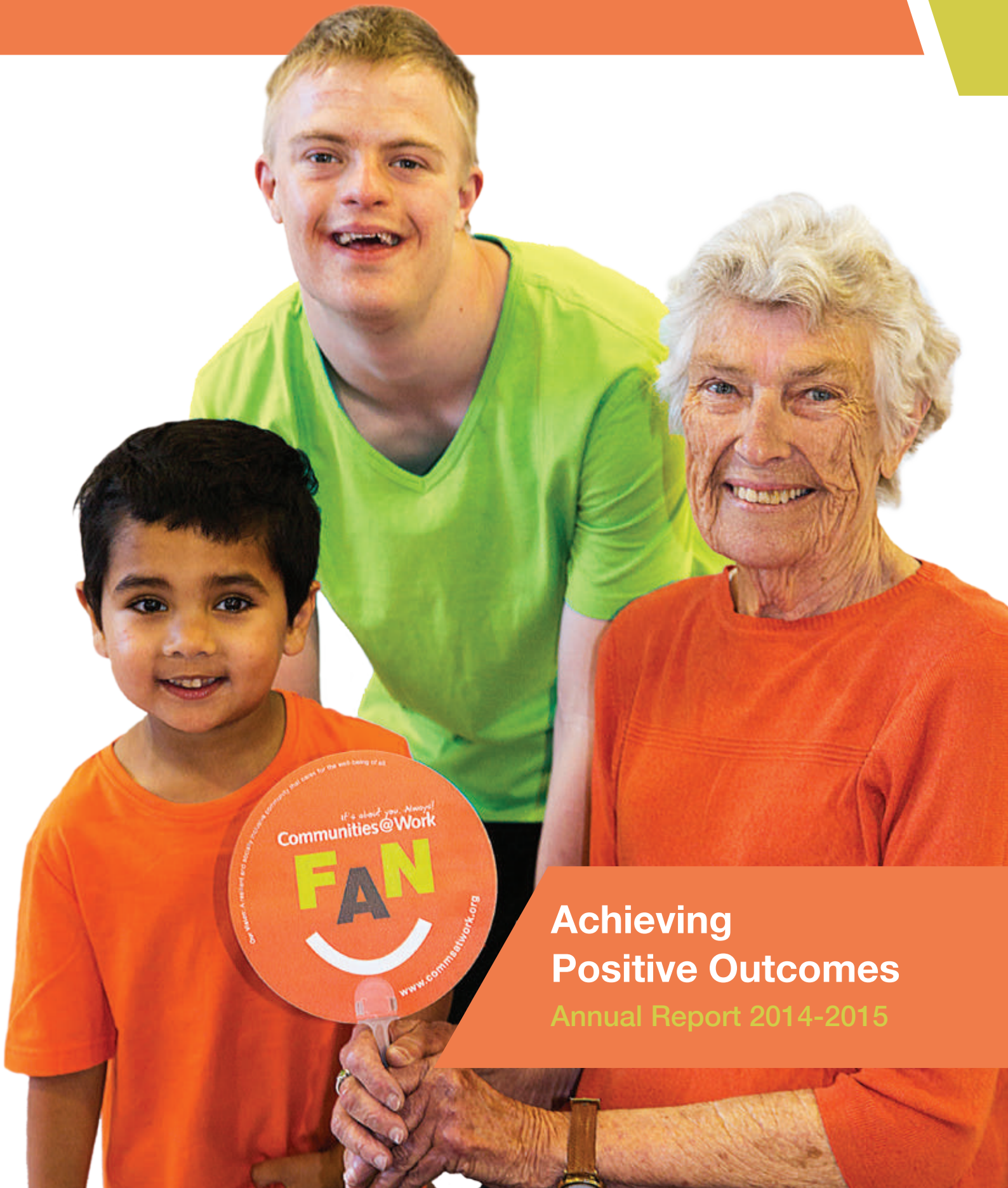


*It's about you. Always!*  
**Communities@Work**



**Achieving  
Positive Outcomes**  
Annual Report 2014-2015

*It's about you. Always!*

# Communities@Work

## Our Vision

A resilient and socially inclusive community that cares for the well-being of all.

## Our Mission

To deliver quality community services of social value and practical benefit.

## Our Values

### *Trust, Integrity and Transparency:*

We earn the confidence of the community by embedding these qualities throughout Communities@Work.

### *Respect for All:*

We respect everyone we deal with, care about everyone in the community and value difference and diversity.

### *Flexibility and Responsiveness:*

We are adaptive and agile in pursuing the vision of Communities@Work, with a proactive approach to change and progress.

### *Quality and Innovation:*

We are committed to excellent service delivery, underpinned by continuous improvement and innovation.

### *Affordability and Sustainability:*

We ensure our services are relevant and appropriate as we build our capacity for a sustainable future.



This little bundle of energy is called Neerad, and he attends one of Communities@Work's 14 early education child care centres. He loves bananas, and the brilliant smile on the cover is a 'banana' smile and not a 'cheese' smile. Neerad has been in the preschool room since March 2014. "We are extremely happy with the service...we are encouraged with the activities conducted within and outside the centre and have ensured Neerad does not miss any of them."

*Parent*



Mitchell has been volunteering with Communities@Work for two years. He loves fantasy, sci-fi and horror movies. He volunteers with our social programs on a weekly basis helping with the cooking class and stacking the shelves in the community pantry. Mitchell also volunteers with our maintenance team helping with gardening and painting. Mitch told us: "I like to help out the community pantry clients, I like talking to them. I feel good being around people. Because I worked in maintenance, I have learned about manual handling and how to pick things up correctly."

## A snapshot of our clients...



Lorna has been coming to Communities@Work's seniors activities for 14 years. Lorna says that she has enjoyed every minute of her time with Communities@Work. "I feel that it is great to get out when you are older and to communicate with the same age group, because we have a lot in common."

Lorna was wearing clothes from the Best Dressed Store for the cover shoot, and loved the colours so much she bought the outfit. Thanks for the support Lorna!



## What's inside

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# Message From the Chair

## A year of positive outcomes

On behalf of the Board, I am pleased to report that over the last year Communities@Work has made substantial progress in working towards a sustainable future.

Most significantly, we have made considerable inroads into social enterprises, broadened our scope with regards to fees for service, actively sought out ways to reduce our dependence on government funding, extended the scope and reach of our partnerships and expanded our volunteering capacity on both corporate and individual levels.

Another significant undertaking for Communities@Work is the commencement of our purpose built facility in Dixon Drive, Holder, thereby securing our ability for future service provision. From this facility we will be able to run more programs and service a larger portion of the community. The facility design enables future expansion and Communities@Work is taking a 20 to 30 year view of the project which will be undertaken in various stages.

Last year we introduced the 2014-2016 strategic intent which provides a comprehensive master plan, underpinned by Communities@Work's vision, mission and values. With this clear direction, a proven strategy and the excellent execution by a skilled and committed team, Communities@Work continues to be a major contributor to a resilient and socially inclusive Canberra.

I thank the Board for their contribution in ensuring sound governance for the organisation. I also wish to thank our dynamic and innovative CEO, Lynne Harwood and our executive team for their leadership and the excellent results achieved. I commend the staff and volunteers, who are instrumental in creating positive outcomes for Canberrans on a daily basis.

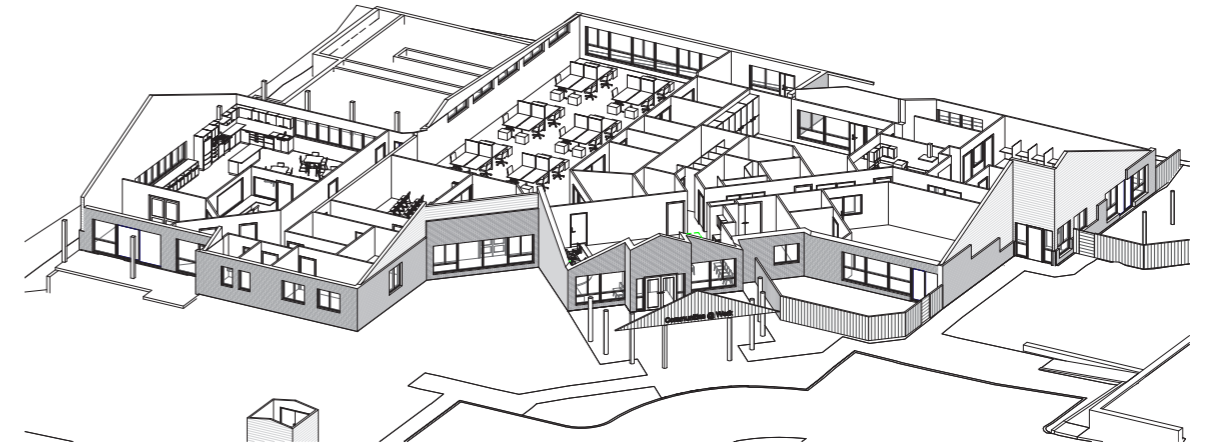
I am very optimistic for the year ahead as Communities@Work continues to deliver quality community services in an ever changing macro environment.



Archie Tsirimokos  
Chair



Communities@Work's purpose built facility at Dixon Drive, Holder



## Message From the CEO

At Communities@Work we are proud that we continuously fulfil our mandate: 'to deliver quality services of social value and of practical benefit'. Our broad services are provided in a highly professional, uniquely relevant and responsive manner resulting in positive outcomes for our clients.

Communities@Work adopts a client centred approach to the development and delivery of our services. As an adaptive and agile organisation, we continuously take important practical steps to further improve our capability and capacity to serve. This is evidenced across all our program areas and is the inherent DNA of our organisation.

I commend the outstanding program staff who, very ably supported by our exceptional volunteers, deliver quality services to our clients every day. Their daily passion and dedication is exemplary.

Communities@Work's ability to deliver excellent services is contingent on our integrated, effective and efficient back office team working seamlessly with all our program areas. Communities@Work has a highly professional, dedicated team covering the functional areas of Administration, Assets and Infrastructure, Executive Projects, ICT, Finance, Fundraising, HR & Payroll and Marketing & Communication. This is reinforced by an internationally recognised quality management system.

Rewarding relationships are another key ingredient in achieving positive impacts. We are deeply grateful to our partners and stakeholders, who help us make an incredible difference. A great example of our increased partnership capacity is the wonderful relationship with the Tuggeranong Hyperdome. This has enabled the opening of Communities@Work's Best Dressed Store, a social enterprise providing an income stream for our social programs through which we serve the most vulnerable and disadvantaged in the community.

I wish to thank the Board for their support, stewardship and governance. I also wish to express my gratitude for the commitment and generosity provided by our many external partners, allies, donors and stakeholders who share our vision.

In conclusion, John Wesley said "Do all the good you can. By all the means you can. In all the ways you can. In all the places you can. At all the times you can. To all the people you can. As long as ever you can." It is a privilege to lead Communities@Work and I thank everyone involved in actively helping us to do so much good.



Lynne Harwood  
Chief Executive Officer



*“ I commend the outstanding staff who, very ably supported by our exceptional volunteers, deliver quality services to our clients every day. Their daily passion and dedication is exemplary. ”*



### *Communities@Work's Executive Team*

Lee Maiden Deputy Chief Executive Officer, Lorcan Murphy Executive Director of Internal Operations, Lynne Harwood Chief Executive Officer and Judith McDonnell Executive Director of Lifestyle Services

# Communities@Work Board of Directors



**John Nicholl**  
Vice Chair  
Principal Lawyer  
Nicholl & Co Lawyers

**Clinton White**  
Board Director  
Senior Adviser  
Vicki Dunne MLA  
ACT Legislative  
Assembly

**Caron Egle**  
Board Director  
Managing Director  
SAGE Thinking

**John Runko**  
Board Director  
Chief Executive Officer  
Independent Property  
Group

**Lynne Harwood**  
Company  
Secretary  
Chief Executive Officer  
Communities@Work

**Archie Tsirimokos**  
Chair  
Managing Partner  
Meyer Vandenberg  
Lawyers

**Ayesha Razzaq**  
Board Director  
General Manager  
ActewAGL Retail

**Eoghan O'Byrne**  
Board Director  
General Manager  
Canberra FM Radio

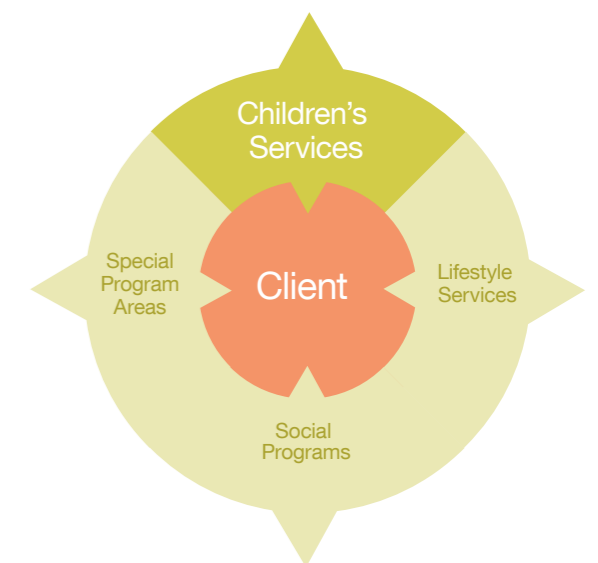
**Mike Sullivan**  
Board Director  
Consultant

**Gail Kinsella**  
Treasurer  
Principal, Kinsella  
Partners Chartered  
Accountants

*It's about you. Always!*  
**Communities@Work**

# Children's Services

Communities@Work provides quality education and care options that offer flexibility and choice. We deliver a wide range of quality education and care programs across the ACT and surrounding region.



## Fast Facts

### Early Education and Care Services

Abacus Child Care & Education Centre  
 Appletree House Child Care & Education Centre  
 Capital Hill Early Childhood Centre  
 Greenway Child Care & Education Centre  
 Illoura Child Care & Education Centre  
 Isabella Plains Child Care & Education Centre  
 Isabella Plains Early Childhood Service  
 Kambah Child Care & Education Centre  
 Narrabundah Early Childhood Service  
 Ngunnawal Child Care & Education Centre  
 Richardson Child Care & Education Centre  
 Stirling Child Care & Education Centre  
 Taylor Child Care & Education Centre  
 Tuggeranong Child Care & Education Centre

### Family Day Care and In-Home Care

Locations are spread throughout the ACT and surrounding Capital Region

### Out of School Hours Care Programs

Amaroo School  
 Burgmann Forde Anglican School  
 Burgmann Valley Anglican School  
 Neville Bonner Primary School  
 Bonython Primary School  
 St Thomas the Apostle School  
 Caroline Chisholm School (Junior Campus)  
 Duffy Primary School  
 Gordon Primary School  
 Harrison School  
 Malkara School  
 Maribyrnong Primary School  
 Monash Primary School  
 Mount Rogers School  
 Ngunnawal Primary School  
 Palmerston District Primary School  
 Theodore Primary School  
 Wanniasa Hills Primary School  
 Isabella Plains Early Childhood Service  
 Fadden Primary School (started Nov 2015)  
 Charles Weston School - Coombs (starting Feb 2016)



**14** Child care centres  
**1,535** children



**19** Out of school hours care programs  
**3,058** children



**150** Family day care and in-home care educators  
**1,249** Children

## Quality children's services

Communities@Work provides a range of quality education and care services for children birth to 12 years.



Communities@Work was an early adopter of the standards set out in the National Quality Framework with improved educator to child ratios, qualification requirements and quality assessment and rating processes. This has also resulted in families having better access to information about the quality of their service.

Did you know?

*Communities@Work's origins are in Children Services and since 1977 we have helped nurture and develop an estimated 120,000 children.*







## Introducing Communities@Work Early Education and Care Services

Communities@Work provides quality early childhood education and care from birth to five years in 14 registered child care centres across the ACT. Our centres offer a wide range of environments from small boutique to larger purpose built centres.

We value the role of the family. We have an open door policy which encourages family participation and involvement in their children's learning. Our focus is to ensure each and every child feels valued, special, and secure and is given opportunities for reaching their full potential.

*Children should explore,  
discover and investigate*

## Thank you

*An extract from a beautiful  
poem written by parents*

All who have taught enriched and  
developed our first little girl we thank you

You are instrumental in  
who she will become

You have become more than  
teachers, you are friends

Time will pass and she will grow

Time will pass and she might forget

Time will go by like the blink of an eye

But her time spent with you all has  
got her to where she is, we thank you

*Love from Kylie and Cecil*

## Our stories

### *Support for the whole family during difficult times:*

Families face challenges every day. At times, these challenges can prove overwhelming, leaving a family unit feeling depleted, vulnerable and helpless.

For one family, it was a silent struggle with post-natal depression and the care of three children under four that saw their life unravel. And adding to this pressure was a sense of isolation felt after relocating to a new community, away from relatives and friends.

Communities@Work was able to provide quality education and care options for the children in this family and also supported the entire family to build resilience during this difficult time through ongoing discussions and engaging support services.

*"We are not really at a great place right now, but the truth is that without the centre and the team at Communities@Work, we would hate to think where we would be. We have come so far and still have a way to go but thank the team wholeheartedly for everything they have done, not only for the children but for us as a family."*

*Parent*



## Building a resilient and socially inclusive community

### Capital Hill

Communities@Work was delighted to acquire operations of the Capital Hill Early Childhood Centre in January 2015.

Communities@Work's Capital Hill Early Childhood Centre is a 33 place centre offering long day and occasional care to families who work at Australian Parliament House. The age range has been amended from being 6 weeks to 3 years to now cater from birth to five years. To accommodate the dynamic and changeable lifestyles of families who work in Australian Parliament House, Communities@Work's Capital Hill Early Childhood Centre is open from 7.30 am - 9 pm on parliamentary sitting days and 8 am - 6 pm on non-parliamentary sitting days.



### Scoring top marks under NQF

92% of Communities@Work child care and education services have undergone assessment and rating and we are proud to have met or exceeded quality areas. Our strongest performing areas include staffing arrangements, relationships with children, relationships with parents and families and leadership and service management.

“Words cannot begin to describe how thankful I am for Tyler to have been cared for by you and all of your team over the last 5 years. The love and support you have, not only for Tyler but myself, has helped more than I can say. You have helped me raise a smart, funny, and confident little boy.”

Parent

Did you know?

Our northernmost centre is the Ngunnawal Child Care and Education Centre and our southernmost centre is Isabella Plains Early Childhood Service.





## Introducing Communities@Work Out of School Hours Care

Communities@Work is the largest provider of out of school hours care in the ACT. We operate before and after school care and holiday programs in 19 schools for children attending kindergarten to year 6.

*Out of school hours care is all about supporting children to have the best possible day*

Communities@Work Out of School Hours Care programs are built around My Time Our Place Framework as outlined in the National Framework for School Age Care in Australia. The Framework ensures that all children have opportunities to engage in leisure and play-based experiences which contribute fully to their ongoing development and learning.

Our educators collaborate with children to ensure play, leisure and recreational opportunities are meaningful to children and support their well-being, learning, and development, and above all are fun.

“ *I have found them to be extremely professional and diligent in their provision of Before and After School Care programs and School Holiday Programs. They provide a wonderful service to our community. Parents and Carers have ultimate confidence in Communities@Work, trusting them with the care of their children. The activities provided are always engaging, taking into account individual needs of children.*

*Principal of Monash School*

”

## Our stories

During group reflections at Communities@Work's Duffy out of school hours program, one of the children related the hopeful tale of Sadako, who made a thousand paper cranes from her hospital bed in pursuit of one wish. The story encouraged reflection among the children: if they were granted one wish, what would it be?

Inspired by Sadako's selfless wish of 'world peace' instead of a cure for her terminal illness, the children decided their wish would be to help the most vulnerable people in our community.

And so began the folding of the paper cranes. As interest grew among the children and educators, so did their determination to help others and make a difference. And out of their dedication emerged the idea of a mini fair of stalls and activities for the local community, to help raise funds for those in need.

The children were responsible for organising every element of the fair, from negotiating with educators and directors, to running the lolly guessing stall, creating the food hamper for the raffle and coordinating the science shows and the art gallery on the day.

A grand total of \$503 was raised on the day, with all proceeds going to Communities@Work social programs. The astounding outcome of the mini fair goes to show the magnitude of what children in out of school hours care are capable of achieving when given a sense of inspiration, encouragement and empowerment.



## Building a resilient and socially inclusive community

### Connecting with nature

At Communities@Work's Chisholm out of school hours care, students have been fostering a connection with nature and the natural environment. With guidance from the educators, children constructed and decorated bird feeders. This activity was a wonderful way to connect children with nature and the outdoors whilst instilling respect for the local wildlife. The bird feeders were made from recycled plastic bottles and milk cartons and we supplied bird seed specially produced for local, native birds. The feeders were hung on branches of a large tree outside the service and before long attracted some beautiful parrots.

With this hands-on learning activity the children became more aware of their environment: developing protective traits of the different bird species and their habitats that were found around their homes.



### Right here, right now

The 'Right Here, Right Now' project managed by the ACT Human Rights Commission for Children and Young People was warmly embraced at the Communities@Work Amaroo, Bonner, Burgmann and Monash School Holiday programs. As part of this project, the children created a self-portrait and wrote an answer to the question "Why is it important for adults to listen to children and young people?" These portraits were included in a huge installation as part of the Youth Week celebrations.

*Each out of school hours care program is unique and reflects the nature of the school environment, the interests of children and the local community. Our programs are inventive and include activities such as visits from Mind Dog Australia, caring for pet crabs, growing seedlings, exploring wetlands, First Aid, Taekwondo, creating innovative artworks and supporting fundraising initiatives.*



### Did you know?

*Out of school hours care educators are primarily made up of tertiary students, with over 85% studying various forms of qualifications at University, CIT or RTO traineeships. Communities@Work actively supports development within the education sector.*





## Introducing Communities@Work Family Day Care and In-Home Care

Communities@Work family day care and in-home care is specifically tailored to take unique and specific family circumstances into consideration. The service provides flexibility and choice to families within the ACT and surrounding Capital region. It operates under the National Quality Framework providing care and education in small group home environments.

Family day care educators are self-employed and are supported by a coordination unit who work collaboratively in a mentor role to assist educators in current education and care practices.

Communities@Work in-home care is designed to meet the needs of families who cannot access standard childcare options. It provides care and education options within the comforts of the families' own homes. Families accessing the service are required to meet eligibility criteria to access the service.

***Communities@Work Family Day Care scheme include 15 educators who have been part of the scheme for 10 years, 13 for 15 years and 9 for 20 years. All family day care educators are also micro-business owners.***

## Our stories

"Mary\* is an exceptional educator and carer. We value her unique ability to connect and engage with our son. He returns home confident, full of stories about the day's activities, energised rather than worn out, and with new words, abilities and good habits. Importantly Mary has our son's trust and affection.

Mary clearly has an excellent understanding of early childhood development, and actively caters to the different needs of her children. The stimulating environment she provides brings out the best in our son who is thriving in her care.

Mary stays in close contact with us, and has actively introduced us to her other families, creating a sense of community amongst us. We feel very fortunate to have our son under her care and guidance." *Parent*

*\* Fictitious name used for privacy purposes*



## Building a resilient and socially inclusive community

### Dear Diary

Communities@Work understands the need for families to feel supported and connected. One of the inspirational educators who has been with Communities@Work family day care for 23 years, Alda, role models these views. At playgroups, she illustrates to the playgroup co-ordinators, families and educational leader how learning has occurred during sessions. In Alda's practice, each child has their own diary in which they write or draw about their adventures in and out of Alda's care. These diaries are taken home, and the children's learning shared with their families.



*Our family day care educators are encouraged to embrace sustainable practices: to reuse and recycle, to go to garage sales, to promote craft material donations from families and to shop at sustainable places such as the Green Shed.*

### Excellence Awards

Communities@Work was named the national service award winners at the Annual Family Day Care Australia awards. In addition, we were named ACT's best in the Excellence in Family Day Care Awards for the third year in a row.

We were a standout choice because we demonstrated a strong engagement with the National Quality Framework and the highest of standards in educator practice, educator support and business management.

We are also proud of Trish Davy, a longstanding educator in our scheme, for receiving ACT Family Day Care educator of the year.

Children are at the heart of everything that we do and we are committed to supporting our educators with ongoing professional development opportunities to ensure excellent outcomes for the children in our care.



Did you know?

*Communities@Work's Family Day was named ACT service award winner for three years running and was named national winner in 2015.*





## Current developments in our children's services



### Adopting culturally sensitive best practices

We are forging a wonderful new relationship with Aboriginal and Torres Strait Islander owned organisation, Cullunghutti Aboriginal program in Nowra. This authentic relationship will allow us to share knowledge and expertise and to create a platform from which to learn and adopt culturally sensitive best practices.



### Growth and expansion

This year the family day care scheme extended its reach to the surrounding Capital Region in Queanbeyan and Googong with children and families accessing family day care and in-home care. Further opportunities for expansion will be sought within the surrounding NSW area.



### Facility upgrades

A host of upgrades are planned for both indoor and landscaped outdoor environments across our early education and care centres. We understand the importance of quality environments resulting in quality physical play and learning environments for the benefit of children in our care.



### Outdoor playgroup

The outdoor playgroup provides opportunities for children, educators and parents to experience a range of nature based experiences in a supportive and encouraging atmosphere, set in a range of natural environments around Canberra.

Communities@Work gratefully acknowledges the support received from our stakeholders for our children's services



Australian Children's Education & Care Quality Authority™



Canberra Weekly



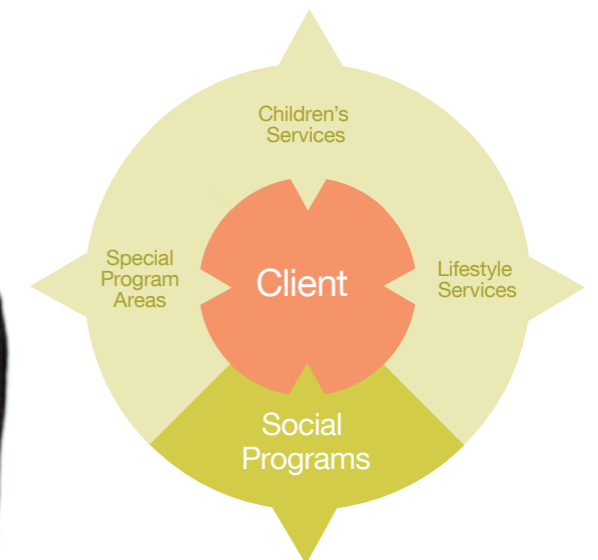
HYPERDOME shopping centre



*It's about you. Always!*  
**Communities@Work**

# Social Programs

Communities@Work's social programs serve the most disadvantaged and vulnerable in our local communities and help clients build independence, resilience and social connection.







## Fast Facts



Community pantry client visits  
**31,000** approx.  
 ↑ **82%**  
 from 2013/14



Food rescued approx.  
**250,000 kg**  
*Which is equal to the combined weight of 83 African elephants*



Food and essential items distributed through the community pantries  
**320,000** approx.



**100 clients** received back to school packs  
*Enough students to fill four class rooms*

## Quality services in social programs

Communities@Work's holistic social programs provide food and essential services to vulnerable and disadvantaged clients in a myriad of ways:



Communities@Work's social programs continues to experience a significant upwards shift in demand for our services.

Did you know? **?**  
 Communities@Work provides a holistic suite of social program services to over 3,000 clients.



## Introducing Communities@Work Social Programs

Communities@Work's social programs serve the most vulnerable and disadvantaged people in the local community and support low income families and individuals, people who are homeless or at risk of becoming homeless, women and children fleeing domestic violence and at risk young people.

By providing food, clothing, essential services, wrap around support and skills training, Communities@Work empowers people to create better futures and helps foster independence, resilience and social connection.

**Communities@Work aims to provide a continuum of care to clients that address their immediate needs and deliver services that empower people to create brighter futures. We rely on strong community, corporate and individual support.**

**“You did not even know me, but yet you treated me like I was the only person in this world. I will never forget that. I am so grateful for everything you have done for us.”**

*Client of Communities@Work social programs*

## Our stories

When I first met D, a young man in this late 20s, he was agitated and feeling very overwhelmed with his circumstances. He disclosed that was homeless, he was off his anti-depressant medication, he was hungry, he was tired. He was also grief-stricken at the recent passing of his adoptive mother and biological father. Due to his depression, anxiety and anger issues, he was in trouble with the law.

D was a young man without any physical comforts grappling with mental health issues and severe childhood trauma.

D registered for emergency housing, but nothing was available. He had been couch surfing, and the most pressing of his issues was that he was homeless. Prior to calling into Communities@Work, he visited the hospital regularly trying to get himself admitted.

At this first visit, our social programs team focused on offering practical support such as helping D access the community pantry which included the chemist account for his medication and bus tickets. Numerous phone calls were made in an attempt to find accommodation and to place his name on the waiting lists. We provided him with a swag, blankets, toiletries and food. D had a car so he decided that he would sleep in it.

One month later, D is still living in his car, which has now been fixed thanks to the generosity of a mechanic who worked at the service station where D was living. Through our referral and advocacy support, he has been reinstated with Centrelink and is again able to access Centrelink payments.

We worked with D to find appropriate medical support that he is comfortable with. He now has a regular Doctor who he will continue to visit and who can monitor D. The doctor has placed him on a mental health plan to receive free sessions with a psychiatrist, who will review his medication. An x-ray has also been ordered to resolve an ongoing pain not dealt with since D was 4 years old.

Using agency relationships from our food rescue service, we looked at housing options for D. Care Financial Services was engaged to provide a loan for car repairs and a new mobile phone so he was contactable and could call services such as Firstpoint to follow up on his accommodation options.

D experienced confusion around court appearance dates, which were resolved with support provided for him to contact the DPP and Tuggeranong Police Station. We also supported D to get shoes and clothes for his court appearances.

The team showed D compassion and showed him there are people and services who do want to support and help him. Our team has gone above and beyond to support him and I believe the greatest thing the team has done is to show D there are always solutions and he can move forward.

D told me he “would be locked up in jail if it wasn't for the help he had received from staff at Communities@Work.” He also said he felt so much brighter and happier since gaining help and feels like he is moving forward getting his life on track.

I am deeply touched by D, and grateful that we are able to support him.

*Narrated by Communities@Work social programs staff member*

## Building a resilient and socially inclusive community

### Best dressed!

Through our pre-loved, good quality clothing program we support people entering the workplace and clients with other special occasion requirements, such as clothing for court cases and parent teacher interviews.

Government departments, corporate support and small business partnering have been very valuable in ensuring a constant pool of quality clothing items. This has enabled us, in partnership with the Tuggeranong Hyperdome, to successfully launch and implement a social enterprise, called the Best Dressed Store. The Best Dressed Store promotes good purpose shopping with all surplus funds going back into the program.

The amazing volunteers, who so generously give up their time to ensure the success of the clothing program and the Best Dressed Store are a key success factor in this sustainable social venture.



### The whole is greater than the sum of its parts

Communities@Work's food program is multi-faceted, with each aspect designed to offer value to our clients. Services range from food rescue, the provision of food and essential items through to mentoring and practical cooking and nutritional skills support.

The management of our two community pantries, which provide fresh, perishable and non-perishable food as well as personal care and essential items, is driven with sustainability at its core.

Fresh Produce is secured via our food rescue program and innovative practices such as the placement of permanent donation boxes in Tuggeranong Hyperdome, Cooleman Court and Marketplace Gungahlin, secure a regular inflow of non-perishable donations.

A variety of fresh produce is also provided to a number of other charitable organisations throughout the ACT via our food rescue service.

Our amazing volunteers play a key role in making all of this possible.

### Providing care to those who are homeless

The integration of transitional housing into social programs has strengthened the support and wrap around services to those who are at risk of becoming homeless. Communities@Work has supported the housing of a record number of families through both Housing ACT and private accommodation options. A total of 11,251 bed nights were provided.

In conjunction with other services provided, the provision of swags and doonas donated by Crown Plaza enabled broader service provision to people who are homeless.

The Canberra Community Sleepout is a partnership between Communities@Work and St Vincent de Paul Society Canberra/Goulburn. The Sleepout was a catalyst to raise awareness around homelessness and the correlation that domestic violence has with homelessness. This event also provided an opportunity to raise funds to support our service provision.



### Welcoming and socially inclusive

We place a lot of emphasis on building a socially inclusive community that cares for the well-being of all. Interesting, stimulating and practical sessions such as belly dancing, self-defence workshops, school holiday intense swimming lessons, self-esteem workshops and mentor cooking programs have been added to the regular activities of walking groups, community lunches and morning teas.

A host of new relationships have been set up and formalised through memoranda of understanding with organisations such as Care Financial, Directions ACT and Legal Aid to enhance service delivery in providing effective referral support.

Through Communities@Work's volunteers assisting victims of crime service, we are providing a helping hand in dealing with confronting court matters including: murder, robbery, burglary, assault, domestic violence orders, personal protection orders, threat to kill, harassment, stalking, blackmail, contravening protection orders and theft.

***Communities@Work is a non-discriminative provider. We empower clients with choice in a non-judgemental environment where everyone is welcome.***



## Current developments



### Structured research project

A quantitative research project is underway to gain greater insight into social inclusion needs and requirements. The findings will inform the strategies and out of the box social inclusion opportunities to provide relevant services in meeting community needs into the future.



### Corporate volunteering and support opportunities

A thorough review is underway to determine how to improve the scale and frequency of corporate program opportunities for example cooking with children, introducing monthly community activities, multi-cultural cooking classes and skills exchange.

Building on the solid corporate support from partners such as the Department of Finance, who have lined up all year round fundraising, clothing, food and essential item drives and Mirvac, who did a make over at our Galilee School.

## Communities@Work gratefully acknowledges our food donors

- Aldi
- Australian Institute of Sport
- Canberra Milk
- CIT Reid
- Costco
- Country Valley Milk
- Griffith Butchery
- Poaches Pantry
- Pressed Juices
- Zouki Cafe



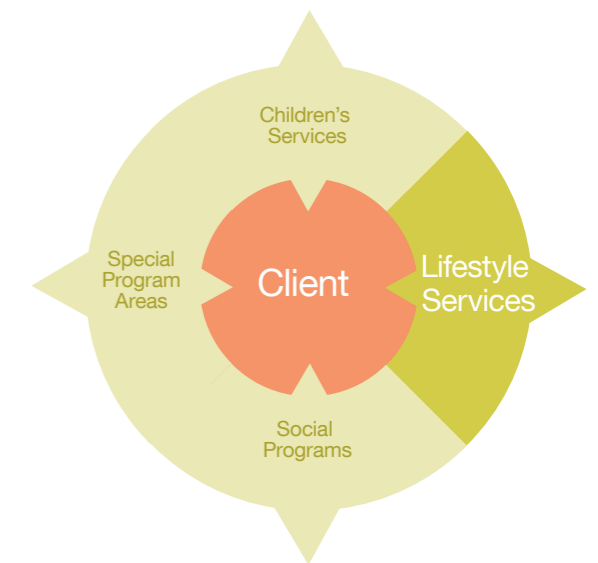
Communities@Work gratefully acknowledges the support received from our stakeholders for our social programs



*It's about you. Always!*  
**Communities@Work**

# Lifestyle Services

Communities@Work's lifestyle services provide care to people from birth to senior years that is delivered in-centre, in-home and in-community. In an environment characterised by trust and respect, we deliver support services to seniors and people with a disability to enhance their independence, social inclusion and well-being.





## Fast Facts



**384,532 kms**  
driven to and from  
appointments  
*which is equal to 9 times  
around the earth*



**1,288 clients**  
supported through our  
seniors programs and  
transport services



**23,567 hrs**  
of support to disability  
and mental health clients



**119 clients**  
transitioned  
to the NDIS

## Quality services in a dynamic environment

Communities@Work's lifestyle services provide care to people from birth to senior years in-centre, in-home and in-community.



The National Disability Insurance Scheme (the NDIS) has meant a radical change to the way disability services are funded by moving from block funding of disability services, to individualised funding for people with disabilities based on individual needs assessments.

**Did you know?**

*'My Aged Care' is being implemented as a result of reforms in aged care. There is a move towards a consumer directed care model that will continue to transition over a number of years.*



## Introducing Communities@Work Lifestyle Services

Lifestyle services is the result of the integration of the aged, disability, mental health and transport programs of Communities@Work. The integration commenced in early 2015 with a focus on addressing the major national reforms (National Disability Insurance Scheme and My Aged Care) by merging common elements and creating economies of scale.

### *Lifestyle services directly supports participants to:*

- \* engage in activities, learning and socialising **In-Centre** (Gungahlin, Ngunnawal, Tuggeranong and Weston)
- \* assist with tasks such as housework, cooking and personal care **In-Home** across the ACT
- \* attend social and community events and well-being appointments, facilitating inclusion and well-being **In-Community** across the ACT

*Communities@Work disability services range from assistance with therapies for young children, skills building with teens and young adults, to social events for adults who want to spend time with like-minded people.*

*We support inclusion and well-being for seniors and provide quality transport to medical, social and shopping appointments.*

*Our aim is to enable our clients to remain socially engaged and independent.*

## Our stories

At the age of four, Sam's\* autism meant he wasn't speaking at all, didn't engage socially, and wouldn't go anywhere without his behaviours causing the family to quickly return home again. His mum was looking for new strategies to help him engage and reduce his behaviours.

Communities@Work was able to engage Sheila\* to work with Sam in the comfort of his home. She applied practices as documented by a therapist regarding behaviour, speech, fine and gross motor skills. The difference has been amazing. Within a matter of months, Sam is using more words, is happy to go to the park, and now engages in community activities that increase his awareness and tolerance to the world around him. A good indicator of the impact was when a family friend was surprised at a spontaneous hug she received from Sam on a visit to the park one day, and it showed just how far he had come.

The benefit Sam's family have experienced through Communities@Work's program extends beyond the appointments with his carer and medical professionals. It provides much-needed respite to ensure his mother can give her attention to his younger siblings and supports Sam to develop skills that will help him engage with his whole family as well as the community around them.

*\* Names changed to protect identity*





## Building a resilient and socially inclusive community

### Revamped seniors program

In consultation and planning with clients and staff a revamped program was implemented for seniors across our sites. New activities included the introduction of modern jive, art and a movie club.

A social group for Fiji-Indian seniors was also launched and has grown from 4 to 12 regular participants. This group offers an opportunity for Fiji-Indian seniors to come together in a culturally appropriate program. The group use this time to practice English, enjoy guest speakers and also take opportunities to join in with the other groups.

During Seniors Week, with the support of Tuggeranong Hyperdome and Tuggeranong Arts Centre, our art group were able to hold an art exhibition. The artists were transported by the Communities@Work service to the launch of the exhibition. The exhibition was a huge success, with many pieces of art finding new homes. The launch included a display of modern jive dancing which attracted new interest and participants. It was a great celebration of the new, lively programs and the fantastic contribution seniors have to make.



### Big wheels keep on turning

Communities@Work transport service includes social excursions implemented on a monthly basis to key events and places of interest. Communities@Work provided 34,290 trips to clients over the age of 65 to various medical, para-medical and social appointments throughout Canberra.

One example is the seniors group which travelled on the bus after hours to view Christmas lights around Canberra. Christmas was all around them as they ate candy canes, sang carols and shared many laughs.

“ I would like to express my heartfelt thanks to all of the office staff and drivers of Communities@Work for their help, consideration, friendliness and patience in dealing with my sometimes confused requests. The service you offer is so valuable. ”

*Transport client*

### On a winning streak

Communities@Work entrants fared fantastically in the 2015 Royal Canberra Show's craft competition: disability sub-section. Seven entrants from the Communities@Work adult program (previously known as Connections) worked meticulously for up to 12 months on their individual submissions. Their hard work paid off as this group walked away with a whopping combined total of 11 prizes for their kaleidoscope of colourful and creative exhibitions.



### Volunteers sprucing disability outdoor area

The generosity of a group of corporate volunteers from Mirvac provided much needed assistance for Communities@Work lifestyle services. Mirvac's 14 strong volunteer team spent a day at Communities@Work Gungahlin hub working passionately to support Communities@Work to deliver valuable life and recreation skills to its clients with a disability.

Activities undertaken during the day included making garden beds from wooden pallets, making garden mobiles, making stepping stones, completing a mosaic tabletop for the outdoor area and painting a gazebo and basketball court. Mirvac also provided a BBQ lunch, drinks and fruit for the program.

*With stronger skills acquisition under the NDIS, our programs are increasingly client centred, have grown to offer more choice, activities, and learning opportunities.*





Communities@Work gratefully acknowledges the support received from our stakeholders for our lifestyle services

## Current developments



### Person-centred approach

The full implementation of the NDIS in the ACT is scheduled for completion by 30 June 2016. Communities@Work lifestyle services will continue to adapt to the person-centred approach for our in-home service delivery and increase our availability during evenings and weekends.



### Purpose built

In addition to the centre-based services provided in the north and south of Canberra, we will be providing services at Communities@Work's purpose-built new central facility at Holder.

The Ngunnawal centre renovations will greatly enhance the current seniors' space allowing for program growth, future integrated program activities, as well as a separate area for the development of a functional men's shed for the Gungahlin region.

“*Kristy has been so happy at Communities@Work. She seems to enjoy her afternoon there. Every afternoon when I pick her up she is full of smiles and laughter, so great to see her back to her normal self again.*”

Carer

Canberra Weekly



HYPERDOME  
shopping centre



National  
disability insurance  
Scheme



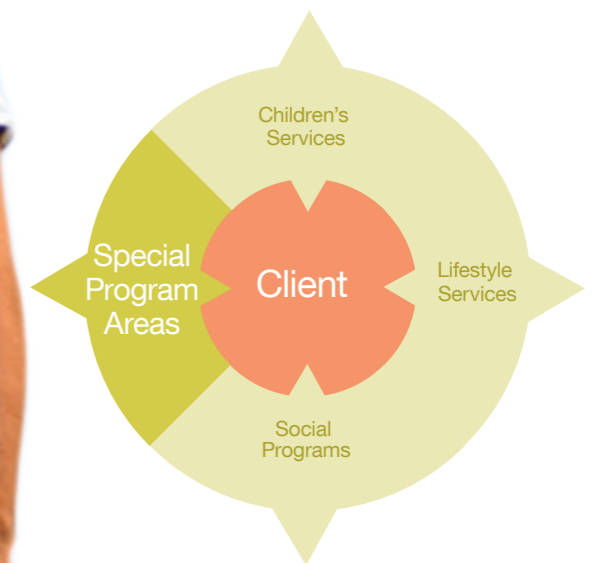
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marketplace

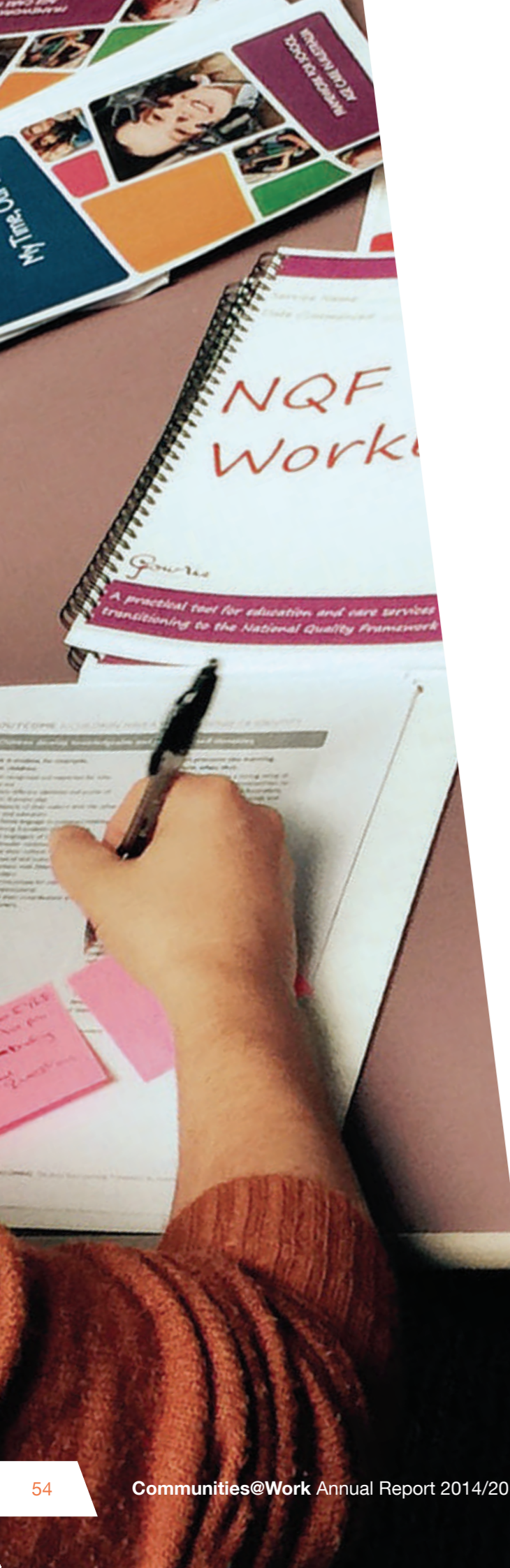


*It's about you. Always!*  
**Communities@Work**

# Special Program Areas

In response to particular needs we provide a range of specialised services contributing to the education and care profession, qualifications and personal development, youth and family resilience, career pathways, new and emerging community development and supports to disengaged and at-risk students.





## Introducing Communities@Work Centre of Professional Learning and Education

Communities@Work's Centre of Professional Learning and Education (CPLE) provides early childhood and out of school hours care professional learning and support, as well as a variety of education and care qualifications across the ACT and the surrounding capital region.

The CPLE encompasses a Registered Training Organisation (RTO 88148) and the ACT Professional Support Coordinator (ACT PSC).

*The specialist team prides themselves on delivering exceptional training opportunities. Our quality, evidence based approach to delivering qualifications and professional learning and support consists of a combination of face-to-face class room education, in-service professional development and online learning. Our full suite of programs meets the needs of progressive education & care services and individuals.*

### Qualifications delivered

- \* CHC30113 Certificate III in Early Childhood Education and Care
- \* CHC40113 Certificate IV in School Age Education and Care
- \* CHC50113 Diploma of Early Childhood Education and Care
- \* CHC50213 Diploma of School Age Education and Care

## Our Stories

150 educators from Communities@Work's Out of Schools Hours Programs received customised training on 'Protective Behaviours' during an all-educator professional development day.

This session explored professional boundaries and its importance in establishing and maintaining appropriate relationships between educators, children and young people.

The CPLE consulted with the participants around the content and the training was delivered in a collaborative manner. On the day, the session was well over-subscribed and the feedback was both positive and enthusiastic. Many of the educators commented on the quality of the CPLE facilitators and about the supportive and professional way that this sometimes challenging topic was addressed.

Many of the participating educators took the knowledge gained back to the teams and used it to guide and improve the professional practice of others they work with. "I still routinely reference the content delivered; the knowledge gained continues to influence the development of our educator team." *Participant educator*



## Did you know?

*Communities@Work hosted the 2014 Education and Care Gala Awards with over 500 key stakeholders attending from education and care services across the ACT.*



## Outcomes of social value and practical benefit

### By the numbers

During the last year Communities@Work CPLE had 381 people enrolled in qualifications. More than 5,178 participants took part in professional development sessions and we delivered more than 287 professional development workshops.



### Teaching is the one profession that creates all other professions

Communities@Work CPLE is approved to deliver qualifications under the Skilled Capital funded training initiative. Skilled Capital offers a comprehensive range of services to provide Canberrans the support they need to complete the training that is right for them. Skilled Capital aims to improve access to high quality training in areas of skills needs and maximise improved employment opportunities for students. Skilled Capital is ACT Government training initiative, funded by the ACT and Australian Governments.

The CPLE is approved to provide an additional 29 Certificate III Early Education and Care Scholarships, under the ACT Government's Early Childhood Scholarship Program.

In collaboration with Trinity Christian School's Trade Skills Centre, the CPLE is delivering Certificate III in Early Childhood Education and Care to Year 11 and 12 students on the school grounds. We look forward to continuing this partnership with a new cohort of students commencing 2016.

Following the award of the Adult Community Education (ACE) Grant to deliver a return to work program called 'Connecting the Pieces', the CPLE collaborated with Communities@Work social programs to increase opportunities for individuals to access vocational education and training. This program is made possible with assistance from the ACT Government under the Adult Community Education Program.

### Hear ye, read all about it!

Communities@Work CPLE launched InSights Magazine - a collection of articles and stories with a focus on practice real life examples and contemporary thinking in education and care. The aim is to provide a magazine with different ideas, perspectives and approaches to support continuous improvement and reflective practice. Practitioners and stakeholders on both local and national level contributed to the first edition.






## Introducing Communities@Work Galilee School

Communities@Work's Galilee School is a registered, independent secondary school for young people aged 12 to 17 years who are unable to access the mainstream schooling system. Most students are involved in the care and protection or youth justice systems, and face a range of complex challenges such as homelessness, family conflict, physical and mental health issues, substance abuse, sexual, emotional or physical abuse and poverty.

***The school aims to empower at-risk and disadvantaged youth to engage fully in the social and economic life of the community by building their resilience, health, life skills and self-efficacy.***

Communities@Work Galilee School provides education in line with the Australian Curriculum and empowers students to develop long-term resilience and resourcefulness. Curriculum content focuses on literacy and numeracy skills, but also covers interpersonal and life skills, and responds to the specific needs of individual students.

One of the most important pursuits for Communities@Work Galilee School students is their transition to further education or employment. Communities@Work staff work to provide students with work experience or volunteering opportunities.

 The Association of  
Independent Schools of the ACT

 HYPERDOME  
shopping centre

 OUTWARD BOUND  
Inspiring Australians

 SITA

 tuggeranong  
ARTS  
centre

 Australian Government

 ACT  
Government



## Outcomes of social value and practical benefit

### Providing consistency

Communities@Work Galilee School provides a 'constant' to many students who are subjected to uncertainty and change. One example is of Leila\*, who came to Communities@Work Galilee School after only having attended 2 days of her previous school in nearly 6 months. Her home environment was no longer safe and she was removed into care. Throughout all the change in this young person's life the school played a big part in her re-engagement providing an individualised timetable to meet her social and emotional well-being as well as her educational outcomes.

*\*not real name*

### Broadening horizons

During the 2015 financial year student's numbers have more than doubled from the previous year. In line with growth, Communities@Work Galilee school has provided a range of additional learning opportunities beyond the classroom that include:

- \* Tuggeranong Arts Centre (term program) – finished art worked displayed
- \* Basketball and indoor soccer sporting events against Communities@Work staff
- \* Established partnership with Outward Bound, received funding from Coca-Cola, for Camp in term 3.
- \* Volunteering across Communities@Work
  - » Lifestyle Services (Disability)
  - » Social programs (Pantry, Clothing)
  - » Maintenance
  - » All students and staff completed volunteer induction program
- \* Commenced the community garden project

**Did you know?**  
*The challenges Communities@Work Galilee students face makes their achievements very significant and inspiring.*





## Introducing Communities@Work New and Emerging Community Program

Communities@Work provides a practical community engagement program that assist residents to develop the bonds of community. Within this program area, we work with community groups in new and emerging growth areas to assist residents make connections, build relationships, conduct events and initiate projects as part of our commitment to ensuring strong, resilient communities that care for the well-being of all.

In addition to community service delivery, Communities@Work continues to champion and support emerging community needs by way of:

- ★ Ongoing research into community needs.
- ★ Delivery of relevant activities, workshops and events.
- ★ Development of community groups, which enable and empower residents to become more involved in their community.
- ★ Greater access to community facilities for community activities, events and workshops.

**Communities@Work develops community capacity and builds on strengths and skills through the process of engaging residents and groups in activities that educate, celebrate, inform and support sustainability.**



## Outcomes of social value and practical benefit

### Building vibrant communities through broad activities

#### Molonglo Valley

Communities@Work has been working in partnership with the Land Development Agency (LDA) to deliver the Mingle Community Development program to the new residents of the Molonglo Valley.

This work includes the provision of various activities, workshops and events. New residents are provided with a welcome pack, containing information on local services and activities. Residents have been able to participate in events such as 'Energy Efficiency' workshops, 'Pre-Build' workshops, 'Jump into Fitness' boot-camps and a Neighbour Day' Community Picnic.

The program assisted the community to establish a Pram Pushers walking group and a Residents Advisory Group. All activities, events or workshops are developed in response to community needs, which are identified through both formal and informal research.

#### Forde

Communities@Work continued to work closely with the Forde Community Association as they transitioned to independence. The association's establishment has given the community a voice, and improved communication within it through the development of the Forde Central website and Facebook page.

In response to community feedback, a community playgroup was established in partnership with ACT Playgroups. This playgroup is open to all members of the community and is a relaxed, fun and nurturing space for families.

#### Bonner

Communities@Work was engaged by the LDA to carry out community engagement in Bonner. Three community conversations were held with a core group of residents, on a monthly basis, at the Neville Bonner Primary School.

The community conversation activity was relaxed and interactive, which allowed residents to meet each other and to share their vision for their community. A report was provided to the LDA, listing the findings of this activity, and recommendations for future activities within this community.

**Did you know?**  
*There are large population increases expected in the Weston Creek/Molonglo regions, Gungahlin as well as in the greater capital region, involving a mix of ageing areas and new areas with multi-faceted community needs.*







## Introducing Communities@Work Buoyed-Up Program

Communities@Work's Buoyed-Up program is an out-of-the-box approach that seeks to support young people who are at risk of disengaging from the school environment.

Buoyed-Up is an introductory sailing program specifically designed to provide vulnerable young people aged 7-12 years from public schools across the ACT with a fun, confidence building sailing experience. Buoyed-Up is young person centric, non-competitive and delivered by professional Yachting Australia qualified instructors. Many of Buoyed-Up's participants attend primary schools in low socio-economic neighbourhoods with high numbers of students from Indigenous (ATSI) and Culturally and Linguistically Diverse (CALD) backgrounds.

*The program has been developed to enhance a student's capabilities to reach their full potential. In particular the program seeks to cultivate teamwork, resilience, improve overall health and well-being, and remain engaged at school.*



## Outcomes of social value and practical benefit

### Let their voices be heard

During the 2014 – 2015 year 291 students participated in the Buoyed-Up program. This is what the teachers and students had to say:

"Students have greatly enjoyed the program so far. Generally our students are low in resilience. It has been interesting to watch them approach an activity outside of their comfort zone and take on the challenge. They have worked together and stood tall when talking about their accomplishments [in Buoyed-Up]. An outstanding activity for our students to be able to participate in." *Principal, Gilmore Primary School*

"Buoyed-Up has taught us the importance of listening to each other and working with people that you don't know." *James, student*

"This is an excellent program for primary school children. The instructors are patient with the kids and explicit with their instructions and expectations. Students' confidence and ability to effectively work as part of a team has dramatically improved as a result of participating in Buoyed-Up." *Teacher, Richardson Primary School*

"I think sailing has affected our learning as it has really helped with our communication and working together, because it shows us that sometimes teamwork is needed in order to achieve success." *Alex, student*

"Teamwork has improved. Talking and sharing with each other to communicate better, get our work done and being nice to each other." *Jasmine, student*



Did you know?

*Communities@Work's Buoyed-Up program is overseen by a dedicated volunteer committee of sailing enthusiasts who assist with raising funds.*





## Introducing Communities@Work Family Programs

Communities@Work's family programs provide parenting and support services to disadvantaged and vulnerable families in the community. Our practitioners work collaboratively to conduct assessments of children's behaviour, facilitate communication, and provide support with the implementation of consistent strategies across all stakeholders.

Communities@Work's family programs, previously known as 'Parenting Matters', has been providing parenting support and education to families in the ACT region for over a decade.

**The two main programs currently being offered to families are the Positive Parenting Program (Triple P) and the Parents as Teachers (PAT) to more than 80 families on an ongoing basis. In addition, Communities@Work facilitates paint and play in Weston Creek and facilitate a playgroup which helps to guide children's play in a supportive environment.**



## Outcomes of social value and practical benefit

*"Every artist was first an amateur" (Ralph Waldo Emerson)*

Communities@Work's family programs assumed the responsibility for the lead facilitator role for Weston Creek paint and play. Paint and play remains a popular community group activity and continues to attract significant numbers each week especially since the closure of the other paint and plays across Canberra. In an eight month period, 722 adults and 949 children attended.

### Difficult times

Jennifer is a single mother of two young children. She was experiencing significant health issues and was admitted to hospital for treatment for depression. At this time, Jennifer made the difficult decision to voluntarily relinquish care of her children to a family member while she recovered. Over a period of 18 months, family programs parenting practitioners worked closely with the family to help support Jennifer with her coping skills, strengthening her parenting skills and preparing her for the return of the children. The parenting practitioner also worked closely with the family members caring for the children to assist in the transition home. The children have now returned home and have started back at school. Jennifer frequently pops into Communities@Work to provide updates and gain support and advice when needed.

**“ I have a much better understanding of how my son thinks and feels. I'm more patient with him and we are able to talk things through. I try harder to model and explain appropriate behaviour and to find opportunities to teach him how to interact socially and how to control himself and his emotions rather than relying on timeout all the time. ”**

*Comment from client post-service survey*

## Did you know?

*The Triple P – Positive Parenting Program is one of the most effective evidence-based parenting programs in the world, backed up by more than 30 years of ongoing research.*





## So much to Celebrate in Gungahlin

Communities@Work committed to deliver a key event in Gungahlin following the merger with Gungahlin Regional Community Services. The purpose of this merger was to enhance capacity to address the increasing unmet needs in the Gungahlin community.

The Gungahlin Town centre was abuzz with energy and entertainment at the inaugural 'Celebrate Gungahlin Festival' boasting 55 stalls, more than 15 live acts and a venerable 'who's who' of local stakeholders. With something for everyone, the thousands of visitors were treated to delectable food, engaging entertainment and a platform to support their local community and its services.

Chief Minister Andrew Barr officially opened the Festival and noted that the vibrancy, talent and diversity so clearly displayed at this festival is yet just another indicator as to why Canberra can become the 'coolest little capital in the world'.

Along with Communities@Work, a broad representative group of local organisations – The Gungahlin Community Council, Gungahlin College, Yonder Beaconhill Consulting and My.Gungahlin – formed the event steering committee.

“*Thank You Communities@Work for putting together this amazing event. We celebrated our awesome Gungahlin Community, the Gungahlin family were united on Saturday.*”

*Celebrate Gungahlin attendee*



**gungahlin COLLEGE**  
connect learn achieve

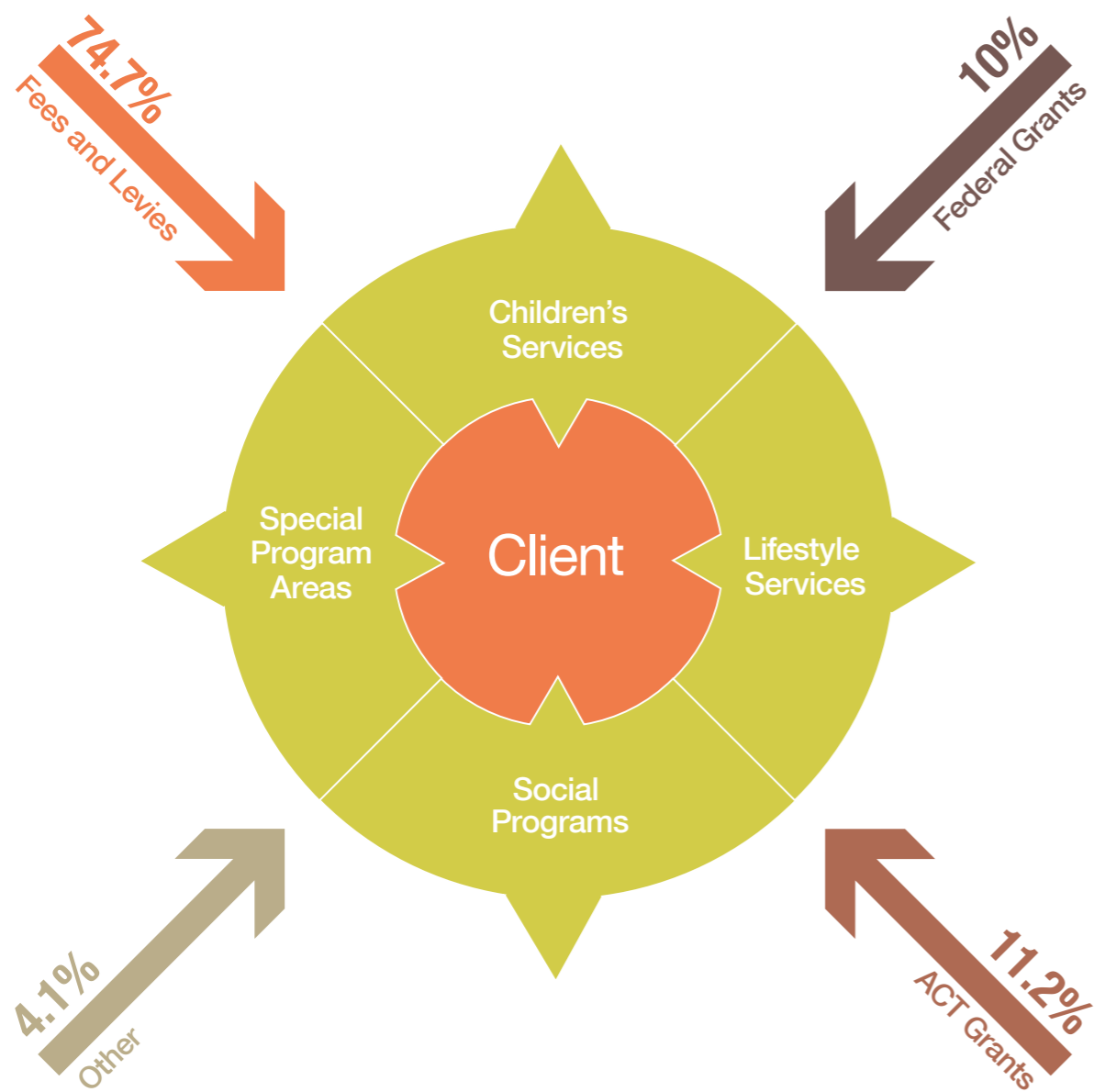


It's about you. Always!

# Communities@Work

# Finance


Where the money comes from and where the money goes




**nexia**  
australia  
the next solution

**AUDITOR'S INDEPENDENCE DECLARATION  
UNDER SUBSECTION 60-40 OF THE AUSTRALIAN CHARITIES AND NOT-FOR-PROFITS  
COMMISSION ACT 2012  
TO THE DIRECTORS OF COMMUNITIES@WORK**

I declare that, to the best of my knowledge and belief, during the year ended 30 June 2015 there have been no contraventions of the auditor independence requirements as set out in any applicable code of professional conduct in relation to the audit.

  
**G J Murphy**  
 Partner

  
**G J Murphy**  
 Partner

Duesburys Nexia  
Canberra, 24 September 2015

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## Do Good, Feel Good

Communities@Work relies on strong corporate, philanthropic and community support to deliver services to people who need it the most.

Our 'surplus for purpose' philosophy ensures that all funds are expended on worthwhile purposes for the benefit of the community.

*Every donation helps to fund a variety of programs, serving people in the local community and support low income families and individuals, people who are homeless or at risk of being homeless, women and children fleeing domestic violence and at-risk young people.*

To help your dollar go further, we are a public benevolent institution endorsed to receive tax deductible donations.

**Together we can do so much Good!**

### Why volunteer for Communities@Work?

- ★ Canberra's largest local community service organisation
- ★ Providing services to over 20,000 people annually from birth to senior years
- ★ Long and short term and event volunteering options available
- ★ Opportunities to learn a broad range of skills and gain experience
- ★ Friendship and camaraderie - our volunteers are an invaluable part of the Communities@Work team
- ★ Communities@Work's volunteers come from a wide range of backgrounds with different skills and experiences.



## There are many ways you can help:

- ★ **Financial Donations:** We welcome one-off donations and also encourage regular giving to ensure the long term sustainability of our programs.
- ★ **Workplace Giving:** This is the easiest, most tax efficient way for you to help us, as your donation is deducted directly from your pay and you receive a tax deduction as you give.
- ★ **Corporate Partnerships:** We can provide corporate sponsors with significant marketing and networking opportunities and help build customer loyalty.
- ★ **Fundraising:** You can conduct fundraising events on our behalf (e.g. trivia nights, auctions, theme days) and even set up your own fundraising page on Everyday Hero.
- ★ **Bequests:** Bequests are a wonderful way to support Communities@Work and be remembered for making a difference to the community in which you have lived.
- ★ **Business Partnerships:** Communities@Work can provide value to your business through opportunities to enhance reputation, build customer loyalty and become involved in your community.
- ★ **Food Donations:** Buy an extra item of non-perishable food during your regular shopping and place them in Communities@Work's food donation boxes. The Tuggeranong Hyperdome (outside Coles and Woolworths), Cooleman Court (outside Woolworths) and The Marketplace, Gungahlin (outside Woolworths) now have permanent food donation boxes in place.
- ★ **In-kind Support:** You can help us reduce our operating costs by providing in-kind support through the provision of goods and services.
- ★ **Volunteering:** By becoming a volunteer, your community benefits from the skills and experience you share, and you will gain considerable personal fulfilment.

*For more information on how to support our programs, visit [www.commsatwork.org](http://www.commsatwork.org)*

*It's about you. Always!*  
**Communities@Work**

**Our Team**



*It's about you. Always!*  
**Communities@Work**

*It's about you. Always!*  
**Communities@Work**

**DO GOOD**

**Donate  
Volunteer  
Participate**

*Together we can do so much good*

[www.commsatwork.org](http://www.commsatwork.org)

## Central Office

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Communities@Work has a vision for a resilient and socially inclusive community that cares for the well-being of all.



Aboriginal and  
Torres Strait Islander  
Inclusive

Proud Provider  
of the  
**NDIS**



Gender Equality  
of the world

**CALD**  
Inclusive