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Message from the (hair



It has been my pleasure to serve as Chair of the Board for another year and to deliver this report.

As the ACT's largest social enterprise, Communities@Work continues to make a significant contribution to the Canberra community and to helping improve the lives of Canberra's most vulnerable and disadvantaged. It is our contribution to the community, which after over 40 years, gives us the passion to continue to deliver our services.

This report provides many examples of how our services ripple through the community, supporting social connection, health and well-being, personal empowerment and meaningful relationships. Our contribution can range from multiple small, but significant, services that can make a difference to the life of a Canberran – such as ensuring that an elderly person can get to a medical appointment or that a family has food for dinner tonight – to larger programs.

For example, Galilee School enables us to re-engage young people in education, not only changing their lives but impacting the future of Canberra. Last year, we saw our highest number of Year 10 graduates in the school's history; many of them transitioning into further education or employment. Our financial support to the school ensures that many young people don't miss out on the opportunity to receive an education and to constructively participate in our community. The steady increase in enrolments reaffirms that our commitment to offering an alternative model of education, delivered by dedicated teachers and youth workers, is delivering positive outcomes.

As noted in the CEO's message, it has been a year of a changing environment in both children's services and community services. In response, we have reviewed and focused on reinforcing our position as a centre of excellence in providing quality early and middle childhood education and care, and reinvesting into our local community.

My sincere thanks to all of Communities@Work's amazing employees for their dedication and commitment to delivering our services. In particular, I extend my appreciation to Acting CEO Lee Maiden for her long-standing dedication to the organisation and the role, and to the previous CEO Lorcan Murphy for his contribution over several years.

I wish to particularly acknowledge our amazing volunteers, without whom we wouldn't be able to do all that we do. They generously give up their time to ensure our Best Dressed Store is staffed, our Community Pantries are stocked, and our clients are engaged in social activities.

I have also been fortunate to work with a Board that has demonstrated strong skills and professional qualities in guiding Communities@Work. Ayesha Razzaq's term as director ended, and I would like to acknowledge her significant service to the Board.

We'll continue to invest in our community, and I would strongly encourage you to do the same. We're all working together for a stronger, inclusive and brighter future.

Alan Greenslade Chair

Communities a Work Board of Directors



Alan Greenslade Chair



Dr Brian Babington Deputy Chair

Gail Kinsella Treasurer



Karen Curtis Director



Bernice Ellis Director



John Runko Director



Andrew Snaidero
Director





Message from the (Eo

I have had the privilege of being part of Communities@Work for the best part of three decades, and as the Acting CEO, am pleased to provide you with this report.

I can say without a doubt it was an exciting and challenging year delivering services in sectors where there are varying degrees of uncertainty. The impact of reforms such as the National Disability Insurance Scheme (NDIS) and the changing operating environment in the early childhood sector, driven by increased places available and growing competition from private operators, has meant that we have reassessed how our services can efficiently and effectively meet those changes.

As a well-established and proudly local organisation, we have deep roots in the community. We are proud to be represented on the ACT Early Childhood Advisory Council, established by the ACT Government to provide information on ways to improve outcomes for children and their families. We are also a founding member of the Children First Alliance, a network of longstanding not-for-profit providers of children's services in the ACT.

All members of our community deserve to be given a hand up when needed and Communities@Work remains committed to providing programs that are of social benefit. Our services and programs complement one another to create significant differences in the lives of everyday Canberrans.

Over the last 12 months, we have invested heavily in our Registered Training Organisation (RTO 88148); our commitment to training professional educators ensures we are delivering quality education and care as well as strengthening our own, and Canberra's, workforce. While children's services generally has a high turnover of staff, in contrast we boast a high retention rate. Last year, we celebrated Family Day Care educators who have been with Communities@Work for 30 years, and children who once attended Appletree House Child Care and Education Centre have returned 20 years later with their own children.

Children who attend our services are not only given the best start possible, but in turn, we are able to reinvest back into our community through our essential services.

In Christmas 2017, we were able to ease some pressure on families by providing over 1,000 gifts and distributing over 3,600 food items to those who were otherwise going without over the holiday period. The fact that over 25 local organisations pulled together to ensure our caves were stocked with goods right up to Christmas demonstrates the wonderful connection we have with a community that supports us in what we do. I would like to thank the many sponsors, supporters and donors who contribute each year to our organisation.

Our executive team, managers and staff have worked hard throughout the year and I thank them for their input. I also want to thank our wonderful volunteers for their ongoing dedication. I look forward to working with you all in the exciting year ahead.

Finally I would like to thank Lorcan Murphy, and extend my gratitude to our Board of Directors for the support I've received since stepping into the Acting CEO role earlier this year.

Lee Maiden Acting CEO

Family Day (are and In-Home (are

Our Family Day Care service supports over 550 families across the ACT and surrounding NSW region. Both Family Day Care (FDC) and In-Home Care provide alternative care options to families in a small group environment, by professional educators who operate their own small business. Both services allow children to learn in a setting that meets their individual needs as well as those of their families.

This year we have transitioned across to a new digital platform of electronic sign in and sign out. This has improved our service to clients and has assisted with a smooth transition to the new government child care package. This initiative has resulted in our service now being paperless – achieving a three-year goal of ours.

Our In-Home Care service underwent a review and as a result the implementation of a new support agency will occur in the new financial year. This new agency will assist services and families in the delivery of in-home care.

As a service, we have had many highlights driven by a committed coordination unit team and dedicated educators.

Highlights include:

- Changes to our playgroup curriculum with the introduction of a Science, Technology, Engineering and Mathematics (STEM) playgroup and a Kitchen Garden playgroup.
- Our service manager being memberelected to the Board of Directors for Family Day Care Australia.
- Working with the Department of Education on the implementation of the new child care package.
- Continued engagement with the community and other community services at our Paint and Play program at Weston.
- Taking part in leading education practice with Early Childhood Australia.







Early Education and (are

Our 12 early education and care centres provide quality care while engaging children and families with their local community. While each centre differs in their location, environment, size and service philosophy, they all ensure strong and lasting ties to their community. Children are encouraged to be active learners, cultivating a love for learning to prepare them for the journey through life. They are encouraged to experiment, create, discover, explore, and construct their own identities and understandings of the world.

All of our centres have been rated against the National Quality Standards and rate extremely highly in Quality Area 6: Collaborative partnerships with families and communities. We also rate highly in Quality Area 4: Staffing arrangements, followed by Quality Area 7: Governance and leadership.

It's important that children build positive relationships with their local community. Our educators provide many opportunities for children to contribute to their community. This includes visits to the local shops to purchase food and consumables to donate to our Community Pantries, engaging in conversation with the local barista as they enjoy babycinos, visiting the ACTION bus wash, learning about healthy foods at Woolworths, undertaking activities at Bunnings, enjoying picnic lunches at Floriade, going on regular walks to the local park to collect natural materials to use in arts and crafts, and more.

Our Richardson Child Care and Education Centre even built a relationship with their local hairdressing salon, so toddlers can have their first haircuts alongside their friends, in a fun and relaxed environment.

Ngunnawal Child Care and Education Centre also extended their learning to celebrate the cultural diversity of their community, exploring language, food and traditions of a different country each month.

Some highlights over the past 12 months include:

- Abacus Child Care and Education Centre securing a 10-year lease agreement, enabling us to undergo significant improvements to the outdoor spaces and creating an environment that truly inspires learning, creativity, imagination and play.
- Educators at Appletree House Child Care and Education Centre celebrated 24 and 21 years with Communities@
 Work, and are now caring for children of the children they cared for 20 years ago!
- We consolidated Tuggeranong Child Care and Education Centre with Greenway Child Care and Education Centre, providing the children with access to additional resources and experiences, and improved opportunities for learning.

out of School Hours (are and School Holiday Programs

We currently operate 16 Out of School Hours Care (OSHC) services, which includes Before and After School Care, as well as School Holiday Programs. Our size enables us to deliver affordable, innovative and flexible services that respond to changing community needs.

Communities@Work has established robust support and compliance systems over and above the national requirements to ensure the highest possible quality of service delivery. These include our experienced and passionate OSHC team, which includes managers, educational leaders, school holiday and inclusion support coordinators and rostering support officers, as well as our wonderful educators. The team supports the operations and quality improvement of all OSHC services for the large number of children enrolled daily and the educators working with them.

Many of our OSHC services also provide care and education for children with additional needs, so our educators work closely with the ACT Inclusion Agency, Include Me, who are funded to assist children's services providers build the capacity to be inclusive. We also work with external agencies like Child and Youth Protection Services, Marymead, Karralika Rehabilitation Service and the Education Directorate.

Highlights over the past 12 months include:

- Launching new School Holiday
 Programs at Charles Weston School
 and Maribyrnong Primary School,
 with planning in place to expand to
 Mount Rogers Primary School in the
 new financial year to ensure families
 have access to the services they
 need. These complement the existing
 services we offer during school terms.
 Additionally, our Australian National
 University (ANU) School Holiday Program
 has gone from strength to strength,
 cementing a valuable partnership
 with staff and students of the ANU.
- Our partnership with Fun Day Out, a school holiday activities company, has continued to remain strong, enabling us to enhance the landscape of our School Holiday Programs. Fun Day Out source a huge variety of creative guests, activities and venues that have something exciting and unique to offer the children.
- Our OSHC services continue to support the community through many fun ventures, such as participation in R U OK? Day, RSPCA cupcake stalls, Greatest Shave and school fetes.







Galilee School

The organisation's investment into Galilee School is resulting in meaningful success for its young people and enrolments at the school are continuing to build.

The learning environments at Galilee provide a range of opportunities for students to engage with their learning and to explore individual interests and passions while upskilling social and emotional capabilities. To increase the education and employment opportunities for students, we also provide training, skill development and job-ready support.

At the conclusion of the 2017 school year, Galilee awarded eight students with an ACT Year 10 Certificate. This was the highest number of students to graduate from the school in its history. A number of students were also provided with a High School Record. Students that left Galilee went on to a variety of pathways including successfully transitioning into the ACT college system, transitioning into vocational pathways with the Canberra Institute of Technology and other vocational training providers, and transitioning into employment.

Learner agency and parental involvement are important elements of the program and success at Galilee. In Term 2 2018, we trialed a model of student-led conferences, designed to encourage students to accept personal responsibility for their academic progress, teach processes encouraging self-evaluation, and actively develop organisational and oral communication skills. The school will continue to develop its approach to student-led conferences as we move forward.

In August 2017, we officially opened our second campus in Holder. This second campus provides a more empowered learning environment for our Year 10 cohort, while Years 7, 8 and 9 continue to operate from our Kambah campus.

In November 2017, Galilee School was awarded a grant from the Australian Government to establish a Science, Technology, Engineering and Mathematics (STEM) Lab on our Kambah campus. We are engaging in a strategic program of building ICT capacity and capability right across the school to enhance student learning in these important curriculum areas.

Parent, student and staff satisfaction levels across the school in 2017 were very high.

- 100% of parents responding to our satisfaction survey indicated that they were either 'extremely satisfied' or 'satisfied' with their child's experience at Galilee.
- 58.8% of students were either 'extremely satisfied' or 'satisfied' with their experience at Galilee and a further 23.5% were 'somewhat satisfied'.
- 100% of staff either 'strongly agree' or 'agree' that Galilee is a good school.



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Food, Accommodation and (lothing

Communities@Work supports the most vulnerable in the Canberra community with a focus on the essentials: food, clothing and accommodation. Our suite of essential services aims to empower people to create better futures by fostering independence, resilience and social connection. This is achieved through our Community Pantries, Clothing Program, Best Dressed Store, Food Rescue Program and Reach Home Program. These programs consist of a program coordinator and a team of volunteers. The volunteer component of our operations is truly the heart and soul of the way we work, and we wouldn't be able to deliver our services without their dedication and support.

Christmas this year saw our volunteers give out over 1,000 presents to adults and children across Canberra. We also offered a 'pack your own hamper' initiative in our Community Pantries, offering families and individuals the ability to choose their own celebratory food. By running our Christmas hampers this way, clients selected what best suited their family's needs and ensured we assisted them in the best way possible with the resources we had.

This last year has also seen a focus on our team working closely with the Canberra community to look at the needs of people who have come from overseas and how they can be introduced to the services that Communities@Work offer.

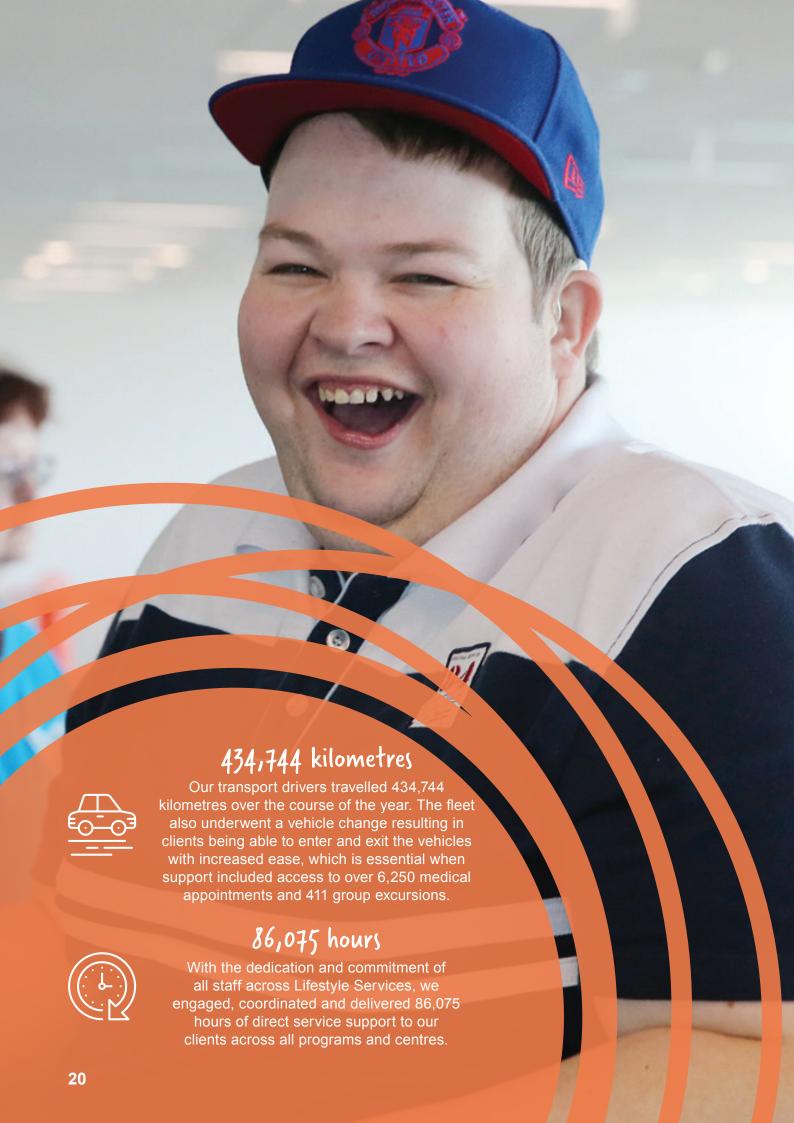
We have sought out additional information from our clients to ensure we are making informed decisions about program operations, catering to the needs of the community. We have also represented Communities@Work in many community-based forums and networking events, to ensure that the community is aware of what it is we provide as well as ensuring that our information and referral avenues are current.













Disability, Seniors and Transport Services

We offer a variety of services to seniors and people with a disability, delivered in-centre, in-home and in-community. These services enhance independence, social inclusion and well-being.

It will not be a surprise to hear that 'change' has remained a key driver across our disability, seniors, transport and coordination services. Like many, we have continued to shift and adjust to the systemic realities of the NDIS and the impacts that have been experienced over the past 12 months. Internal program changes have been driven by the need to continue to adapt to changes in national policy and ongoing reforms, and the necessity to assess service activity to ensure viability into the future.

While there have been many challenges adapting to the shifting sands in the NDIS environment, there have been many highlights across all programs that showcase the collaborative approach our Disability, Seniors and Transport services embrace to ensure we are delivering responsive and client-focused support.

These include:

- Continuing to review and streamline operational processes, including staff engagement and rostering within our disability programs. We saw the successful transition of the Malkara School Holiday Program from a joint management model with our Out of School Hours Care team to full management sitting within our Disability program.
- Working collaboratively with Black
 Mountain School in presenting a fabulous
 I-Day Art Exhibition at Tuggeranong Arts
 Centre. The event showcased the many
 talents of program clients and school
 students in what was truly a celebration
 of skills and abilities. The success of
 such endeavours come from dedicated
 teams and the involvement in program
 workshops and activities that staff and
 clients plan and design together.
- Veterans and Seniors Participation
 Grants provided our seniors program
 the opportunity to implement a
 Gardening and IT learning project.
 Participants in the program installed
 two above ground gardens and utilised
 iPads to plan the gardens based
 on seasonal harvest guides and
 nutritional and cultural guidelines.

(ommunity Development

In our Community Development (CD) program we work with new, emerging and existing communities to build stronger and safer neighbourhoods with a real sense of community. We utilise an Asset-Based Community Development (ABCD) approach in our work with the community. This approach provides opportunities for community members to contribute to their community in a way that is meaningful for them, and allows greater ownership by the community for itself.

We have continued to work closely with the Suburban Land Agency's Mingle team to help deliver the Mingle Community Development program to the new and emerging communities of Wright and Coombs. Through our work with Mingle, events and activities such as Neighbour Day, Book Club and Garden Club have been developed and enjoyed by the residents. The program has also been able to assist with the establishment of a Mighty Molonglo Touch Football team, the Young at Heart social seniors group and a quarterly Molonglo Valley Markets.

Take a Book Share a Book

Highlights over the past 12 months have included:

- The development and implementation of an Asset-Based Community Development Masterclass, which saw over 80 participants attend. This all-day workshop was facilitated by two internationally recognized ABCD professionals, Cormac Russell and Peter Kenyon. The workshop saw great connections develop between agencies and individuals, and a desire by those working in the industry for more workshop opportunities.
- A communal composting pilot was developed in collaboration with the Canberra Environment Centre, residents of a multi-unit complex in Wright and the Mingle program. This initiative was designed in-line with the ACT Government's Waste Management Strategy (2011-2025) goals, with an aim of reducing the large quantities of green waste going to landfill. To date, the project has seen over 577kg of green waste composted, with an enthusiastic uptake by residents – so much so that the compost facilities will need to expand to meet the current rate of contributions being made.
- We worked in partnership with Woden Community Services and residents of Housing ACT's tenant relocation program to create a communal garden project. Raised garden beds were donated and residents worked together to install these on-site. Residents also took part in a propagation workshop and composting workshop.







The (entre of Professional Learning

Registered with the Australian Skills Quality
Authority (ASQA), we provide nationally
recognised training and assessment within the
CHC30113 Certificate III in Early Childhood
Education and Care and CHC50113 Diploma of
Early Childhood Education and Care.

In addition to training and assessment within both qualifications, we also deliver a series of customised training options to services for the maintenance of professional development and sector quality.

The past 12 months has brought changes within the RTO team and its processes that has seen a new focus on compliance and quality of training and assessment. We have recently redeveloped all of our training and assessment materials in preparation for moving towards Canvas, a new online learning system, that we hope to have accessible to students in early 2019.

Working alongside our HR team, the RTO has reworked the recruitment process for our Ascend program for attracting quality potential educators who seek early education as their career of choice. We have also been busily developing a

number of policies, procedures and processes that assure our compliance as a quality training provider. Our team of trainers/assessors have been implementing training and assessment practices that support students, employers and the profession in gaining quality skills and knowledge required for the optimal care and education of children.

One of the main highlights has been developing a comprehensive business plan that outlines core goals to be achieved over the next five years. We are pleased to say that even at this early stage – only several months into this plan – that the RTO is realising many of the focus areas actions outlined in this document and we look forward to the continued growth and expansion of the RTO into the future.



(orporate Services

2017-18 was a challenging yet rewarding year, in which great strides were taken to manage costs and adjust income fluctuations. Our corporate services teams worked side-by-side with program directors and service managers to implement changes targeting efficiencies across all business units.

The achievements of the last year include:

- The implementation of our human resource database, PeopleStreme, providing a seamless recruitment platform and online staff performance tool.
- Transitioning to an online enrolment process for School Holiday Programs, the outcome of which realised time efficiencies for both families and our enrolments team.
- Successfully transitioning our vehicle fleet from wholly-owned vehicles to a leasing model using the expertise of Canberra Toyota.

- The establishment of our Governance, Risk and Compliance unit, providing guidance around policy maintenance, risk register/s and internal audit functions, as well as overseeing in-house systems development and cyber security issues.
- The consolidation of systems implementation from the previous financial year, namely our Finance and Payroll database systems, which has produced time-saving efficiencies to both back-office and client-facing tasks.

Further systems integration and a continued focus on process improvements will ensure continuity of quality services to our local community.





Financial Report

Communities@Work ABN: 19 125 799 859

Statement of Comprehensive Income For the Year Ended 30 June 2018

		2018	2017
	Note	\$	\$
Revenue	12	34,724,055	34,287,024
Gain/(loss) on disposal of assets		(126,395)	312
Administrative and other expenses		7,560,011	6,735,629
Depreciation and amortisation expenses	6	626,350	598,490
Employee benefits expense		27,142,377	28,664,703
Surplus/(deficit) before income tax		(731,078)	(1,711,486)
Surplus/(deficit) for the year	13	(731,078)	(1,711,486)
Other comprehensive income		-	-
Total comprehensive income/(loss) for the year		(731,078)	(1,711,486)

The company's financial performance improved on 2016-17 however an operating deficit occurred for this year due to two unexpected factors:

- Long Day Care income declined, reflecting the sector-wide experience of an oversupply of childcare facilities in Canberra.
- Our RTO's performance was significantly under budget due to a legacy cohort of students being unable to satisfactorily complete their courses. This issue was fully closed off in 2017-18, and the RTO performance has significantly improved to a position of operating surplus.

A rationalisation of our long day care services has been successfully implemented, flowing through to a more balanced outcome since July 2018.

The financial outcome for 2017-18 also reflected in part, the boards continued support for the Galilee School, by way of subsidies from other operations. This Communities@Work financial support results in a significant community benefit.

Statement of Changes in EquityFor the Year Ended 30 June 2018

2018	Retained Earnings	Total
	\$	\$
Balance at 1 July 2017	4,496,575	4,496,575
Surplus/(deficit) for the year	(731,078)	(731,078)
Balance at 30 June 2018	3,765,497	3,765,497

2017	Retained Earnings	Total
	\$	\$
Balance at 1 July 2016	6,208,061	6,208,061
Surplus/(deficit) for the year	(1,711,486)	(1,711,486)
Balance at 30 June 2017	4,496,575	4,496,575

Statement of Financial PositionAs At 30 June 2018

		2018	2017
	Note	\$	\$
ASSETS			
CURRENT ASSETS			
Cash and cash equivalents	2	165,910	79,543
Trade and other receivables	3	1,787,464	1,818,671
Other financial assets	4	-	1,026,932
Other assets	5	84,075	212,357
TOTAL CURRENT ASSETS		2,037,449	3,137,503
NON-CURRENT ASSETS	_		
Other financial assets	4	1,000	1,000
Property, plant and equipment	6	6,590,175	7,436,964
TOT AL NON-CURRENT ASSETS		6,591,175	7,437,964
TOTAL ASSETS		8,628,624	10,575,467
LIABILITIES			
CURRENT LIABILITIES			
Trade and other payables	7	1,324,169	2,310,957
Financial liabilities	8	464,217	1,847,779
Other liabilities	9	193,501	506,462
Provision for employee entitlements	10	1,184,253	1,315,058
TOTAL CURRENT LIABILITIES	_	3,166.140	5,980,256
NON-CURRENT LIABILITIES	_	,	
Financial liabilities	8	1,319,007	98,636
Other liabilities	9	377,980	-
TOTAL NON-CURRENT LIABILITIES	_	1,696,987	98,636
TOTAL LIABILITIES	_	4,863,127	6,078,892
NET ASSETS	_	3,765,497	4,496,575
	_		
EQUITY			
Retained earnings	_	3,765,497	4,496,575
TOTAL EQUITY	_	3,765,497	4,496,575

Statement of Cash FlowsFor the Year Ended 30 June 2018

CASH FLOWS FROM OPERATING ACTIVITIES: Receipts from government, customers and others Payments to suppliers and employees Interest received Interest paid Note \$ \$ CASH FLOWS FROM OPERATING ACTIVITIES: (35,957,911) (36,253,487	
Receipts from government, customers and others 35,197,411 34,517,77 Payments to suppliers and employees (35,957,914) (36,253,487) Interest received 173 57,33 Interest paid (70,674) (104,830)	
Payments to suppliers and employees (35,957,914) (36,253,487) Interest received 173 57,33 Interest paid (70,674) (104,830)	
Interest received 173 57,33 Interest paid (70,674) (104,830)	'3
Interest paid (70,674) (104,830	7)
	35
Net cash provided by/(used in) operating activities (831,004) (1,783,209)	J)
	9)
CASH FLOWS FROM INVESTING ACTIVITIES:	
Proceeds from sale of plant and equipment 326,527 58,55	55
Payments for property, plant and equipment (232,483) (1,975,583)	1)
Proceeds from investments 1,026,932 -	
Payments for investments - (26,932	2)
Net cash provided by/(used in) investing activities 1,120,976 (1,943,958	3)
	_
CASH FLOWS FROM FINANCING ACTIVITIES:	
Proceeds from borrowings 80,000 421,40	00
Repayment of borrowings (283,605) (156,229	9)
Net cash provided/(used in) financing activities (203,605) 265,17	<u></u> '1
Net increase/(decrease) in cash and cash equivalents held 86,367 (3,461,996	3)
Cash and cash equivalents at beginning of year 79,543 3,541,53	39
Cash and cash equivalents at end of financial year 2 165,910 79,54	-3

our Supporters























































Canberra Baptist Church











































































































Notes

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