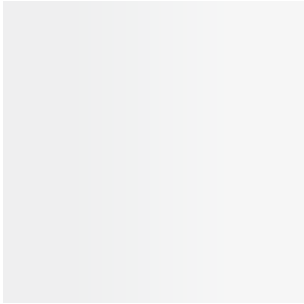


INCLUSION



Woden Community Service

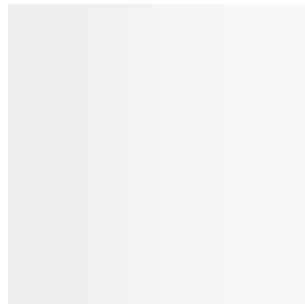
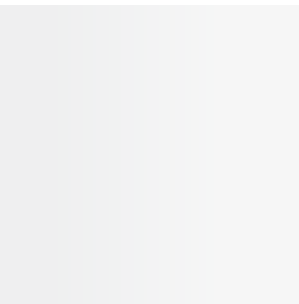
# Annual Report 2021-2022



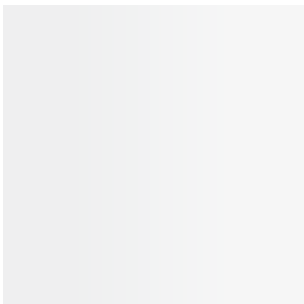
INTEGRITY



HOPE



SOCIAL  
JUSTICE





## 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.

### **“Ngunnawal Mindjagari” by Ngunnawal and Wiradjuri artist Megan Daley**

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.



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# Reflections from our Board Chair

The last few years have been a period of intense and relentless change in the community sector. The effects of COVID on our community, clients and staffing have been a continual challenge. Woden Community Service (WCS) has, thus far, been able to meet these changes with responsive and resourceful approaches.

We continue to deliver a dynamic and responsive program for our communities' elders, while there is continuing uncertainty around the Commonwealth Government's transition of key services in aged care and how they will be transitioned from the current programs into the Home Care Packages.

Our relationships with other organisations to be able to partner to deliver services in the ACT continues to bring exciting opportunities for strengthening our services and learning from nation-leading approaches. For example in mental health our partnership with Stride for the step up, step down mental health facility. In our youth programs, increasing our capacity for outreach with RAW Potential. Most recently, in partnership with Wayback Support Services, Thirrili will provide the new Aboriginal and Torres Strait Islander Suicide Prevention, Intervention, Postvention and Aftercare Service.



**Jennifer Bennett**, Board Chair

These partnerships are key in being able to work together across the community sector to support improved access and outcomes for clients.

WCS has been working hard to realise our commitments in our Reconciliation Action Plan. Of particular note is our employment of 2 Aboriginal and Torres Strait Islander trainees as the start of our commitment to delivering culturally safe services and a welcoming, diverse and culturally safe workplace.

Our local environment in Woden is being significantly impacted by the immense construction programs following the investment and government decisions on the light rail and location of the new CIT Woden campus. While the disruptions will last many years, the result will be a more vibrant Woden town centre with increased employment and education opportunities and more connected to our surrounding areas. We will be working closely with the Government as the construction progresses and proactively manage any impact on our clients.

To prepare WCS for the next phase of change, we will be transitioning our legal structure from an ACT Incorporated Association to a Company Limited by Guarantee. The key reasons for this change are to improve the resilience of our governance structure, streamline our accountabilities and enable us to operate beyond the border of the ACT. This is an important piece of work that will release internal capacity and enable us to focus on the frontline services. We anticipate that this will occur as we move into 2023.

At this year's AGM of Woden Community Service, I will be retiring as Chair after 8 years on the Board and almost 7 years as Chair. During this time there have been immense changes in the scope and scale of the services that WCS provides to the community.

Thank you for the privilege and opportunity to serve the community as a member of the WCS Board and as Board Chair. I look forward to following the WCS journey.

# The Board and Governance

In 2021–22 our board also included:



**LORA SHAW**  
Deputy Chair



**MICHAEL MILLER**  
Governance  
Committee Chair



**BRETT STREATFEILD**  
Treasurer  
Audit and Risk  
Committee Chair



**ALISON OAKLEIGH**  
Member



**CATHERINE CAMPBELL**  
Member from Oct 2021



**RANGARAJAN PARIMALA**  
Member from Oct 2021



**SARAH ELPHICK**  
Member to Oct 2021



**SASHA POSTHUMA-GRBIC**  
Member from Oct 2021



**CAROLYN HARKNESS**  
Member to Oct 2021



**GLENN POWELL**  
Public Officer  
appointed Oct 2021



**BHAVANA KAUL**  
Public Officer to Oct 2021

# Reflections from our CEO

WCS has had a mixed year of challenges and highlights. The impact of COVID continued to take its toll on our operations throughout the year. We have grappled with vaccination mandates; the acquisition of personal protective equipment; and staff and service users having to isolate either as close contacts or contracting COVID themselves. This has led to under utilisation of services and chronic staff shortages. However, everyone across WCS has been wonderful in managing these difficulties.

A highlight was the introduction of our new Enterprise Agreement with a comprehensive range of benefits for workers. The negotiating process with staff was expertly done which facilitated its smooth introduction.

Our mental health programs continue to consistently expand as we maintain our reputation as a provider of community-based psychosocial services.

The rapid growth of new suburbs in Canberra has been particularly noticeable in the Molonglo Valley region. Our community engagement, youth and family services have been trying to support the

region as well as they can in partnership with other community agencies. The demand is high though, and we will keep working with government to increase resourcing in the area.

Some of our additional service pressures have been the increase in homelessness due to the lack of affordable housing across Canberra and the cost pressures on delivering our NDIS services. Whenever we can, we advocate to government on some of the solutions to these problems. This is assisted by strong partnerships with a number of other community organisations.

We would like to give our heartfelt thanks to all our staff and volunteers for your hard work, commitment and passion.

I want to thank Jennifer Bennett our Board Chair who is retiring at this year's AGM. Jen has given an enormous amount of her time over many years on the board with great passion and commitment to the task. We would also like to thank the other WCS Board members for their quality oversight and commitment to all that we do for our community.



**JENNY KITCHIN**  
Chief Executive Officer

Jenny joined WCS as CEO in February 2019. She is a community services leader with significant experience in the government and community sectors. Jenny has contributed extensively to children, youth, family, housing, homelessness and community services in NSW and ACT.

E: [jenny.kitchin@wcs.org.au](mailto:jenny.kitchin@wcs.org.au)

# Executive Team



## JOE COLBERT

Deputy Chief Executive Officer – from March 2022

Joe joined WCS in March 2022. He brings a wealth of knowledge and contemporary experience following an extensive career in senior executive management across a variety of public sector agencies as well as private enterprise organisations. Prior to this Joe was a Registered Nurse working across a variety of acute and critical care areas.

E: [joe.colbert@wcs.org.au](mailto:joe.colbert@wcs.org.au)



## PAM BOYER

Director of Disability, Mental Health and Aged Care Services

Pam joined WCS in 2014. She 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](mailto:pam.boyer@wcs.org.au)



## 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](mailto:sharon.flanigan@wcs.org.au)



## VIVIENNE GOULD – from January 2022

Director of Children's Services

Vivienne has more than 30 years of experience in Children's Services. She has worked in many different areas across the sector including service management, compliance and delivering the Cert III and Diploma in Early Childhood Education and Care through an RTO.

E: [vivienne.gould@wcs.org.au](mailto:vivienne.gould@wcs.org.au)



## 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](mailto:blessy.pascual@wcs.org.au)



## LYNTON SHEEHAN – from August 2021

Director of Housing and Community Engagement

Lynton joined WCS in August 2021 bringing extensive experience in project and program management with government and human services in housing, mental health, arts, and policy/programmatic reform. He has a strong passion for social justice and community.

E: [lynton.sheehan@wcs.org.au](mailto:lynton.sheehan@wcs.org.au)

# 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 experience 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, well-being and development of our staff and volunteers**, knowing this is fundamental to our effectiveness in the community.



Launch of the Service User Engagement Statement

# Our Strategic Context to 2025

The environment in which we operate continues to be challenging with both anticipated and new trends creating uncertainty and opportunity.

Demographically, Canberra's population is rapidly growing in size and diversity. WCS continues to support this growth, especially in the Woden, Weston Creek and Molonglo communities by supporting people throughout their lives, with a range of wrap-around services covering every stage of life, including:

- children
- young people and families
- disability support services
- mental health
- aged care.

The economic and social impacts of COVID are likely to last for many years which is increasing the demand for community services. We will meet this demand by growing and extending what we do into the future, employing innovative thinking while maintaining our core values and principles.

As we look to the future, we need to ensure we have the capability to continue to deliver services to meet the evolving needs of our community. In doing so, WCS will embrace the opportunity to learn from our experiences over the last 3 years of COVID, to do things differently, to respond to the challenges and opportunities presented and continue to demonstrate adaptability and innovation.

As an integral part of our commitment to a culture where Service User and community engagement is at the heart of everything we do, we will continue to recognise and value the rich diversity of cultures within our community and seek to engage with all people and cultures.

## *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.

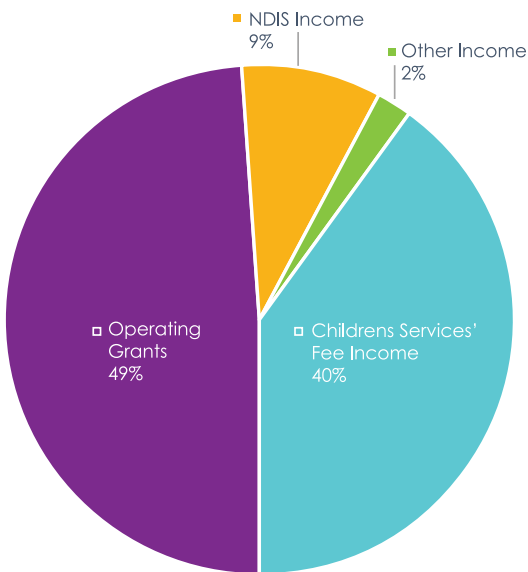
For more detail on priorities and actions, see [WCS Strategic Plan 2021–2025](#) on the WCS website.

# Financial Report 2021–22

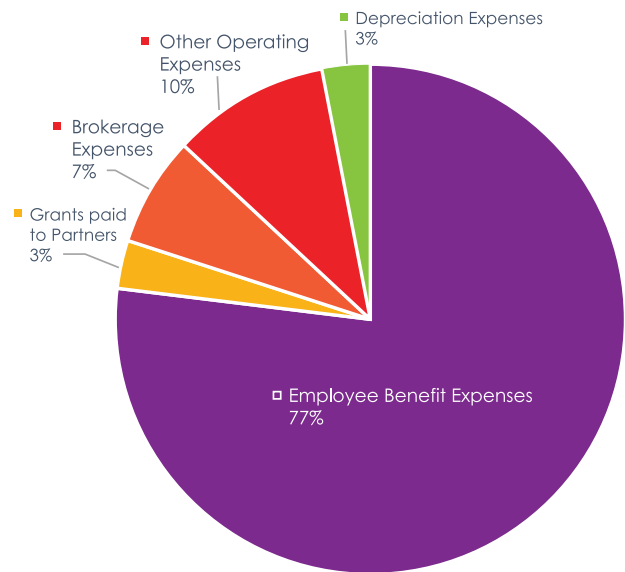
The 2021–22 financial year has been challenging for WCS. We recorded a \$510K deficit for the year, due primarily to the impact of the COVID pandemic.

The Australian and ACT Governments have provided reduced financial support during the ACT lockdown in August 2021, which impacted the children's and disability fee-based services.

## REVENUE

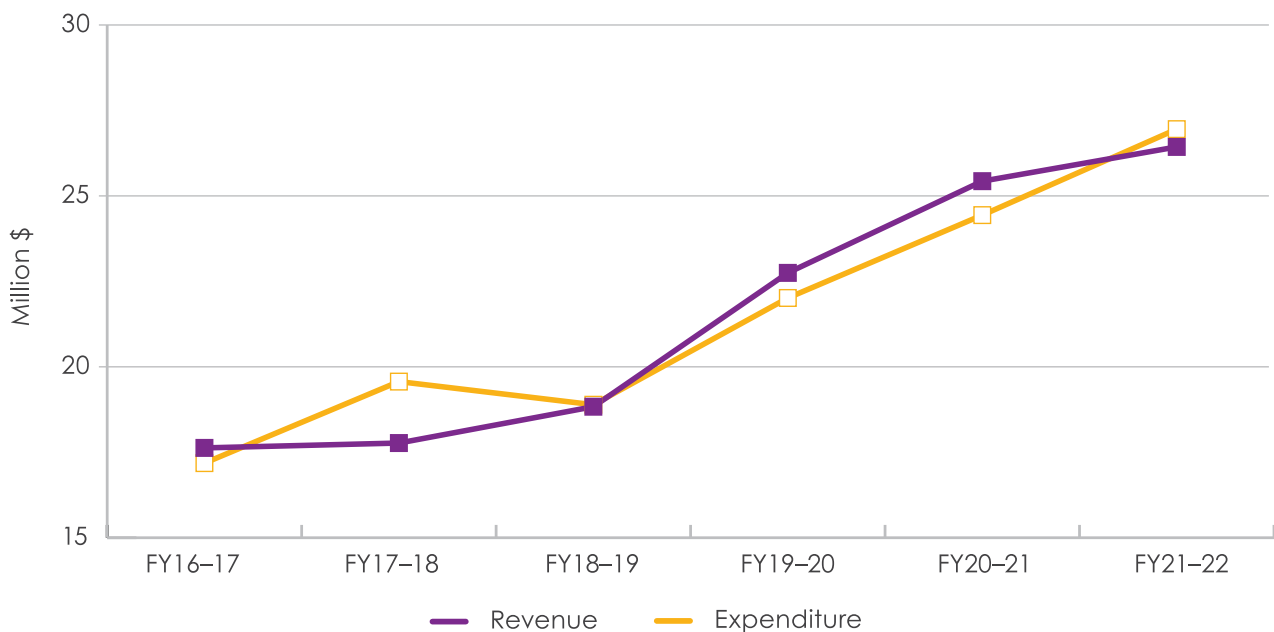


## EXPENDITURE



As a community service organisation, employee expenses have been the dominant driver of cost growth. In FY21–22, WCS provided a fully-funded short-term accommodation and client support fund for the homelessness sector through the expanded capacity of OneLink.

## REVENUE AND EXPENDITURE TREND



# Service Overview

## CHILDREN'S SERVICES

- Early Learning Centres (ELCs)
- Out of School Hours Care (OSHC)
- School Holiday Programs (SHP)



## CHILD, YOUTH AND FAMILY SERVICES

- Youth Engagement Team: Free school holiday activities, Got Your Back Drop ins, Donut Stress Homework Group, Music Studio program
- Family Case Management: School holiday family resource packs, Individual family support
- Raw Potential: Dental rescue days, One-on-one casework
- Network Coordination: Cross-sector networking forums, Service sector mapping and identifying gaps
- Safe and Connected Youth (until March 2022)



## AGED CARE SERVICES

- Commonwealth Home Support Program (CHSP)
  - Domestic Assistance
  - Personal Care
  - Community Transport
  - Individual and Group Social Support
- Assistance with Care and Housing for the Aged (ACH)



## NDIS SERVICES

- NDIS Support Coordination
- NDIS Direct Service





### MENTAL HEALTH SERVICES

- New Path
- Continuity of Support (CoS)
- Transition to Recovery (TRec)
- Way Back Support Service
- Hoarding Advocacy and Support Service (HASS)
- Southside Community Step Up Step Down (SC-SUSD)



### HOUSING AND HOMELESSNESS

- OneLink
- Supportive Tenancy Service (STS)



### COMMUNITY ENGAGEMENT

- Community Development
- Volunteering
- Community Assistance Support Program (CASP)
- The Little Pantry
- Mingle Program
- The Big Issue



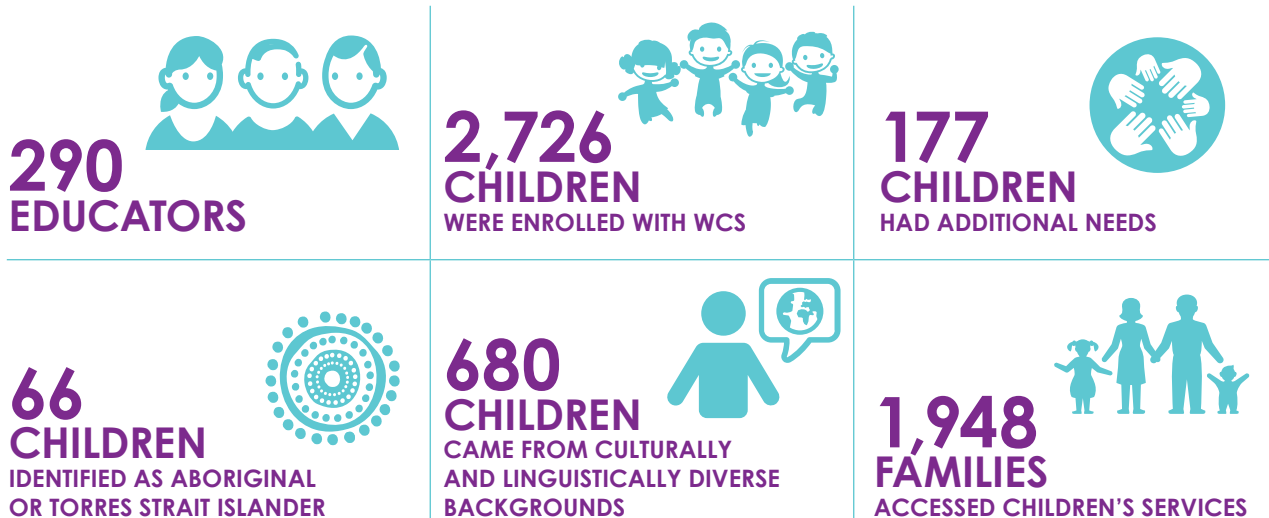
## Our Values



# Children's Services

This financial year was again impacted by another lockdown due to COVID. Children's Services strived to continue providing high-quality care to children and families by offering many online options including storytelling and music experiences. We also provided take-home craft packages for families. Our educators continue to find opportunities to strengthen relationships with families and the community to ensure there is a connectedness between families, the community and our programs. Despite the lockdown and restrictions, Children's Services has seen an increase in enrolments of 44 children over all. There has also been an increase in children with additional needs utilising our programs as well as children from culturally and linguistically diverse backgrounds.

## JUST THE FACTS



Celebrating Reconciliation Day



# Early Learning Centres (ELCs)

During the 2021–22 financial year the Lollipop and Lyons ELCs provided early education and care to 88 vulnerable children who required additional support. While engaging the children in quality experiences that provide opportunity to develop and master ongoing life skills, we provided a wrap-around service for families that linked them into our Family Case Management team.

Lollipop children, families and educators found an opportunity over the difficult time of lockdown and COVID restrictions to work on a community project that involved raising funds for our emergency food relief service, The Little Pantry. Educators provided children with art supplies and resources to complete great works of art. An art auction was held just before Christmas, and children together with educators purchased and packed groceries so that The Little Pantry was stocked ready for Christmas. Children connected to community while beginning to understand the importance of being grateful for what we have. This was a very successful project and raised a whopping \$785!

Lyons ELC spent a great deal of time valuing the outdoors and nature. The children and educators delighted in local walks and often spent time out and about. They visited local parks on walks and often stopped to visit the local café for a “babycino”. Lyons also participated in the Library Mystery Box delivery service. This allows the service to have a box of books delivered and changed over every 4 weeks. This service provides children and educators with a variety of resources that help to develop literacy and language skills that are so important for social interactions and developing skills for ongoing schooling.



Lollipop ELC Art Show



Grocery shopping to re-stock The Little Pantry



Babycino café visit

# Out of School Hours Care (OSHC)

In April and June 2022, WCS offered a School Holiday Program (SHP) service at Torrens Primary School for the first time. The team at Torrens had received feedback from families about how much their children enjoyed attending Torrens OSHC and that it would be of great benefit to their children if they could attend SHP in a familiar environment with a team of educators with which they had a strong relationship. The team of educators used this opportunity to employ a new way of designing and implementing learning activities at the service by using a co-design model. This led to a high level of child input into the curriculum with week-long learning projects of coding, loose parts and market days. By using this model of learning, children had a higher level of engagement in the service.

During the 2021–22 year, the impacts of COVID were felt greatly across Children's Services particularly in OSHC. This started in August 2021, where ACT entered an extended lockdown and schools moved to remote learning; again this affected the number of children attending our services with only a small handful of children at each location. In December and January, we had to close many of our OSHC/SHP services due to increased case numbers and quarantine periods, which meant our staff were unable to work. There were a total of 8 weeks of closures across our programs.

When school returned for 2022, it looked very different: staff and children needed to cohort across many programs, which meant we needed to staff our services differently and increase the number of educators at each location; and children were located at multiple areas of the school and some split in groups within a hall. Staff and children were unable to engage in the service, play with friends and interact with staff in their normal ways.

Molonglo Movers has been a joint project between Children's Services and Community Engagement teams. The aim of this program is to offer a sports and arts program for children of all abilities to encourage children with a disability to attend an activity with their typically developing peers. WCS has engaged local sporting, dance and drama organisations to provide a weekly session for children to have the opportunity to learn a new activity and to promote continued attendance with the organisation. This program has been warmly welcomed by the Molonglo Valley families with regular attendance at activities.



Margaret Hendry OSHC



Staff from Red Hill OSHC



# Mental Health Services

## JUST THE FACTS

**12**  
MENTAL HEALTH  
GROUPS WERE  
RUNNING WITH  
98 PARTICIPANTS



**11,438**  
SERVICE CONTACTS  
WERE PROVIDED,  
WITH 6,984 HOURS  
OF SUPPORT



**90%**  
OF TREC  
PARTICIPANTS  
WERE KEPT OUT OF  
ACT HOSPITALS



**227**  
PEOPLE RECEIVED SUICIDE  
AFTER-CARE SUPPORT THROUGH  
WAY BACK



**643**  
PEOPLE WERE SUPPORTED BY THE  
WCS MENTAL PROGRAMS IN  
2021-22



WCS mental health programs help to reduce the impacts of mental illness as well as provide opportunities to build community and overall health and well-being. They keep people out of hospital and support people to return home after a period in psychiatric care.

The main focus of WCS mental health support is to:

- build coping skills for recovery and relapse prevention
- provide care coordination between health services
- promote well-being
- improve life skills and self-care strategies.

## TRANSITION TO RECOVERY (TRec)

TRec is a mental health step up step down program, providing psychosocial community support for up to 12 weeks after someone has experienced an acute episode of mental illness; and it also prevents admission or readmission to hospital. In 2021 TRec marked 10 years of providing this crucial service, operating from 9 am to 9 pm every day of the year. Celebrations were shared with participants, staff and our clinical partners from Canberra Health Services.



The TRec and Southside Community Step Up Step Down (SC-SUSD) team

# Mental Health Services continued

## SOUTHSIDE COMMUNITY STEP UP STEP DOWN (SC-SUSD)

SC-SUSD integrates with Canberra Health Services' clinical care. The Stride–WCS partnership applies mental health prevention and recovery approaches within a safe and structured residential environment (2 weeks), followed by a supported outreach phase (4 weeks). This enables participants to develop the confidence, skills, resources and social capital that will sustain their health and prevent admission or readmission to hospital.

*“Often it is easy to fall back into old patterns when you return home, but (my Outreach Recovery Worker) has really provided a safe sounding board to reinforce the things I've learnt...” – participant of the SC-SUSD program*

## WAY BACK SUPPORT SERVICE

The Way Back is a Beyond Blue suicide after-care model of psychosocial support for people following a suicide attempt or suicidal crisis, supporting them to remain safe and reintegrate back into their community. The team works closely with ACT Government clinical services to ensure a smooth transition to this important support at a high-risk time. COVID placed stress on many of our mental health services, and the Way Back team played their part in supporting many people who are experiencing stress related to the pandemic.

## NEW PATH AND CONTINUITY OF SUPPORT

These mental health recovery programs support people whose ability to manage daily activities and live independently in the community has been seriously affected by mental health issues. New Path typically supports people aged 18 to 35 with shorter-term earlier intervention support, working towards greater self-reliance, independence and participation.

Continuity of Support (CoS) provides medium to longer-term, lighter-touch support for people with more complex co-occurring conditions, to reduce isolation and increase social connection with targeted support at 'times of greater need'. The program offers a range of groups such as;

- Mindfulness
- Gather and Share
- Nourish
- Get into Reading
- Pool
- Drop-in.

In the new financial year these programs will be brought together under the one funding stream, the Commonwealth Psychosocial Support Program (CPSP), to meet the needs of a broader range of people in the ACT experiencing severe mental ill-health. The new program will provide for a single-access, recovery-oriented service that is time-limited but has capacity for timely re-entry if required.



The yoga group celebrate Christmas



The NEST program (Nutrition Education Skills Training)

## HOARDING ADVOCACY SUPPORT SERVICE (HASS)

HASS supports people who are experiencing complex hoarding; in other words, to reduce the impact of having too much 'stuff'. The program works with individuals and those who support them as well as government and community agencies across the ACT within a whole-of-government and community-based approach. This includes advocacy for HASS clients, liaison with government agencies, and providing holistic and person-centred support to its service users.

HASS provides training for government and community workers to help build understanding and support for people experiencing these issues as well as individual advice to people working with hoarding. HASS also has a groups program including 'Buried in Treasures' (a peer-led group to learn tips on how to de-clutter and stop over-acquiring) and 'Families as Motivators' (for people's support network).



An in-service presentation by our Hoarding Team (HASS) for WCS staff



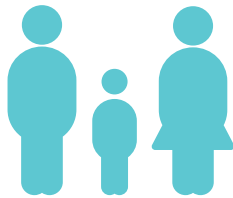
# NDIS Services

The National Disability Insurance Scheme (NDIS) team supports participants living with disability and mental illness. The team of support coordinators, support workers and office staff work alongside participants and their significant others to co-design activities and supports to assist them in achieving their goals under the NDIS.

During the 2021–22 period, the NDIS team continued to provide support coordination and direct support for participants. The staff in both teams provided intensive support to participants continuously during the COVID lockdown. They have assisted participants to return to business as usual with all of our participants engaging with their providers.

## JUST THE FACTS

**192**  
PARTICIPANTS  
ACCESSED WCS NDIS  
SUPPORTS



**60%**  
OF PARTICIPANTS HAVE  
A PSYCHOSOCIAL  
DISABILITY



**40%**  
OF PARTICIPANTS HAVE  
AN INTELLECTUAL OR  
PHYSICAL DISABILITY



## HIGHLIGHTS FOR 2021–22

- WCS partnered with the Office for Disability to administrate the COVID Respite Effect and Recovery Grants.
- Our Friday social lunch has recommenced, with many participants attending regularly.
- The NDIS team partnered with our IT team to implement an efficient and more accessible case management system.
- We have successfully transitioned our casual workforce to more permanent options, including traineeships.

## WE EMPLOYED

**28** SUPPORT WORKERS  
INCLUDING PEER-SUPPORT WORKERS

**6** SUPPORT COORDINATORS

**7** OFFICE STAFF



NDIS Support Coordination team



# The Big Issue

The Big Issue at WCS managed another COVID lockdown, welcomed new vendors and said goodbye to old ones.

WCS continued to partner with Big Issue Australia to work with vendors to sell magazines across the ACT. Vendors include people who may have experienced homelessness, addictions, mental illness or who live with a disability. Becoming a vendor allows people to earn an income, reduce their social isolation and become part of their community.

This year vendors were unable to sell 4 magazine editions due to the COVID lockdown, but the team continued supporting them during this time.

To reach out to various community organisations for new vendors, the team visited numerous community agencies including the Red Cross Roadhouse and Orange Sky Laundry.

## THE BIG ISSUE HIGHLIGHTS FOR 2021–22

- 15,809 magazines were purchased by vendors to sell to the public.
- 40 different vendors worked for the Big Issue.
- Vendors sold 1808 calendars.

### JUST THE FACTS

**2**  
PART-TIME  
EMPLOYEES



**33**  
VENDORS



THE AVERAGE NUMBER  
OF VENDORS IN ANY  
FORTNIGHT WAS 14

**15,848** & **1,808**  
MAGAZINES & CALENDARS SOLD



**\$93,012**  
IN PROFIT FOR  
VENDORS



Staff and vendors of The Big Issue

# Aged Care Services

The Aged Care team continued to deliver the Commonwealth Home Support Program (CHSP) services during 2021–22, mindful of working with a vulnerable population group through the COVID pandemic. The myriad of changes to suit new health restrictions meant a constant readjustment of service delivery. The team had to be flexible and determined to ensure our older Canberrans received what they needed and remained connected.

The services delivered included community transport, domestic and shopping assistance, personal care, individual social support and inclusion in group activities, and assistance with care and housing. Volunteers worked alongside our team of employees to enhance these services.

## JUST THE FACTS

**35**  
STAFF AND  
VOLUNTEERS



**7,859**  
TRANSPORT  
TRIPS



**9,288**  
HOURS OF  
SOCIAL OUTINGS



**90**  
PEOPLE ASSISTED  
IN THE AGED CARE AND  
HOUSING PROGRAM



## SOCIAL SUPPORT PROGRAM

WCS staff gently encouraged people back to community activities. Many thanks to our generous volunteers, who are responsible for the actual running of our many groups.

## HIGHLIGHTS FOR 2021–22

**Intergenerational program** – The Senior Moments for Juniors project had our senior clients linking with the children at Lollipop Early Childhood Centre. All enjoyed reading stories, singing, doing crafts and playing together with the children leading in their individual way.

*“I just love it, its' wonderful” and “We had a great time last week, cutting up fruit and doing healthy lunches with the children!”*

**River cruise** – Seniors participated in a Discovery Trip to Batemans Bay to board the Nelligen River Cruise. This outing has been a longtime favorite for our groups with traditional fish ‘n’ chips to complete the day.

**Health and fitness groups** – Nordic walking training  
*“A great idea for balance, strength and cardio vascular.” – a group member with a nursing background*

**Strength for Life (SFL) personal fitness classes in association with COTA** – *“I think SFL is great, I am impressed, it's very good for people for their balance and strength. It's a great group!”*



One of our seniors interacting with one of our juniors

## TRANSPORT

In 2021–22, WCS replaced our fleet of transport cars with 2022 model fuel-efficient Camry Hybrids. We also purchased a new Hiace Toyota bus with wheelchair hoist, to help assist our clients to get to appointments across Canberra. We equipped all vehicles with card payment facilities and also trialed a new shopping bus service to Tuggeranong.

## AGED CARE CONSUMER ADVISORY GROUP

The WCS Aged Care Consumer Advisory Group continued to partner with us. Up to 7 Aged Care service users meet every 2 months with the Manager of Aged Care to provide invaluable feedback, ideas and direction to help improve our services. This group has also provided input to whole of organisation policy and procedure development. WCS looks forward to continuing to work with and learn from our consumer members.



WCS Transport Service cares for our aged clients

## ASSISTANCE WITH CARE AND HOUSING (ACH)

ACH works with older Canberrans who are homeless or at risk of being homeless. With the current pressure in the Canberra housing market, this has become an increasingly important service. Many people who are referred to the service have never faced housing stress before, and need the emotional and practical support provided by our ACH staff.

ACH worked closely with OneLink, Housing ACT and other housing providers to find housing solutions. These could be public housing, private rental, transitional or aged care accommodation. ACH also referred clients to additional supports, so that they could maintain their tenancy.

***"I've never won anything in my life but feel like I've just won the lottery. The property is beautiful!" – a client on seeing his new Housing ACT unit***



WCS Aged Care Christmas party



# Children, Youth and Family Services

The Child, Youth and Family Services Program (CYFSP) hosts a Family Case Management team, Youth Engagement team, Raw Potential Youth Program and a Network Coordinator. We acknowledge the role of our program partners in delivering services to service users, Anglicare ACT and Goulbourn, and Raw Potential Canberra.

Experienced and passionate staff provide a strengths-based approach to supporting children, youth and families identify their individual and family goals, whilst working toward positive outcomes for all service users.

## JUST THE FACTS



## SCHOOL HOLIDAY FAMILY FUN PACKS – FAMILY CASE MANAGEMENT

In September 2021, prompted by the COVID pandemic and second lockdown in Canberra, the Family Case Management team came up with the idea of creating and delivering ‘Family Activity Packs’ to our clients. We wanted to continue outreach and engagement with our families during the lockdown period and provide them with fun and informative sustainable resources that the whole family would benefit from. We chose a different theme each school holiday, with the aim of encouraging families to participate in the activities together, whilst upskilling parents on important topics. During the last 12 months, we delivered around 70 of these packs which had the following 3 themes:

- Art, Craft and Self-care
- Literacy and Numeracy
- Physical Well-being

We received a lot of positive feedback from families who really appreciated the outreach and many advised that their children now look forward to receiving these packs at the beginning of each school holiday. We will be focusing on nutrition in the next school holidays and will provide each family with a recipe food kit to encourage them to cook a healthy meal together, in addition to information about healthy food ideas and recommended nutritional guidelines.



Resources for The Family Case Management school holiday activity packs ready for delivery



Art and craft fun for a very happy recipient of the school holiday activity packs



## SCHOOL ENGAGEMENT GROUPS – YOUTH ENGAGEMENT TEAM (YET)

The YET developed a new engagement program run out of the Woden Youth Centre. It came from conversations with schools and young people around the connection to community youth programs for individual support and social inclusion out of school hours.

Three schools and over 30 young people have attended the programs, accompanied by class teachers, student wellbeing teachers and school youth workers.

Schools bring along students, identified by the school as being at risk of disengaging or needing some social inclusion support. Young people interact with youth workers at each session to build rapport for accessing the youth centre after school hours. Another key element, and achievement of the program has been the number of young people that have learnt of the various supports offered by the YET, then engaged in individual case work.

A total of 8 young people have engaged in one off or structured case work, with a high percentage of the young people also attending drop in on a regular basis since starting in the school engagement program.

Very positive connections have been made between YET staff, school staff and students. Discussions will continue and these engagements will expand depending on the presenting needs of the students.



**A YET staff member engaging young people from a local high school during a youth centre visit**

## DENTAL RESCUE DAYS – RAW POTENTIAL AND YOUTH ENGAGEMENT TEAM

During 2021–22, Raw Potential and the Australia Dental Health Foundation partnered up to deliver 5 'Dental Health Rescue Days' to fill the gap of young people being unable to access dental care. Four dental practices took on the sessions, providing in-kind dental care for 29 young people.

The initial consult was to provide fillings, low-level dental care, cleaning and dental hygiene advice. In addition to this, all dental practices provided in-kind follow-up for some of the young people who needed some immediate attention, with one dental rescue day and follow up consultation costing over \$7,000. This was one of the most successful dental rescue days to date for many different reasons, primarily due to the care and support shown toward the young people by staff at the dental practices.

Some of the feedback received by young people:

***"I was feeling embarrassed that the dentist would know I had not been to the dentist in years. I was provided advice for maintaining good dental hygiene, it was a lovely environment, and I felt very comfortable. This has boosted my confidence and eased the anxiety I had regarding checkups."***

***"The dentist was funny, kind and comfortable. They were really good to me and informative. I learnt some stuff about my teeth that I never knew, and now that I know, I feel better overall."***



**Raw Potential staff member with a young person 'all smiles' after a successful dentist visit**

# Community Engagement

The Community Engagement Team provides a diverse array of services to the Woden, Weston and Molonglo Valley regions of Canberra including: Community Development, Community Assistance Support Program (CASP), Intake Services, Volunteering and The Little Pantry. The Community Engagement Team have worked alongside the community throughout the challenges and triumphs of the past year, providing connection and timely supports.

## JUST THE FACTS



## HIGHLIGHTS FOR 2021–22

- The establishment of Molonglo Movers Program, an inclusive sports and arts program for children of all abilities.
- Community activation in Lyons with shopping precinct mural and gardens.
- Commencement of Mingle Whitlam, a community development program in partnership with the Suburban Land Agency.
- Establishment of The Little Pantry on Wheels to extend emergency food relief support to individuals and families in isolation, supported by volunteers.



Skipper Care Little Pantry Volunteers



Molonglo Movers Active

## COMMUNITY DEVELOPMENT (CD)

The CD Team worked alongside community to build capacity and establish connection between people and place.

Some of our activities were:

- in partnership with Molonglo Valley Community Forum, a Multicultural Day for residents to celebrate the diverse community
- a community-led Mums 'n' Bubs exercise group and Falls Prevention group
- activation of the Lyons shopping precinct with a community-led mural and re-planting of the gardens
- development of writing and illustration workshops for community e-book 'The Song of the Animals'
- an art-based 'Discovering My Future' program for culturally and linguistically diverse women and girls
- Neighbour Day events.

## VOLUNTEERING

Throughout 2021–22 our 112 volunteers engaged in companion visiting, English tutoring, transportation, The Little Pantry assistance, social support, facilitation and professional skills-based offerings. The volunteers supported the community both virtually during lockdown and face to face. In particular, our volunteers with English Conversation Classes transitioned the program to online and maintained regular engagement throughout lockdown. Our English classes were of ongoing mutual benefit to participants and volunteers.

*"I live in Australia for 2 years but I had talked to Australians only one sentence 'Hi, how are you?'... as I attended this [WCS] English class, I gradually got used to Australian English and realised that Australians were warm and friendly... I love this class so much."  
– Ji, from South Korea*

*"We also learn from the students. For instance, one of our students from China did a presentation on the 5 types of green tea as an opportunity to practise speaking English. It was so interesting and now we all enjoy drinking different types of tea at the end of the class."  
– Jenifer, Volunteer English Tutor*



Hughes English Conversation Group end-of-term celebration

## COMMUNITY ASSISTANCE SUPPORT PROGRAM (CASP)

CASP provided support to individuals experiencing short-term or episodic physical and mental health illnesses. Such supports included: case coordination, domestic assistance, personal care, medical transport, therapeutic services, social supports, and information and advocacy.

In 2021–22 an expert volunteer joined CASP to help with individuals' NDIS applications.

## THE LITTLE PANTRY

Our community-driven Little Pantry operates with the kindness of donations and volunteers' time. Throughout the COVID lockdown in 2021, WCS and volunteers continued to offer The Little Pantry on Wheels, delivering emergency food relief to those in isolation. We also developed an online donation portal to offer an alternative way to contribute at <https://www.wcs.org.au/services/community-services/the-little-pantry/>



# Housing and Homelessness

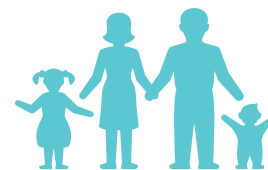
It was another busy year for the team at OneLink and the Supportive Tenancy Service (STS).

## JUST THE FACTS

**OVER 12,000**  
PHONE CALLS RECEIVED BY  
ONELINK



**6,401**  
ONELINK CLIENTS,  
WITH 1249 BEING  
NEW CLIENTS



**370**  
STS CLIENTS SUPPORTED



**50.7%**  
OF STS CLIENTS WERE  
EMPLOYED AT THE CLOSE OF  
THEIR SUPPORT PERIOD



## THE CLIENT SUPPORT FUND

The Client Support Fund (CSF) funds casework and property management through head leasing Housing ACT properties. In 2021–22, the CSF housed and supported a high number of First Nations service users, single fathers, and gender-diverse Canberrans.

A huge thank you to our following CSF partner agencies for what can only be described as a massive year: Housing ACT, The YWCA, Everyman Australia, Toora Inc, Catholic Care, Yedding Mura, Vinnies, Doris Women, Northside Community Services, A Gender Agenda, Doorways Program Salvos and numerous NDIS providers.

## ROUGH SLEEPER WORKING GROUP

The Rough Sleeper Working Group (RSWG) was launched by Housing ACT in 2021 to coordinate support and accommodation for people who are experiencing rough sleeping. This new program sits beside the CSF, and so far, 54 clients have been supported by our partner agencies to find accommodation and wrap-around support.

### ROUGH SLEEPERS WORKING GROUP CASE STUDY

Ralph had been sleeping rough for several years. He has a longstanding mental health condition, which was largely untreated, and he also used various substances to numb his pain. Ralph was accommodated in a hotel for part of the lockdown, and this provided an opportunity for support workers to more easily access Ralph to help him with his goals. Ralph moved into a property and then attended rehabilitation to address his substance use. Ralph was able to attend rehab as he had an address to be discharged to. Lack of a residential address is often a barrier to accessing services.

## COVID IMPACT AND HOTEL ACCOMMODATION

OneLink expanded its hotel accommodation program as a direct result of ACT's COVID response. This saw more than 300 Canberrans and their families supported to access emergency accommodation, all of whom would have had no other option. This led to increased demand across the specialist homelessness sector and all organisations worked tirelessly to support Canberrans during this very difficult time.

OneLink has continued to develop strong relationships with community accommodation providers who have worked closely with us to support hundreds of Canberrans and their families. OneLink would like to particularly thank the following:

- Ibis Hotels
- Belconnen Way Motel
- Red Cedars Motel
- Mercure Hotels
- Quest Apartments

While this list is not exhaustive, these community partners have been integral to ongoing support for some of Canberra's most vulnerable households.

## GROWTH

In February 2022, OneLink received additional funding of \$2.3M under the Expanding Capacity of the Homelessness Sector initiative of the ACT Government. This funding helped in supporting hundreds of Canberrans who would have otherwise experienced homelessness during this challenging year. WCS would like to thank the ACT Government for this record investment in alleviating homelessness during 2021–22.

## SUPPORTIVE TENANCY SERVICE

The Supportive Tenancy Service (STS) assists people who are living in private rental, mortgage holders and social housing in the ACT whose tenancy is at risk. The year has continued to present challenges in the rental market with an increase in rents and fewer available properties. Many of our clients searching for new accommodation have had little success in this challenging market. The STS team

helped 370 clients in the last financial year. A moratorium on evictions from private rentals provided a brief respite; however, once the moratorium was lifted, the demand increased as landlords changed their practices.



OneLink team in action

### SUPPORTIVE TENANCY SERVICE CASE STUDY

Milo expressed concern about her financial situation and disclosed having more than \$3,500 in rental arrears. As a result of this, she received a Notice to Vacate (NTV), which gave her 2 weeks' notice to find other accommodation. In addition, she also disclosed having significant debt of around \$30,000 that she was struggling to manage.

Milo, whose only income was through government assistance, lived in a 2-bedroom property in the private market with her 2-year-old daughter paying \$435 per week. Although Milo had applied to Housing ACT, she had been waiting on the High Needs register for more than 18 months.

Together, Milo and STS discussed goals and created a long-term plan to support her to overcome some of the challenges around her finance and rental stress. This was driven by a strength-based approach and acknowledgement of the trauma that she had experienced before connecting with WCS. STS worked with Milo to honor the challenges she had faced and to celebrate the small wins she had achieved.

After liaising back and forth with the real estate agency and a firm owner, our worker proposed a plan that Milo agreed to:

- actively engage with Care Financial to learn long-term money management skills
- pay \$1,000 directly to her landlord using the 'rent relief scheme' offered by Care Financial
- access her superannuation fund and withdraw \$1,000 to pay her rental arrears
- find a roommate to rent the second bedroom and assist with her living costs
- set up payment plan of \$50 per fortnight to pay off the remainder of her arrears in addition to her weekly rent amount – set up directly through Centrepay.

Milo engaged well with the service and fulfilled all she had agreed to. She had a positive outcome and was able to maintain her tenancy and overcome the rental arrears and begin to address her historical debt. STS remained engaged with Milo as she began to be more confident and will continue to offer support if needed.

# Our People & Culture

On 30 June 2022, WCS had a workforce of 455 staff who originate from 50 different countries. This diversity has enriched our workplace helping us to deliver better outcomes for our service users!

## JUST THE FACTS

**455**  
EMPLOYEES  
ON 30/6/2022



**30%** FULL TIME  
**26%** PART TIME  
**44%** CASUALS



**3** EMPLOYEES

EMPLOYEES  
WERE BORN IN  
**50**  
DIFFERENT COUNTRIES



**194**  
STAFF FROM  
CULTURALLY  
& LINGUISTICALLY  
DIVERSE  
BACKGROUNDS

## POSITIONING WCS AS AN EMPLOYER OF CHOICE

WCS took a number of steps towards becoming an employer of choice through the following initiatives:

- **Value the diversity** of our workforce ensuring staff are able to share their own perspectives and influence service delivery.
- **Attract high quality recruits** by ensuring we recruit people whose values align with ours and who are committed to serving and responding to the needs of our service users.
- **Develop our people** to ensure they receive appropriate skills and career development opportunities that enable them to reach their potential.
- **Motivate and guide** our people through providing high quality supervision, leadership and management that ensures everyone is well equipped and supported.
- **Reward and retain** our people through providing market competitive remuneration and attractive non-salary benefits that support work-life balance and family-friendly arrangements.
- **Support and care for our people** ensuring a caring and safe work environment where flexibility, innovation and collaboration is encouraged.



Two of our HR Advisors



Our HR Admin Assistant, who has also worked at WCS Reception and at Lollipop ELC, has been with us since 2011

## INITIATIVES

**WCS Strategic Workforce Plan 2021–25**  
**Developing our workforce for the future**

Our plan outlines strategies and associated actions and initiatives on how best we can attract the right people with the right skills at the right place and time – and at the right cost.



We will do this by:

- ensuring WCS has an engaged, diverse and sustainable workforce
- building our workforce capability
- developing leadership and management capability
- growing our volunteer workforce.

Our new Enterprise Agreement **Woden Community Service Inc – Caring for our people, building our capability to serve, – Enterprise Agreement 2021–23** outlines our staff entitlements, workplace culture and reflects our commitment to:

- **Professional development** – we encourage our staff to participate in a range of learning and development programs supported by individual performance and professional development plans.
- **Work-life balance** – some staff are able to negotiate flexible working arrangements. Up to 2 weeks leave can be purchased and grandparent leave is available – whether caring for a grandparent or for older workers with caring responsibilities.
- **Family-friendly leave and other benefits** – we provide staff with discounted children's services fees, generous parental leave entitlements, 12 weeks full pay for primary carers and 2 weeks full pay for secondary carers. Primary carers also receive full WCS superannuation contributions for a 6-month period. Staff can also access subsidised child care at our early learning or out of school hours services.
- **Diversity and inclusion** – WCS has a diversity and inclusion working group committed to leadership in this area. Our EA provides access to 3 days paid cultural, religious and ceremonial leave. We also launched our fourth Reconciliation Action Plan (RAP) – with each version building on the success of the last!
- **Sector competitive remuneration** – our Enterprise Agreement provides annual national wage increases and remains competitive with other employers within the Social and Community Services Sector. As a for-purpose organisation we are a registered Public Benevolent Institution offering significant salary packaging benefits.
- **Staff care and well-being** – staff and their family members can access support via our Employee Assistance Program (EAP). HESTA Superannuation and AccessPay provide staff with financial well-being information. To manage the impacts of COVID over the past 2 years, staff have been able to work from home and now have access to paid infectious diseases leave. We also provide access to free influenza vaccinations each year.

## HELPING OUR STAFF TO GROW

### Implementing our Learning and Development Hub

Our LnD hub is a one-stop shop for all staff to access resources and information.

### Completing an organisational Training Needs Analysis (TNA)

The TNA identified 8 workforce capability development priorities and a range of learning and development options for each.

### LnD Workshops

A range of training workshops were delivered to staff which included tender writing, media skills, supervision and resilience training.

### Traineeships

WCS has a number of trainees across the organisation who complete a nationally recognised qualification from Cert III level up to Diploma level at one of several Registered Training Organisations with whom WCS partners. Trainees are fully supported by their team and supervisors.



One of our YET started a traineeship for a Diploma in Leadership and Management at CIT in March 2022

# Corporate Services

## QUALITY AND RISK TEAM

### HIGHLIGHTS FOR 2021–22

- Developed and implemented the WCS Operational Plan and aligned it with the service area action plans.
- Successfully completed first 3 audits from WCS's inaugural Internal Audit Plan.
- Completed several business continuity planning activities with the WCS Executive.
- Reviewed and updated a range of policies as part of WCS quality assurance function, which included:
  - All WCS privacy policies
  - Bullying, Harassment and Discrimination Prevention Policy
  - Supporting Positive Behaviours and Reducing Restrictive Practices Policy
  - Background Checking Policy
  - Dignity of Risk and Duty of Care Policy and Procedures
  - WCS Vaccination Policy
  - Whistleblower Policy and Procedures.

## QUALITY ASSURANCE

Quality assurance is central to everything WCS does. Whether it is the development of a policy, assessment of risk, delivery of an audit or a business continuity exercise, quality assurance is critical in ensuring WCS's services are designed and delivered according to regulatory standards and the needs and expectations of our service users.

During the reporting period, WCS implemented a range of business and continuous improvement initiatives including a Service User and Community Engagement Framework, Clinical Governance Framework and a Learning and Development hub.

This reporting period also saw the development and implementation of the WCS Operational Plan as part of the organisation's corporate planning framework. This plan, which is informed by and subordinate to the WCS Strategic Plan, provides the organisation with the tangible and measurable means by which to deliver WCS strategic objectives. The realisation of the Operational Plan is achieved through individual service area action plans.

## AUDIT, BUSINESS CONTINUITY AND RISK

The Audit and Risk Committee (ARC) is comprised of 3 Board members and meets every second month to oversee WCS's audit and risk management obligations. The enduring impacts of COVID, a rapidly-evolving cyber environment and a challenging labour market remain key drivers of WCS's strategic risk environment and an enduring focus for 2023.

The ARC successfully implemented WCS's first Internal Audit Plan during the reporting period with 3 audits completed and a forward planning model developed.

An Action Plan including corrective actions was developed in response to the business improvement findings of each audit and is being actively managed.



**Manager Quality and Risk with Project Officer – Service User Engagement**

## ICT

In 2021–22, the ICT team prioritised its efforts to evaluate and improve the standards of cybersecurity at WCS. We also started developing a new Salesforce-based customer relationship management (CRM) system that will improve client experience in core functions such as NDIS, Aged Care and Child Youth and Family Services.

During COVID lockdowns, we continued to support staff and enabled them to work from home (WFH) or a hybrid combination of WFH and the office.



**The ICT and Facilities team**

## FACILITIES

The Facilities team provided maintenance and support to all staff in a COVID-safe manner, specifically when staff returned to the office after the latest lockdown.

Changes to the Facilities team resulted in more upgrades to our offices to meet the changing needs of the organisation and were carried out in-house resulting in better response times and cost-effective outcomes. This included the refurbishing of some areas of the Woden Youth Centre with new amenities including a new projector.

## HIGHLIGHTS FOR 2021–22

- **Over 1,500 tickets were resolved through the ICT Ticketing System**
- **Development of Information Security Policy**
- **Initiating a new IT project to deploy a new Salesforce CRM solution (Lumary)**

## MARKETING AND COMMUNICATIONS

During 2021–22, WCS strengthened its internal communication and brand recognition within the community. During lockdown we produced a weekly CEO Video Message that was sent to all employees and volunteers to keep them in the loop with developments. Additional communications were managed through our internal newsletter, *Inside Story*, which was also posted on both the WCS intranet and the Deputy platform.

A new WCS website was launched with many new features including the ability to view content in 9 additional languages.



**Part of the Marketing and Communications team at an event**

## HIGHLIGHTS FOR 2021–22

- **32 content articles published, which had an average of 1,193 readers per article.**
- **Our advertising banners on other sites resulted in a total of 3,966 impressions and 3,638,788 clicks.**
- **Facebook posts about us resulted in 17,878 engagements with an overall reach of 404,842 people.**



# Finance

The Finance team played a key role in navigating a more certain future while living and operating with COVID. They provided the skills and expertise to manage financial information, understand the government's various assistance packages and create quick forecasts to illustrate the outcome of different strategic options.

The team actively took on a business advisory role as an effective business partner in WCS and worked effectively alongside different business segments. They provided financial information, tools, analysis and insights to the Leadership team and Executive, which helped stakeholders make more informed decisions and drive business strategy.

## HIGHLIGHTS FOR 2021–22

- In July 2021, Finance represented WCS in the ACTCOSS project – *Counting the Costs: Sustainable Funding for the ACT Community Services Sector*. The report was published in December 2021, highlighting the comprehensive picture of the costs involved in delivering community services, the cost pressures experienced by the sector and ways to ensure funding is sustainable and at a level that meets community needs.
- The team was successful in its application for rent relief to all ACT Government-managed facilities.
- In partnership with Aged Care, Children Services and The Little Pantry, we expanded Square payment services to minimise cash handling in Aged Care, installed an online ordering platform for Lyons Canteen and during the COVID lockdown set-up an online donations portal for The Little Pantry.
- After an extensive tender process, the Board has approved a change of banking facility from Bendigo Bank to National Australia Bank (NAB), who will provide a banking facility to meet current WCS banking needs and requirements.
- In February 2022, Finance rolled out the new Budget Checking feature in ApprovalMax that provides the approvers of invoices with an easy way to view and manage budgets.
- In May 2022, the CEO and Deputy CEO approved a new Budgeting and Financial Reporting solution, BizView, that will address reporting pain points and capability gaps in the current accounting system, Xero.
- The Finance team developed a Fraud Prevention and Anti-corruption Framework, which acts as the umbrella document for managing fraud and corruption issues in WCS.



The Finance team

# Where We Work

**THE BIG ISSUE** VENDORS DISPERSED

**ONELINK**  
Housing ACT Central  
Access Point Nature  
Conservation House,  
Corner of Emu Bank  
& Benjamin Way,  
Belconnen

**WCS MENTAL HEALTH  
OUTREACH LOCATION**  
Catholic Archdiocese of  
Canberra and Goulburn  
at Blackfriars Parish –  
207 Antill Street, Watson

**WCS MENTAL HEALTH  
OUTREACH LOCATION**  
**Headspace**  
1–3, 1 Torrens Street,  
Braddon

## Woden Community Services across Canberra

- OUT OF SCHOOL HOURS CARE**
- CURTIN PRIMARY SCHOOL  
70 THEODORE ST, CURTIN
  - DUFFY PRIMARY SCHOOL  
47 BURRINJUCK CRES, DUFFY
  - EVELYN SCOTT  
2 BIELSKI STREET,  
DENMAN PROSPECT
  - EVATT PRIMARY SCHOOL  
46 HEYDON CRES, EVATT
  - GARRAN PRIMARY SCHOOL  
36 GILMORE CRES, GARRAN
  - GRIFFITH BANNISTER GARDENS  
PRESCHOOL  
29 BANNISTER GARDENS, GRIFFITH
  - HUGHES PRIMARY SCHOOL  
10 GROOM ST, HUGHES
  - LYONS ELC  
38 TARRALEAH CRES, LYONS
  - MARGARET HENDRY SCHOOL  
100 SUTHERLAND CRESCENT,  
TAYLOR
  - RED HILL PRIMARY SCHOOL  
ASTROLABE ST, RED HILL
  - TORRENS PRIMARY SCHOOL  
161 BEASLEY ST, TORRENS
  - WANNIASSA SCHOOL  
WHEELER CRES, WANNIASSA

**CALLAM OFFICES**  
50 Easty St, Phillip

**BOWES OFFICES**  
1 Bowes Pl, Phillip

**LYONS EARLY LEARNING  
CENTRE**  
38 Tarraleah Cres, Lyons

**YOUTH CENTRE**  
29 Callam St, Phillip

**THE LITTLE PANTRY  
(EMERGENCY FOOD RELIEF)**  
26 Corinna St, Phillip

**DISABILITY  
SERVICES**  
29 Callam St,  
Phillip

**LOLLIPOP EARLY LEARNING  
CENTRE**  
26 Corinna Street, Phillip

**RECEPTION**  
26 Corinna Street



# Our Commitments

## DIVERSITY

Through our Multicultural Grant, the Diversity Working Group were able to translate 2 WCS documents (WCS Feedback Poster and WCS Service Information) into the following languages: Traditional Chinese, Simplified Chinese, Arabic, Vietnamese, Hindi, Spanish, Dinka, Persian/Farsi, Thai and Urdu. These documents are now being used across WCS.

The working group has established 2 sub-groups (LGBTIQA+ and Mental Health) to further the work plan of the Diversity Working Group. The sub-groups will identify and implement actions related to their diverse group in keeping with the workplan.

The working group was thrilled that the Learning and Development Hub included a Diversity and Inclusion section that will contain training and tools to raise awareness and understanding of diversity and inclusion.



The Diversity Working Group

## SERVICE USER ENGAGEMENT

WCS is proud to be evolving the quality of engagement with our service users.

The WCS Service User Engagement Statement of Commitment was launched in April 2022 having been created in consultation with staff, service users, support persons and the broader Canberra Community.

A Framework for how WCS will embed meaningful engagement with our service users was developed. Each service area is establishing formal, ongoing service user engagement mechanisms that suit their area.

A WCS Service User Advisory Committee comprised of 7 service users / support persons was established and is now working with the CEO to provide advice and feedback about the work of the governance, corporate services, finance and marketing & communication areas of WCS.

These activities allow WCS to meaningfully partner with our service users and their support persons to improve the design, delivery and evaluation of our services and our responsiveness to emerging community needs.

For more information about service user engagement at WCS, please visit the [Service User Engagement page](#) on the WCS website.



Launch of the Service User Engagement Statement

## CHILD SAFE ORGANISATION

WCS is committed to upholding the national principles for child safe organisations introduced in response to the findings of the Royal Commission on Child Abuse. As part of this commitment a working group has been formed to ensure that all areas of WCS come together to ensure our practices, policies and procedures place the best interests of children and young people first and that we are able to respond appropriately.



Our commitment to being a child safe organisation includes the following commitments.

- We respect and encourage all children and young people and are committed to their well-being and participation.
- We are committed to the cultural learning and safety of children and young people.
- We provide a safe and inclusive environment for all children and young people regardless of all abilities and gender identities.
- We engage the whole the organisation to meet these commitments.

## RECONCILIATION

WCS launched their 2021–2023 Innovate Reconciliation Action Plan (RAP) in December 2021. It completed 2 years of extensive work by the RAP Working Group (RAPWG) with actions now being implemented across WCS.

Some of the actions undertaken that relate to the WCS RAP are:

- Children's Services redesigned their uniform using the commissioned artwork by Megan Daley. Staff were inspired by the look of the new design, being able to promote the work of a local Ngunnawal artist and fostering conversations about Aboriginal and Torres Strait Islander culture.
- Ongoing promotion to all staff of WCS's mandatory cultural awareness training package through Your Mob Learning, which has received very positive feedback.
- Ongoing representation at ACTCOSS Reconciliation Peer Network meetings and at the NAIDOC Week Committee and NAIDOC Week event.
- Actively worked with local Aboriginal and Torres Strait Islander organisations.
- Commenced a partnership with Thirrili, an Indigenous Suicide prevention service.
- The RAPWG hosted its annual all-staff National Reconciliation Week event on 2 June. There was good representation from across all services including a representative from Reconciliation Australia and the senior management from Thirrili. The Thirrili CEO yarned about the history and importance of reconciliation, while WCS's CYFSP Manager and proud Aboriginal man, Hayden Page, spoke about his personal journey and issued a reconciliation challenge to everyone.



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

## ENVIRONMENTAL

The WCS Environment Working Group informs our commitment to becoming an increasingly environmentally aware organisation. It is a new group, formed in 2022 and so far has supported staff awareness of organisational waste reduction, liaised across WCS to identify key opportunities for sustainable practice and highlighted the importance of supports for our service users, who are often affected to a greater degree than the wider community by climate-related impacts. WCS is working to be a more sustainable organisation and to identify opportunities to address community needs, aligned with Our Vision, that arise as the impacts of climate change become more prevalent.



# Partners and Supporters

We gratefully acknowledge the generous support we received from our valued funding partners and supporters. Together, we make positive and tangible differences to the lives of members in our community, especially those who are vulnerable or experiencing disadvantage.



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

## **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 Federal Government
  - Department of Health
  - Department of Social Services
  - Department of Education, Skills and Employment
- Anglicare NSW South, NSW West, ACT
- Capital Health Network
- National Disability Insurance Agency (NDIA)
- Raw Potential Canberra
- Stride Mental Health Limited
- Thirrili – Indigenous suicide postvention service

## **WCS has worked with and received support from:**

- Abode Hotel Group
- AccessPay
- ACT Senior Practitioner
- ACT Shelter
- Aged and Community Care Providers Association
- Alcohol Tobacco and Other Drug Association ACT
- Alfred Deakin High School
- Baringa Early Learning Centre
- Belconnen Way Motel
- Beyond Bank
- Beyond Blue
- The Big Issue Australia
- Big W – Woden
- The Body Shop
- Bunnings Tuggeranong
- Bush Play Connections
- The Butcher Shop – Woden
- Canberra College
- Canberra Health Services – Clinical Partners
- Canberra Institute of Technology



- Canberra Relief Network
- Canberra Weekly
- Cancer Council
- Capital Region Community Service
- Care Financial
- Carers ACT
- Charles Wright School
- Coles – Woden
- Communities at Work
- Community Services #1
- Companion House
- Conflict Resolution Service
- Council of the Ageing
- Curtin Primary School
- Duffy Primary School
- Early Childhood Australia
- Erindale College
- Evatt School and Preschool
- Evelyn Scott School
- Families ACT
- Feros Care
- Garran Primary School
- GIVIT
- Goodwin Village – Farrer
- Griffith Bannister Gardens Preschool
- Grill'd – Woden
- Hands Across Canberra
- Harmonie German Club
- Headspace – Canberra & Tuggeranong
- Hellenic Club
- Helping ACT
- Hesta
- Housing ACT
- Hughes Baptist Church
- Hughes Primary School
- Ibis Hotel Group
- Immanuel Lutheran Church
- Junction Youth Health Services
- Lawyerbank
- Libraries ACT
- Lyons Early Childhood School
- Margaret Hendry School
- Marsh
- The Mawson Club
- Mecure Hotel Belconnen
- Melrose High School
- Mental Health Community Coalition
- Mental Health Consumer Network
- Molonglo Valley Community Forum
- Molonglo Valley Mingle
- Mount Stromlo High School
- Multicultural Hub Canberra
- Namadgi School
- National Disability Service
- Northside Community Service
- Office for Disability – ACT Government
- OzHarvest
- PCYC
- Quest Apartments
- Reconciliation Australia
- Red Cedars Motel
- Red Hill Primary School
- Region Media
- Roundabout ACT
- Salvation Army
- Snow Foundation
- Southern Cross Club
- St Albans Anglican Church
- Taubman's Paint – Fyshwick
- Torrens Primary School
- Tuggeranong Arts Centre/Woden Arts
- Yeddung Mura
- Volunteering ACT
- Westfield Woden
- Weston Creek Community Council
- Woden Hospital School
- Woden Library
- Woden Valley Community Council
- Woolworths – Woden
- Wotso Woden
- Youth Coalition of the ACT
- YWCA Canberra



# Woden Community Service



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