and Supportive Tenancy Service (STS) teams worked more closely together than ever.

The STS team comprises six members across WCS, YWCA of Canberra, and Capital Region Community Service and is a long standing partnership across the agencies.

JUST THE FACTS

17,979
PHONE CALLS RECEIVED
(12.5% MORE THAN 2019–20)



2,903
INDIVIDUALS AND
FAMILIES SERVICED



4,153
INSTANCES OF ONE-OFF
ASSISTANCE PROVIDED



427
PEOPLE IN SUPPORTED
TENANCIES



HIGHLIGHTS IN 2020–21

- In reach opportunities at Nature Conservation House resulted in new forms of cross-agency collaboration
- 28 people (whether families or individuals) benefited from Client Support Funding compared to 31 in 2019–20
- 161 young people were supported through small grants funded by the ACT Government to purchase goods and services. These included: driving lessons, gym memberships, sporting fees, laptops, I-pads and school-related expenses, such as camps.

SANDY'S CASE:

Sandy (name changed to protect confidentiality) presented to OneLink seeking support and accommodation in response to family and domestic violence and multiple traumatic incidents. OneLink Complex referred Sandy to YWCA Canberra's specialist Domestic Violence support service to assist with court attendance and to conduct formal safety planning.

OneLink partnered the Domestic Violence Crisis Service (DVCS) to further support Sandy and identified her for the next vacancy in a refuge or a Client Support Fund property. After three weeks in hotel accommodation (cost-shared with DVCS) YWCA, DVCS and OneLink coordinated to enable Sandy to transition smoothly into her own home with her daughter.

OneLink supported Sandy in accessing the Safer Families Grant to pay bond for the property and engaged Housing ACT who processed the grant as a priority. We hope that this transitional accommodation and space to heal will enable Sandy to return to work and live where she chooses in future.

SUPPORTIVE TENANCY SERVICE HIGHLIGHTS IN 2020–21

- STS Manager working across partner organisations
- editorial printed in the Real Estate Institute of ACT, highlighting STS
- new collaborative relationships with four private real estate agents
- local lawyer secured to provide pro bono advice to clients.



STS client Matt, talks with WCS Cyrus Smith after he moved into his new accommodation. PHOTO: Thomas Lucraft

MATT'S CASE:

Matt (21) and his brother Alex (17) – names changed to protect confidentiality – were referred to STS for advocacy, support and assistance after their mother died by suicide in November 2020. STS worked within a network to consistently and cohesively deliver a wide range of support services.

- STS assisted the brothers' application to Centrelink and in late December 2020, Matt and Alex started receiving Youth Allowance payments.
- STS coordinated with services to provide practical support such as petrol vouchers and food hampers.
- ACT Disability Aged and Carer Advocacy Service (ADACAS) provided legal support to access their mother's bank account and superannuation.

STS engaged with Ray White Canberra and negotiated the use of the bond to pay rental arrears. The landlord agreed to waive the rent short-term. The agency provided rental references, assisted in the search for a suitable rental property and raised \$750 to contribute to house and garden maintenance upon completion of their tenancy.

In collaboration with OneLink and Housing ACT, CSF funding was approved for subsidising a private rental, which was the first rental subsidy in the ACT. Matt then submitted an application to Housing ACT for social housing with STS assistance and advocacy. It led to a Priority Needs Housing Register hearing – which was approved the same day.

In April 2021 STS assisted the brothers to move into their new property and finalise the lease of their mother's private rental.

- Ray White Canberra used the funds they raised to pay for landscaping and removalist expenses.
- Life Without Barriers gave practical support with sorting, organising and packing. They provided skips and completed the end-of-lease clean.

STS assisted Matt with job applications and mock interviews. Subsequently, Matt secured a job with a large retailer.

The Big Issue

On 16 June 2021, this social enterprise turned 25 years old! The Big Issue is part of a global community of more than 110 street publications across 35 countries. Helping disadvantaged people to develop business skills, to connect to the community and to earn an income, The Big Issue has been in Australia since 1996 and in Canberra since 2004.

This year Woden Community Service continued to partner with The Big Issue in Australia to deliver this important program. Vendors include people recovering from alcohol and drug addictions, people with disability, people with mental health issues and people who were formerly homeless. Vendors participated in fortnightly 'launch day' breakfasts as well as The Big Issue classroom.

HIGHLIGHTS IN 2020-21

- The Big Issue team moved to the Woden Youth Centre, providing a place for vendors to engage with each other and the team.
- There were increasing opportunities for vendors to interact with each other and the team through our fortnightly breakfasts.
- The Big Issue vendors are continuing to grow in numbers. WCS supports 20 active vendors at any one time, with seven of them being recruited from April to June 2021.



Grant featured in The Big Issue Vendor Week. PHOTO: Canberra Weekly

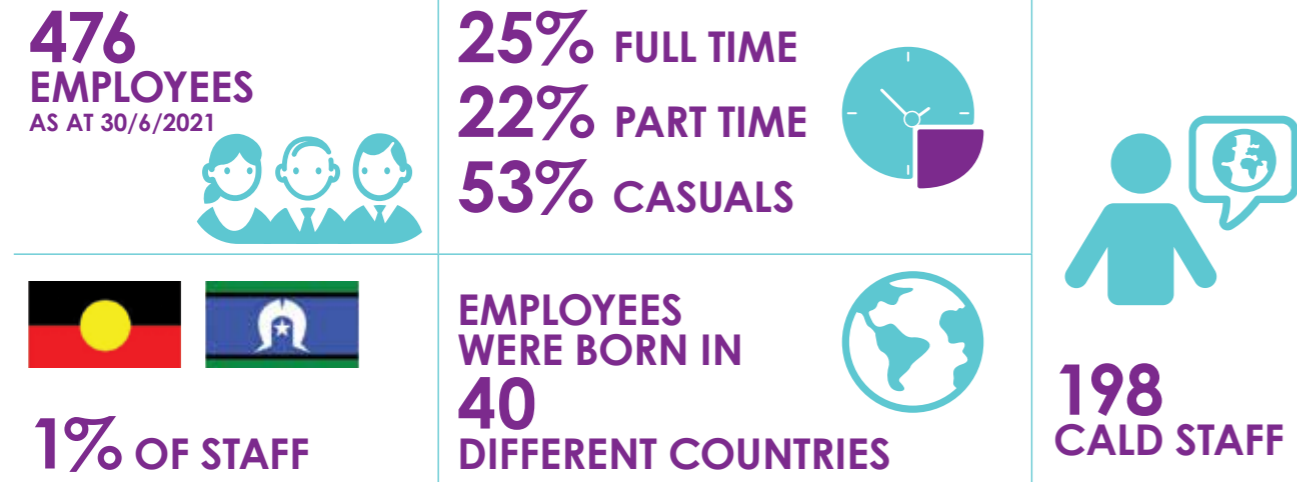
Where We Work



Our People

Our dedicated and passionate people are our greatest asset! In 2020–21 WCS experienced a significant increase in our workforce from 369 to 476 staff. This reflects strong growth in demand for our early childhood and out of school hours care programs.

JUST THE FACTS



LEARNING AND DEVELOPMENT

WCS supports ongoing professional development and invests in staff skills, knowledge and capabilities. In November 2020, WCS introduced a new performance and development framework to improve individual and organisational performance as well as support career planning. Supervisors across WCS attended training workshops to learn the importance of a) providing regular meaningful feedback and b) recognising and rewarding sustained high performance.

In May 2021, WCS appointed a learning and development specialist. A training needs analysis has been conducted and the results of this will inform future learning and development priorities.

WORKFORCE INCLUSIVITY AND DIVERSITY

WCS is committed to a safe and inclusive workplace. We acknowledge and respect the importance of workplace diversity. It enriches our workplace and helps us to deliver better quality services to the community.

We are improving employment outcomes for Aboriginal and Torres Strait Islander Peoples by implementing an Indigenous Professional Development Program. To improve our workforce's cultural competency, all staff are required to complete cultural awareness training and this included in inductions for new staff.

In May 2021 we celebrated the launch of our first Diversity Statement (read the full statement on the WCS website). It reflects WCS's strong commitment to support and strengthen diversity within our community, services, and organisation. The Diversity Working Group is developing a work plan to fulfil these commitments.



David Hannaford works in Industrial Relations (IR) and plays drums in a band. PHOTO: Thomas Lucraft



WCS Youth Engagement Team with CYFS Hayden Page and Stacey Hawley. PHOTO: WCS Media

WORK HEALTH AND SAFETY (WHS)

WCS operates in various locations across Canberra. As staff welfare is our top priority, we are committed to embedding an organisational culture that effectively manages work health and safety risks, and fosters behaviours to sustain healthy and safe work environments. We consider WHS in all our operational decision-making. We provide opportunities for clinical supervision to assist staff with debriefing and coping with complex and stressful environments. Our Employee Assistance Program continues to be available to all staff.

In January 2021 WCS updated the WHS framework with a focus on minimising risk and preventing harm, responding to incidents and injuries and continuous improvement activities. Some of our key initiatives include:

- enhancing our online incident reporting form
- ensuring a COVID-19 safe workplace
- access to free on-site flu vaccinations for staff.

COVID-19 PANDEMIC AND FLEXIBLE WORKING ARRANGEMENTS

In 2019–20 WCS explored opportunities to support greater flexibility in working arrangements and a small number of staff occasionally worked remotely. Not only did this improve culture, by increasing engagement and decreasing unplanned absences, it set a useful precedent for business continuity during the early stages of the COVID-19 pandemic.

In 2020–21 WCS quickly adapted to many staff working remotely. We maintained regular communication to support the health and wellbeing of staff and provided regular updates on the pandemic. As a result, most staff and managers experienced working and managing staff across dispersed teams and locations. This included new forms of collaboration with colleagues via digital tools and platforms. Early feedback indicated that staff and managers have easily adapted to the 'new normal' of flexible working arrangements.



Leanne Heald at Grill'd Woden receiving funds raised by community donation for WCS's NDIS activities. PHOTO: Thomas Lucraft



Julie Evans was WCS's first internationally outposted Policy Officer working remotely from Nelson in NZ before her return in April 2021. PHOTO: Thomas Lucraft

ICT AND FACILITIES

In 2020–21, the ICT team successfully established a more stable and functional IT environment and strengthened our cyber-security protections. All in-house IT systems were migrated to the cloud, making it easier for staff to access information at anytime from anywhere.

HIGHLIGHTS IN 2020–21

- **Development of a five-year ICT Strategy**
- **Migration of all in-house systems to the cloud**
- **Deployment of new applications – Deputy for Children's Services and RediCase for Mental Health Services**
- **Securing ACT government COVID-19 grants to purchase equipment that enabled staff to work remotely during lockdown**
- **A working bee at the Woden Youth Centre to upgrade facilities and appeal to youth visits**
- **Establishment of a new WCS office in Bowes Place, Phillip.**

Two new IT applications were deployed – Deputy and RediCASE. Deputy is a rostering and timesheet solution that is used by Children Services to process more than 1,000 timesheets for 300+ staff every fortnight. RediCASE supports the management and reporting requirements of for a wide range of WCS mental health services. To modernise and digitise WCS systems and processes, we developed and deployed an Intranet to improve our internal communications, particularly with our front-line staff.



Uday Ramchurter graduated from the University of Canberra and started work with WCS in ICT. Uday loves cars.
PHOTO: WCS Media

QUALITY AND ACCREDITATION

WCS is committed to providing high quality services and meeting all relevant accreditation requirements. In 2021, WCS was reaccredited against the Quality Improvement Council (QIC) Health and Community Standards, National Standards for Mental Health Services (NSMHS). WCS also continued to meet accreditation requirements in Children's Services and Aged Care Services and went through the first accreditation process for National Disability Insurance Scheme (NDIS) services.

To support staff in providing high quality services, all key documentation – policies, procedures, forms, tool and templates – were uploaded to the Organisation Hub repository through SharePoint. The Policy and Accreditation Working Group, with representatives from across the organisation, is responsible for reviewing priorities for policy development, identifying best practice and ensuring WCS meets all accreditation requirements.

HIGHLIGHTS IN 2020–21

- **Developing an overarching governance statement for WCS**
- **Updating the Work Health and Safety (WHS) policy and procedures**
- **Strengthening incident reporting, using an online form for all incidents**
- **Introducing policies and procedures on preventing and responding to violence, abuse, neglect or exploitation of vulnerable people**
- **Reviewing our commitments to carers, family members and other support persons and introducing a new Support Persons Rights and Responsibilities Statement.**

MARKETING AND COMMUNICATION

In 2020–21, the Social Media working group, comprised of staff from each area of WCS, met regularly to improve the quality and frequency of our social media posts. It is clear that this has made a significant positive difference to the effectiveness and exposure of WCS marketing and communications.

HIGHLIGHTS IN 2020–21

- **WCS Twitter account received 53 per cent increase in impressions, 98 per cent increase in profile visits and a 76 per cent increase in mentions**
- **During 2020–21, WCS's Facebook followers increased by 12 per cent and engagement by 61 per cent**
- **The rebranding of both WCS and the Youth Engagement Team was launched in May 2021. Signage, banners, merchandise and stationery were subsequently replaced**
- **In April 2021, a new digital strategy was introduced to monitor performance, set targets for growth and recommend new ways to achieve greater reach and online community engagement**
- **WCS internal newsletter, *Inside Story*, was produced and emailed monthly to our 500+ staff and volunteers**
- **In April, Wild Bear won a tender written by Corporate Services for the production of a series of induction videos**
- **In partnership with Region Media, at least four articles and videos featuring WCS were published monthly (in Riot Act and other publications). WCS gained exposure via their social media posts and WCS advertisements in those publications.**



Guy Micklethwait and Viviana Torres from the Marketing and Communications Team. PHOTO: Thomas Lucraft

DIVERSITY

During 2020–21, WCS established the Diversity working group, to explore what diversity means and how we can support and strengthen inclusion. In May, WCS launched a [STATEMENT OF COMMITMENT](#) to diversity and inclusion, a portion of which is replicated below.

Our commitment to diversity and inclusion

WCS embraces, supports and strengthens diversity within our community, our services and our organisation. We respond to all staff, service users and members of the community equitably, with respect for their individual identities and diversity.

This experience of diversity includes, but is not limited to, gender identity, sexual orientation, race, cultural background, abilities, religious beliefs and lived experience.

- We recognise human diversity as an asset and a strength.
- We actively challenge and respond to the systemic disadvantage faced by many groups in our society.
- We create a culture of respect and inclusivity within our organisation where everyone feels valued and can contribute.
- Our services are safe and accessible.



Lulu Han and Blessy Pascual-Gutierrez enjoy morning tea to celebrate launching WCS Diversity statement. PHOTO: WCS Media

ENGAGEMENT

WCS formed the Service User Engagement working group to benefit *all people who access WCS services*. The working group explored what it means to listen to service users and how best to involve service users in designing, delivering and improving our services. As a result, the group drafted the following statement of commitment. In 2021–22 the group is developing a workplan and strengthening processes for gathering feedback from service users. The group will explore how to engage those people who provide support to WCS service users.

Our commitment to service user engagement

WCS recognises that everyone has a right to participate in decision making processes that directly impact them. WCS acknowledges that people who access our services are active partners in our work. We create opportunities for service users to voice requests and take informed decisions. WCS also values the important contribution of family members, kin, friends, carers and significant others who support service users.

WCS recognises that the experiences people have when they contact us are a critical source of information about the quality and safety of our services. Their participation leads to services that are tailored to individual needs, preference and values, resulting in better outcomes and preventing avoidable harm.

RECONCILIATION

WCS continued to act alongside Aboriginal and Torres Strait Islander peoples in 2020–21 through activities and actions set out in our Reconciliation Action Plan (RAP). Our RAP working group reviewed what reconciliation means to us and what we can do. These new statements will form part of our updated RAP, to be released in the second half of 2021.

Our vision for reconciliation

WCS recognises the resilience, strength and knowledge of Aboriginal and Torres Strait Islander peoples and their endurance and successes. We acknowledge the diversity of Aboriginal and Torres Strait Islander language groups, with the broad range of cultural knowledge they bring to family, community and country. We all gain from the sharing of their culture and wisdom, to live and work upon these ancestral lands and waterways with respect.

Our vision for reconciliation is where:

- all Australians acknowledge the impact, historical and continuous, colonisation has had upon Aboriginal and Torres Strait Islander peoples
- relationships between Aboriginal and Torres Strait Islander peoples and those who have come to live on this land are strong
- social and economic equality for Aboriginal and Torres Strait Islander peoples is realised.



Megan Daley presents her artwork to the WCS RAP Working Group.

PHOTO: WCS Media

HIGHLIGHTS IN 2020–21

WCS commissioned Ngunnawal/Wiradjuri artist Megan Daley to paint *Ngunnawal Mindjagari* (sky). This painting represents Ngunnawal Country, culture and community and the relationships WCS has within the Canberra region.

We introduced an online cultural awareness training package, from Your Mob Learning, which is mandatory for all staff. WCS co-hosted the 2020 NAIDOC Community Celebration online. Live-streamed on Facebook, over 2,500 people watched as Dan Bourchier (ABC) facilitated a Q&A with panellists. We also updated our Procurement Policy to encourage purchasing from Aboriginal and Torres Strait Islander businesses, where possible.

WCS's Lollipop Early Learning Centre celebrated Aboriginal and Torres Strait Islander Children's Day. Children participated in cultural art and craft activities and sang their favourite song —'Taba Naba'. WCS acknowledged the unique knowledge and wisdom of Aboriginal and Torres Strait Islander peoples, starting in childhood.

The RAP working group hosted a National Reconciliation Week morning tea for staff and community in June 2021. One RAP working group member powerfully shared her family history and connections. Staff created a display; the 'I will ... wall' acknowledged their promises and the theme; "More than a word; Reconciliation Takes Action".



Lollipop Early Learning Centre celebrated Aboriginal and Torres Strait Islander Children's Day August 2020.

PHOTO: WCS Media



As a proud Wiradjuri woman, Luana Kirwan is passionate about respect for Aboriginal and Torres Strait Islander culture in our community.

PHOTO: WCS Media

Supporters and Partners



Jenny Kitchin (WCS) and Paul Kane (Raw Potential) partner to support youth on the streets.

PHOTO: RiotACT

WCS operates with support from funding partners:

- ACT Government
 - Community Services Directorate
 - Environment, Planning and Sustainable Development Directorate
 - Health Directorate
 - Education Directorate
 - Transport Canberra and City Services
 - ArtsACT (Chief Ministers Office)
 - Suburban Land Agency
 - Transport Canberra and City Services
- Australian Government
 - Department of Health
 - Department of Social Services
 - Department of Education, Skills and Employment
- Capital Health Network
- Raw Potential Canberra
- Stride Mental Health Limited

WCS has enjoyed support from and working with:

- AccessPay
- ACT Community Sector NAIDOC Week Event Committee
- ACTCOSS
- ACT Health Clinical Partners
- ACT Shelter
- Alcohol Tobacco and Other Drug Association ACT
- Alfred Deakin High School
- Anglicare NSW South, NSW West and ACT
- Anti-Poverty Week Committee
- Barnardos
- Beyond Bank
- Beyond Blue
- Blue Ink
- Bunnings Tuggeranong
- Bush Play Connections
- By George – Robb Shaw-Velzen

- Canberra College
- Canberra Institute of Technology
- Canberra Relief Network
- Canberra Weekly
- Cancer Council
- Capital Health Network
- Capital Region Community Service
- Care Financial
- Catholic Care Canberra and Goulburn
- Charles Wright School
- Coles Woden
- Communities@Work
- Community Services #1
- Companion House
- Conflict Resolution Service
- COTA
- Curtin Primary School
- Directions ACT
- Duffy Primary School
- Early Childhood Australia
- Erindale College
- Evatt School and Preschool
- Evelyn Scott School
- Explicate Pty Ltd
- Families ACT
- Feros Care
- Garran Primary School
- Griffith Bannister Gardens Preschool
- Harmonie German Club
- Headspace
- Hellenic Club
- Helping ACT
- Hesta
- Housing ACT
- Hughes Baptist Church
- Hughes Primary School
- Immanuel Lutheran Church
- Junction Youth Health Services
- lawyerbank
- Libraries ACT
- Lyons Early Childhood School
- Margaret Hendry School
- Marsh
- Melrose High School
- Mental Health Community Coalition
- Molonglo Valley Community Forum
- Molonglo Valley Mingle
- Mount Stromlo High School
- Multicultural Hub Canberra
- Namadgi School
- National Disability Service
- Northside Community Service
- OzHarvest
- PCYC
- Reconciliation Australia
- Recovery College
- Red Hill Primary School
- Region Media
- Roundabout ACT
- Snow Foundation
- Southern Cross Club
- St Albans Anglican Church
- Stride Mental Health Limited
- Taubmans Paints, Fyshwick
- Torrens Primary School
- Tuggeranong Arts Centre
- Volunteering ACT
- Wanniasa School (Junior)
- Wellways
- Westfield Woden
- Woden Hospital School
- Woden Valley Community Council
- Wotso Woden
- Youth Coalition of the ACT
- YWCA Canberra



WCS values our partnership with the Harmonie German Club where we are supported to hold our social groups for elderly people.

PHOTO: Thomas Lucraft

Service Overview

<p>CHILDREN'S SERVICES</p> <ul style="list-style-type: none"> • Early Learning Centres (ELCs) • Out of School Hours Care (OSHC) • School Holiday Programs
<p>CHILD, YOUTH AND FAMILY SUPPORT</p> <ul style="list-style-type: none"> • Youth Engagement Team – Got Your Back • Family Case Management • Safe and Connected Youth • Raw Potential
<p>AGED CARE SERVICES</p> <ul style="list-style-type: none"> • Commonwealth Home Support Program • Social Groups and Outings • Community Transport • Assistance with Care and Housing for the Aged (ACHA)
<p>DISABILITY SERVICES</p> <ul style="list-style-type: none"> • NDIS Support Coordination • NDIS Service
<p>MENTAL HEALTH SERVICES</p> <ul style="list-style-type: none"> • Next Step • New Path • Continuity of Support • Transition to Recovery • Way Back Support Service • Hoarding Advocacy and Support Service • Southside Community Step Up Step Down
<p>HOUSING AND HOMELESSNESS</p> <ul style="list-style-type: none"> • OneLink • Supported Tenancy Service
<p>COMMUNITY ENGAGEMENT</p> <ul style="list-style-type: none"> • Community Development • Volunteering • Community Assistance Support Program • The Little Pantry • The Big Issue

Our Values



Ngunnawal Mindjagari (sky)

This commissioned painting represents Ngunnawal country, relationships and Woden Community Service in Canberra. Purple is reflected strongly in the native flora of the Ngunnawal region and in WCS identity. The upper centre features the beauty and longevity of Ngunnawal country in ancient mountain ranges and dark starry night skies. The lower centre features the Kangaroo Apple flower, surrounded by symbols of community gathering and sitting together. The painting's base reflects the community and work of WCS. Hands at the base of the mountain represent WCS reaching across Canberra to connect and support communities and people coming together.

When the artist thinks of Canberra she thinks of clear views, frosty mornings and sunny days. Although clouds may hide Telstra Tower and fog swirls off the mountains, when the sun appears, perfect still days are revealed. When the artist thinks of WCS, it is with acknowledgment of our care and support for and service to children, youth, families and individuals, including aged, vulnerable or isolated people.

© Woden Community Service has full copyright licencing with the permission of the artist.

Megan Daley Ngunnawal and Wiradjuri artist

Megan has been working as an artist since 2018 and while exploring different mediums is enjoying working with acrylic paint on canvas. Megan has lived in Canberra since 1999, spending her childhood living in Wellington NSW, Wiradjuri Country. The Ngunnawal and Wiradjuri landscapes strongly inspire her work.

When not painting, Megan is passionate about Aboriginal people's social and emotional wellbeing and childhood development. She works as a child and family worker within the ACT Child and Family Centres. More of Megan's artwork can be found at the Burrunjui Aboriginal Corporation.

Annual Report

2020–2021



Left: Anna Birch
Photo: Thomas Lucraft



Right: Uday Ramchurter
Photo: Thomas Lucraft

Bottom:
Nishi Chatley
Photo: George
Tsotsos -
Region
Media

