



Communities@Work

# Annual Report

2018 – 2019

*Enriching the lives of people in our  
community in life-changing ways*



## Purpose

To be responsive to the needs of the community by delivering high quality services that support positive educational outcomes, assist in alleviating hardship, enhance the quality of life and lead to positive social change.

## Mission

To enrich the lives of people in our community in life changing ways.

## Values

Integrity | Respect for all | Progressive  
Quality and Innovation | Sustainability

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## GET INVOLVED



*“Quality and the pursuit of excellence have been essential elements in successfully delivering our services.”*

Lee Maiden, CEO

Communities@Work **John Turner Building**  
Dixon Drive, Holder ACT

# Our Organisation

**Canberra's largest community organisation**

Communities@Work is Canberra's largest community organisation with a long and proud history. We provide a range of complementary community services and pride ourselves on the positive contribution we make to the lives of all members of our community.

Communities@Work has a commitment to helping make Canberra a strong, healthy and inclusive community where everyone can reach their potential, make a contribution and share the benefits of our wonderful city.

# Message from our Chair

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

As the largest community organisation, providing jobs for almost 700 Canberrans, Communities@Work continues to make a significant contribution to the Canberra community and to improving the lives of Canberrans. The services that we provide offer support, regardless of age or background, for infants and children, young adults, families and the elderly.

To meet these responsibilities we require strong and sustainable services that are able to meet needs not only now but also into the future. I am pleased that investments we made last year are already reaping benefits. For example, our independent high school, Galilee, which seeks to re-engage young people in education, had another record number of Year 10

graduations; and enrolments are growing strongly. We will continue to invest in helping young people through the School.

We have also seen an enhanced focus on high quality in Communities@Work's Children's Services and a commitment to excellence across the organisation. Our focus on quality is, of course, highly dependent on investing in a quality workforce. I am pleased that our success here has been acknowledged at the ACT Training Awards, where Communities@Work won the ACT Large Employer of the Year award.

It is important when delivering services to the community that those services are well targeted to meet need. I am pleased that we are undertaking research through a collaboration with the University of NSW to better understand the changing needs of Canberra's most vulnerable and disadvantaged people. This partnership will help inform future programs and assist the wider ACT not-for-profit community to deliver the most effective programs with available resources.

I would like to thank the many people who contribute to our work, not the least of all Communities@Work's amazing employees, led by our CEO Lee Maiden. And we have many wonderful volunteers, without whom we wouldn't be able to do all that we do.

I would also like to thank my Board colleagues, not just for the professionalism and skills that they bring, but also for their passion in contributing to the Canberra community. Gail Kinsella's term as Director and Treasurer ended this year following many years of service on the Board, and I would like to acknowledge her significant contribution to the development of Communities@Work during that time. We welcomed James Selkirk to the Board, who brings a wealth of experience and financial expertise in diverse and challenging leadership roles.

I look forward to another year of increasing support to our local community and to contributing to a better Canberra.

Regards



Alan Greenslade  
Chair

“I am pleased that investments we made last year are already reaping benefits.”



# Meet our Board

*A wealth of experience guides us*



**Alan Greenslade**  
Chair

Alan has extensive experience in leading financial management and governance roles in the public and private sector, including the Department of Finance.



**Dr Brian Babington**  
Deputy Chair

Brian is a community development advocate, CEO of Families Australia and leads the National Coalition on Child Safety and Wellbeing.



**Andrew Snaidero**  
Treasurer

Andrew has been partner of Hardwickes, an independent accounting firm based in Canberra, since 2013 with vast experience in finance, auditing, reporting and governance.



**Bernice Ellis**

Bernice leads the commercial disputes and insolvency team in the Canberra office of national law firm, Mills Oakley. She has a background in tax and commerce.



**John Runko**

John is CEO of Independent and has been involved in most facets of the property industry in Canberra over the past 30 years.



**Karen Curtis**

Karen has strong governance, change management, service delivery, regulatory policy, representational and media advocacy skills.



**James Selkirk**

James is a qualified Chartered Accountant with over 20 years' experience and is currently the Chief Financial Officer at CDC Data Centres.

# Message from our CEO

It is with great pleasure that I present my report for 2018-19 and reflect on Communities@Work's many achievements.

Communities@Work are proud to have been providing early education and care for over 40 years, as we know we have a pivotal role in shaping children's futures. It goes without saying that quality and the pursuit of excellence have been essential elements in successfully delivering our services. Over the last twelve months we thoughtfully strengthened our quality processes, which in part includes internal audits to identify areas for program enhancement. The process is incredibly successful and we have seen the value-added outcomes converting into excellence in program delivery.

From early childhood to middle childhood, we have played a significant role in engaging with children and supporting their leisure and social opportunities in out of school hours programs and vacation care programs. It is clear from the increased enrolments and ongoing demand for places that our out of school hours programs play a critical part in family life and have an important place in supporting children's wellbeing.

Our independent high school, Galilee, continues to deliver the most incredible outcomes for young people. There are always milestones to celebrate, such as Year 10 graduation numbers reaching new highs and enrolment numbers also going well over previous numbers. However, it is what the school means for the young people and their families we truly need to celebrate. Restoring relationships, bringing families together and the sense of pride that comes from watching someone work toward a better future are the life-changing moments we are privileged to be part of.

Our seniors and disability programs continue to provide much needed services in the community and this year we were proud to have two award winners at the Positive Ageing Awards, one for 'Senior Achiever' and the second for excellence in transport services.

Communities@Work's volunteers, who are at the heart of what we do in the community, allow us to make such valuable contributions so I certainly want to thank them for their ongoing commitment. To our wonderful staff, educators, managers and executive team, you are all amazing and I look forward to another successful year working with you all.

To the Board, I would like to acknowledge the support and guidance afforded me since being appointed CEO early in 2019. It has been an incredible year with outstanding results, and I would like to thank them for sharing their time and wisdom.

Warm regards



Lee Maiden  
Chief Executive Officer

“Restoring relationships, bringing families together and the sense of pride that comes from watching someone work toward a better future are the life-changing moments we are privileged to be part of.”







*Mt Rogers Out of School Hours Care*



*Fadden School  
Holiday Program*

# What We Do

Communities@Work is the largest provider of children's services in the ACT and the largest not-for-profit organisation in the region. Our mission is to enrich the lives of people in our community in life-changing ways. We do this through the following six areas.

## Children's Services

We are recognised as a leader within the education and care sector, committed to providing quality care for children.

We do this through 12 Early Education and Care centres, 16 Out of School Hours Care services, 10 School Holiday programs and an award-winning registered Family Day Care and In-Home Care service.

## Galilee School

We run a registered, independent high school designed specifically for disengaged young people in Years 7-10 for whom mainstream schooling is failing to deliver results.

We support them to re-engage with their education, transition into the workforce or further study, find a sense of purpose and re-engage with their community.

## Food, Clothing & Accommodation

Our social programs provide essential community support such as food, accommodation and clothing to vulnerable and disadvantaged people.

We have two community pantries, a clothing program, a pre-loved clothing store and seven transitional housing sites.

We also provide crisis support with food, medical scripts, bus tickets and shower packs.

## Disability & Seniors

Our lifestyle services provide community transport, and recreational and skills development programs for seniors and people with disability.

This allows them to stay socially engaged with their family, friends and peers, and enables them to access community events and health services so they maintain their independence and wellbeing.

## Connecting Communities

We partner with local government, business and individuals to implement a range of community-inspired initiatives to develop more connected communities.

Through our community development initiatives, individuals become more empowered, and communities become stronger and more cohesive.

Our social impact research project will inform future initiatives and provide actionable insights and improved outcomes.

## Qualifications & Professional Learning

Our award-winning registered training organisation specialises in delivering nationally recognised Certificate III and Diploma qualifications in early childhood education and care and ongoing professional development for educators.

Our excellence in training and developing people was recognised through nominations at the ACT Training Awards, including being named 'ACT Large Employer of the Year'.




*Seniors enjoying an outing*

# Highlights

## Commitment to Excellence

### High Aged Care Quality Practices

**18** All expected outcomes were met by our seniors and transport programs and practices.



### Aged Sector Award Wins

**2x** COTA Positive Ageing Awards were won by staff and volunteers.



### Galilee Numbers Best Ever

**17** Year 10 students graduated the highest number ever.




### Outstanding Volunteers

Our volunteers were recognised for outstanding voluntary service in the Canberra region.



### Social Impact Research Begins

We launched our social impact research project which will provide actionable insights and improved outcomes.



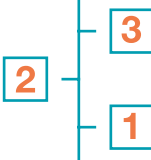
### RTO Award Finalist

Our Registered Training Organisation was a Small RTO of the Year finalist at the ACT Training Awards.



### New Strategic Plan

**3** Year strategic plan was initiated to guide our organisation.




### Monash OSHC Excels

**7** Quality areas received an 'Exceeding Rating' at Monash Out of School Hours Care.



### Training Canberra's Educators

**267** Educators enrolled in our professional development courses.




### Employer of the Year

We won ACT Large Employer of the Year for our commitment to training and developing our employees.



### Large Graduate Numbers

**56** Trainees graduated to become fully qualified educators.



### Family Day Carers Nominated

**37** Educators and our service were nominated at the Family Day Care Australia Awards.



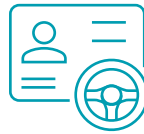
# Commitment to Community

## Christmas Appeal items donated



**4,284** food items  
**1,828** gifts and toys

## Galilee Student Support



**14** year 10 students were assisted to qualify for their **Learner Driver licences**.

## Essential and Crisis Support



**1,688** people provided with **crisis support**.  
**900** families provided with **essential support**.

## Early Education and Care Services

**4,367**

**children** enrolled in our services.



## Community Pantries

**6,935** people used **community pantries** to make **32,394** purchases



## Disability Services

**39,083** hours of **in-centre support**  
**2,234** hours of **coordination** to **197** clients.

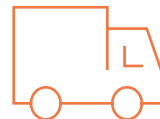


## Weekly Playgroups



**100** children accessed our **playgroups** each week.

## Food Donations



**14,657** kms were driven by our **Food Rescue** volunteers to make **1,224** food donation collections.

## Seniors Support



**28,769** hours of support provided to **323** older Canberrans.

## Family Day Care Programs

**950** children in **Family Day Care**  
**21** children in **In-Home Care**.



## Volunteer Program

**119** volunteers donated **319** hours weekly.



## Transport

**493,503** kms travelled by our **community transport fleet** to take people to activities.









*Isabella Plains Early  
Childhood Service*



# Children's Services

**High quality education and care**

As the largest provider of children's services in the ACT, Communities@Work is a recognised leader, committed to providing the highest quality education and care through Early Education and Care centres, Out of School Hours Care services (OSHC), School Holiday programs and Family Day Care and In-Home Car services.

During 2018-2019 we focused on building a skilled, qualified and professional workforce and on developing a culture of excellence across all our practices and processes.

# Early Education & Care

We provide the highest quality care from birth to pre-school age for over 1,303 children through our 12 Early Education and Care Centres.

A supportive and caring family and community environment is essential for a child's happiness and wellbeing. We focus on creating just that throughout all our children's services.

We recognise that children and young people learn from a broad range of experiences, so excursions, incursions and positive community engagement form an integral part of our curriculum.

This year our children enjoyed Floriade, Canberra Theatre, The National Library, Parliament House, The National Zoo, bus wash, dental health incursions, Young Australia workshops, National Simultaneous Story Time, community gardens, bush walks, Centre breakfasts/afternoon teas, discos, Children's Week events, Families Week events, Aboriginal and Torres Strait Islander events and Christmas Drive donations to support our Social Programs to distribute food, gifts and toys to families in need.

“My kids love going here every day and it's been such a pleasure and peace of mind to leave them here, knowing that they are well cared for and learning and growing.”

Parent, Greenway Early Education & Care Centre

## Centre Highlights

### Richardson

built **community and school connections**, and embedded Indigenous culture into its activities.

### Capital Hill

hosted the official launch of **National Families Week**.

### Abacus

redeveloped its **outdoor learning environments** with features such as a water pump and creek bed, mud kitchen, and logs for balancing.

### Narrabundah

unveiled a **beautiful new mural** 'Cockatoo Dreaming', commissioned from local Indigenous Artist, Kristie Peters.

### Illoura and Appletree

developed a daily **Acknowledgement to Country**, which children actively participate in.

### Taylor

welcomed an enthusiastic and caring **Galilee School work experience** student.

### Isabella Plains (CCEC)

joined forces with Peter Blackshaw to collect over 5000 lids for **LidsforKids charity**, to create prosthetic limbs for children.

### Isabella Plains (ECS)

**connected to community** with theatre trips, healthy eating initiatives, the Action Bus Wash and the Sorry Day Bridge Walk, amongst others.

### Ngunnawal

built fortnightly partnerships focused on **literacy and creative expression** with Holly the Storyteller and He Di Ho (music program).

### Stirling

sparked a wonderful hands-on learning opportunity for children through its **kitchen garden project** as they planted, harvested and cooked healthy vegetables.

### Greenway

**connected with land and place**, enjoying regular local walks to the town park, library, Tuggeranong College and Lake.

**4,367**

children attended our  
Children's Services:

**12**

**Early Education  
and Care Centres**

1,303 children

**90**

**Family Day  
Care Educators**

505 children

**16**

**Out of School Hours  
Care Services &**

**10**

**School Holiday  
Programs**

2,559 children



Charles Weston Out of  
School Hours Care

“ My daughter has high functioning Autism/ Asperger's, and can become quite emotional or detached. Drop offs can become upsetting for her, my husband or myself. At one stage she didn't want to go to before or afters at all, it was a daily struggle and this was a very difficult time for us all.

Your educator Kate has played a pivotal role in my daughter wanting to attend before and afters again and uses different techniques to help her feel relaxed and secure enough for us to leave.

We feel extremely grateful that Kate is willing and able to help and this puts our minds at ease throughout the day as we know she is being well looked after physically and emotionally.”

Palmerston parent

# Out of School Hours Care & School Holiday Programs

We deliver high quality, engaging, inclusive and fun before and after school care to over 2,500 children through our 16 Out of School Hours Care Services and 10 School Holiday Programs.

Children are encouraged to meet and make new friends and be active learners by trying new activities, including sports, incursions, excursions, music, cooking, gardening, construction play, drama and art and crafts.

We were very proud to announce that, through commitment to quality care, Monash OSHC received an Exceeding result in all seven quality assessment areas. Our aim is for all our programs to do the same.

## Our families frequently tell us:

“ We’re constantly impressed by your educators’ professionalism, passion, dedication and care.  
We love the staff’s willingness to go above and beyond to provide high quality care.  
My kids love the incursions, the wonderful educators and their new friends. ”

## Book Week

Our educators supported children’s interests and ideas for Book Week through collaborative experiences, allowing children to showcase their favourite book and costume and delve into the world of imaginative play.

## Wellbeing Activities

We provided opportunities for our children and families to engage in wellbeing activities such as dance lessons, mindfulness classes and confidence building sessions.

## Fundraisers & Community Links

We encouraged children to extend on their community relationships through participating in events such as Red Nose Day and World Environment Day and by visiting their local businesses to share baked goodies!

## School Holiday Programs

Our school holiday programs once again offered a large selection of engaging activities catering to all children. These included excursions to the movies, an inflatable obstacle course, an LED circus and Flip Out. Incursions have included interactive magic shows, creative gardening, sports events and a large variety of activities and experiences.



Mt Rogers Out of School Hours Care

# Family Day Care & In-Home Care

We deliver high quality small group care to 950 children, tailored to individual family's needs, through our Family Day Care and In-Home Care services.

## Family Day Care

We proudly support 90 educators in delivering high quality care in their homes. Our educators are self-employed professionals who are committed not only to children's education, but who actively engage in their own professional learning, leading to greater outcomes for children. These educators are supported by our coordination unit that is dedicated in leading practice and learning in early childhood curriculum. One of our successful programs this year has been the implementation of music therapy to support children to regulate their emotions.

## In-Home Care

We provide care to families whose care needs sit outside the normal requirements. Educators within the service work with families to deliver education and care to children, whilst working with the complex needs of the family.

## Playgroups

We create social networks for our children and educators, providing opportunities from STEM learning to outdoor nature engagement, community connections, music therapy and kitchen and community gardening. In addition to these playgroups we also support weekly Paint and Play programs with Woden Community Services and Noah's Ark.



“It isn't only a job for her - it's a passion and a genuine interest and connection to each child. They are just in awe of her. When your child is nothing but happy to know she's arriving at day care, you know you have someone special.”  
Cara and Ben, parents

90

educators deliver both In-Home Care and Family Day Care

140

children access our popular playgroups each week

950

children from



600

families were cared for through our Family Day Care



Family Day Carer at Erindale Community Garden



*Student with a donated guitar  
for the music program*



# Galilee School

For disengaged &  
vulnerable young people

“ They are a school that cares...  
They're there for you through everything, even when you leave school they still  
will be right by your side helping you look for jobs, school and many  
other things. They're more than just a school - they're family. ”

Shakea, student



“ I changed my whole life around, all because of Galilee. ”

Former student

# Galilee School

We fund, support and operate a high school which is designed specifically for disengaged and vulnerable young people who have struggled with their education before attending the school. Many face complex challenges such as homelessness, family conflict, mental health issues, abuse and poverty.

The learning environments at Galilee provide a range of opportunities for these students to re-engage with their learning and to constructively connect to their community by building their resilience, health, independence and social and emotional life skills. This not only changes their lives but impacts their future.

Last year, we saw our highest number of Year 10 graduates in the school's history; many of them transitioning into further vocational education and employment opportunities. This reaffirms that our commitment to offering an alternative model of education delivers positive outcomes.



**22**  
students graduated

**17**

awarded their  
**ACT Year 10 Certificate**

a 90% increase  
from last year 

## Road Ready

We assisted 14 Year 10 students to complete their Road Ready course and get their Learner Driver licences. The course incorporated several different learning areas including maths, budgeting, blood alcohol calculations, literacy and debating.

## Gratitude Week

In Gratitude Week we engaged in small scale activities, discussions, reflections and creative activities aimed at generating a sense of gratitude and appreciation amongst both students and staff.

## Film Project

Students engaged enthusiastically in a ten week film making project as part of the **Focus on Ability** national short film competition. It developed into a very successful community building activity with both staff and students growing through it.

## Chief Minister's Reading Challenge

Year 10 students participated in the Chief Minister's Reading Challenge (CMRC) for the first time. Engagement in reading and enthusiasm in writing improved as students were exposed to different types of books.

## Transitions Assistance Program

Once a week former students are able to return to the school and connect with staff for academic support, social and emotional support and any other needs.

## Principal's BBQ

To help build community and establish important relationships with parents and carers, each year we host a Principal's BBQ, with families and agencies in support of the young people at the school invited to attend.

## Star Wars Day

Star Wars Day helped open a new world to the students in a fun, relaxed, joyful way. Students were given science, astronomy, trivia and play based learning and had opportunities to engage in experiments and social and emotional learning.



*Food Rescue volunteers collect food donations from stores*

# Food, Clothing & Accommodation

## Social programs

Communities@Work supports the most vulnerable and disadvantaged in our community by providing a range of essential food, accommodation, clothing and other services to empower them to create better futures.

Our support programs include two community pantries, a clothing program to provide free clothing and accessories for work and special events, a Best Dressed Store to sell pre-loved clothing, a Food Rescue service to collect donations of surplus food from grocery stores and our Reach Home transitional accommodation program.

# Food

We provide essential food and personal care items to people in need through our two community pantries in Tuggeranong and Gungahlin.

## Community Pantries

We stock our community pantries through generous donations of non-perishable food and personal care items. These come from the community, donations of surplus food by grocery stores, purchases from Food Bank as well as through support of valuable charity partners, including Share the Dignity. Our volunteers collect, sort, stock, cook and distribute food to clients who can 'shop' for healthy food in a safe, secure and dignified environment.

## Crisis Support

We know that people often need more than food. When people in crisis visit our pantries in Gungahlin and Tuggeranong, our staff sit down with them and provide information and referral pathways to other community supports. We also provide phone charging, bus tickets, swags, shower packs and meals for people who are 'sleeping rough'.



Our community pantry

Food is obtained through:

### COLLECTIONS

Food Rescue Program

### DONATIONS

Individuals, groups and businesses

### PURCHASES

Foodbank ACT / NSW

**FOOD SORTED & QUALITY CHECKED**  
at Tuggeranong and Gungahlin community pantries



Clients 'shop' for their food & personal care items

**6,935**  
households visited our pantries, making



# Clothing

We assist people with clothing needs, who are either unemployed, on low incomes or experiencing hardship.

We supply these clients with smart business type clothing and accessories for job interviews, court, funerals and other important events. Our volunteers assist them with styling, building confidence, and choosing clothes suitable to their situation. Our clients say it makes a real difference to their emotional wellbeing when they dress the part. All clothing is provided free of charge.

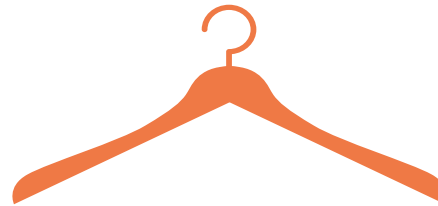
“ After almost two years of being out of full-time work for medical reasons, I was feeling overwhelmed and lacking confidence at the prospect of starting a new job.

Being given good quality clothing, shoes and a bag took away so much stress, not just financially, but also by leaving me feeling prepared, confident and grateful for the opportunity I had.

I felt for the first time in a long time that I had been set up to succeed.”

Client, Clothing Program

## DONATIONS



**Clothing Program**  
Tuggeranong  
Community Centre

**Best Dressed Store**  
SouthPoint  
Shopping Centre

Clients, male and female, are assisted by volunteers to choose suitable clothing for work or special events.

Clothing not suitable or surplus to the Clothing Program is available for sale to the public.

The **Best Dressed Store** is located in SouthPoint shopping centre in Tuggeranong and is operated by a manager and a group of dedicated volunteers.

All profits are used to purchase food for our community pantries.



Shopping at our Best Dressed Store

# Accommodation

**We provide accommodation support for families who are, or at risk of being, homeless - often through domestic or family violence or financial problems - through our Reach Home program.**

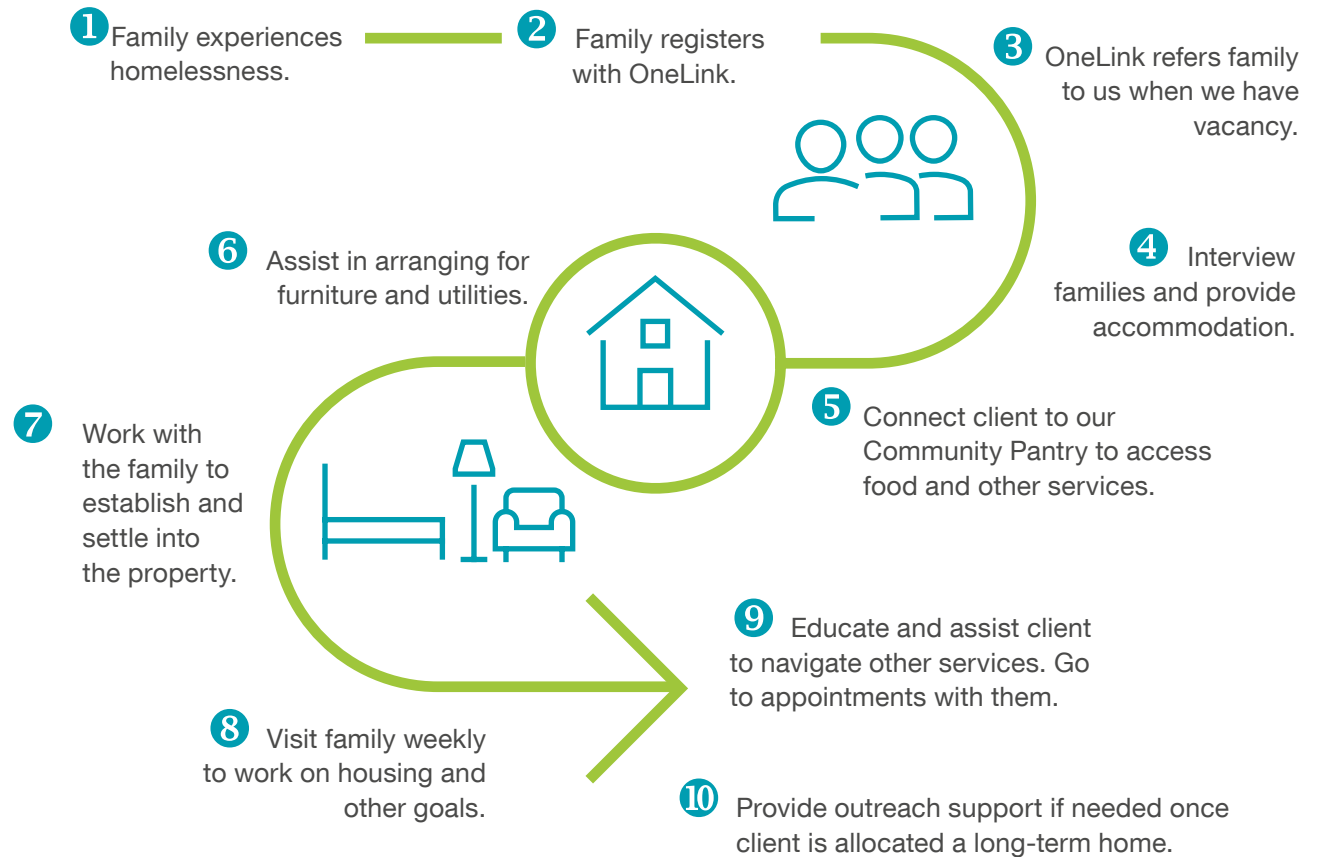
We provide safe, rent-subsidised transitional accommodation for 6-18 months until families find a long-term housing solution. This may be through Housing ACT, Community Housing, private rental or a home purchase.

Each week we visit families in their home to help them work on housing and other goals, applying for rentals, budgeting, organising calendars, using public transport, maintaining tenancy, maintaining a yard and paying rent on time. We also go to appointments with families, and assist with forms, referrals and navigating difficult situations and processes.

We help them to address issues that may have influenced their current situation so they can move forward with their lives.

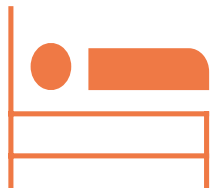
We continue to support families once they have moved on to permanent houses, if needed, by linking them to community services and programs

## A Client's Accommodation Journey



**10,828**

**bed nights provided during the year**







## Clare's Story

“ When I first came to Communities@Work, my life was in chaos.

I had nowhere to live and no clue where even to start to make things better.

I don't even really remember the first few weeks after I was given a house. I do remember that I hadn't had so many things go right for me in such a long time.

Finally me and my kids were safe, had the time to just stop and breathe, and while there were so many stressful things to sort out, I knew I wasn't doing it alone.

Now I have a place that is mine, the kids are settled and getting things sorted doesn't stress me so much because I learnt how to take one step at a time. ”

*Reach Home coordinator provides advice on finding accommodation*



*Teens Southside client with support worker at the Arboretum*

# Disability & Seniors

## Lifestyle services

We offer a suite of support services through our Disability, Seniors and Transport programs for older people and people with a disability. These programs offer a variety of social, wellbeing and skill building activities for people of all ages that enhances community and social inclusion and their connection, independence and wellbeing.

These activities include life skills, computer literacy, cooking, art, craft, music, community outings, exercise and movement, gardening, program planning and development.

# Disability

We provide in-centre disability support for school aged children, teens, young adults and adults. Our programs provide social, recreational and educational activities for people of all ages and abilities. We work with clients and support them as they work towards reaching their goals and strengthening independence.

## Our disability services provide:

- Support coordination
- Skill building
- Peer socialisation through recreational activities

41,317

hours of support  
was provided for  
197 clients



Young Adults group at Floriade

## Toby's Story

“Eleven years ago Toby was a working and active member of the community. Then his life was unexpectedly turned upside down when at 61 he suffered a major stroke. His wife Lucy was told that he would remain in a vegetative state, never to walk or talk again. Toby spent five months in hospital and the next few years in intensive rehab, proving the doctors wrong, and proudly regaining his driving licence.

Determined to remain independent, Toby regularly began going to the YMCA gym, but he needed support to complete his exercises. Communities@Work organised for Tim, one of our support workers, to meet Toby at the gym for one hour, twice weekly, to encourage and assist Toby with his exercises. Ten years later Tim still meets Toby at the gym every week – an exceptionally rare continuity of care in the community sector – and their working relationship has now blossomed into friendship.

Since Toby's stroke, his wife and primary carer, Lucy, has had to attend to all of the household duties and paperwork that Toby used to do. “Being a carer is a tough role and can be mentally and physically tiring,” she said. “Sometimes I forget I'm also a wife and partner. I need breaks for my own wellbeing, so Toby's gym sessions also help me because I have time alone to spend with grandchildren, friends or attend to errands. Toby and I are extremely pleased with the support received from Communities@Work. We would certainly be lost without them.”

# Seniors

**We offer a wide range of social and recreational activities for seniors from diverse backgrounds and cultures to socialise, connect with peers and have fun.**

From interesting excursions to informative talks, art and craft, gentle exercises, gardening, games, singing, sharing a meal and more, our seniors programs enabled clients to remain socially connected and independent.

We supported clients to attend various community events, and there is no doubt that the annual Seniors Expo and Chief Ministers Concert were hot ticket events with excursions and outings booked out well in advance.



**Our seniors programs provided**

**28,769**

**hours of support to  
323 older Canberrans**  
(excludes transport)

*Developing new social networks is one of the key outcomes of our seniors activities*



# Transport

Our community transport service is a lifeline for many clients, enabling them to stay engaged and well connected with family, friends, community activities and other services.



Our transport fleet of 10 vehicles travelled

**493,503**  
kms this year.

That's

**33,127**

trips to help clients attend their medical and social appointments.

*Transporting seniors in our community fleet van*



## George's Story

“ At the young age of 70, George began working in our Community Transport Program in 2005, after a long and eventful 37 years in the public service. George's gentle nature and humour with new clients always welcomed them and helped put them at ease.

As George reminisced about the stories that were shared with him when driving, he said that you never knew the story of people who sat in the car next to you unless you took the time to get to know them.

They could be pilots, nurses, veterans or refugees. Providing transport was often more than just driving someone from A to B. Sometimes you were the only person they had a casual conversation with that day or week, so you became an important social connection too.

“This was the best job I've ever had,” George said. “It's the support from the office and other drivers and the rewarding interaction with clients. I didn't ever get up in the morning resenting work because I always looked forward to meeting the people. Dialysis clients were inspirational as they had to get up early all the time. We were part of their bigger day, part of their dialysis family. This role allowed us to be part of a greater support team.”



*“This service has allowed me to attend multiple rehab and physiotherapy sessions each week without the worry of expensive and sometimes unreliable taxi services.*

*There is always a friendly, helpful person on the end of the phone and nothing is too much trouble to help coordinate this wonderful service.*

*The drivers are extremely friendly, helpful and caring and make the journey most enjoyable!”*

*Jill and Murray Karlson, clients*

*One of our transport drivers assists seniors with mobility issues*



*Volunteer with community members  
at weekly morning teas*



# Community Development

## Connecting communities

Our Community Development program utilises an Asset Based Community Development (ABCD) approach to identify strengths in our community (skills, capability, passions and knowledge) and to encourage residents to improve their lives and their community. Empowering communities delivers powerful and positive outcomes that are meaningful and long lasting.

# Community Development

Our Community Development team use a strengths-based approach called Asset Based Community Development (ABCD), which empowers residents to participate in and co-design their local community. Our initiatives focus on sustainability and resilience, working to develop an inclusive and cohesive community.

## New & Emerging Communities

Canberra's population surged past 420,000 in 2019 - the second fastest growth rate in the nation. This growth continues to drive development of new suburbs in the region. New and emerging communities generally lack the support networks, community structures and resources and connection to their local community that established suburbs have. Through a variety of initiatives, we assist these new communities and residents to connect and develop into strong, resilient communities with the foundations for growth in both economic and social capital.

We work closely with the ACT Government and other stakeholders, including the Suburban Land Agency and the Mingle program. Initiatives such as Young at Heart (a social seniors club), Diwali, EidFest, Molonglo Valley Markets, Community Fair Day, Book Club, Our Molonglo Valley community catch up, Garden Club and Community Christmas Carols have enabled social connections and helped to build community networks and connections.

## Infusion

Infusion is a mobile community morning tea that creates relaxed and informal spaces where people can come together to discuss what's important to them. Infusion is part of Communities@Work's community outreach, engaging community in their neighbourhood, connecting residents and sharing information about services to build community capacity.

“Without a sense of caring, there can be no sense of community”

Anthony J D'Angelo

## Tuggeranong Youth Forum

As part of our commitment to young people in our community, Communities@Work worked in partnership with the Tuggeranong Community Council (TCC) and YWCA to facilitate the Tuggeranong Youth Forum, which brought together senior students from schools across the ACT to discuss issues important to them. Utilising a world café approach, topics discussed in the forum included employment, environment, transport and safety.

## Community Morning Tea

A weekly Community Morning Tea has been established at the Tuggeranong Community Centre. Our focus is people who are vulnerable and suffering disadvantage, however the morning tea is open to anyone in the community. It provides a relaxed and friendly space for community members to come together and make new friends, hear guest speakers and participate in a variety of activities. Improving inclusion and community connection is a key goal of this initiative.

Gardening sessions bring communities together





*Families connecting at the  
Molonglo Valley Diwali Festival of Lights*



*Out of School Hours Care  
Coordinators at one of their  
ongoing training workshops*

# The Centre of Professional Learning & Education

Our registered training organisation

# The Centre of Professional Learning & Education

Our Registered Training Organisation (RTO 88148) specialises in delivering nationally recognised early childhood education and care qualifications and professional learning opportunities to support rewarding careers in children's services.

We use a flexible range of teaching and learning strategies that include face to face workshops, webinars, tasks, projects, distance learning, on-the-job training and study sessions. Our new online learning system, Canvas, has allowed us to use webinars to diversify the way we deliver training and assessment to our students.

In addition to training and assessment within both the CHC30113 Certificate III and CHC50113 Diploma of Early Childhood Education and Care, we also deliver a series of customised training options to our children's services to maintain professional development and sector quality.

## Ascend - Developing Future Leaders

Our Ascend traineeship provides a unique pathway to a rewarding career in early childhood education and care. The Ascend traineeship provides selected trainees with a bespoke learning experience, blending theoretical knowledge gained through completion of their Certificate III in Early Childhood Education and Care, with practical paid experience, working across Communities@Work's children's services and supported by experienced educators, teachers and mentors.

*I really loved the blend of theoretical and practical knowledge. I learned so much through the Ascend program.*

Lovleen Kaur, nominated for Trainee of the Year

## Building Partnerships

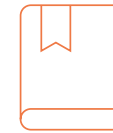
- **Canberra First Aid** - facilitation of first aid delivery for students and Communities@Work employees.
- **JCE Positive Outcomes** - coordination of a traineeship intake for selected employees into the Diploma of Leadership and Management.
- **Little Scientists Australia workshops** – a partnership whereby we are the only approved provider within the ACT and surrounding areas.
- **Australian Institute of Food Safety** - Food Safety Supervisor training courses.

## Small Registered Training Organisation of the Year Finalist

In recognition of our flexible delivery approach, we were short-listed as a finalist with the ACT Training Awards for **Small RTO of the Year**. This honour recognises the hard work of our RTO team and establishes us as a provider of quality within the ACT region.

# 35

Ascend students embarked on their children's services careers



# 72

enrolments within our Certificate III and Diploma courses

# 56



qualified educators graduated from these courses

# 267

educators enrolled in professional development courses



### *Our trainees said ...*

“Being able to train and work at the same time has been very useful because what you learn in class relates to what you practise in the childcare centre.

What I really like about the program is not just the class and the study, it's the extra support you get from the trainers.

I liked this better than CIT because you got a job while you were studying so you were working straight away. You were put into the deep end and that was a really good learning experience.

I like coming to classes because everyone's discussing what's happening in their centres and you can compare how each centre does things differently.

I love the support you get from all the teachers and their understanding that you're working full time and studying, so they want to help you as much as they can.”

*Ascend and Diploma trainees enjoy personalised weekly workshops*



*Volunteer at our  
Best Dressed Store*





# Our People

**Volunteers, supporters and employees**

We value the generous support of many volunteers, donors, sponsors, community partners and of course our employees, without whom we could not fulfill our mission to enrich the lives of people in the Canberra community in life-changing ways.





# Our Volunteers

Our 119 passionate and committed volunteers generously donate 319 hours each week to help us deliver important services to the community. These services make a genuine difference in the lives of thousands of Canberrans.

Our active volunteers are given on-the-job training relevant to their role and were nominated for the Profound Influence Award at the 2019 Volunteering Awards.

*Every week our volunteers help us change lives*

Community Pantries		
	<b>55</b> volunteers <i>170 hours</i>	<ul style="list-style-type: none"> <li>• Collect food donations</li> <li>• Help in our kitchens</li> <li>• Sort food donations</li> <li>• Serve clients</li> </ul>
Food Rescue		
	<b>3</b> volunteers <i>10 hours</i>	<ul style="list-style-type: none"> <li>• Collect donated surplus food from grocery stores</li> </ul>
Best Dressed Store		
	<b>42</b> volunteers <i>86 hours</i>	<ul style="list-style-type: none"> <li>• Sort donations</li> <li>• Serve customers</li> <li>• Create window displays</li> </ul>
Clothing Program		
	<b>5</b> volunteers <i>12 hours</i>	<ul style="list-style-type: none"> <li>• Assist clients with clothing selection</li> <li>• Sort donated clothing and accessories</li> </ul>

Program Support		
	<b>5</b> volunteers <i>17 hours</i>	<ul style="list-style-type: none"> <li>• Drive around Canberra collecting donations</li> <li>• Special projects &amp; tasks</li> <li>• Internal mail distribution</li> </ul>
Lifestyle Services		
	<b>7</b> volunteers <i>18 hours</i>	<ul style="list-style-type: none"> <li>• Assist with seniors' activities</li> <li>• Support disability clients</li> </ul>
Family Playgroup		
	<b>1</b> volunteer <i>3 hours</i>	<ul style="list-style-type: none"> <li>• Support Paint and Play playgroup</li> </ul>
Community Development		
	<b>1</b> volunteer <i>3 hours</i>	<ul style="list-style-type: none"> <li>• Assist with weekly community morning teas</li> </ul>



“ Volunteering for me, is a way to be a part of something that helps make a difference in someone else’s life, and enables me to get, in return, so much satisfaction and purpose in my life.

I have long thought that helping others is a part of the reason we are on this earth. To help others less fortunate than ourselves.

It takes the focus off our own menial problems, and allows us to make a worthwhile contribution to another person’s life.

I can’t think of anything better than helping a struggling parent put food on their table, to be able to feed themselves and their children. I also get a lot of satisfaction

working with like-minded volunteers, who all get pleasure from helping others with our time. Studies show that what we do is good for our health, and helps us live longer. It is good for our heart, it keeps our minds active, and it certainly picks up your spirit.

– Warren Wilson ”

# Our Community Partners

We gratefully acknowledge the generous support we have received from our many corporate and community supporters. Together, we have made a genuine difference in the lives of thousands of vulnerable and disadvantaged people in the community.

## *How Our Community Partners Help Us*

- Donate food items
- Run clothing drives at work
- Hold working bees
- Donate a percentage of service fees
- Donate resources and equipment to our high school
- Run fundraisers
- Provide grants
- Offer free or subsidised advertising space
- Establish a workplace giving scheme
- Offer subsidised or free professional services
- Offer subsidised rental fees
- Organise a Giving Tree to collect food and gifts at Christmas



*Thank you!*

**We couldn't do it  
*without you!***

**Australian Government**

Attorney-General's Department  
Australian Taxation Office  
Department of Agriculture  
and Water Resources  
Department of Education and Training  
Department of Finance  
Department of Health  
Department of Home Affairs  
Department of Human Services  
Department of Social Services  
The Treasury

-----  
ACT Block Grant Authority Inc  
ACT Government - Health  
Aldi  
All Homes  
Australian National University  
Australian Bureau of Statistics  
Australian Institute of Sport  
Bradley Allen Love Lawyers  
Bunnings Warehouse  
Calwell Shopping Centre  
Canberra Baptist Church  
Canberra Labor Club

Canberra Weekly  
Casey Market Town  
Canberra Toyota  
CCS Group Canberra  
CDC Data Centres  
Commonwealth Bank  
Cooleman Court  
Coles  
Council of the Ageing (COTA)  
Country Women's Association of Gungahlin  
Daana – Indian Restaurant  
Ernst & Young  
Embroiders' Guild ACT  
Face2Face Recruitment  
Families Australia  
FoodBank  
Goodwin  
The Green Shed  
Gungahlin Jets – Australian Football Club  
Gungahlin Marketplace  
Gungahlin Village  
Hands Across Canberra  
Hardwicks  
HBW – The Bodyworks  
Icon Water

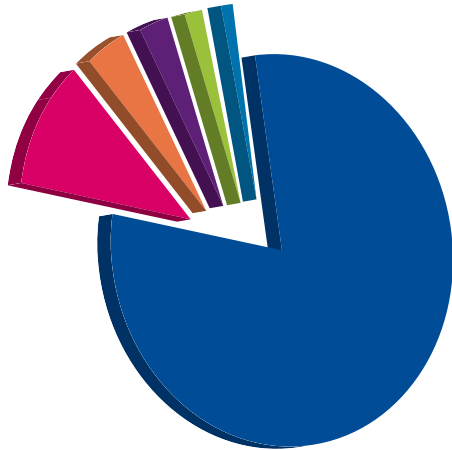
Independent  
Katy Gallagher  
Koomarri  
KPMG  
Lifeline Canberra  
Lions Foundation  
Mills Oakley  
Morgans Group  
Murrumbidgee Country Club  
National Disability Services  
Orange Theory Fitness  
OzHarvest  
Qirx  
RBD Home Maintenance  
Second Bite  
Share the Dignity  
The Snow Foundation  
SouthPoint  
St Andrews Canberra  
Sunset Cinema (IMB)  
Tuggeranong Arts Centre  
Tuggeranong 55 Plus Club  
Westpac  
Woolworths

# Our Employees

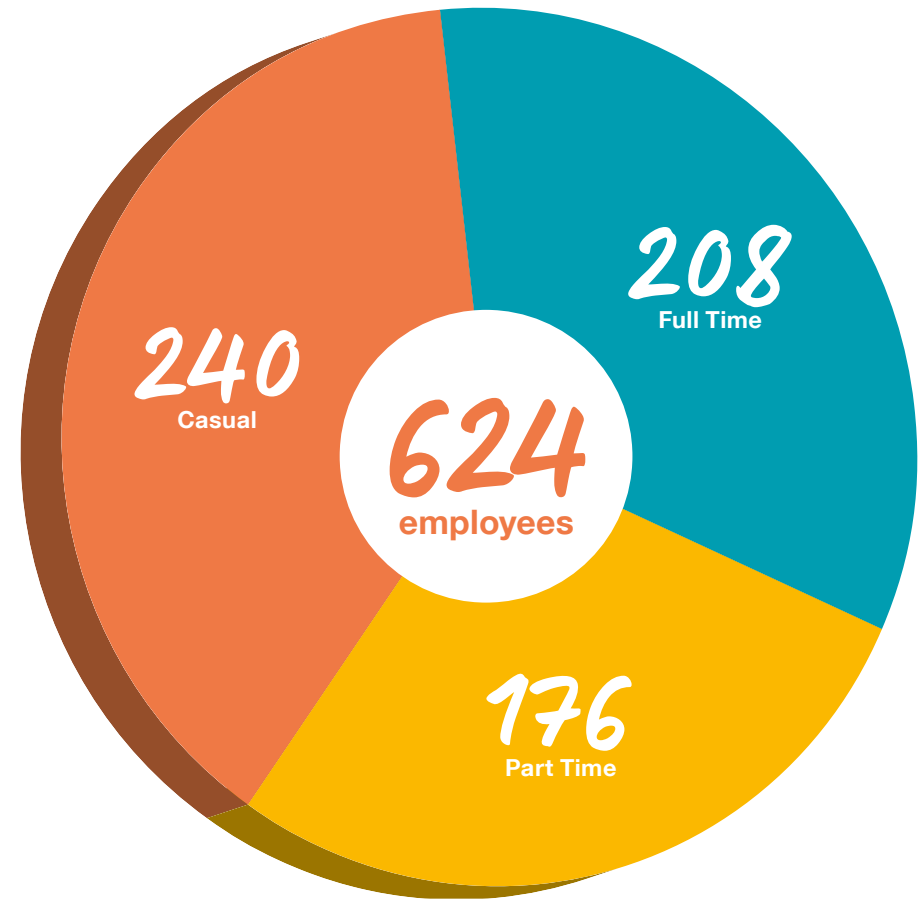
Our employees are simply the best – no more needs to be said! They work with us because they are proud of the difference they are making in the community and we are proud to be their employer of choice.

We are committed to becoming a centre of excellence and our priority in 2018-19 has been to provide flexible learning options for employees, encouraging them to seek learning opportunities for personal development and to promote career pathways.

Employee Numbers by Areas



499	67	25
Children's Services	Lifestyle Services	Organisational support
17	10	6
Galilee School	Social Programs	The Centre of Professional Learning & Education



## Some of our employees' roles...

- Accommodation case manager
- Administration officers
- Children's Services managers
- Client support coordinators
- Clothing and retail manager
- Community development
- Community pantry coordinator
- Disability support workers
- Early education & care trainees
- Educators
- Enrolments officers
- Engagement & outcomes facilitators
- Executive staff
- Family Day Care coordinators
- Finance and payroll officers
- High school principal
- High school teachers
- Human resources & recruitment
- Inclusion support officers
- Information technology officers
- Internal auditor
- OSHC mentors
- OSHC program coordinators
- Marketing officers
- RTO trainers & assessors
- Transport drivers
- Volunteer coordinator
- Wellness activities facilitators
- Youth workers

## Our employees said:

### How do you feel about Communities@Work?

“ I am proud to be a part of such an inclusive, passionate and rewarding organisation!!

Communities@Work is an amazing place to work. The overall culture of the organisation makes coming to work enjoyable and knowing the impact we have on the community is extremely motivational.

### What do you like most about working at Communities@Work?

“ Having the opportunity to help shape the next generation and always learning new things.

Working for an organisation that provides services to the most vulnerable in our community. It takes very special people to do the sort of work that some of the employees do and I feel very privileged to be able to work with people like that.

How welcoming and accepting everyone here is and how we are all dedicated to the same ultimate goal - to help our community.



*Abacus Child Care &  
Education Centre*



A large, light orange, semi-transparent number '9' is positioned on the left side of the slide, serving as a background graphic.

# Our Future

**Creating positive social impact**

# Looking Forward

Our social impact in the community is felt far and wide through the diverse range of programs and services we offer. How do we measure, report and communicate our social impact?

## Impact Framework

One of our strategic goals is to 'create positive social impact in our community and measure how social change has occurred'.

We have partnered with the Centre for Social Impact to design an Impact Framework to measure, improve and develop our programs and services.

## Measuring Social Impact

The value of measuring social impact is the ability to:

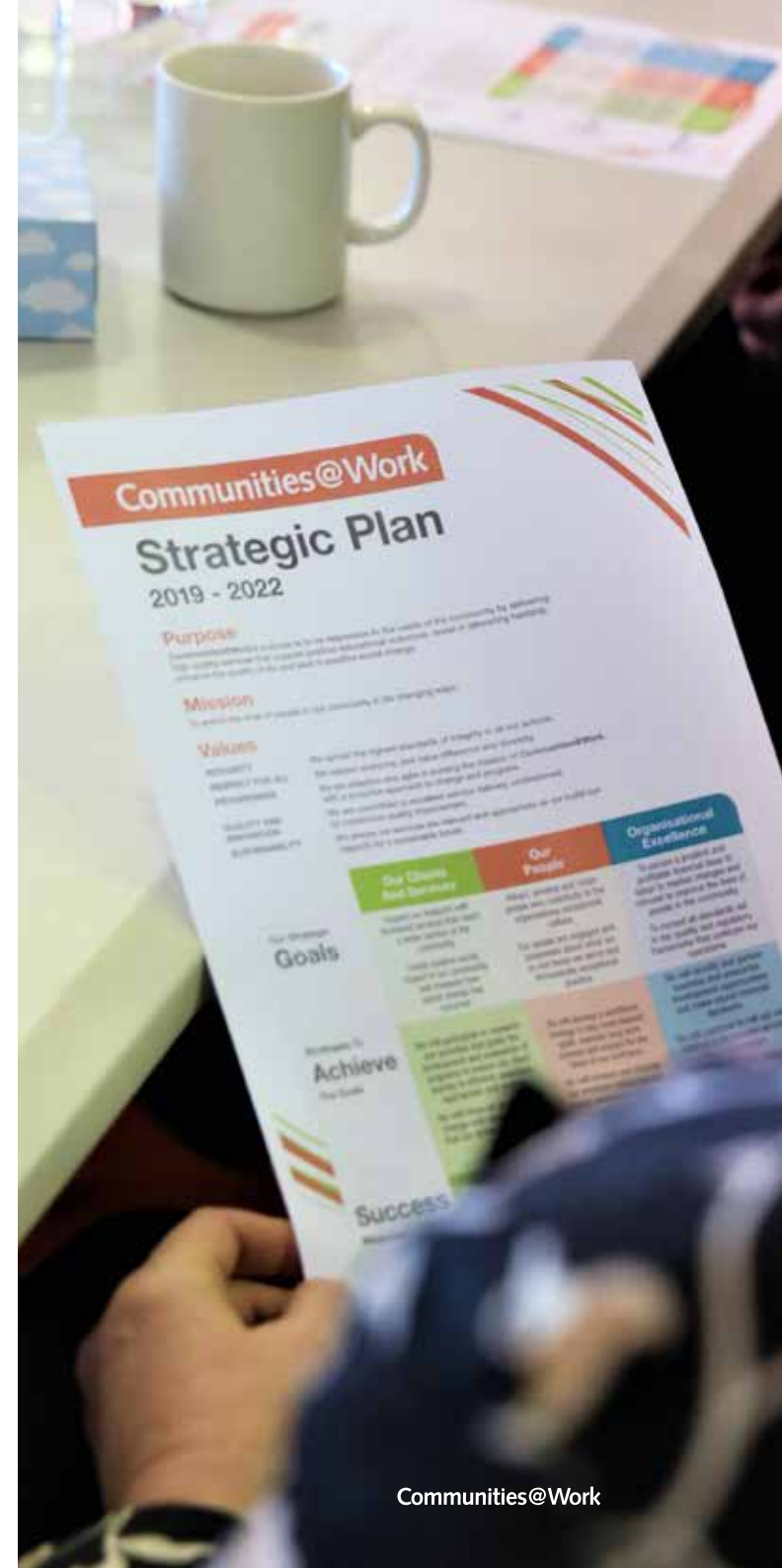
- ◉ **validate** and improve program and service models
- ◉ **identify** new and innovative ways of meeting client and community needs
- ◉ **confirm** value for investment in programs and services
- ◉ **ensure** our services make a real and lasting difference
- ◉ **tell** a new and compelling story to influence increased engagement and support

## Organisational Excellence

We will be focusing unreservedly on organisational excellence to meet our strategic goal to 'Exceed all standards set in the quality and regulatory frameworks that underpin our operations'.

We implemented a highly successful internal audit process and will continue to enhance our programs through this ongoing, continuous quality improvement approach.

Our goals are set high and we are confident we will be successful in meeting them.



## Strategic Plan

2019 - 2022

### Purpose

Communities@Work's purpose is to be responsive to the needs of the community by delivering high quality services that support positive educational outcomes, assist in alleviating hardship, enhance the quality of life and lead to positive social change.

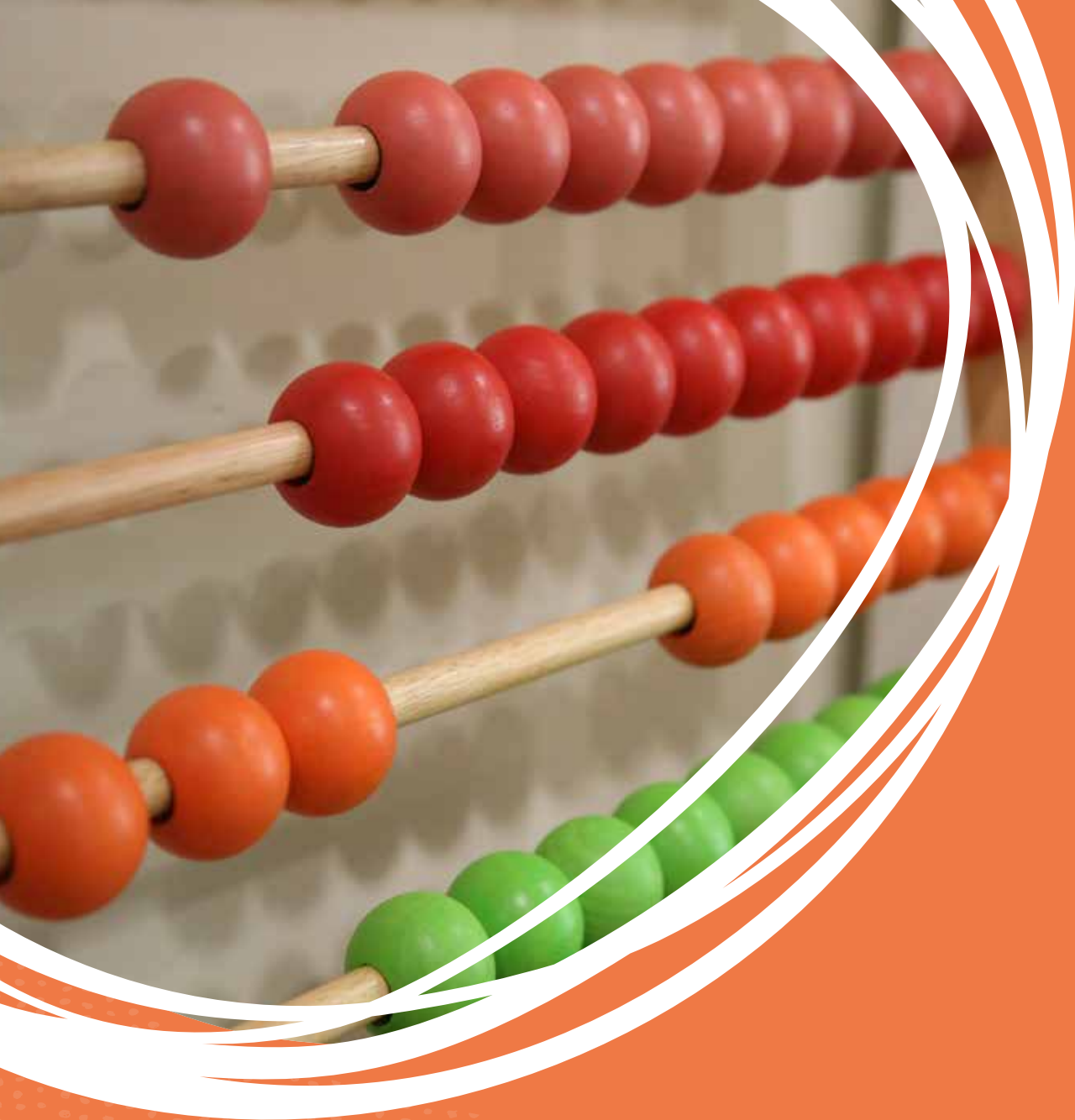
### Mission

To enrich the lives of people in our community in life changing ways.

### Values

- INTEGRITY** We uphold the highest standards of integrity in all our actions.
- RESPECT FOR ALL** We respect everyone, and value difference and diversity.
- PROGRESSIVE** We are adaptive and agile in pursuing the mission of **Communities@Work**, with a proactive approach to change and progress.
- QUALITY** We are committed to excellent service delivery, underpinned by continuous quality improvement.
- SUSTAINABILITY** We ensure our services are relevant and appropriate as we build our capacity for a sustainable future.

	Our Clients And Services	Our People	Organisational Excellence
<b>Our Strategic Goals</b>	Expand our footprint with increased services that reach a wider section of the community. Create positive social impact in our community and measure how social change has occurred.	Attract, develop and retain people who contribute to the organisation's exceptional culture. Our people are engaged and passionate about what we do and those we serve and demonstrate exceptional practice.	To secure a prudent and profitable financial base to adapt to market changes and reinvest to improve the lives of people in the community. To exceed all standards set in the quality and regulatory frameworks that underpin our operations.
<b>Strategies To Achieve The Goals</b>	We will participate in research and activities that guide the development and evaluation of programs to ensure our client journey is efficient, seamless, appropriate and positive. We will focus on positive social change with ideas and actions that are driven by everyday life issues.	We will develop a workforce strategy to help meet desired goals, maintain long-term success and prepare for the future of our workforce. We will measure and improve our employee satisfaction and clearly demonstrate our values to staff and volunteers.	We will identify and pursue business and enterprise development opportunities and make sound financial decisions. We will continue to roll out our internal audit process across the organisation. We will engage and collaborate with the community, the sector and government to better serve the region and our clients.
<b>Success Measures</b>	Feedback from clients indicates life changing outcomes have resulted from their interaction with our organisation.	We have a high retention of employees and positive feedback from satisfaction surveys.	We have made a positive contribution to the community and have evidence to demonstrate the impact.



# Our Financials

**A snapshot**

# Financial Snapshot

## Re-investing into Community

Over the past five years Communities@Work has reinvested every available dollar back into the community, even where financial performance has declined as a result. Cash holdings have reduced by an average of 4% per year since 2014, as we have increased our food, clothing and accommodation services and have welcomed larger numbers of disengaged students accessing our Galilee School.

## Revenue

(000's)

Fees from Education and Support Services

**83%** \$30,803

Government Grants

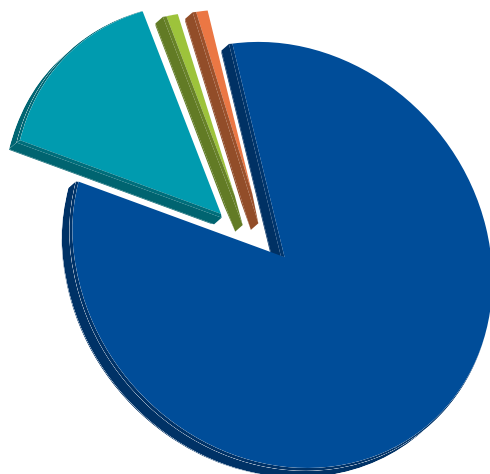
**15%** \$5,420

Fundraising and Donations

**1%** \$327

Other

**1%** \$298



## Performance Improvement

As a result of a corporate restructure and the establishment of a centre of excellence in 2017, our current financial performance has improved in 2018-19 – enabling us to undertake a collaboration with the University of NSW to better understand the changing needs of Canberra's most vulnerable and disadvantaged. This partnership will help inform future programs and assist the wider ACT not-for-profit community to deliver the most effective programs with available resources.

## Expenses

(000's)

Salaries and Wages

**76%** \$26,269

Administration and Other

**10%** \$3,333

Buildings and Maintenance

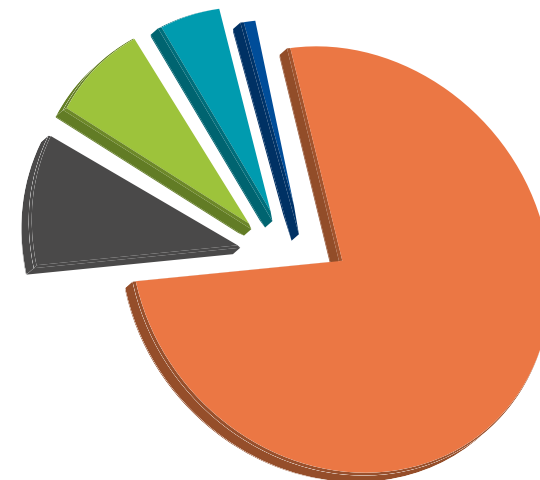
**8%** \$2,660

Direct Service Costs

**5%** \$1,614

Depreciation

**1%** \$525



Please visit the [Communities@Work](http://Communities@Work) website to view the full set of financial statements.

# Get Involved

**Communities@Work supports over 20,000 people in the Canberra community each year.**

Together, we can make an even bigger impact in the lives of the vulnerable and disadvantaged, low income families, the homeless, women and children fleeing domestic violence, at-risk youth, the frail aged and people with disabilities.

Every little bit helps.

## *Donate*

with a tax deductible donation and help us make a difference.

## *Sponsor*

us financially or through in-kind support with goods and services.

## *Volunteer*

and share your skills and experience, while doing and feeling good.

## *Fundraise*

by organising an activity through your business, work or school.

## *Partner*

with us and enhance your reputation, build stakeholder loyalty and closely connect with the community.

## *Christmas Appeal*

donate food or gifts or host a 'Giving Tree' to ensure families won't miss out on Christmas.

## HOW TO GET INVOLVED

**Visit** [commsatwork.org](http://commsatwork.org)

**Email** [admin@commsatwork.org](mailto:admin@commsatwork.org)

**Phone** 6293 6500



*KPMG staff generously donate several bins of clothing from a staff clothing drive*

Communities@Work

Better  
together

02 6293 6500  
[commsatwork.org](http://commsatwork.org)

