

It's about you. Always!
Communities@Work

Building Our **Capacity**

Annual Report **2010/2011**

A decorative graphic in the bottom left and center of the page. It features a series of small, dark grey dots forming a curved line that starts near the top left and curves downwards towards the center. To the left of this line, there are several larger, solid-colored circles in shades of orange and dark brown. To the right of the line, there is a series of smaller orange dots forming a curved line that starts near the bottom center and curves upwards towards the right edge. The background is a light cream color.

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Communities@Work

Building Our **Capacity**

Annual Report **2010/2011**

A decorative graphic in the bottom left and bottom center of the page. It features a series of small, dark brown dots forming a curved line that starts from the left edge and curves downwards towards the center. Scattered around and below this line are various-sized circles in shades of orange and dark brown. At the bottom of the page, there is a horizontal band composed of several overlapping, semi-transparent geometric shapes in shades of olive green, brown, orange, and yellow.



our vision

We aspire to the development of strong and socially inclusive communities that care for the wellbeing of all.

our values

Honesty, integrity and openness in our dealings

Care for all in our community

Justice and equity

Quality, innovation and cost effectiveness

Respect for independence and diversity

our mission

We are committed to delivering quality community services of social value and practical benefit.

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The Board

On behalf of the Board of Directors, I am pleased to present the Annual Report of Communities@Work for 2010/2011.

The 2010/2011 financial year was a very successful one for the organisation with many significant highlights.

The most outstanding highlight was the successful amalgamation of Communities@Work with Galilee Incorporated which has provided the combined organisation with a fresh capacity to deliver a broader and highly integrated suite of services to meet the needs of our community.

There were also a number of significant personnel changes during the year which were managed with great care and consideration. In particular, I wish to pay tribute to John Turner, former Chair of Communities@Work, for his strong leadership of Communities@Work over the past six years. I also wish to thank Maureen Cane (former CEO) who provided great innovation and direction to the organisation for ten years. It was the foresight and cooperation of Maureen with Lynne Harwood (CEO), which facilitated the amalgamation of Communities@Work with Galilee through a process which was well considered and seamless in its impact on operations.

The Board was pleased to formally appoint Lynne Harwood as the Chief Executive Officer of the newly amalgamated organisation. Lynne is a wonderful CEO to take over from where Maureen left off and the Board looks forward to continuing to work with Lynne into 2012 and beyond.

The Communities@Work Board of Directors also changed through the year. The newly constituted Board comprises some past Directors from both organisations prior to the amalgamation as well as newly recruited high profile individuals. The result is that we have a very engaged and dynamic Board with a professional and complementary skills set well suited to help direct the future needs of the organisation.

It is an exciting time for Communities@Work and I look forward with confidence to the year ahead, as the foundations of the amalgamation begin to yield significant dividends for the community we serve.



Archie Tsirimokos
Chair



Archie Tsirimokos
Chair (Oct - June)
Vice Chair (July - Oct)



John Turner
Chair (July - Oct)



Lynne Harwood
Company Secretary /
CEO (Feb - June)
Director (July- Nov)



John Nicholl
Vice Chair (Oct - June)



Gail Kinsella
Director (Dec - June)
Treasurer (June)



Clinton White
Director



Philip Basche
Director (Oct - June)



Alan Hodges
Treasurer



Mike Sullivan
Director



John Runko
Director (Oct - June)



Jill Robilliard
Director (July - Sept)



Maureen Cane
Company Secretary /
CEO (July - Feb)



Annette Ellis
Director (Sept - June)



**Alexander (John)
Turner** Director
(July - Sept)



Caron Egle
Director (June)

Building Our Capacity

2010/11 was a year of change for Communities@Work, characterised by the amalgamation with Galilee Inc which was completed on 30 June.

It's about you. Always!
Communities@Work

galilee
care that creates futures 



A Natural Blend

The amalgamation was announced in October 2010, with the Chair of Communities@Work's Board of Directors, Archie Tsirimokos, describing it as a 'natural blend.'

There are considerable synergies between the two organisations and the amalgamated organisation has improved capacity and enhanced capability to deliver services in response to community needs.

The amalgamated organisation has retained the name of Communities@Work and key Galilee programs have retained their identity under the Communities@Work umbrella. In March 2011, as part of the transition towards amalgamation, Lynne Harwood – the then CEO of Galilee Inc – was appointed CEO of Communities@Work.

Lynne succeeds Maureen Cane who is pursuing other opportunities after ten years at the helm of the organisation. In March 2011, Maureen was announced as Canberra Citizen of the Year in recognition of her outstanding leadership within the community sector. She was also awarded life membership of Communities@Work.

The amalgamated organisation will provide a wonderful opportunity to build on the synergies of various community programs and shape an exciting new future for Communities@Work.



Lynne Harwood, CEO Communities@Work and Maureen Cane, former CEO Communities@Work

“It has been a wonderful privilege to work in such an innovative and dynamic organisation, with dedicated and professional staff and a supportive Board of Directors. I am delighted to say I am leaving Communities@Work in excellent hands and with bright prospects for the future.”

- Maureen Cane



back office

Communities@Work (C@W) is a not-for-profit company limited by guarantee, governed by a volunteer Board of Directors.

We are a large community service organisation, coordinating services from 35 locations and delivering services to more than 12,000 people annually.

We have a paid workforce in excess of 400 staff and engage 150 self-employed family day care educators. We also harness the passionate commitment of around 200 volunteers.

The success of all of our programs is dependent on our organisational responsiveness and the effectiveness of our back office or organisational support in providing critical support services such as human resource management, information technology, marketing, fundraising, research and physical infrastructure.

Information Technology

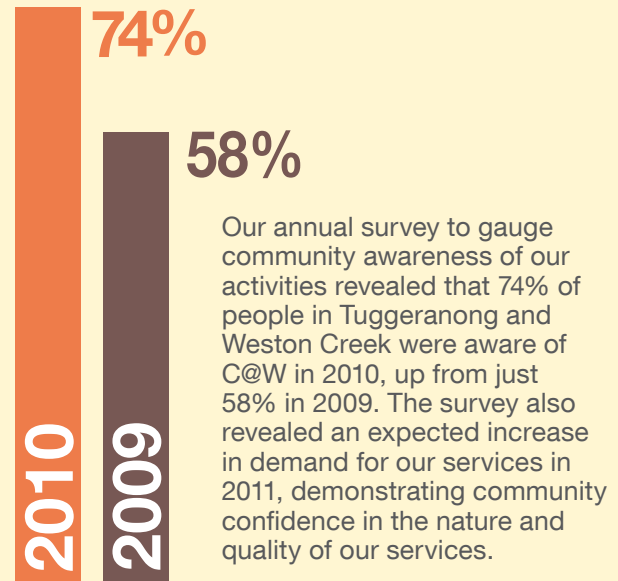
- Work commenced to redevelop the C@W website to enhance its functionality and user-friendliness.
- New data bases were developed to improve client and stakeholder relationship management.
- Computer servers and firewalls were upgraded, and VPN Networks were expanded.
- Multiple long range point-point wireless networks were established for OzHarvest Canberra and the Ngunnawal Child Care and Education Centre.
- A new ticket based helpdesk system was introduced.

Human Resources

- Our Human Resources Policies and Procedures were reviewed to take account of Fair Work Act matters and changes required due to the amalgamation of Galilee and Communities@Work.
- Greater emphasis was placed on occupational health and safety outcomes, including attention to condition audits provided by our health and safety officer.

There were **437** full time, part time and casual staff as at June **2011**.

Jump in Awareness of Communities@Work



High Level of Client Satisfaction

83%

of our clients are satisfied or very satisfied

In our annual client satisfaction survey, 50% of respondents gave our overall service a perfect score of 5/5 (very satisfied) while another 33% of clients gave our service a score of 4/5 (satisfied). Less than 6% of clients expressed any level of dissatisfaction with our service.

Marketing & Fundraising

- Our programs are funded through contracts with governments, fees for service, corporate sponsorships, philanthropic funds and donations. We are a public benevolent institution endorsed to receive tax deductible donations.
- A concerted effort was made to drive a more coordinated approach to marketing to ensure the effective integration of the C@W brand with the various program brands.
- Our visual style guide was reviewed to ensure the clear and effective presentation of our brand.
- Cross-program advertising commenced to enhance awareness of programs across a broader market.
- Increased focus was placed on corporate and community fundraising with the establishment of a Fundraising Taskforce comprising Board members and senior staff.
- A dedicated staff resource was allocated to prepare grant submissions and tender documentation.
- We implemented a *Help us Help our Community* campaign with the objective of encouraging increased donations, community fundraising, workplace giving and volunteering to support C@W programs.

Communities@Work programs were featured in the media on more than **1,400** occasions during the year.

it's about you. Always!

Communities@Work



Help us Help our Community

Canberrans have a strong track record in providing generous support to the less fortunate in our community.

With over 35 years experience, **Communities@Work** also has a strong track record in providing quality and dependable services to over **10,000** clients annually.

Together, we can make a difference to the lives of many people in need.

Partner with us today by phoning **6293 6572** or emailing mysupport@commsatwork.org
www.commsatwork.org

We welcome your support for all our programs. In particular we need assistance for:

OzHarvest Canberra: Rescuing excess food and distributing it to charities and refugees.

Galilee Foster Care: Offering a home to children where they feel loved, accepted and safe.

The Galilee School: An alternative education program for disadvantaged and at-risk young people.

YouthCARECanberra: Providing services to young people who are homeless or in need of one-on-one intensive support.

There are many ways you can help

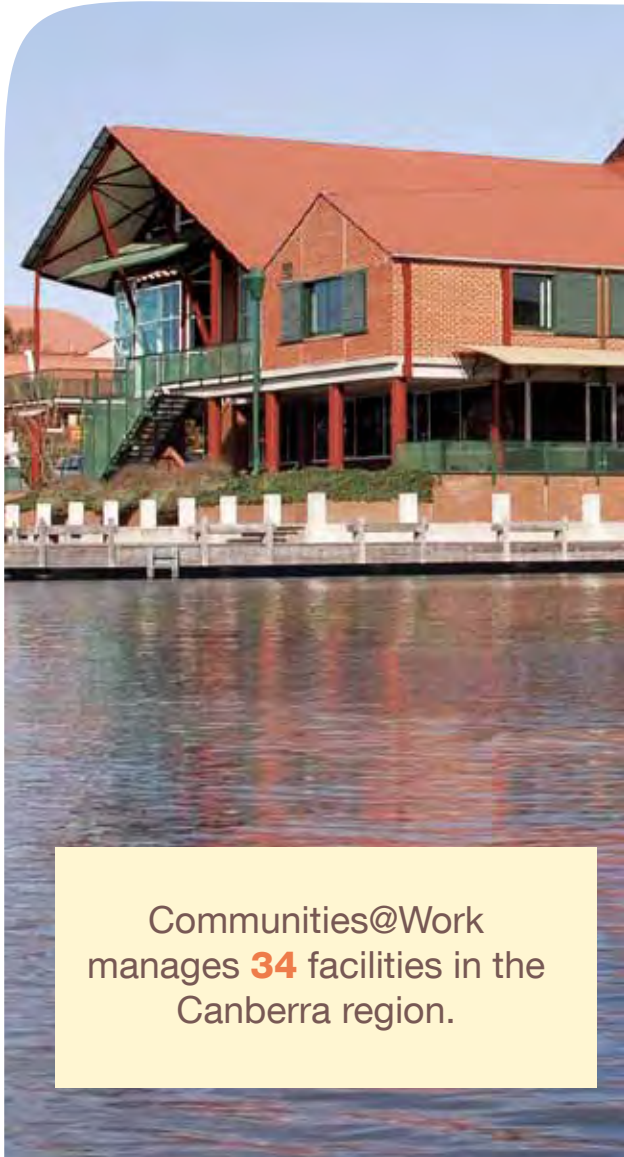
- Financial donations
- Sponsorship
- In-kind support
- Workplace giving
- Bequests
- Volunteering

Let your heart do the talking!






Facilities Management



Communities@Work manages **34** facilities in the Canberra region.

- We commenced refurbishment of the Galilee School at Lions Youth Haven, Westwood Farm, utilising a grant under the Commonwealth's Building the Education Revolution program.
- In June, OzHarvest Canberra opened a new headquarters at Lions Youth Haven, Westwood Farm.
- Due to the amalgamation with Galilee, the Pearce Community Centre was added to the group of facilities managed by C@W.
- We assumed responsibility for management of the Bonython Neighbourhood Hall.
- The Tuggeranong Youth Centre was refurbished.
- Family Day Care was relocated from Kett Street to Richardson Community House.
- Work commenced on the development of the 55+ Club at Greenway.
- The Jetty Café was refurbished with new cooking appliances and equipment.
- Nu Skills Learning and Development opened a new training facility with the support of a Vocational Education and Training capital grant.
- Procedures were developed for the implementation of an electronic maintenance asset management system.
- Under various government programs, upgrades were conducted at a number of centres including new kitchens, carpeting, painting and landscaping, and the provision of solar panels and photo-voltaic cells.



Lions Youth Haven Solar Joint Venture. Ms Cheryl Pollard Tandem CEO, Mr Lawrence McIntosh Principal of TJ Solen P/L, Mr Simon Corbell MLA, Lynne Harwood CEO C@W and Frank Brown Manager Youth Haven

- In April 2011, Simon Corbell, Minister for the Environment and Sustainable Development, launched the Lions Youth Haven Solar Joint Venture. The joint venture, between Lions Youth Haven, Tandem Respite Inc, Galilee School and TJ Solar Pty. Ltd is significant to the Westwood Farm which is dedicated to caring for disadvantaged youth.

Our Current Facilities

Abacus - Child Care and Education Centre	Lions Youth Haven: Galilee School - William Farrer
Appletree House - Child Care and Education Centre	- Boscos - OzHarvest Canberra - Men's Shed
Bonython Neighbourhood Hall	Monash - School Age Care & School Holiday Program
Bonython - School Age Care	Mt Rogers - School Age Care
Burgmann Forde - School Age Care	Narrabundah -Early Childhood Service
Burgmann Valley - School Age Care	Ngunnawal - Child Care and Education Centre
Calwell Neighbourhood Centre	Pearce Community Centre
Calwell - School Age Care	Richardson - Child Care and Education Centre
Care At St Thomas - School Age Care	Richardson Community House - Family Day Care
Chisholm - School Age Care	Stirling - Child Care and Education Centre
Cooleman Court Shops Unit T2/3	Taylor - Child Care and Education Centre
Duffy - School Age Care	The Jetty Cafe
Gilmore - School Age Care	Theodore - School Age Care
Gordon - School Age Care	Tuggeranong - Child Care and Education Centre
Greenway - Child Care and Education Centre	Tuggeranong Community and Function Centre
Illoura - Child Care and Education Centre	Tuggeranong Youth Centre
Isabella - Child Care and Education Centre	Wanniassa - School Age Care
Kambah - Child Care and Education Centre	Weston Creek Community and Youth Centre

Major Events in 2010/11



NuSkills Training Room Launch, Annette Ellis, MP and Noel Jenson former manager of NuSkills



Family Day Care Conference, Eliza Bindoff of Gowrie with Mem Fox



Just Change the Channel, cover shot

4 July

NAIDOC on the Peninsula

15 July Launch of the NuSkills training rooms by Annette Ellis MP

17 July

Stories, Games and Learning Family Day Care Conference

17 September

School Age Care Gala Day "Play for Life" at Viking Park

28 September

Launch of Connections@Cooleman by John Hargreaves MLA

6 October

Woden Community Festival

25 October

Just Change the Channel booklet launch

29 October

ACT Children's Service Awards

8 November

Bonython Neighbourhood Hall Launch by Minister Joy Burch

25 November

A Natural Blend – Announcement of C@W and Galilee Inc. amalgamation

27 November

Tuggeranong Festival

5 December

Volunteers Red Carpet Movie Preview

15 December

ActewAGL, Women in TransACT & C@W brighten Christmas for families in need

20 January

OzHarvest Canberra Cup Cake Day

13 February

OzHarvest Canberra Kiss for Community

21 February

Chefs Network Trivia Night for OzHarvest Canberra



OHC Cup Cake Day, Lindsay Crook from the Brumbies with Alex and Joshua McKernan



Grand Party in the Park - Presidents of all four seniors clubs with Minister Burch MLA

25 February

Canberra Show
Seniors Expo

1 March

OzHarvest Canberra
3rd birthday

11 March

Tuggeranong
Careers Expo

19 March

Tuggeranong
Parent Expo

20 March

Grand Party
in the Park

24 March

Seniors Expo Bus
Depot Markets

26 March

OzHarvest Canberra
Brumbies Home
Game

1 April

Dress as a
Teenager Day

15 April

Launch of RAP

14 April

Gugan Gulwan
expo/ open day

16 April

ActewAGL Galilee
School Project

20 April

NuSkills Graduation

21 April

Green environments
at Lion's Youth Haven:
Solar Joint venture at
Westwood Farm

29 April

Supporting Quality
Early Childhood
Education and Care
launched by Minister
Joy Burch MLA

11 May

National Volunteers
Week Celebrations

12 May

V –Commcafe for
staff and volunteers

27 May

Retirement Expo
at Epic

2010-11

Coordination of 6
Business Tuggeranong
meetings

Senior Staff Planning Day



In May a planning day for all senior staff was conducted. Our planning day focused on embracing the four elements of the FISH philosophy:

- Make their Day
- Choose Your Attitude
- Happiness and Joy
- Be Engaged

Volunteers Program



An estimated **50** new volunteers joined the “Communities@Work Volunteer Family” in **2010/11**.

Comments from volunteers after V-Commcafe and Volunteer Red Carpet events:

“We don’t want another certificate or a pat on the back. We’ve been wanting a voice and it’s good to see that C@W is opening the channels”

- V-Commcafe

“This is the most enjoyable event we volunteers had”

- Red Carpet Event *celebrating end of year 2010*

“It’s amazing to see so many staff, including senior management, to make us feel appreciated and valued”

- Red Carpet Event *celebrating end of year 2010*

Reconciliation

Our Reconciliation Action Plan was launched in April 2011.

The Plan was developed in close consultation with staff through a RAP Working Group and with a RAP Relationships and Advisory Group. This group included respected leaders with experience in engaging with the local Aboriginal and Torres Strait Islander (ATSI) community.



The RAP is built around three key themes: **Relationships, Respect and Opportunities**

- To build strong and meaningful relationships and partnerships with ATSI peoples
- To acknowledge and respect ATSI peoples and cultures
- To draw on the expertise and perspectives of ATSI peoples to inform our service development and delivery.

Under our RAP **relationships** theme we will:

- Identify all local ATSI organisations, traditional owners, Elders and community leaders, compile a related data base and train 25% staff in its use.
- Send a letter of introduction and our RAP to at least six traditional owners, Elders and leaders, encouraging collaboration.
- Develop and implement two Memorandums of Understanding with Aboriginal and Torres Strait Islander partner organisations.

- Invite at least two local Aboriginal leaders to provide us with relevant advice.
- Invite ATSI organisations to attend our events and accept invitations from ATSI organisations to participate in at least two events each year.

Under our RAP **respect** theme we will:

- Acknowledge Reconciliation and NAIDOC weeks
- Ensure all staff and Board members undertake Reconciliation Australia's online cultural awareness training and that all staff attend at least one cultural event annually
- Include the RAP in our Induction kit
- Display ATSI artwork in our reception areas and establish a collection of ATSI music, DVDs and books.

Under our RAP **opportunities** theme we will:

- Circulate all C@W job advertisements to ATSI networks
- Develop an employment strategy that articulates culturally appropriate employment practices and ATSI recruitment targets
- Deliver two community development projects which develop the capacity of local ATSI peoples
- Consult with ATSI organisations on the development of all programs that affect ATSI peoples.

To monitor **progress**, we will:

- Ensure the RAP Working Group meets four times annually
- Review the RAP Governance Framework annually
- Discuss RAP at regular executive, managers and staff meetings
- Provide quarterly RAP reports to the Board
- Include a RAP report in the annual report and publish it on C@W and Reconciliation Australia websites.



A woman with a plaid scarf and shirt is walking in a park, holding hands with others. The scene is bright and sunny, with a clear blue sky and green grass. A large yellow circle is overlaid on the image, containing the text 'caring for our community'.

caring
for our
community

Accredited Training & Flexible Learning

In **2010/11**, there were **461** enrolments in nationally recognised training courses conducted by NuSkills and **1925** enrolments in personal and professional development courses.



“I liked the flexible learning most, which allowed me to work while learning. I could apply what I learnt to my work. I also greatly appreciated the lectures by your very experienced trainers - they can pick up real examples while explaining things.”

Student response to 2010 SMART RTO survey

- NuSkills Learning and Development is a Registered Training Organisation managed by C@W.
- We deliver nationally recognised training, professional development and community education for the children’s services, youth, aged care and community services sectors.
- We are proud of our flexible, innovative training options that allow clients to *learn while you earn*. We understand that training needs are as unique as the student or organisation that requires them, and we are committed to providing customised training programs to meet specific needs.
- In July 2010, NuSkills conducted a conference for Family Day Care Educators in the ACT. The conference featured popular children’s author Mem Fox as a keynote speaker as well as Family Day Care Australia CEO Rhonda Bignell. Sponsored by the PSC, the conference was attended by 90 educators.
- In September 2010 NuSkills entered into a partnership with Calvary hospital to provide training to volunteers in the hospital. The project was titled *Reload Your Future* and gave participants the opportunity to attain units of competence from the Certificate II in Community Services.
- In 2010 NuSkills was highly commended in the category of Small RTO of the Year in the



Our 2011 annual graduation ceremony was attended by **56** graduates and **150** guests.

ACT Training Excellence Awards. NuSkills was also shortlisted as a finalist in the category of Training Initiative, and C@W was shortlisted as a finalist for Employer of the Year.

- NuSkills entered into a training arrangement with Migrant and Refugee Settlement Services and also assumed responsibility for the delivery of C@W's Community Education Program. The program caters for clients from low socioeconomic backgrounds and delivers practical parenting skills. The Program was renamed Parental Pathways and involves partnerships with organisations such as Marymead Child and Family Centre. The program is expected to cater for more than 100 clients annually.
- In early 2011, NuSkills won funding under the federal Productivity Places Program to train a further 13 Family Day Care educators in the Certificate III in Children's Services.

You are invited to the launch of an innovative new training program by Minister Joy Burch MLA

Gateway Certificate 1 - Workskills for Life!

Conducted by NuSkills Learning and Development in partnership with Koomarri

This partnership is unique to a Canberra disability service and will provide Canberrans with a disability with access to training and support needed to maximise their independence and capacity to enjoy their place in a truly inclusive society.

When: Wednesday 10 August 10.30 am
Where: Koomarri, Cnr Launceston & Callam St, Phillip

Click here to RSVP by 8 August

  
 NuSkills is managed by Communities@Work

- In May 2011, NuSkills commenced delivery of the Certificate I in *Workskills for Life*. This pilot project is a partnership with Koomarri and will train eight school leavers with disabilities to engage with work in a mainstream setting.

Rescuing Food for the Needy



In 2010/11, OzHarvest Canberra rescued **151,747 kilograms** of food which provided **472,136 meals** to vulnerable people in the community. That's almost **1,300 meals a day!**

OzHarvest Canberra has over

90 food donors & delivers food to

60 charities, shelters and refuges

- OzHarvest Canberra rescues excess food from supermarkets, corporate offices and institutions and delivers it free of charge to charities and refuges in Canberra, Queanbeyan and Yass who provide meals to people in need.
- In addition to providing meals for disadvantaged people, the service generates significant environmental benefits by preventing thousands of kilograms of food from being dumped as landfill. It also allows charities to reallocate funds originally budgeted for food to other worthwhile purposes such as client rehabilitation and training.
- OzHarvest Canberra operates with the support of 2 full time staff, 4 casual staff and the passionate commitment of over 30 active volunteers. It costs OzHarvest Canberra less than \$1 to deliver enough food for one meal.
- Our volunteers were Highly Commended at the ACT Volunteer of the Year Awards
 - Peter Groves was winner of the Community Service Category in recognition of his outstanding voluntary service to the ACT and wider Canberra region community.
 - OzHarvest Canberra Volunteer Team received a Highly Commended Award in the Team Category.



In June 2011, OzHarvest Patron, Therese Rein, officially opened our new Headquarters at Westwood Farm in Kambah.

“OzHarvest is **common sense** at its best. It stops waste. It takes something of apparently no value - rescued food - and makes it incredibly valuable to the thousands of people it feeds across Australia every year.....those who may otherwise not have access to healthy and nutritious food, or food at all.”

- Therese Rein, Patron of OzHarvest Australia



Tony's Place

The Bridge Back To Life Foundation, affectionately known as Tony's Place, offers group home supported community living. The 'One-Stop' outreach service caters for up to six hard-to-engage, hard-to-assist young homeless males aged 18-25 years of age for up to three to six months within the ACT region.

Our intervention program aims not just to provide a bed for homeless young men, but to help them get their lives back on track through education, vocational training, teaching living skills and access to medical care.

All of this could not be achieved if we did not have the support of OzHarvest Canberra. Their yellow vans dash around Canberra delivering life-saving meals of hearty stew, bread, fresh fruit, juice and milk to help address the escalating number of people in the community who need food assistance.

The volunteers of OzHarvest Canberra are down-to-earth, wonderful citizens who might just as easily be students, mothers with school age children, former teachers, church groups - just ordinary members of our community. The one thing they have in common is the desire to help others. I personally can confirm that all the young men who reside at Tony's Place look forward to that yellow van pulling into the drive way.

The support of OzHarvest Canberra is invaluable as our project is a grass-roots program with no money, only the caring hearts and helping hands of those from OzHarvest who make a positive difference in the lives of all young men who reside at Tony's Place.

Thank you OzHarvest Canberra
(Tony's Place)

Tuggeranong Men's Shed




Australian Men's Shed patron Tim Mathieson with Tuggeranong Men's Shed Members

- During the year, membership of the Tuggeranong Men's Shed increased to 60 members.
- The ACT Government's commitment to find a dedicated home for the shed came to fruition with space allocated in the building plans for the new Tuggeranong Archery Club in Greenway.
- On 14 June 2011 the Tuggeranong Men's Shed celebrated Men's Health Week (13-19 June) by participating in an event called "Spanner in the Works". This event was held at the Tuggeranong Sea Scouts. Guest speakers included Australian Men's Shed patron Tim Mathieson, Minister Joy Burch MLA, Warren Snowden MP and C@W's CEO Lynne Harwood. A light lunch was provided to guests and free men's health checks were available to those who wished to participate. The event

was a great success with over 30 Tuggeranong Men's Shed members in attendance and over 50 guests including media.

MEN'S HEALTH WEEK

13-19 JUNE



Celebrating Men's Health Week is one of the best ways of recognising the resourcefulness, determination and wisdom of Australian men in their efforts to build healthy environments, often in the face of significant adversity, disadvantage and neglect.

To celebrate Men's Health Week join us for

"Spanner in the Works"

Light Lunch


with Mr Tim Mathieson & Warren Snowden MP as Guest Speakers

11.30 am till 12.45 pm Tuesday 14th June 2011

Where: The Tuggeranong Men's Shed
At the Tuggeranong Sea Scouts Hall,
Mortimer Drive Greenway

RSVP: Karen Jesson by Phone: 6287 2522 or
email karen.jesson@commstwork.org

It's about our Men's Communities@Work



Community Information Hubs

- Building on the success of the Weston Creek Community Hub in Cooleman Court Shops, in July 2010 the Community Development team worked with local networks to establish the Lanyon Community Information Hub at Lanyon Marketplace.
- The Hubs are held weekly and are a relaxed and informal way to connect with the community. They provide direct access or referral to a wide range of services, programs and/or activities and generate valuable feedback on a range of topics or issues.



LINKING LANYON



**THE PLACE TO FIND INFORMATION
ON SERVICES IN YOUR LOCAL AREA.**

When: Wednesday 2.00 pm to 4.00 pm
Where: Lanyon Market Place

For further information call
6126 9000 or 6293 6500

www.commsatwork.org

MANAGED BY COMMUNITIES@WORK

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Communities@Work



Proudly supported by
Lanyon Marketplace

Weston Pram Pushers and Weston Paint and Play



- In response to research indicating a perceived low rating on the early development index for children in Weston Creek, C@W's Community Development program - in partnership with ACT Government Early Intervention and Prevention Service from the Tuggeranong Child and Family Centre - held a forum to explore the early childhood experience in Weston Creek. The forum reviewed the current factors influencing development in the early years in Weston Creek and explored the current agency links within the suburbs.
- In response to the forum the Community Development team developed two new groups - Weston Pram Pushers which commenced in June and Paint and Play due to start in mid July.



50+ Network

The Community Development team worked in collaboration with the ACT Government to determine the services and activities required by people aged 50+ to help them live comfortably in their own homes and community.

- The 50+ Network commenced in July 2010 as a pilot project in Weston Creek and was designed to look at the lifestyle needs of those 50+ living in Weston Creek. The program researched the needs of those 50+, provided social activities and an Information and Advisory Service.
- A survey response rate of over 50% demonstrated strong community interest in the project which generated valuable information for the Government to guide the future planning of services for Canberra seniors.



Energy Outreach Program

The Energy Outreach program commenced in July 2010 as a pilot project in collaboration between the Community Development team and the ACT Government.

- The program is designed to assist those in need to reduce energy consumption and in turn reduce the associated costs.
- Initiatives include home energy assessments, replacement of old, inefficient white goods with more energy efficient models and home education.

In 2010/11, the pilot project for Energy Outreach assisted **77** clients to become more energy efficient.



Women's Neighbourhood Group



The Women's Neighbourhood Group is a friendly, informal social group for women of all ages. The group positively encourages women who are socially isolated. The reasons for isolation are varied, but often relate to health, marriage, family breakdown or loneliness issues.

Throughout the year, the group has been involved in a range of activities including:

- Helping Emergency Services such as the hospital, AFP and Galilee Foster Care with crocheted rugs, baby clothes, teddy bears
- Donating face covers to the rural fire department, AFP and the Canberra Hospital
- Donating 'Operation Christmas Child' shoe box sized goodies for children in third world countries
- Involvement in local festivals such as the Tuggeranong Festival.

The women in the group really enjoy what they do and are proud to participate in the community. In April 2011 the Women's Neighbourhood Group celebrated its 18th birthday and very much look forward to another year of active community involvement.





nurturing
children &
supporting
families

Children's Services



Communities@Work is the **largest provider** of children's services in the ACT.

C@W is the largest provider of children's services in the ACT, operating 12 child care and education centres, 20 before and after school care programs, two school holiday programs and a family day care/in-home care scheme comprising 150 approved educators.

C@W encourages and supports our children's services educators to engage in professional development on many levels. There are opportunities to attend workshops on relevant topics delivered by experts in the field as well as accredited training ranging from the Certificate III and Diploma in Children's Services, Certificate IV Training and Education, and a Diploma in Business Management. There is also provision for our educators to obtain University Sponsorships to undertake a Degree in Early Childhood Education. We believe professional development delivers as

many benefits to our organisation as it does to the individuals involved.

Our children's services are well placed to implement the improved child staff ratios being introduced as part of the National Quality Framework from January 2012. The 1:4 staff/child ratio for children under two has been on our agenda for the past twelve months with many of our child care and education centres already operating to the improved ratio. The ACT Government provided grants to upgrade nappy change areas in some of our centres and this will increase their number of infant places from 10 to 12.

The new Framework for School Age Care, *My Time Our Place*, was launched in August 2011 with the new Assessment and Rating process to be introduced along with National Regulations in 2012.

Child Care and Education Centres

Around **900** children and **800** families enrolled in our child care and education centres in **2010/11**.

- During the year, we operated twelve child care and education centres in Parkes, Wanniassa, Greenway, Isabella Plains, Kambah, Narrabundah, Richardson, Ngunnawal and Stirling.
- The Abacus Child Care and Education Centre expanded to become the largest child care and education centre in the ACT, with the maximum number of licensed places catering for 143 children across nine play rooms.
- In addition, we assumed responsibility for services at the Narrabundah Early Childhood Service.



Launch of Building Blocks for a Brighter Future. Minister Joy Burch MLA and Lee Maiden, Executive Director, Children's Services.

- In April 2011, Minister Joy Burch launched Supporting Quality Early Childhood Education and Care – the Building Blocks for a Brighter Future at Illoura Child Care and Education Centre. This booklet outlined the ACT Government's commitment to a range of initiatives to assist children's services meet the new National Quality Standards.



'It is the trusting relationships formed with all children that brings me to work every day. Nothing beats being greeted in unison by 21 children with grins from ear to ear.'

Julia (educator)

- We were proud to produce the booklet *Just Change the Channel*, comprising a series of quotes from children on caring, happiness and respect. The booklet linked to the 2010 Children's Week theme, *A Caring World Shares*, and was launched by the Children and Young People Commissioner, Alasdair Roy.
- In October 2010 our Isabella Plains Centre received an award for excellence in the provision of quality care and education through its commitment to inclusion.
- Our Appletree House and Illoura Centres were successful in obtaining ACT Health funding for a Kitchen Garden project. The children have enjoyed wonderful experiences through growing, harvesting and preparing nutritious food.

'My children have suffered from various illnesses which require special care. The educators always try to make sure that what is being offered to other children can be adapted to suit Charlotte as well.'

Sonia Ducker (Parent)

'I like playing with everything. I like singing. I like eating lunch when I'm hungry. I like my friends. I can play hide and seek. I like ABCDEFG. Even...um.. I do it all at child care.'

Rhys (aged 4)

Family Day Care and In-home Care

Our Family Day Care Scheme offers quality child care in the private homes of approved educators. Alternatively, in certain circumstances, our in-home care option provides for the care and education of children in their own homes.



During **2010/11**, **177** educators provided care and education to **928** families and **1,160** children under our Family Day Care / In Home Care Scheme.

'I just want to thank you for the fantastic job you are doing! You are going beyond the 'norm' of what my family day care experiences have been. Every day Lincoln is so excited to be coming to care and the days he is not joining you, he is asking for you. I couldn't be happier with every single aspect of Lincoln's days with you.'

Corrinne (parent)

- C@W has the largest and only self-employed Family Day Care Scheme in the ACT.
- C@W's Family Day Care Scheme was nominated for commitment to excellence in the 2010 ACT Children's Services Awards.
- A review of Family Day Care has provided more strategic direction for the future of the scheme and our five year plan will enhance community awareness of Family Day Care Options and further improve orientation processes.
- In Home Care is a flexible form of child care whereby an approved educator provides care in the child's home. In-Home Care targets families with children who cannot be cared for by other child care services or whose circumstances mean that an existing child care service cannot meet their needs.



School Age Care

In **2010/11**, our School Age Care programs catered for the needs of some **700** children from **535** families.

- We operated 13 After School Care programs, 7 Before School Care programs and 2 school holiday programs during the year.
- Eight of our After School Care programs received funding from the Australian Sports Commission to participate in the Active After School Communities Program. This encouraged children to be active in a range of sports and dance experiences.
- Considerable effort was devoted towards embracing the new National Regulations and Out of School Hours Framework, *My Time, Our Place*, which will come into effect in January 2012.

‘I have always been happy with the program, especially the staff. The team runs fun programs, taking the individual needs of all children into account. I firmly believe they treat each family with respect and care. The staff have provided exceptional support to my family and the children consider the team a part of their family. I would not change anything.’

(Family feedback)



ACT Inclusion Support Agency



In **2010/11**, the ACT ISA, in partnership with educators, directly facilitated the inclusion of **220** children into early and middle childhood settings.

‘I would just like to remind you what an incredible support you are to me! Thank you! You are doing a brilliant job!’

Brindabella Early Learning Centre

Inclusion Support Facilitators, in partnership with early and middle childhood educators, developed over **500** service support plans to assist the inclusion of all children.

- The ACT Inclusion Support Agency (ISA), managed by Communitiies@Work, assists children’s services to create inclusive environments for all children and their families.
- Particular support is available for children from diverse cultural and linguistic backgrounds, Aboriginal and Torres Strait Islander children, children with refugee status and children with a disability.
- In partnership with Dr Miriam Giugni and Inclusion Support Facilitators from around the country, the ISA developed a resource designed to help Inclusion Support Facilitators engage with the Early Years Learning Framework.
- Members of the ISA team presented their action research Project, *At Least Five Ways to Get Somewhere in Canberra*, at the Victorian Professional Support Coordinator ISF state wide training day.
- The ISA worked closely with Disability ACT to provide a collaborative approach to resourcing children’s services to assist the inclusion of children with disabilities in school age care settings.

ACT Professional Support Coordinator



- The ACT Professional Support Coordinator (PSC), managed by C@W, continued to provide high quality professional development and support opportunities for children’s services. It also played a pivotal role supporting services to implement the Early Years Learning Framework and preparing child care educators for their changing roles under the National Quality Agenda.
- In October 2010 we celebrated with our 450 children’s services professionals and key stakeholders at the ACT Children’s Services Awards held at Parliament House of Australia.
- The ACT PSC supported families and children from culturally and linguistically diverse backgrounds settle into the care environment through the placement of Bicultural Support

Workers. Families with a Chinese, Indian, Arabic and Greek Russian heritage were supported this year. Currently there are 31 Bicultural Support Workers in the program.

“Just to say thank you to you and your team for a spectacular Awards Night. You made all of us Early Childhood Professionals feel very special the minute we walked in. The opportunity to be recognised and acknowledged for the joyous work we do everyday for children and families was wonderful!”

Robby McGarvey, Director Manuka Childcare Centre

Emergency Relief

- Emergency Relief assists vulnerable people seeking urgent financial support. Woolworths Essentials Cards are our prime method of providing assistance, allowing people in need to purchase groceries and pantry staples. Additionally, Emergency Relief offers chemist prescription vouchers, nappies and bus tickets.
- Under the Telstra Bill Assistance Scheme, we assisted 41 vulnerable people on one or more occasions throughout the year.

In **2010/11**, our Emergency Relief Program supported **1,839** vulnerable people in the Canberra community.



“I love the new room to access Emergency Relief. It’s so much more private than sitting in the lobby. I feel so comfortable and I really like the workers. I know that they are there for me and are really listening when I talk to them.”

Emergency Relief Client

InTouch



- InTouch, previously Galilee Transport and Supervision, offers transportation for babies, children and young people in out-of-home care within the Canberra region. The program offers transport to and from school, specialist appointments, sporting events and contact visits with birth parents and other family members.
- InTouch also provides a supervision service, whereby a staff member attends contact visits between a child and their birth parents, siblings or family members. In addition, the Galilee Contact House offers a safe place for facilitated contact sessions between children and parents with whom they are not living.

InTouch provides services for approximately **200** children and is available seven days a week, 365 days a year.

In 2010/11 InTouch had **21** staff.

Galilee Foster Care

Galilee Foster Care (GFC) facilitates the placement of babies, children and young people with foster care families in the Canberra region.



Galilee Foster Care benefited from Dress as a Teenager Day with a wide variety of organisations getting behind this fundraiser. A VIP Fashion Parade was conducted which received significant media coverage, to build awareness.

- Children are referred to GFC by the ACT Office for Children, Youth and Family Support because their families temporarily or permanently are not able to care for them.
- Children may be in foster care for a few days, a few months, or long term. Wherever possible, GFC aims to restore children to the care of their families, however some children remain in care until they reach independence.
- Foster Care is quite a female dominated environment and Galilee was pleased to welcome its first male trainer during the year.
- With a small donation from Westpac, the Foster Care team was able to purchase starter packs with baby items, nappy bags, bottles, blankets, bibs, singlets, wipes, and toys. In addition, drink bottles and lunch boxes were purchased to add to the Buddy Bags that we received from the Alannah and Madeline Foundation.
- With a focus on maintaining cultural identity and a sense of belonging, nine of our Indigenous children attended NAIDOC week events.

In 2010/11 Galilee Foster Care had **60** children in foster care families.

There were **49** carers participating in the program.

Case Study

'Tommy'* was just about to turn three years old. His birthday was in May. Tommy was pretty excited as his Foster Parents had told him that he was going to have something very special happen on his birthday....something called a "birthday party"!

Tommy had never had a birthday party, so he didn't really know what it was all about. He had heard that he was going to get to open presents and have some lollies and blow out a candle on a cake. He didn't really know why this was going to happen, but his Foster Parents told him that this was because it was his special day and he needed to be celebrated!

This year, the Galilee Foster Care team was privileged to be invited to Tommy's very first birthday party where he was showered with presents, blew out his candles for the very first time, and had 'Happy Birthday' sung to him! There was a great big smile on his face which made everyone's day.



Family Links



In 2010/11 the Family Links Program provided services to **110** adults and **130** children.

- Family Links (formerly Richardson Family Links) is funded by the Department of Families, Housing, Community Services and Indigenous Affairs. The program is designed to provide coordinated and intensive support to parents and children who are vulnerable, at risk or disadvantaged.
- The program has received funding for a further three years and has been revamped to enable us to provide services to a broader section of the community. The program's change of name to Family Links reflects its broader operations and it is now integrated more closely with the SuperGrands program based at Pearce.

Parenting Matters

In **2010/11**, **162** parents attended our individual parenting sessions and **151** parents attended our community skills training sessions.

606 children and **414** parents attended our Parenting Matters Playgroup over **48** sessions.

We received **92** new referrals during the year.

- Our Parenting Matters (PM) Program is about supporting parents. We provide practical and easily accessible support to families to develop skills that promote and maintain positive parent/child relationships.
- The Richardson Hub, which includes Parenting Matters, organised the Richardson Community Festival which was held at the Richardson Primary School in December 2010.



‘Talking to Parenting Matters has really helped me deal with my son’s behaviour. I have learnt to stop and think about my child’s behaviour and stay calm. This has made a big difference for me and I am noticing an improvement in my son’s behaviour.’

(Mum with son aged 5)

Family Support

In **2010/11**, the Family Support Program received a record number of referrals and delivered **4,500** hours of service to the community through high level case management.

- Our Family Support Program assists families who are experiencing family crisis situations, relationship difficulties, financial hardship, domestic violence, housing difficulties, lifestyle difficulties and problems with communication and conflict.
- We have close partnerships with numerous services and work closely with the ACT Care and Protection unit within the Community Services Directorate. We also work with ACT Housing through the Connecting Families Project which focuses on early intervention case management for vulnerable families.



A Client's Story:

'Rose'* is a single Mum of two children, a 13 year old boy and an 8 year old girl. Rose has no family network in Canberra. She has been supported by a variety of C@W programs since 2008, as both she and her children have learning difficulties and a social disorder. Rose had also suffered abuse at the hands of the children's father.

In late 2010, due to some concerning allegations made by the children's father, Rose's children were removed from her care by Care and Protection. Rose went into a downward spin. She was highly stressed, depressive, and needed help, advice and direction.

It was at this time that Rose approached C@W's Family Support Program. The Case Manager supported Rose through the long process of Police and CPS interviews. Legal Aid became involved and Rose was then supported through a long court battle. In early 2011, Rose was cleared of all allegations, and her two children were returned to her care. Rose has said that without the intensive support of the Family Support Case Manager, she would not have been able to work her way through the process to get her children back.

Rose and her children are now doing very well. They are no longer Family Support clients, as the care and support that Rose experienced through the process helped her to reach a place where things had settled and she came to the realisation that she no longer needed continued involvement from Family Support. It was an empowering experience for Rose to come to the understanding that she was in a place in her life where she could safely go on alone. Her next goal is to learn how to drive and to buy herself a car!

(* Name has been changed for privacy purposes)



SuperGrands

“My SuperGrand has supported me to get organised and my days now have some routine. I make time each day to sit with the children while doing their homework. The children know what is happening and are able to help with making lunches and packing their own school bags at night.”

SuperGrand client

“SuperGrands offers me the joy to be involved in the community in a very intimate and personal way. I feel like I’m making a difference.”

SuperGrand Volunteer

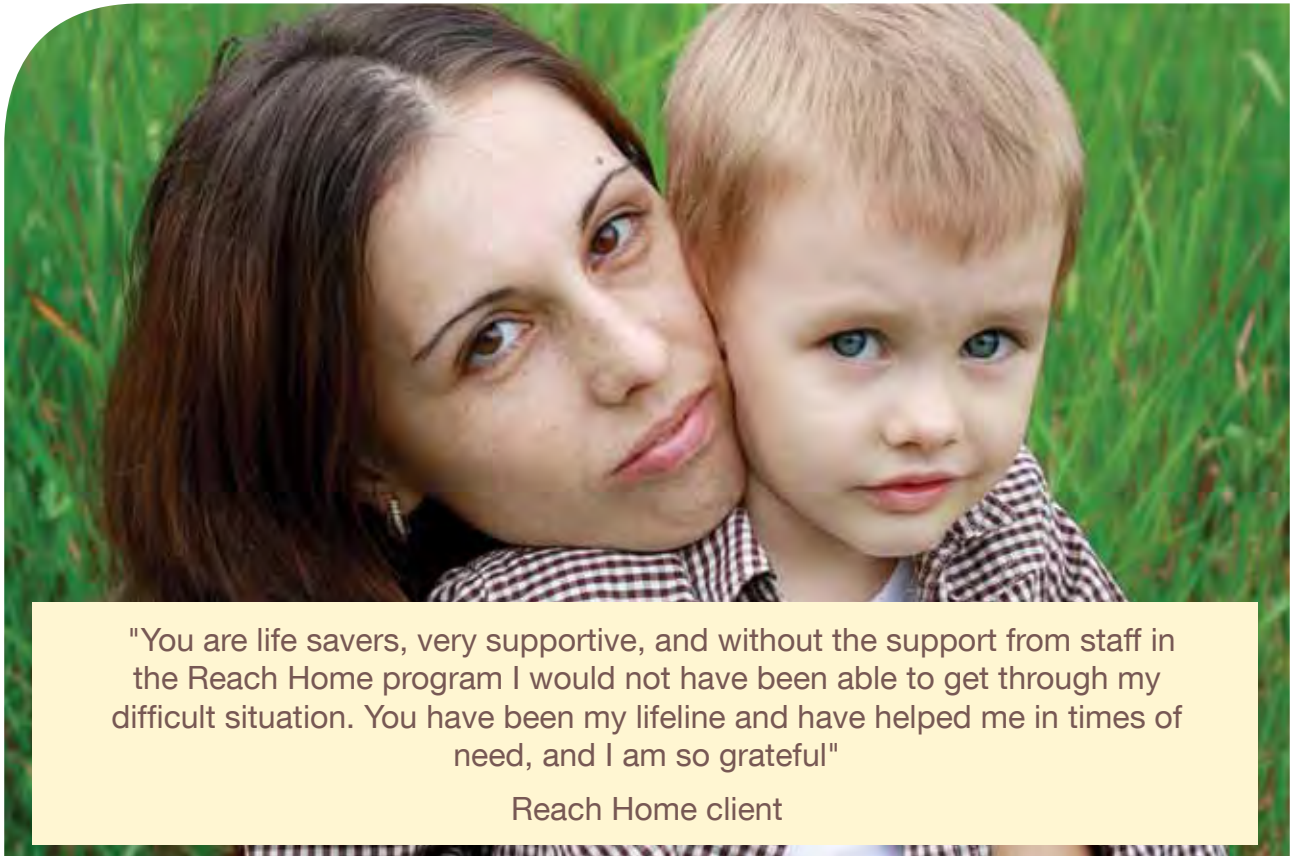
- SuperGrands are mature, trained volunteers who are carefully matched with families to offer free, one-on-one home mentoring and/or group coaching in areas such as budgeting, meal planning, establishing routines and basic home maintenance.
- The Program addresses particular vulnerabilities and the unmet needs of parents who do not have the skills to cope with the financial and time pressures associated with parenting and child rearing.



Reach Home

- Our Reach Home program, formerly the Women's Housing Program, provides tailored case management support and outreach to strengthen and build self-reliance for struggling families, particular women and their children escaping domestic violence.
- We increased the capacity of the program by assuming responsibility for an additional three transitional houses.

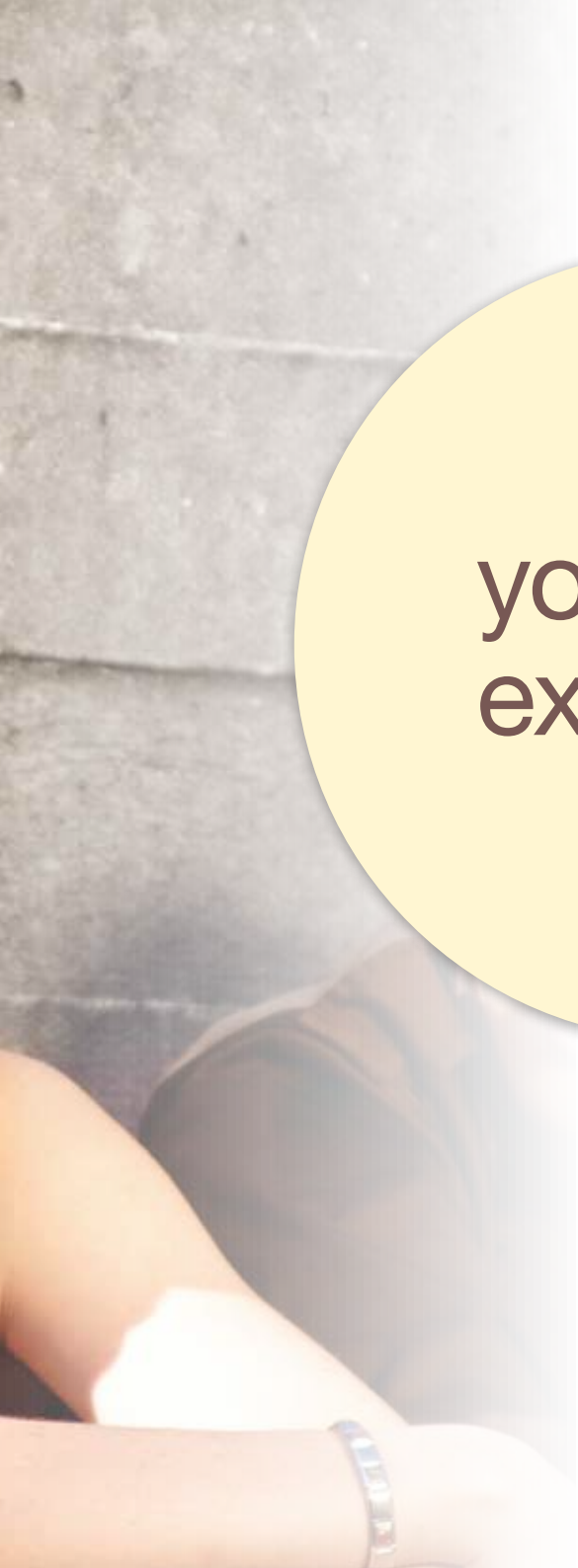
In **2010/11** Reach Home supported **24 families** comprised of **45 people** in the Canberra community.



"You are life savers, very supportive, and without the support from staff in the Reach Home program I would not have been able to get through my difficult situation. You have been my lifeline and have helped me in times of need, and I am so grateful"

Reach Home client



A photograph of a person sitting on a concrete step, wearing a dark jacket and a silver watch. A large, semi-transparent yellow circle is overlaid on the image, containing the text "youthful exuberance".

youthful
exuberance

Youth Services



Youth worker Warren Adair and artist Tim D'Abbrera at Weston Creek Youth Centre

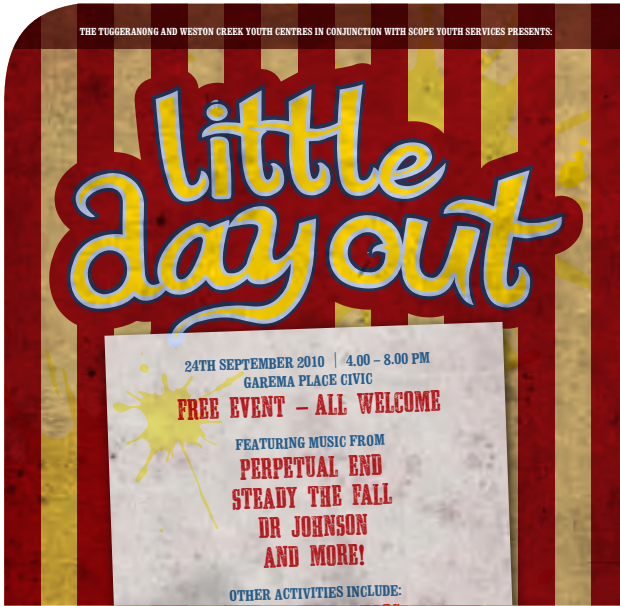


“I love painting and learning how to draw, it was heaps of fun and I look forward to it each week.”

(Tim, Hearing impaired artist, age 17)

More than **2,300** young people accessed the Tuggeranong and Weston Creek Youth Centres in **2010/11**.

- The Tuggeranong and Weston Creek Youth Centres provide an environment in which young people from a range of diverse backgrounds are able to obtain support and strengthen social networks.
- During the year, Youth Services participated in many major Youth Week activities. For example, over 120 young people attended the Youth InterACT Conference, hosted by the Office of Children, Youth and Family Support at Ainslie Arts Centre.
- Through collaboration with Youth InterACT, two local graffiti artists assisted approximately 31 young people create a banner which will serve as a great advertising tool for future Youth Week Conferences and activities.
- Our ‘Roadies’ program, ‘Live Sound Crew’ (LSC) successfully coordinated the public address system and set up the stages for the conference and The National Youth Week Expo at Garema Place.
- ‘The Journey’ is a culturally diverse art project which aims to introduce young people to the artistic and cultural elements of contemporary Indigenous life. The project was undertaken in a collaborative style by Jandemarra Wall (JD), a leader in his Indigenous community and Kurt Laursen, a local artist who has been instrumental in developing legitimate street art.



“It felt really good when the lead vocalist from my favourite band from the USA thanked me, for all our help, it was awesome!”

(Clinton age 19)

“I was depressed and now I see the youth nurse and have been given help and support. STEER helped me talk about how I cope.”

(STEER participant, age 12)

- Tuggeranong and Weston Creek Youth Centres with Scope Youth Services put on “Little Day Out” which aimed to engage youth and community organisations to provide information about youth Services in the ACT. This year the event was held at Garema Place and had information stalls, performances, and live music for and by young people aged 12 to 25 years. Over 350 people accessed this event.
- The STEER program is a transitional support program for young people who have been identified as needing extra support moving from primary education to secondary education. The STEER pilot ran successfully with discussion topics such as bullying, rumours, identity, perception, coping skills, emotion, friendship and respectful relationships. The program also helped to reduce bullying within the group and offered a support network.

Galilee School

The Galilee School had **31** students in **2010/11**



- The Galilee School provides an alternative education program for disadvantaged and at-risk young people, based on the ACT curriculum.
- The primary focus of the School is to encourage the young people to re-engage with the education system, by providing pathways to further training and transition into the workforce. The Program is flexible and structured around students' needs. It focuses on literacy and numeracy skills, but also covers other relevant subjects such as interpersonal skills, life skills, transition training and independence skills.
- During the year, the management structure of the School was enhanced and research was undertaken into current best practice models. As a result, the School now has a new strengths-based framework, a new curriculum and lesson structure, a new Student Handbook, a new relationship management structure, and innovative best practice guidelines.
- We are grateful for the generosity of ActewAGL in developing an outdoor learning area, barbeque and garden for the School.




Graham* enrolled at the Galilee School in early 2011. Graham had previously attended various other high schools and struggled in each of them due to aggressive behaviour and non compliance.

Prior to his enrolment at the Galilee School, it had been reported that Graham behaved aggressively towards peers and that he quite often antagonized other students. He rarely engaged in any work and was constantly disruptive during class. He was reported to have quite a dominant personality which sometimes manifested as defiance and non-compliance.

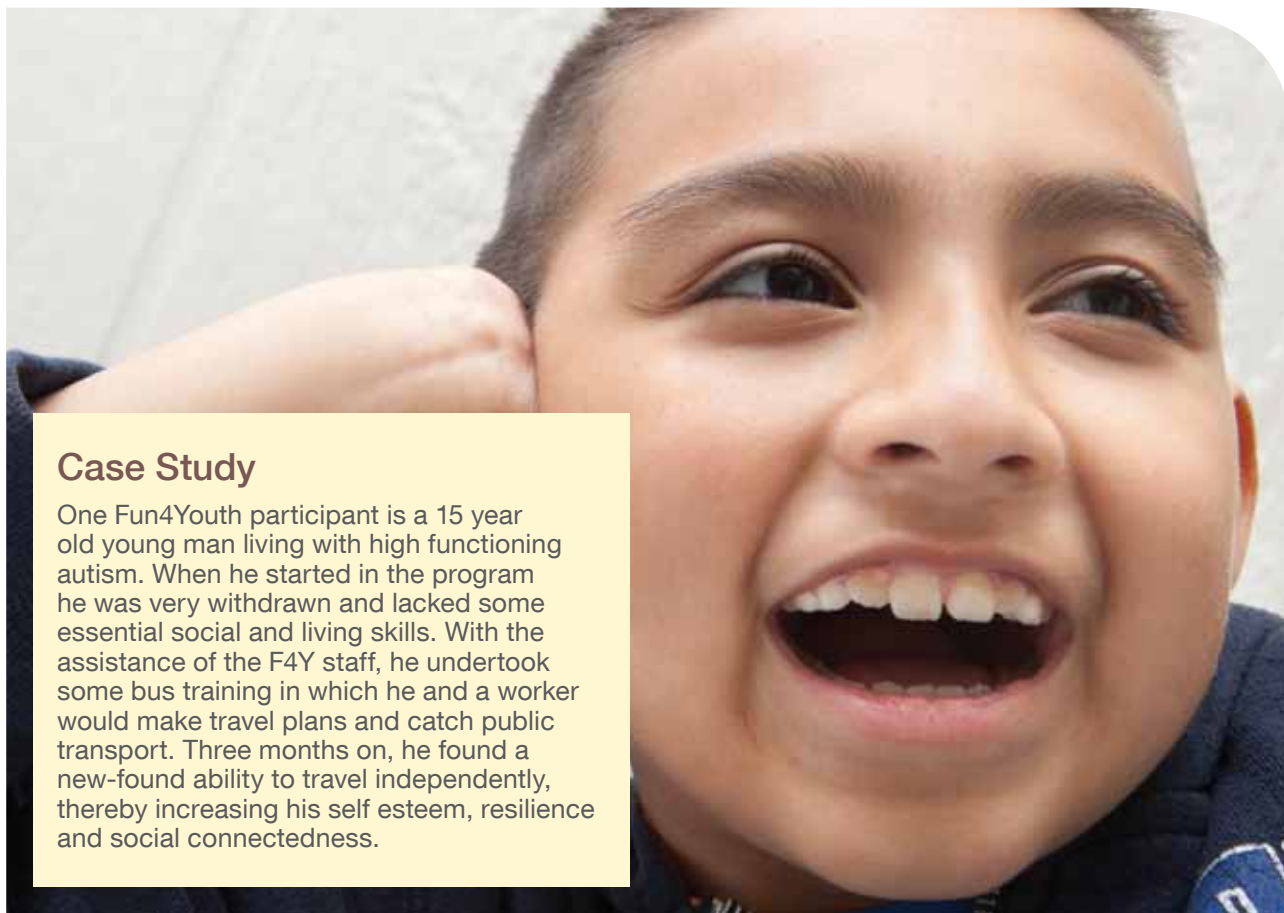
Throughout Graham's time at Galilee he has shown dramatic improvements and change in both his work and his behaviour. Graham has been completing work of a very high level and rarely chooses to disengage in class. He manages to ask questions about his work when he has difficulty and is willing to improve in all areas of education. He encourages other students to complete their work. Graham has formed strong bonds with staff and states that he enjoys coming to school.

(*name has been changed for privacy reasons)



While Kayla was difficult to engage during her first 2 months at the Galilee School, towards the end of Term 2 and consistently throughout term 3, Kayla has developed strong bonds with her key worker and other staff at the school. Kayla has also shown a new desire and motivation to participate in her classes and group activities. While Kayla still prefers to work independently, she has begun to engage in her classes, has recognised there are some occasions that require group instruction, and has been proactive in looking to the future and what she would like to achieve. Kayla has identified her interests in beauty and would also like to try a work experience placement working with people with a disability.

Fun4Youth



Case Study

One Fun4Youth participant is a 15 year old young man living with high functioning autism. When he started in the program he was very withdrawn and lacked some essential social and living skills. With the assistance of the F4Y staff, he undertook some bus training in which he and a worker would make travel plans and catch public transport. Three months on, he found a new-found ability to travel independently, thereby increasing his self esteem, resilience and social connectedness.

- Our Fun4Youth Respite Program is an after school and vacation care program for young people aged 12-21 with a diagnosed disability. The program enhances the social skills of participants, builds their peer networks and provides opportunities to engage in recreational activities in an inclusive social context.
- Four highly successful holiday programs were conducted, supporting an average of 8 young people each day. Activities included a coast trip, rock-climbing, and the painting of a art mural on the exterior of the Weston Creek Youth Centre.

YouthCARECanberra



YouthCARECanberra assisted over **20** at-risk youth a month in **2010/11**.

77% of all clients required on-going assistance.

- YouthCARECanberra, formerly Open Family, offers a range of services to young people aged 12 -25 years who are homeless, at risk of homelessness, or in need of intensive support to help them get back on their feet.
- The services offered by YouthCARECanberra include assistance in accessing accommodation, legal and family court support, food and emergency relief, support for drug, alcohol and mental health issues, assistance with family breakdown and relationship issues, support to re-engage in education and find employment, and assistance to access CentreLink and medical services.
- YouthCARECanberra is managed by C@W and funded by “Supporting Canberra’s Street Kids Ltd” a group of Canberra’s local business people.



YouthCARECanberra (YCC) was contacted by First Point regarding a young lady and her brother who were living in a car. The girl is 22 and had been living in Canberra for the last few years. Her 15 year old brother recently joined her from Victoria after things at home broke down. The young lady explained that she had been in the care system as a child just as all seven of her siblings had been. When she heard about her brother being told to leave home and fend for himself, she was able to make contact and encouraged him to come to Canberra so they could be together.

Initially they did have somewhere to live but when that broke down they were forced to stay in the car. Both have an uncle in common who sometimes will let the 15 year old stay with him and when that happens the older girl can go and stay with her Grandmother (not the brother's grandmother so he can't stay there).

She avoids this simply because the grandmother is not well (mentally) and as a result can become very aggressive and has been known to just throw her out in the middle of the night with no reason.

YCC was able to make a referral to a new service that will offer supported accommodation in two bedroom units that would normally be a shared arrangement. They have also begun the process for them to apply for ACT housing and, given their situation, would hope that they would be able to be given priority housing together reasonably quickly. In the meantime, YCC has begun the process of helping the young lady become the recognised carer of her brother so they can arrange for his Centrelink to be managed by the sister rather than their mother, who at the moment gives nothing back to support them.

LIFT Project



- The LIFT Project has supported a number of homeless and vulnerable young people suffering from a variety of issues and concerns.
- LIFT regularly liaises with community organisations and government agencies and maintains existing partnerships with CIT, Woden Youth Centre, Sexual Health and Family Planning, Scope and Oasis Youth Refuge. The Project also works with students who have left the Galilee School over the last two years to follow up on their progress and offer support and assistance where needed.
- The types of services provided through LIFT include support and assistance in relation to housing, financial issues, health and/or drug and alcohol concerns, transport, court support, employment, living skills, personal development, information and advocacy.



Case Study

A young African male was referred to LIFT through the Migrant Resource Centre. He had been couch surfing for 6 months between friends. He was not eligible for Public Housing and LIFT supported him with transport to view rental properties and fill out application forms. However, he was unsuccessful in obtaining private rental as he did not have a rental history in the ACT. LIFT was able to find him accommodation at the Rahula Community Lodge at the Lynham Buddhist Temple where he has now been residing for 6 months. He has a full-time job, pays rent on time and is a good tenant at the lodge. LIFT is continuing to support him with living skills and information he requires in relation to tax returns and so on.

Case Study

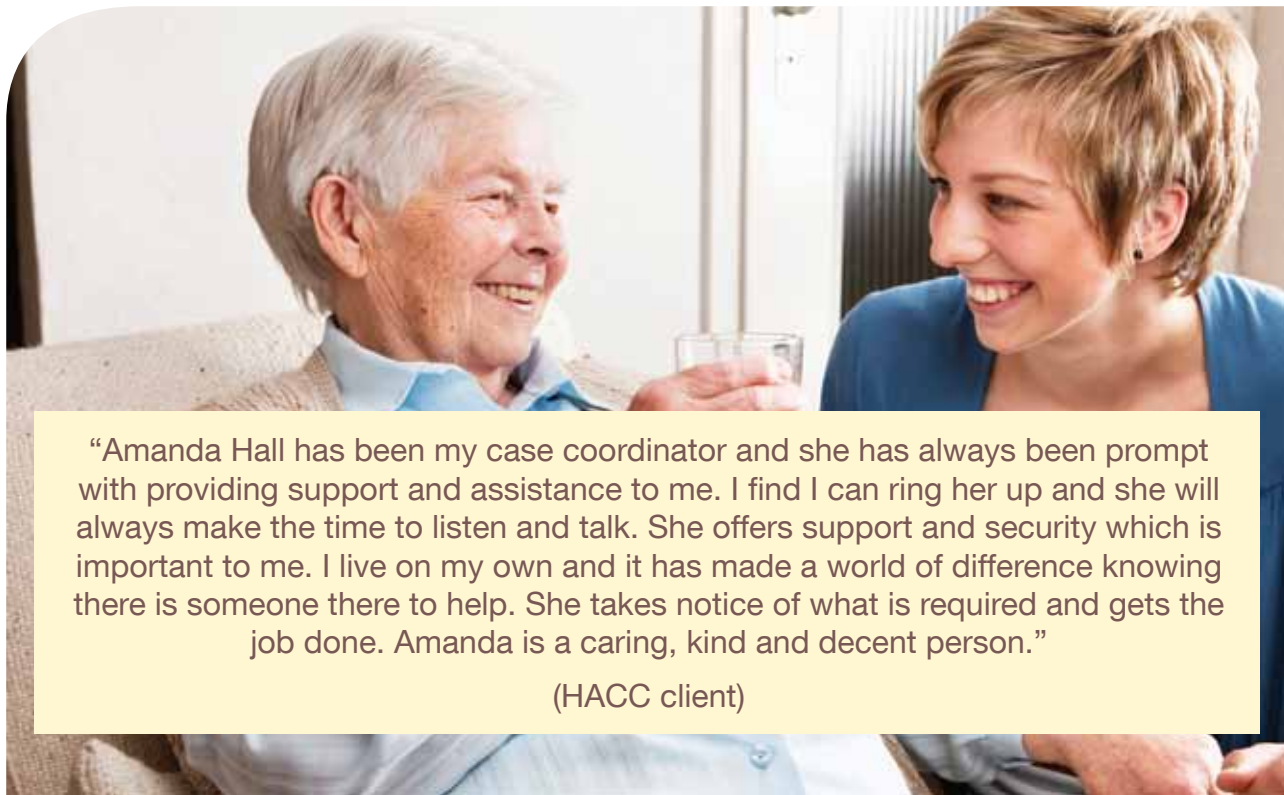
A young female was referred to LIFT through FIRSTPOINT. She was escaping a domestic violence situation and had a limited driver's license due to a drink driving charge. LIFT was able to support her by transporting her to view rental properties, connecting her with financial counselling and emotional support, and just being there to listen to her. She had a fulltime job, but had acquired considerable debt. Financial counsellors were able to paint a clear picture for her and work on a tight budgeting plan that she was able to manage. LIFT assisted with food and petrol vouchers when she needed them. This young lady is now living in her own one-bedroom rental unit close to her work. She has expressed how pleased she was with the help she received from LIFT and is glad she was referred to the service.





caring for
our seniors
& people with
a disability

Home and Community Care



“Amanda Hall has been my case coordinator and she has always been prompt with providing support and assistance to me. I find I can ring her up and she will always make the time to listen and talk. She offers support and security which is important to me. I live on my own and it has made a world of difference knowing there is someone there to help. She takes notice of what is required and gets the job done. Amanda is a caring, kind and decent person.”

(HACC client)

- Home and Community Care (HACC) is for people who need support services to assist them to live comfortably in their own homes.
- Our HACC program can help with everyday tasks such as housework, shopping, showering and getting dressed. It also provides transport to medical appointments and outings, and social activities at the Centre4Seniors.

Our **HACC case coordinators** provided a total of **3,925** hours of support during the year:
2,831 hours of domestic support,
714 hours of personal care and
380 hours of social support.

Transport

- During the year, the transport program purchased a new commuter bus with a wheel-chair lifter enabling transport of wheel-chair bound clients to their appointments.
- A small group of very dedicated volunteers provided back-up transport and shopping support for the client group.
- Our transport volunteers were thrilled to embrace their new 'Community Knights' logo and polo shirts.

“As I have severe health problems and I am unable to use public transport, I rely entirely on community transport. Community transport takes me to and from dialysis three times a week plus to all my many doctor’s appointments. I also rely on one of their volunteers to take me and help me with my shopping once a fortnight. Without them I would never get out of my home. All of the drivers are so happy, helpful and friendly. If I am having a bad day they cheer me up. We don’t know how lucky we are to have this wonderful service.”

HACC client

“It is a pleasure to phone and book transport, the ladies who reply are so helpful, caring and friendly. When you hang up you are left with the feeling that you have dealt with someone who cares. The drivers are also polite, caring, helpful and concerned about your welfare.”

HACC client



During the year, the HACC transport program provided **18,517 trips (that’s over 50 a day)** that helped ensure clients could attend their medical and social appointments.

Community Minibus Program



The community mini bus provided over **3,000** trips during 2010/11.

This service provides transport to a range of people who are socially isolated through lack of transport options.

During the year, clients included people such as:

- a young mother with a disability, requiring transport for a pram and child to attend playgroups;
- a 65 year old quadriplegic man requiring transport from a nursing home to see his wife every second day
- an 89 year old lady using the Minibus to travel to the Tuggeranong Aged Day Care Centre and the Seniors Cafe where she plays the piano for the clients;
- a 44 year old man with multiple sclerosis who is wheelchair bound and is a volunteer with the Australian Federal Police.

Tuggeranong 55 Plus Club



There where **162** members of the Tuggeranong 55 Plus Club as at June **2011**.

- The Tuggeranong 55 Plus Club is open to anyone 50 plus who wants to get out and about. There are stimulating activities including exercise programs, cards, board games, bowls, photography and social events.
- On 2 March 2011 Minister for Community Services Joy Burch MLA with the then CEO of C@W Maureen Cane and the President of the Club, Rusty Woodward, turned the sod for the \$1.7 million Tuggeranong Seniors Centre that will provide seniors with a dedicated place to meet.

“The new Tuggeranong Seniors Centre bodes well for not only the Tuggeranong 55 Plus Club but all seniors in the Tuggeranong Valley.”

(Minister Joy Burch MLA)

- The centre is expected to be completed early in the 2011-2012 financial year.
- C@W provides support to the club which is now incorporated and operating as an independent body.

Centre4Seniors

- The Centre4Seniors is a great place to participate in quality recreational programs, gain support, make new friends and enjoy a hot lunch.
- Our most popular activity is the weekly exercise program conducted in partnership with the YMCA, attended by 20-25 seniors ranging in age from 55-98.
- The Friday craft group has had a very productive year completing 70 skull cups for Australian troops serving in Afghanistan. Nine blankets were also made and donated to the Mothers and Babies at Karinya House.
- A new program called Memory Lane was introduced for people with early stage dementia. It includes stimulating activities such as weaving, making paper mache placemats, bowls, painting, clay modelling and chocolate making. We have also started mapping the life journey of each participant and hearing lots of amazing stories.
- Another new program commenced during the year was Singing4Seniors. Singing has been shown to improve motor function, communication and memory, and is a great activity for seniors to participate in together.



During the year, the total number of client hours spent at the Centre4Seniors was **13,398** and the number of meals served was **1,624**.

Men's Lanyon Group



- The Men's Lanyon Group is the ideal place for men to meet, work on projects, eat good food and just talk. The group caters to mainly older men with some form of disability, such as dementia, strokes or frailty. Currently there are members in their 60s to their 90s.
- The men meet in the shed behind the Lanyon Homestead and do woodwork. They have made and repaired toys for C@W childcare centres and also construct old-fashioned toys, like rolling clowns and planes,

to sell. The men agree that the meetings are also great for social engagement with other men.

- The Group also aims to give their carers a break. It is the perfect opportunity for both carers and the men to get a 'day off'.
- Volunteers who give their time freely to help run the group, say they gain considerable personal satisfaction from their involvement.

Connections@Cooleman

- Connections@Cooleman is a living skills and leisure program for adults with a disability. Participants engage in a range of activities from cooking and craft to music, dance and regular outings to places of interest.
- Many of the group members have been isolated in their homes and the program has given them an opportunity to meet new people and learn new skills in a safe and supported environment. The group members play a vital role in the organisation of the activities.

Since the commencement of Connections@Cooleman in early 2010, the number of participants has increased more than three-fold **from 5 to 17** members.



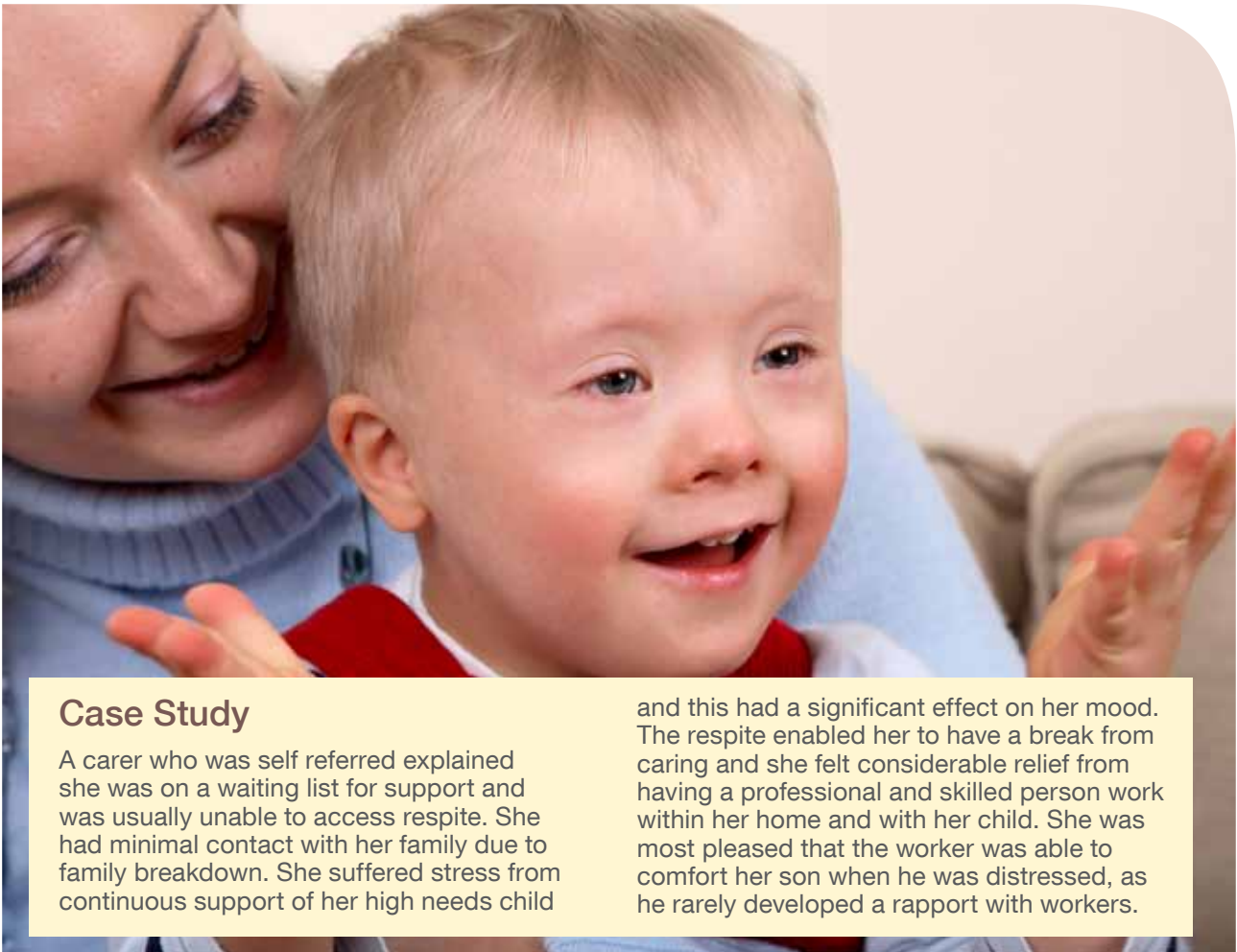
Connections@Cooleman participants are enjoying learning new skills and we have one young man with Downs syndrome who loves to cook. He works each week with one of the volunteers to produce food for morning tea and always comes with his Master Chef apron. The food he produces is well received and he always gets lots of praise.

One female member who attends Connections@Cooleman was very shy and hardly spoke to anyone when she first came along. But now she has really 'come out of herself' and loves to chat with the other group members and volunteers.

Respite Options ACT

Respite Options ACT, managed by C@W, provided flexible and supportive services to carers and care recipients, with a focus on support for carers of persons experiencing severe mental illness.

During the year, we provided **930 hours** of respite throughout the ACT region.



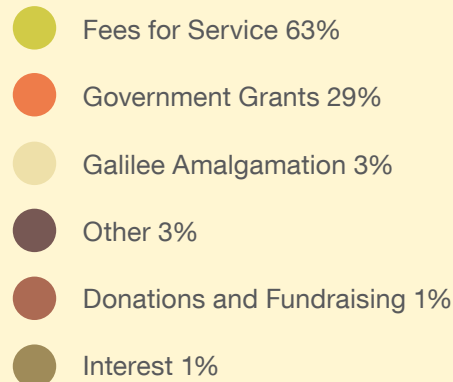
Case Study

A carer who was self referred explained she was on a waiting list for support and was usually unable to access respite. She had minimal contact with her family due to family breakdown. She suffered stress from continuous support of her high needs child

and this had a significant effect on her mood. The respite enabled her to have a break from caring and she felt considerable relief from having a professional and skilled person work within her home and with her child. She was most pleased that the worker was able to comfort her son when he was distressed, as he rarely developed a rapport with workers.

Budget Highlights

- At 30 June 2011, C@W amalgamated with Galilee Inc. This amalgamation contributed \$518K to the surplus for the year of \$1.3M, bringing our retained earnings to \$3.65M. The surplus improves our long term sustainability and ability to use our resources to enhance our services to the community.
- During the year Finance implemented process improvements to realise efficiency gains in payroll and help serve our growing staff numbers better. Work to review and improve financial processes continues.
- C@W has increased its focus on fundraising to support its charitable works. A Fundraising Taskforce has been established and we have strengthened our capacity to facilitate future fundraising activities by further developing fundraising policies and processes.



Fees for service are received from Child Care & Education Centres; School Age Care Programs; Family Day Care Levies; and Community Care programs.

Grant income includes funding from both the federal and ACT Governments for specific programs.

Other income is derived from Community Centre hire; Café takings and training incentives.



- Child Care & Education Centres 54%
- School Age Care 10%
- Family Day Care 6%
- Inclusion & Professional Support 7%
- Seniors Services 6%
- Disability & Outreach 2%
- Community Development 3%
- Family Programs 5%
- Community Centre Management 2%
- NuSkills Learning & Development 4%
- OzHarvest Canberra 1%

financial report

Communities@Work

ABN 19 125 799 859

Directors' Report

For the Year Ended 30 June 2011

Your directors present their report on the company for the financial year ended 30 June 2011.

Directors

The names of each person who has been a director during the year and to the date of this report are:

Names	Position	Appointed/Resigned
Archie Tsirimokos	Director, Chairman	
John Nicholl	Director	Appointed: 25/1/2011
Gail Kinsella	Director	Appointed: 14/12/2010
Michael Sullivan	Director	
Clinton White	Director	
Annette Ellis	Director	Appointed: 28/9/2010
Philip Basche	Director	Appointed: 30/11/2010
John Runko	Director	Appointed: 30/11/2010
Caron Egle	Director	Appointed: 28/6/2011
John Turner	Director	Resigned: 28/9/2010
Alexander (John) Turner	Director	Resigned: 28/9/2010
Jill Robilliard	Director	Resigned: 28/9/2010
Alan Hodges	Director	Resigned: 28/6/2011
Maureen Cane	Director, Company Secretary	Resigned: 22/2/2011
Lynne Harwood	Director, Company Secretary	Resigned: 30/11/2010, Appointed: 22/2/2011

Directors have been in office since the start of the financial year to the date of this report unless otherwise stated.

Principal activities

The principal activities of Communities@Work during the financial year were:

- To provide community services to youth, aged persons, the disabled, volunteers, families and a community development program;
- To operate an advisory program to the children's services industries in the ACT regarding the inclusion of children with disabilities or with diverse cultural or indigenous backgrounds into mainstream services;
- To provide training through the NuSkills Learning and Development program; and
- To provide children's service programs including early childhood services, family day care and school age care.

Communities@Work

ABN 19 125 799 859

Directors' Report

For the Year Ended 30 June 2011

Objectives - short and long term

The company's objectives are:

- providing social welfare by assisting in the relief of poverty, distress, sickness, suffering, destitution or helplessness;
- providing a coordinated range of community services of a benevolent nature;
- assisting in the development of community services and programs of social value in the community;
- fostering a spirit of neighbourly cooperation, community spirit and well being, participation and support within the community by developing awareness in the community of the needs of others;
- utilising community resources to meet those needs;
- promoting an informed public opinion about the family, child care, community and social welfare needs of the community;
- promoting or carrying out or assisting in promoting and carrying out surveys for special projects or research to evaluate the needs of the community in the field of social welfare and related areas, and to arrange for the forwarding to the proper authorities and companies the relevant facts regarding such cases and causes of distress as it appears to be within the power of those authorities/companies to alleviate;
- providing and organising the training of voluntary workers involved in the activities of the Company;
- providing a coordinated range of children's and community services; and
- providing any other social welfare or community development services as the Board may determine from time to time.

Strategies for achieving the objectives

To achieve these objectives, the company has adopted the following strategies:

- Provide quality, flexible and dependable child care options in the ACT. Provide a range of support services for families in difficult circumstances.
- Work with young people to provide social opportunities, recreational activities, educational programs, referral services, advocacy and individual support to meet their needs.
- Provide services to enhance the capacity of seniors to live in their own homes. Provide social and recreational activities for seniors to enhance their well-being and foster social inclusion.
- Provide services to enhance the well-being and social inclusion of people with a disability, including their carers.
- Deliver community services that respond to the needs of disadvantaged people and strengthen community solidarity. Provide opportunities for the community to benefit from the passionate commitment and diverse capabilities of volunteers. Seek community input to the development of our services to ensure they are responsive to identifiable needs.

Communities@Work

ABN 19 125 799 859

Directors' Report

For the Year Ended 30 June 2011

Strategies for achieving the objectives continued

- Raise the profile of Communities@Work amongst stakeholders and target groups. Collect, analyse and make accessible relevant information to assist our community and provide direction for program development.
- Value our staff by providing them with fulfilling roles, acknowledging their contributions and delivering professional development opportunities through structured training programs. Provide nationally accredited training programs for staff in the community services and health industries.
- Develop and maintain buildings and facilities that provide for effective and efficient program delivery. Ensure all services offered by Communities@Work meet risk management requirements and achieve appropriate accreditation, quality assurance and other standards. Provide an information technology platform for efficient and effective service delivery. Continue to develop a cost-effective and efficient model for the delivery of financial and other corporate services to community service organisations. Undertake regular reviews of program effectiveness and refine operations accordingly to ensure their ongoing relevance.
- Implement sound financial and accounting practices. Aim to achieve financial sustainability.

Members guarantee

The company is incorporated under the *Corporations Act 2001* and is a company limited by guarantee. If the company is wound up, the constitution states that each member is required to contribute a maximum of \$20 each towards meeting any outstanding obligations of the company. At 30 June 2011, the total amount that members of the company are liable to contribute if the company is wound up is \$ 20 (2010: \$ 20).

Information on directors

Archie Tsirimokos
Experience

Archie Tsirimokos has been on the Board of Communities@Work since 2007 and was elected Chair of Communities@Work on 28 September 2010. He is the managing partner of Meyer Vandenberg Lawyers, which is the largest independent law firm in the Australian Capital Territory. Archie graduated from the Australian National University with Bachelors of Economics and Laws (with honours) and was admitted to legal practice in 1986. He is an experienced commercial lawyer and has wide experience in the negotiation and delivery of complex commercial projects, the negotiation of financing and security arrangements and in large property developments.

John Nicholl
Experience

John Nicholl joined the Communities@Work Board in 2010 as part of the amalgamation with Galilee. John trained initially as an accountant before switching to law in 1992. In 1997 he founded Nicholl & Co a general law practice in the city. He practices mainly in areas of Commercial and Negligence litigation and Family Law.

Communities@Work

ABN 19 125 799 859

Directors' Report

For the Year Ended 30 June 2011

Information on directors continued

Gail Kinsella
Experience

Gail Kinsella joined the Communities@Work Board of Directors in 2010 as part of the amalgamation with Galilee, and in June 2011 was elected as Treasurer. Gail is the principal of Kinsella Partners Chartered Accountants, a Fellow of the Institute of Chartered Accountants (ICAA), a Fellow of the Taxation Institute of Australia and a member of Financial Services Institute of Australia. Gail is a Commissioner on the Legal Aid ACT Board, a member of the ICAA's Public Practice Advisory Committee and a member of Rotary Club of Canberra City.

Lynne Harwood
Experience

Lynne Harwood holds a Bachelor of Commerce Degree and is a Certified Practising Accountant. Lynne worked as a Taxation and Business Services Accountant for several accounting firms, in three different states over a 14 year period before taking a seachange in 2003 to become CEO of Home Help Service ACT Inc, a community sector organisation, providing in-home support to 3500 elderly and disabled clients. Lynne held this position for 5 ½ years before becoming CEO of Galilee, a Not For Profit, community organisation supporting disadvantaged children and youth. The amalgamation of Communities@Work and Galilee has brought about progress and change. In March 2011 Lynne was made CEO of the enlarged and enhanced Communities@Work.

Michael Sullivan
Experience

Mike Sullivan joined the Communities@Work Board in 2009. Mike has had a thirty year career in the Commonwealth, ACT Government, NSW Local Government and the private sector. Most positions have involved engineering and building construction and facilities management. Mike has a Bachelor of Civil Engineering from the University of Sydney.

Clinton White
Experience

Clinton White has served on the Communities@Work Board since 2007. Clinton has a background in business, accounting, administration and management in both the public and private sectors and has an active involvement in the arts and community sectors. Clinton has a Bachelor of Arts (Accounting) and is a Certified Practising Accountant. In 2003, Clinton was awarded the Centenary Medal for his work with Australian Business Limited and his volunteer work with ArtSound FM community radio.

Communities@Work

ABN 19 125 799 859

Directors' Report

For the Year Ended 30 June 2011

Information on directors continued

Annette Ellis
Experience

Annette Ellis was elected to the Communities@Work Board of Directors on 28 September 2010. She was born and educated in Melbourne and was a public servant, electorate adviser and ministerial adviser before entering politics. Annette was elected to the Federal Parliament in the seat of Namadgi in 1996, and the seat of Canberra in 1998, 2001, 2004 and 2007. In Federal Parliament, Annette was a member of the Opposition Shadow Ministry between 2001 and 2004. She served as Shadow Minister for Ageing and Seniors and Shadow Minister for Disabilities until 2004. Annette was re-elected in November 2007 and was Chair of the House of Representatives Standing Committee on Family, Community Housing and Youth. She retired from politics in August 2010. Annette remains involved in a number of community organisations in her post-parliamentary life.

Philip Basche
Experience

Philip Basche joined the Communities@Work Board in 2010 as part of the amalgamation with Galilee. He is Chairman of Godfrey Pembroke Canberra City, Financial Advice Specialists, a business he has been associated with for over twenty five years. He is a past Board member of the Financial Planning Association of Australia. Philip has been awarded a Paul Harris Fellow by Rotary International in recognition of fund raising for the rebuilding of Galilee school following the 2003 Canberra bushfires. Philip is pursuing various roles in consulting to the Financial Services Industry.

John Runko
Experience

John Runko joined the Communities@Work Board in 2010 as part of the amalgamation with Galilee. John is CEO of Independent Property Group and has been involved in most facets of the property industry in Canberra over the last 25 years. John brings a wealth of business experience to the Board, he is a strong advocate for the community sector and is keen to contribute back to the Canberra community that he is so proud to be a part of.

Caron Egle
Experience

Caron Egle brings to her role 25 years experience in the education sector as an educator, author and consultant. Caron is the Managing Director of IMPACT Learning and Development which specialises in building an understanding of the workings of the brain – how people think and learn, and the uses of Nero Linguistic Programming and accelerated learning. Caron is the author of a number of books including A Guide to Working with Children (2004).

Communities@Work

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Directors' Report

For the Year Ended 30 June 2011

Information on directors continued

John Turner
Experience

John Turner had a 40-year career in senior management in Commonwealth and ACT Government administration, culminating in the position of Chief Executive of the ACT Department of Urban Services. His responsibilities included the ACTION bus service, public housing, and health, community and welfare services. He reached Deputy Secretary level in the Commonwealth. John has been a member of many government and community boards, including ACTEW and Totalcare and he is currently chairman of ACT Cricket. He was Chair of the Board of Directors of Communities@Work (as the incorporated association and current company structure) for seven years.

Alexander (John) Turner
Experience

John Turner worked as a Forester with the NSW Forestry Commission and ACT Forests, before turning to information technology, an area in which he stayed for some 27 years in the ACT Government. John has a Bachelor of Science (Forestry) from the Australian National University. Following his retirement, one of his recent projects involved providing administrative support to legal teams involved with the Coronial Inquiry into the 2003 firestorm.

Jill Robilliard
Experience

Jill Robilliard is a partner in a management consultancy business mainly providing project management services to the Department of Defence. Jill has a Bachelor of Mechanical Engineering and a Diploma of Education.

Alan Hodges
Experience

Alan Hodges served for 38 years in the Australian Army with postings in most Australian States and overseas. After retiring from the Army he was Director-General Emergency Management Australia for five years. Alan currently conducts a consultancy business, working with both government and private enterprise. Alan is a civil engineer and also has degrees in commerce and economics. Alan has been a valued and active Board Member for Communities@Work since 2004.

Maureen Cane
Experience

Maureen Cane was the Chief Executive Officer of Communities@Work (as the incorporated association and current company structure) for ten years, she resigned in February 2011. She holds a Master of Arts Degree from Oxford University and a Graduate Certificate in Public Health from The Flinders University of South Australia. Maureen's career includes over 15 years in senior management positions in the Australian Public Service and the ACT Public Service, including Chief Executive of the Department of Public Administration and as the first Commissioner for Public Administration in the ACT. She has twelve years' experience working in senior management positions in the community sector.

Communities@Work

ABN 19 125 799 859

Directors' Report

For the Year Ended 30 June 2011

Meetings of directors

During the financial year, 12 meetings of directors were held. Attendances by each director during the year were as follows:

	Directors' Meetings	
	Number eligible to attend	Number attended
Archie Tsirimokos	12	10
John Nicholl	5	2
Gail Kinsella	7	7
Michael Sullivan	12	9
Clinton White	12	7
Annette Ellis	10	8
Philip Basche	8	7
John Runko	8	7
Caron Egle	1	1
John Turner	2	2
Alexander (John) Turner	2	1
Jill Robilliard	2	2
Alan Hodges	12	10
Maureen Cane	8	8
Lynne Harwood	9	9

Auditor's independence declaration

The auditor's independence declaration in accordance with section 307C of the *Corporations Act 2001*, for the year ended 30 June 2011 has been received and can be found on page 8 of the financial report.

Signed in accordance with a resolution of the Board of Directors:



Director:

Gail Kinsella

Dated 29 September 2011



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Hardwickses
ABN 35 973 938 183

Hardwickses Partners Pty Ltd
ABN 21 008 401 536

Liability limited by a scheme
approved under Professional
Standards Legislation

Auditors Independence Declaration under Section 307C of the Corporations Act 2001

To the directors of Communities@Work

I declare that, to the best of my knowledge and belief, during the year ended 30 June 2011 there have been:

- (i) no contraventions of the auditor independence requirements as set out in the *Corporations Act 2001* in relation to the audit; and
- (ii) no contraventions of any applicable code of professional conduct in relation to the audit.

Hardwickses
Chartered Accountants

Robert Johnson FCA
Partner

29 September 2011

Canberra



Communities@Work

ABN 19 125 799 859

Statement of Comprehensive Income

For the Year Ended 30 June 2011

	Note	2011 \$	2010 \$
Revenue	11	24,167,454	21,590,741
Depreciation, amortisation and impairments		(145,544)	(92,287)
Employee benefits expense		(14,924,593)	(13,685,053)
Other expenses		(7,789,367)	(7,702,502)
Profit before income tax		1,307,950	110,899
Income tax expense		-	-
Profit for the year		1,307,950	110,899
Total comprehensive income for the year		1,307,950	110,899

The accompanying notes form part of these financial statements.

Communities@Work

ABN 19 125 799 859

Statement of Financial Position

As At 30 June 2011

	Note	2011 \$	2010 \$
ASSETS			
CURRENT ASSETS			
Cash and cash equivalents	2	1,393,508	1,003,732
Trade and other receivables	3	918,226	822,415
Other financial assets	4	3,085,872	3,080,718
Other assets	5	12,798	129,035
TOTAL CURRENT ASSETS		5,410,404	5,035,900
NON-CURRENT ASSETS			
Other financial assets	4	1,000	1,000
Property, plant and equipment	6	1,495,942	572,119
Intangible assets	7	57,013	75,735
TOTAL NON-CURRENT ASSETS		1,553,955	648,854
TOTAL ASSETS		6,964,359	5,684,754
LIABILITIES			
CURRENT LIABILITIES			
Trade and other payables	8	3,160,957	3,095,097
TOTAL CURRENT LIABILITIES		3,160,957	3,095,097
NON-CURRENT LIABILITIES			
Provisions	9	151,012	245,217
TOTAL NON-CURRENT LIABILITIES		151,012	245,217
TOTAL LIABILITIES		3,311,969	3,340,314
NET ASSETS		3,652,390	2,344,440
EQUITY			
Retained earnings		3,652,390	2,344,440
TOTAL EQUITY		3,652,390	2,344,440

The accompanying notes form part of these financial statements.

Communities@Work

ABN 19 125 799 859

Statement of Changes in Equity

For the Year Ended 30 June 2011

2011

	Retained Earnings	Total
Note	\$	\$
Balance at 1 July 2010	2,344,440	2,344,440
Profit attributable to members	<u>1,307,950</u>	<u>1,307,950</u>
Sub-total	<u>1,307,950</u>	<u>1,307,950</u>
Balance at 30 June 2011	<u><u>3,652,390</u></u>	<u><u>3,652,390</u></u>

2010

	Retained Earnings	Total
Note	\$	\$
Balance at 1 July 2009	2,233,541	2,233,541
Profit attributable to members	<u>110,899</u>	<u>110,899</u>
Sub-total	<u>110,899</u>	<u>110,899</u>
Balance at 30 June 2010	<u><u>2,344,440</u></u>	<u><u>2,344,440</u></u>

The accompanying notes form part of these financial statements.

Communities@Work

ABN 19 125 799 859

Statement of Cash Flows

For the Year Ended 30 June 2011

	2011	2010
Note	\$	\$
CASH FLOWS FROM OPERATING ACTIVITIES		
Receipts from customers	12,650,294	11,262,077
Operating grants receipts	6,192,467	6,135,714
Other receipts	4,521,883	3,831,565
Payments to suppliers and employees	(23,179,574)	(21,939,555)
Interest received	267,796	162,557
Net cash provided by (used in) operating activities	13(b) <u>452,866</u>	<u>(547,642)</u>
CASH FLOWS FROM INVESTING ACTIVITIES		
Proceeds from disposal of plant and equipment	-	23,446
Proceeds from disposal of investments	-	199,380
Purchase of property, plant and equipment	(172,705)	(443,828)
Purchase of intangibles	-	(4,560)
Proceeds from the acquisition of Galilee Inc	114,769	-
Payment for held-to-maturity investments	(5,154)	-
Net cash provided by (used in) investing activities	<u>(63,090)</u>	<u>(225,562)</u>
Net increase (decrease) in cash held	389,776	(773,204)
Cash and cash equivalents at beginning of financial year	<u>1,003,732</u>	<u>1,776,936</u>
Cash and cash equivalents at end of financial year	13(a) <u><u>1,393,508</u></u>	<u><u>1,003,732</u></u>

The accompanying notes form part of these financial statements.

Communities@Work

ABN 19 125 799 859

Notes to the Financial Statements

For the Year Ended 30 June 2011

1 Summary of Significant Accounting Policies

(a) General Information

The financial statements are for Communities@Work as an individual entity, incorporated and domiciled in Australia. Communities@Work is a company limited by guarantee. It is a company that has otherwise been authorised by ASIC to omit the word 'Limited' from its name under Section 150 of the *Corporations Act 2001*.

On 7 October 2010 it was announced that Galilee Incorporated would be amalgamating its operations and net assets into Communities@Work effective as at 30 June 2011. Details of the acquisition are disclosed in Note 13(e).

(b) Basis of Preparation

The financial statements are general purpose financial statements that have been prepared in accordance with Australian Accounting Standards, Australian Accounting Interpretations, other authoritative pronouncements of the Australian Accounting Standards Board (AASB) and the *Corporations Act 2001*.

Australian Accounting Standards set out accounting policies that the AASB has concluded would result in financial statements containing relevant and reliable information about transactions, events and conditions. Material accounting policies adopted in the preparation of these financial statements are presented below and have been consistently applied unless otherwise stated.

The financial statements have been prepared on an accruals basis and are based on historical costs, modified, where applicable, by the measurement at fair value of selected non-current assets, financial assets and financial liabilities.

The financial statements were authorised for issue on 29 September 2011 by the directors of the company.

Accounting Policies

(c) Cash and Cash Equivalents

Cash and cash equivalents include cash on hand, deposits held at call with banks, other short-term highly liquid investments with original maturities of three months or less, and bank overdrafts. Bank overdrafts are shown within short-term borrowings in current liabilities on the statement of financial position.

(d) Revenue and Other Income

Revenue from the rendering of a service is recognised upon the delivery of the service to the customers. Revenue from the sale of goods is recognised upon the delivery of goods to customers.

Grant revenue is recognised in the statement of comprehensive income when the company obtains control of the grant and it is probable that the economic benefits gained from the grant will flow to the company and the amount of the grant can be measured reliably. If conditions are attached to the grant which must be satisfied before it is eligible to receive the contribution, the recognition of the grant as revenue will be deferred until those conditions are satisfied.

Communities@Work

ABN 19 125 799 859

Notes to the Financial Statements

For the Year Ended 30 June 2011

1 Summary of Significant Accounting Policies continued

(d) Revenue and Other Income continued

Donations and bequests are recognised as revenue when received. Interest revenue is recognised using the effective interest rate method, which, for floating rate financial assets, is the rate inherent in the instrument. Dividend revenue is recognised when the right to receive a dividend has been established.

All revenue is stated net of the amount of goods and services tax (GST).

(e) Unexpended grants

The company receives grant monies to fund projects either for contracted periods of time or for specific projects irrespective of the period of time required to complete those projects. It is the policy of the company to treat grant monies as unexpended grants in the statement of financial position where the company is contractually obliged to provide the services in a subsequent financial period to when the grant is received or in the case of specific project grants where the project has not been completed.

(f) Property, Plant and Equipment

Each class of property, plant and equipment is carried at cost or fair value as indicated less, where applicable, any accumulated depreciation and impairment losses.

Property

Buildings are shown at their fair value based on periodic, but at least triennial, valuations by external independent valuers, less subsequent depreciation for buildings.

In the periods when the buildings are not subject to an independent valuation, the directors conduct directors valuations to ensure the buildings carrying amount is not materially different to the fair value.

Increases in the carrying amount arising on revaluation of buildings are recognised in other comprehensive income and accumulated in the asset revaluation reserve in equity. Revaluation decreases are charged to the other comprehensive income to the extent that they offset previous increases. All other decreases are charged to the statement of comprehensive income.

Any accumulated depreciation at the date of revaluation is eliminated against the gross carrying amount of the asset and the net amount is restated to the revalued amount of the asset.

Buildings that have been contributed at no cost, or for nominal cost are valued and recognised at the fair value of the asset at the date it is acquired.

Plant and equipment

Plant and equipment are measured on the cost basis less depreciation and impairment losses.

The carrying amount of plant and equipment is reviewed annually by directors to ensure it is not in excess of the recoverable amount from these assets. The recoverable amount is assessed on the basis of the expected net cash flows that will be received from the assets employment and

Communities@Work

ABN 19 125 799 859

Notes to the Financial Statements

For the Year Ended 30 June 2011

1 Summary of Significant Accounting Policies continued

(f) **Property, Plant and Equipment continued**

subsequent disposal. The expected net cash flows have been discounted to their present values in determining recoverable amounts.

Plant and equipment that have been contributed at no cost, or for nominal cost are valued and recognised at the fair value of the asset at the date it is acquired.

Depreciation

The depreciable amount of all fixed assets are depreciated on a straight-line basis over the asset's useful life to the company commencing from the time the asset is held ready for use.

The depreciation rates used for each class of depreciable assets are:

Class of Fixed Asset	Depreciation Rate
Furniture and equipment	20 - 33%
Motor vehicles	13 - 15%
Reference library	20%

The assets' residual values and useful lives are reviewed, and adjusted if appropriate, at the end of each reporting period.

An asset's carrying amount is written down immediately to its recoverable amount if the asset's carrying amount is greater than its estimated recoverable amount.

Gains and losses on disposals are determined by comparing proceeds with the carrying amount. These gains or losses are included in the statement of comprehensive income.

(g) **Impairment of Assets**

At the end of each reporting period, the company reviews the carrying values of its tangible and intangible assets to determine whether there is any indication that those assets have been impaired. If such an indication exists, the recoverable amount of the asset, being the higher of the asset's fair value less costs to sell and value in use, is compared to the asset's carrying value. Any excess of the asset's carrying value over its recoverable amount is expensed to the statement of comprehensive income.

Where the future economic benefits of the asset are not primarily dependent upon the asset's ability to generate net cash inflows and when the company would, if deprived of the asset, replace its remaining future economic benefits, value in use is determined as the depreciated replacement cost of an asset.

Where it is not possible to estimate the recoverable amount of an individual asset, the company estimates the recoverable amount of the cash-generating unit to which the asset belongs.

Where an impairment loss on a revalued asset is identified, this is debited against the revaluation surplus in respect of the same class of asset to the extent that the impairment loss does not exceed the amount in the revaluation surplus for that same class of asset.

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Notes to the Financial Statements

For the Year Ended 30 June 2011

1 Summary of Significant Accounting Policies continued

(h) Intangibles

Software

Software is recorded at cost. Software has a finite life and is carried at cost less any accumulated amortisation and any impairment losses. It has an estimated useful life of five years. It is assessed annually for impairment.

(i) Employee Benefits

Provision is made for the company's liability for employee benefits arising from services rendered by employees to the end of the reporting period. Employee benefits expected to be settled within one year together with benefits arising from wages, salaries and leave entitlements which may be settled after one year, have been measured at the amounts expected to be paid when the liability is settled. Contributions are made by the company to employee superannuation funds and are charged as expenses when incurred.

(j) Provisions

Provisions are recognised when the company has a legal or constructive obligation, as a result of past events, for which it is probable that an outflow of economic benefits will result and that outflow can be reliably measured. Provisions recognised represent the best estimate of the amounts required to settle the obligation at the end of the reporting period.

(k) Trade and other payables

Trade and other payables represent the liability outstanding at the end of the reporting period for goods and services received by the company during the reporting period which remain unpaid. The balance is recognised as a current liability with the amounts normally paid within 30 days of recognition of the liability.

(l) Leases

Leases of fixed assets where substantially all the risks and benefits incidental to the ownership of the asset, but not the legal ownership that are transferred to the company are classified as finance leases. Finance leases are capitalised by recording an asset and a liability at the lower of the amounts equal to the fair value of the leased property or the present value of the minimum lease payments, including any guaranteed residual values. Lease payments are allocated between the reduction of the lease liability and the lease interest expense for the period. Leased assets are depreciated on a straight-line basis over their estimated useful lives where it is likely that the company will obtain ownership of the asset or over the term of the lease.

Lease payments for operating leases, where substantially all of the risks and benefits remain with the lessor, are charged as expenses on a straight-line basis over the life of the lease term. Lease incentives under operating leases are recognised as a liability and amortised on a straight-line basis over the life of the lease term.

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Notes to the Financial Statements

For the Year Ended 30 June 2011

1 Summary of Significant Accounting Policies continued

(m) Income Tax

No provision for income tax has been raised as the company is exempt from income tax under Div 50 of the *Income Tax Assessment Act 1997*.

(n) Goods and Services Tax (GST)

Revenues, expenses and assets are recognised net of the amount of GST, except where the amount of GST incurred is not recoverable from the Australian Taxation Office. In these circumstances the GST is recognised as part of the cost of acquisition of the asset or as part of an item of the expense. Receivables and payables in the statement of financial position are shown inclusive of GST.

Cash flows are presented in the statement of cash flows on a gross basis, except for the GST component of investing and financing activities, which are disclosed as operating cash flows.

(o) Financial Instruments

Initial recognition and measurement

Financial assets and financial liabilities are recognised when the company becomes a party to the contractual provisions to the instrument. For financial assets, this is equivalent to the date that the company commits itself to either the purchase or sale of the asset (ie trade date accounting is adopted).

Financial instruments are initially measured at fair value plus transactions costs, except where the instrument is classified 'at fair value through profit or loss', in which case transaction costs are expensed to profit or loss immediately.

Classification and subsequent measurement

Finance instruments are subsequently measured at fair value, amortised cost using the effective interest rate method, or cost.

Fair value represents the amount for which an asset could be exchanged or a liability settled, between knowledgeable, willing parties. Where available, quoted prices in an active market are used to determine fair value. In other circumstances, valuation techniques are adopted.

Amortised cost is the amount at which the financial asset or financial liability is measured at initial recognition less principal repayments and any reduction for impairment, and adjusted for any cumulative amortisation of the difference between that initial amount and the maturity amount calculated using the *effective interest method*.

The *effective interest method* is used to allocate interest income or interest expense over the relevant period and is equivalent to the rate that discounts estimated future cash payments or receipts (including fees, transaction costs and other premiums or discounts) through the expected life (or when this cannot be reliably predicted, the contractual term) of the financial instrument to the net carrying amount of the financial asset or financial liability. Revisions to expected future net cash flows will necessitate an adjustment to the carrying value with a consequential recognition of an income or expense item in profit or loss.

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Notes to the Financial Statements

For the Year Ended 30 June 2011

1 Summary of Significant Accounting Policies continued

(o) Financial Instruments continued

(i) *Financial assets at fair value through profit or loss*

Financial assets are classified at 'fair value through profit or loss' when they are held for trading for the purpose of short-term profit taking, derivatives not held for hedging purposes, or when they are designated as such to avoid an accounting mismatch or to enable performance evaluation where a group of financial assets is managed by key management personnel on a fair value basis in accordance with a documented risk management or investment strategy. Such assets are subsequently measured at fair value with changes in carrying value being included in profit or loss.

(ii) *Loans and receivables*

Loans and receivables are non-derivative financial assets with fixed or determinable payments that are not quoted in an active market and are subsequently measured at amortised cost.

(iii) *Held-to-maturity investments*

Held-to-maturity investments are non-derivative financial assets that have fixed maturities and fixed or determinable payments, and it is the company's intention to hold these investments to maturity. They are subsequently measured at amortised cost.

(iv) *Available-for-sale financial assets*

Available-for-sale financial assets are non-derivative financial assets that are either not suitable to be classified into other categories of financial assets due to their nature, or they are designated as such by management. They comprise investments in the equity of other entities where there is neither a fixed maturity nor fixed or determinable payments.

They are subsequently measured at fair value with changes in such fair value (ie gains or losses) recognised in other comprehensive income (except for impairment losses and foreign exchange gains and losses). When the financial asset is derecognised, the cumulative gain or loss pertaining to that asset previously recognised in other comprehensive income is reclassified into profit or loss.

(v) *Financial liabilities*

Non-derivative financial liabilities (excluding financial guarantees) are subsequently measured at amortised cost.

Impairment

At the end of each reporting period, the company assesses whether there is objective evidence that a financial instrument has been impaired. In the case of available-for-sale financial instruments, a prolonged decline in the value of the instrument is considered to determine whether an impairment has arisen. Impairment losses are recognised in profit or loss. Also, any cumulative decline in fair value previously recognised in other comprehensive income is reclassified to profit or loss at this point.

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Notes to the Financial Statements

For the Year Ended 30 June 2011

1 Summary of Significant Accounting Policies continued

(o) Financial Instruments continued

Derecognition

Financial assets are derecognised where the contractual rights to receipt of cash flows expires or the asset is transferred to another party whereby the company no longer has any significant continuing involvement in the risks and benefits associated with the asset. Financial liabilities are derecognised where the related obligations are either discharged, cancelled or expired. The difference between the carrying value of the financial liability extinguished or transferred to another party and the fair value of consideration paid, including the transfer of non-cash assets or liabilities assumed is recognised in profit or loss.

(p) Comparative Figures

When required by Accounting Standards, comparative figures have been adjusted to conform to changes in presentation for the current financial year. Where the company has retrospectively applied an accounting policy, made a retrospective restatement or reclassifies items in its financial statements, an additional statement of financial position as at the beginning of the earliest comparative period will be disclosed.

(q) Critical Accounting Estimates and Judgments

The directors evaluate estimates and judgments incorporated into the financial statements based on historical knowledge and best available current information. Estimates assume a reasonable expectation of future events and are based on current trends and economic data, obtained both externally and within the company.

Key estimates - impairment

The company assesses impairment at the end of each reporting period by evaluating conditions specific to the company that may be indicative of impairment triggers. Recoverable amounts of relevant assets are reassessed using value-in-use calculations which incorporate various key assumptions.

Key judgments - provision for impairment of receivables

The value of the provision for impairment of receivables is estimated by considering the ageing of receivables, communication with the debtors and prior history.

(r) New accounting standards for application in future periods

The AASB has issued new and amended Accounting Standards and Interpretations that have mandatory application dates for future reporting periods. The company has decided against early adoption of these Standards. The following table summarises those future requirements, and their impact on the company:

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Notes to the Financial Statements

For the Year Ended 30 June 2011

1 Summary of Significant Accounting Policies continued

(r) **New accounting standards for application in future periods continued**

Standard name	Effective date for entity	Requirements	Impact
AASB 124 Related Party Disclosures and amending standard AASB 2009-12	30 June 2012	<ul style="list-style-type: none"> - Clarification of the definition of a related party - Requirement to disclose commitments to related parties - Disclosure exemptions for government-related entities 	Minimal impact expected
AASB 9 Financial Instruments and amending standards AASB 2009-11 / AASB 2010-7	30 June 2014	<ul style="list-style-type: none"> - Changes to the classification and measurement requirements for financial assets and financial liabilities. - New rules relating to derecognition of financial instruments. 	The impact of AASB 9 has not yet been determined.
AASB 2009-14 Amendments to Australian Interpretation – Prepayments of a Minimum Funding Requirement	30 June 2012	Changes where the entity is subject to minimum funding requirements and makes an early payment to cover these requirements in relation to defined benefit plans.	No impact expected.
AASB 2010-4 / 2010-5 Amendments and further amendments to Australian Accounting Standards arising from the Annual Improvements Project	30 June 2012	<p>Makes changes to a number of standards / interpretations including:</p> <ul style="list-style-type: none"> - Clarification of the content of the statement of changes in equity - Financial instrument disclosures - Fair value of award credits 	No impact expected.
AASB 2010-6 Amendment to Australian Accounting Standards – Disclosures on transfers of financial assets	30 June 2012	Requires additional disclosures regarding for example, remaining risks where an entity has transferred a financial asset	No impact expected.
AASB 2010-8 Amendment to Australian Accounting Standards – Deferred tax: Recovery of underlying assets	30 June 2013	Adds a presumption to AASB 112 that the recovery of the carrying amount of an investment property at fair value will be through sale.	No impact expected.
AASB 2010-9 / 2010-10 Amendment to Australian Accounting Standards – Severe hyperinflation and removal of fixed dates for first-time adopters	30 June 2012	Makes amendments to AASB 1	No impact since the entity is not a first-time adopter of IFRS.
AASB 1054 Additional Australian disclosures / AASB 2011-1 Amendments to Australian Accounting Standards arising from Trans-Tasman convergence	30 June 2012	Collates the Australian specific disclosures into one Accounting Standard rather than including them within a number of different standards.	Little impact since most of the disclosures required by AASB 1054 are already included within the financial statements.

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Notes to the Financial Statements

For the Year Ended 30 June 2011

1 Summary of Significant Accounting Policies continued

(r) New accounting standards for application in future periods continued

Standard name	Effective date for entity	Requirements	Impact
AASB 2011-2 Amendments to Australian Accounting Standards arising from Trans-Tasman convergence – Reduced Disclosure Requirements	30 June 2014	Highlights the disclosures not required in AASB 1054 for entities applying the RDR.	The entity is not adopting the RDR and therefore this standard is not relevant.
AASB 2011-3 Amendments to Australian Accounting Standards – Orderly Adoption of Changes to ABS GFS Manual and Related Amendments	30 June 2013	Standard is applicable for whole of government and general government financial statements only. AASB 2011 provides details of changes in accounting treatment due to the Government Finance Statistics manual.	Standard is not applicable and therefore there will be no impact on adoption.
AASB 10 Consolidated Financial Statements / AASB 11 Joint Arrangements / AASB 12 Disclosures of Interests in Other Entities, AASB 127 Separate Financial Statements and AASB 128 Investments in Associates. [These are expected to be released by the AASB in July / August].	30 June 2014	<p>AASB 10 includes a new definition of control, which is used to determine which entities are consolidated, and describes consolidation procedures. The Standard provides additional guidance to assist in the determination of control where this is difficult to assess.</p> <p>AASB 11 focuses on the rights and obligations of a joint venture arrangement, rather than its legal form (as is currently the case). IFRS 11 requires equity accounting for joint ventures, eliminating proportionate consolidation as an accounting choice.</p> <p>AASB 12 includes disclosure requirements for all forms of interests in other entities, including joint arrangements, associates, special purpose vehicles and other off balance sheet vehicles.</p>	No impact expected.

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Notes to the Financial Statements

For the Year Ended 30 June 2011

1 Summary of Significant Accounting Policies continued

(r) **New accounting standards for application in future periods continued**

Standard name	Effective date for entity	Requirements	Impact
AASB 13 Fair Value Measurement [expected to be released by AASB in July / August 2011].	30 June 2014	AASB 13 provides a precise definition of fair value and a single source of fair value measurement and disclosure requirements for use across Accounting Standards but does not change when fair value is required or permitted. There are a number of additional disclosure requirements.	Fair value estimates currently made by the entity will be revised and potential changes to reported values may be required. The entity has not yet determined the magnitude of any changes which may be needed. Some additional disclosures will be needed.

2 Cash and Cash Equivalents

	2011	2010
Note	\$	\$
CURRENT		
Cash on hand	7,292	5,905
Cash at bank	<u>1,386,216</u>	997,827
13, 15	<u>1,393,508</u>	1,003,732

3 Trade and other receivables

	2011	2010
Note	\$	\$
CURRENT		
Trade receivables	1,023,226	912,415
Provision for impairment	<u>(105,000)</u>	(90,000)
Total current trade and other receivables	15 <u>918,226</u>	<u>822,415</u>

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Notes to the Financial Statements

For the Year Ended 30 June 2011

3 Trade and other receivables continued

(a) Provision for Impairment of Receivables

Current trade receivables are generally on 30-day terms. These receivables are assessed for recoverability and a provision for impairment is recognised when there is objective evidence that an individual trade receivable is impaired. These amounts have been included in other expense items.

Movement in the provision for impairment of receivables is as follows:

	\$
Provision for impairment as at 30 June 2009	201,042
Written off	<u>(111,042)</u>
Provision for impairment as at 30 June 2010	90,000
Charge for year	<u>15,000</u>
Provision for impairment as at 30 June 2011	<u><u>105,000</u></u>

(b) Credit risk - Trade and Other Receivables

The company does not have any material credit risk exposure to any single receivable or group of receivables. The following table details the company's trade and other receivables exposed to credit risk (prior to collateral and other credit enhancements) with ageing analysis and impairment provided for thereon. Amounts are considered as 'past due' when the debt has not been settled within the terms and conditions agreed between the company and the customer or counter party to the transaction. Receivables that are past due are assessed for impairment by ascertaining solvency of the debtors and are provided for where there are specific circumstances indicating that the debt may not be fully repaid to the company. The balances of receivables that remain within initial trade terms (as detailed in the table) are considered to be of high credit quality.

	Gross amount	Past due and impaired	Past due but not impaired (days overdue)				Within initial trade terms
			< 30	31-60	61-90	> 90	
	\$	\$	\$	\$	\$	\$	\$
2011							
Trade and other receivables	1,023,226	105,000	-	162,504	258,184	-	497,538
2010							
Trade and other receivables	912,415	90,000	-	74,491	179,257	-	568,667

The company does not hold any financial assets whose terms have been renegotiated, but which would otherwise be past due or impaired.

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Notes to the Financial Statements

For the Year Ended 30 June 2011

4 Other Financial Assets

	2011	2010
Note	\$	\$
CURRENT		
Held-to-maturity financial assets	4(a) 3,085,872	3,080,718
Total Current Assets	<u>3,085,872</u>	<u>3,080,718</u>
NON-CURRENT		
Available-for-sale financial assets	4(b) 1,000	1,000
Total Non Current Assets	<u>1,000</u>	<u>1,000</u>

(a) Held-to-maturity investments comprise:

	2011	2010
Note	\$	\$
Fixed interest securities - current	15 3,085,872	3,080,718
	<u>3,085,872</u>	<u>3,080,718</u>

(b) Non-current available-for-sale financial assets comprise:

	2011	2010
Note	\$	\$
Unlisted investments, at cost shares in other corporations	15 1,000	1,000
Total available-for-sale financial assets	<u>1,000</u>	<u>1,000</u>

Available-for-sale financial assets comprise investments in the ordinary issued capital of a company. There are no fixed returns or fixed maturity date attached to these investments.

5 Other Assets

	2011	2010
Note	\$	\$
CURRENT		
Prepayments	12,798	129,035
	<u>12,798</u>	<u>129,035</u>

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Notes to the Financial Statements

For the Year Ended 30 June 2011

6 Property, Plant and Equipment

	Note	2011 \$	2010 \$
LAND AND BUILDINGS			
Buildings			
At fair value		<u>715,080</u>	-
Total land and buildings		<u>715,080</u>	-
PLANT AND EQUIPMENT			
Furniture and equipment			
At fair value		31,074	-
At cost		540,833	431,773
Accumulated depreciation		<u>(344,268)</u>	(297,883)
Total furniture and equipment		<u>227,639</u>	133,890
Motor vehicles			
At fair value		131,786	-
At cost		595,555	531,909
Accumulated depreciation		<u>(174,118)</u>	(93,680)
Total motor vehicles		<u>553,223</u>	438,229
Reference library			
At cost		30,369	30,369
Accumulated depreciation		<u>(30,369)</u>	(30,369)
Total reference library		<u>-</u>	-
Total plant and equipment		<u>780,862</u>	572,119
Total property, plant and equipment		<u>1,495,942</u>	572,119

(a) Movements in Carrying Amounts

Movement in the carrying amounts for each class of property, plant and equipment between the beginning and the end of the current financial year:

	Buildings \$	Furniture and equipment \$	Motor vehicles \$	Reference library \$	Total \$
Balance at the beginning of year	-	133,890	438,229	-	572,119
Additions	-	109,059	63,646	-	172,705
Additions at fair value	715,080	31,074	131,786	-	877,940
Depreciation expense	-	(46,384)	(80,438)	-	(126,822)
Carrying amount at the end of 30 June 2011	<u>715,080</u>	<u>227,639</u>	<u>553,223</u>	-	<u>1,495,942</u>
Balance at the beginning of year	-	10,646	209,590	-	220,236
Additions	-	142,225	301,603	-	443,828
Disposals - written down value	-	-	(17,528)	-	(17,528)
Depreciation expense	-	(18,981)	(55,436)	-	(74,417)
Carrying amount at the end of 30 June 2010	<u>-</u>	<u>133,890</u>	<u>438,229</u>	-	<u>572,119</u>

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Notes to the Financial Statements

For the Year Ended 30 June 2011

7 Intangible Assets

	2011	2010
Note	\$	\$
Computer software		
At cost	93,605	93,605
Accumulated amortisation and impairment	<u>(36,592)</u>	<u>(17,870)</u>
Net carrying value	<u>57,013</u>	<u>75,735</u>
	Computer software	Total
	\$	\$
Year ended 30 June 2010		
Balance at the beginning of the year	89,045	89,045
Additions	4,560	4,560
Amortisation	<u>(17,870)</u>	<u>(17,870)</u>
Balance at 30 June 2010	<u>75,735</u>	<u>75,735</u>
Year ended 30 June 2011		
Balance at the beginning of the year	75,735	75,735
Amortisation	<u>(18,722)</u>	<u>(18,722)</u>
Balance at 30 June 2011	<u>57,013</u>	<u>57,013</u>

8 Trade and other payables

	2011	2010
Note	\$	\$
CURRENT		
Unsecured liabilities		
Trade payables and accrued expenses	845,189	732,941
Amounts received in advance	796,515	1,091,973
Short-term employee benefits	<u>1,519,253</u>	<u>1,270,183</u>
	<u>3,160,957</u>	<u>3,095,097</u>

(a) Financial liabilities at amortised cost classified as trade and other payables

	2011	2010
Note	\$	\$
Trade and other payables		
- Total Current	3,160,957	3,095,097
Less:		
Leave entitlements	(1,519,253)	(1,270,183)
Amounts received in advance	<u>(796,515)</u>	<u>(1,091,973)</u>
Financial liabilities as trade and other payables	15 <u>845,189</u>	<u>732,941</u>

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Notes to the Financial Statements

For the Year Ended 30 June 2011

9 Provisions

Note	2011 \$	2010 \$
NON-CURRENT		
Long-term employee benefits	<u>151,012</u>	<u>245,217</u>
	<u>151,012</u>	<u>245,217</u>
	Long-term employee benefits	Total
	\$	\$
Opening balance at 1 July 2010	245,217	245,217
Amounts reversed	<u>(94,205)</u>	<u>(94,205)</u>
Balance at 30 June 2011	<u>151,012</u>	<u>151,012</u>

Provision for Long-Term Employee Benefits

A provision has been recognised for employee entitlements relating to long service leave. The measurement and recognition criteria relating to employee benefits have been included in Note 1 to these financial statements.

10 Capital and Leasing Commitments

Operating Lease Commitments

Non-cancellable operating leases contracted for but not recognised in the financial statements:

Note	2011 \$	2010 \$
Payable - minimum lease payments:		
- not later than 12 months	28,430	36,034
- between 12 months and 5 years	<u>18,953</u>	<u>47,384</u>
	<u>47,383</u>	<u>83,418</u>

The vehicle lease is a non-cancellable lease with a remaining two year term with rent payable monthly in arrears.

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Notes to the Financial Statements

For the Year Ended 30 June 2011

11 Revenue and Other Income

	2011	2010
Note	\$	\$
Revenue		
- provision of services	12,961,279	11,489,212
- operating grants	5,898,114	6,095,572
- other sources	4,521,883	3,837,482
Total revenue	<u>23,381,276</u>	<u>21,422,266</u>
Other revenue		
- interest received	267,796	162,557
Total other revenue	<u>267,796</u>	<u>162,557</u>
Other income		
- gain on disposal of property, plant and equipment	-	5,918
- contributed assets from Galilee Incorporated	13(e) 518,382	-
Total other income	<u>518,382</u>	<u>5,918</u>
Total revenue and other income	<u>24,167,454</u>	<u>21,590,741</u>

12 Profit for the Year

Expenses

	2011	2010
Note	\$	\$
Depreciation and amortisation		
Depreciation and amortisation expense	145,544	92,287
Bad and doubtful debts	59,198	(73,899)
Rental expense on operating leases		
minimum lease payments	33,300	84,952
Audit Remuneration		
auditing or reviewing the financial report	35,304	39,708

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Notes to the Financial Statements

For the Year Ended 30 June 2011

13 Cash Flow Information

(a) Reconciliation of cash

	Note	2011 \$	2010 \$
Cash at the end of the financial year as shown in the statement of cash flows is reconciled to items in the statement of financial position as follows:			
Cash and cash equivalents	2	<u>1,393,508</u>	1,003,732
		<u>1,393,508</u>	<u>1,003,732</u>

(b) Reconciliation of Cash Flow from Operations with Profit after Income Tax

	Note	2011 \$	2010 \$
Profit for the year		1,307,950	110,899
Non-cash flows in profit			
- Depreciation and amortisation		145,544	92,287
- Impairment of receivables		15,000	(111,042)
- Net gain on disposal of property, plant and equipment		-	(5,918)
- Gain on assets contributed		(518,382)	-
Changes in assets and liabilities, net of the effects of the acquisition of entities			
- (Increase)/decrease in receivables		(430,894)	(193,249)
- (Increase)/decrease in prepayments		122,585	(112,575)
- Increase/(decrease) in payables		(94,732)	(372,795)
- Increase/(decrease) in provisions		(94,205)	44,751
Cash flow from operations		<u>452,866</u>	<u>(547,642)</u>

(c) Credit Standby Arrangements with Banks

The company has no credit stand-by or financing facilities in place.

(d) Non-cash Financing and Investing Activities

There were no non-cash financing or investing activities during the year.

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Notes to the Financial Statements

For the Year Ended 30 June 2011

13 Cash Flow Information continued

(e) Acquisition of an entity

As at 30 June 2011 the company acquired the net assets of Galilee Incorporated as part of the amalgamation process previously announced on 7 October 2010.

Details of this transaction are:

	Note	2011 \$	2010 \$
Cash acquired		114,769	-
Assets and liabilities held at acquisition date:			
Receivables		136,962	-
Prepayments		6,348	-
Property, plant and equipment		877,940	-
Payables		(160,592)	-
Other payables		(457,045)	-
		<u>403,613</u>	-
Contributed net assets	11	<u>518,382</u>	-

The assets and liabilities arising from the acquisition are recognised at fair value which is equal to its carrying value.

14 Key Management Personnel Compensation

	Short-term benefits \$	Post employment benefits \$	Other long- term benefits \$	Total \$
2011				
Total compensation	665,748	49,759	-	715,507
2010				
Total compensation	493,685	42,926	-	536,611

15 Financial Risk Management

The company's financial instruments consist mainly of deposits with banks, local money market instruments, short-term and long-term investments, accounts receivable and payable and leases.

The carrying amounts for each category of financial instruments, measured in accordance with AASB 139 as detailed in the accounting policies to these financial statements, are as follows:

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Notes to the Financial Statements

For the Year Ended 30 June 2011

15 Financial Risk Management continued

		2011	2010
	Note	\$	\$
Financial Assets			
Cash and cash equivalents	2	1,393,508	1,003,732
Held-to-maturity investments			
- fixed interest securities	4	3,085,872	3,080,718
Loans and receivables	3	918,226	822,415
Available-for-sale financial assets			
- shares in other corporations	4	1,000	1,000
Total Financial Assets		5,398,606	4,907,865
Financial Liabilities			
Financial liabilities at amortised cost			
Trade and other payables	8	845,189	732,941
Total Financial Liabilities		845,189	732,941

Financial Risk Management Policies

The directors' risk management strategy seeks to assist the company in meeting its financial targets whilst minimising potential adverse effects on financial performance. Risk management policies are approved and reviewed by the finance committee on a regular basis. These include credit risk policies and future cash flow requirements.

Specific Financial Risk Exposures and Management

The main risks the company is exposed to through its financial instruments are credit risk, liquidity risk and market risk relating to interest rate risk.

(a) Credit risk

Exposure to credit risk relating to financial assets arises from the potential non-performance by counter parties of contract obligations that could lead to a financial loss to the company.

Credit risk is managed through the maintenance of procedures ensuring to the extent possible, that customers and counter parties to transactions are of sound credit worthiness. Such monitoring is used in assessing receivables for impairment. Credit terms are generally 30 days from the invoice date.

Risk is also minimised through investing surplus funds in financial institutions that maintain a high credit rating.

Credit Risk Exposures

The maximum exposure to credit risk by class of recognised financial assets at the end of the reporting period, excluding the value of any collateral or other security held, is equivalent to the carrying value and classification of those financial assets (net of any provisions) as presented in the

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Notes to the Financial Statements

For the Year Ended 30 June 2011

15 Financial Risk Management continued

statement of financial position.

The company has no significant concentration of credit risk with any single counter party or group of counter parties. Details with respect to credit risk of Trade and Other Receivables are provided in Note 3.

Trade and other receivables that are neither past due nor impaired are considered to be of high credit quality. Aggregates of such amounts are as detailed at Note 3.

Credit risk related to balances with banks and other financial institutions is managed by the finance committee in accordance with approved Board policy. The following table provides information regarding credit risk relating to cash and money market securities based on Standard & Poor's counter party credit ratings.

	Note	2011 \$	2010 \$
Cash and cash equivalents			
- AA Rated	2	511,597	441,121
- BBB Rated	2	874,619	556,706
		<u>1,386,216</u>	<u>997,827</u>
Held-to-maturity securities			
- AA Rated	4	1,000,000	59,423
- BBB Rated	4	2,085,872	3,021,295
		<u>3,085,872</u>	<u>3,080,718</u>

(b) Liquidity risk

Liquidity risk arises from the possibility that the company might encounter difficulty in settling its debts or otherwise meeting its obligations related to financial liabilities. The company manages this risk through the following mechanisms:

- preparing forward looking cash flow analysis in relation to its operational, investing and financial activities;
- maintaining a reputable credit risk profile;
- managing credit risk related to financial assets;
- only investing surplus cash with major financial institutions; and
- comparing the maturity profile of financial liabilities with the realisation profile of financial assets.

The tables below reflect an undiscounted contractual maturity analysis for financial liabilities. Cash flows realised from financial assets reflect management's expectation as to the timing of realisation. Actual timing may therefore differ from that disclosed. The timing of cash flows presented in the table to settle financial liabilities reflects the earliest contractual settlement dates.

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Notes to the Financial Statements

For the Year Ended 30 June 2011

15 Financial Risk Management continued

Financial liability and financial asset maturity analysis

	Within 1 Year		1 to 5 Years		Total Contractual Cash Flow	
	2011	2010	2011	2010	2011	2010
	\$	\$	\$	\$	\$	\$
Financial liabilities due for payment						
Trade and other payables (excluding estimated leave and amounts received in advance)	845,189	732,941	-	-	845,189	732,941
Total contractual outflows	845,189	732,941	-	-	845,189	732,941
Total expected outflows	845,189	732,941	-	-	845,189	732,941
Financial assets - cash flows realisable						
Cash and cash equivalents	1,393,508	1,003,732	-	-	1,393,508	1,003,732
Trade, term and loans receivables	918,226	822,415	-	-	918,226	822,415
Available-for-sale investments	-	-	1,000	1,000	1,000	1,000
Held-to-maturity investments	3,085,872	3,080,718	-	-	3,085,872	3,080,718
Total anticipated inflows	5,397,606	4,906,865	1,000	1,000	5,398,606	4,907,865
Net (outflow)/inflow on financial instruments	4,552,417	4,173,924	1,000	1,000	4,553,417	4,174,924

(c) Market risk

Interest rate risk

Exposure to interest rate risk arises on financial assets and financial liabilities recognised at the end of the reporting period whereby a future change in interest rates will affect future cash flows or the fair value of fixed rate financial instruments. The company is also exposed to earnings volatility on floating rate instruments.

Sensitivity Analysis

The following table illustrates sensitivities to the company's exposures to changes in interest rates. The table indicates the impact on how profit and equity values reported at the end of the reporting period would have been affected by changes in the relevant risk variable that management considers to be reasonably possible. These sensitivities assume that the movement in a particular variable is independent of other variables.

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Notes to the Financial Statements

For the Year Ended 30 June 2011

15 Financial Risk Management continued

	Profit	Equity
	\$	\$
Year Ended 30 June 2011		
+/-2% in interest rates	87,000	87,000
Year Ended 30 June 2010		
+/-2% in interest rates	80,000	80,000

Net Fair Values

Fair value estimation

The fair values of financial assets and financial liabilities approximate their carrying values as presented in the statement of financial position and notes to the financial statements. Fair values are those amounts at which an asset could be exchanged, or a liability settled, between knowledgeable, willing parties in an arm's length transaction.

Fair values derived may be based on information that is estimated or subject to judgment, where changes in assumptions may have a material impact on the amounts estimated. Areas of judgment and the assumptions have been detailed below.

Differences between fair values and carrying values of financial instruments with fixed interest rates are due to the change in discount rates being applied by the market since their initial recognition by the company. Most of these instruments which are carried at amortised cost are to be held until maturity and therefore the net fair value figures calculated bear little relevance to the company.

The fair values of financial assets and financial liabilities as disclosed in the statement of financial position and in the notes to the financial statements have been determined based on the following methodologies: Cash and cash equivalents, trade and other receivables and trade and other payables are short-term instruments in nature whose carrying value is equivalent to fair value. Trade and other payables exclude amounts provided for leave entitlements and amounts received in advance which are not considered to be financial instruments.

16 Capital Management

Management control the capital of the company to ensure that adequate cash flows are generated to fund its operations and that returns from investments are maximised within tolerable risk parameters. The finance committee ensures that the overall risk management strategy is in line with this objective.

The finance committee operates under policies approved by the board of directors. Risk management policies are approved and reviewed by the board on a regular basis. These include credit risk policies and future cash flow requirements.

The company's capital consists of financial liabilities, supported by financial assets.

Management effectively manage the company's capital by assessing the company's financial risks and responding to changes in these risks and in the market. These responses may include the consideration of debt levels.

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Notes to the Financial Statements

For the Year Ended 30 June 2011

16 Capital Management continued

There have been no changes to the strategy adopted by management to control the capital of the company since the previous year. This strategy is to ensure that there is sufficient cash to meet trade and other payables.

The gearing ratios for the year ended 30 June 2011 and 30 June 2010 are as follows:

		2011	2010
	Note	\$	\$
Total borrowings		-	-
Less Cash and cash equivalents	2	<u>(1,393,508)</u>	<u>(1,003,732)</u>
Net debt		<u>(1,393,508)</u>	<u>(1,003,732)</u>
Equity		<u>3,652,390</u>	<u>2,344,440</u>
Total capital		<u>2,258,882</u>	<u>1,340,708</u>
Gearing ratio		- %	- %

17 Company Details

The registered office of the company is:

Communities@Work
Tuggeranong Community Centre
245 Cowlishaw Street
Greenway ACT 2900

Communities@Work

ABN 19 125 799 859

Directors' Declaration

The directors of the company declare that:

1. The financial statements and notes, as set out on pages 9 to 35, are in accordance with the *Corporations Act 2001* and:
 - (a) comply with Australian Accounting Standards; and
 - (b) give a true and fair view of the financial position as at 30 June 2011 and of the performance for the year ended on that date of the company.
2. In the directors' opinion, there are reasonable grounds to believe that the company will be able to pay its debts as and when they become due and payable.

This declaration is made in accordance with a resolution of the Board of Directors.



Director:
Gail Kinsella

Dated 29 September 2011



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Standards Legislation

Independent Auditor's Report

To the members of Communities@Work

Report on the Financial Report

We have audited the accompanying financial report of Communities@Work, which comprises the statement of financial position as at 30 June 2011, the statement of comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, notes comprising a summary of significant accounting policies and other explanatory information, and the directors' declaration.

Directors' Responsibility for the Financial Report

The directors of the company are responsible for the preparation of the financial report that gives a true and fair view in accordance with Australian Accounting Standards and the *Corporations Act 2001* and for such internal control as the directors determine is necessary to enable the preparation of the financial report that is free from material misstatement, whether due to fraud or error.

Auditor's Responsibility

Our responsibility is to express an opinion on the financial report based on our audit. We conducted our audit in accordance with Australian Auditing Standards. Those standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance about whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the company's preparation of the financial report that gives a true and fair view in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the company's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the directors, as well as evaluating the overall presentation of the financial report.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Independence

In conducting our audit, we have complied with the independence requirements of the *Corporations Act 2001*.





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Independent Auditor's Report

To the members of Communities@Work

Opinion

In our opinion the financial report of Communities@Work is in accordance with the *Corporations Act 2001*, including:

- (a) giving a true and fair view of the company's financial position as at 30 June 2011 and of its performance for the year ended on that date; and
- (b) complying with Australian Accounting Standards and the *Corporations Regulations 2001*.

Hardwicks
Chartered Accountants

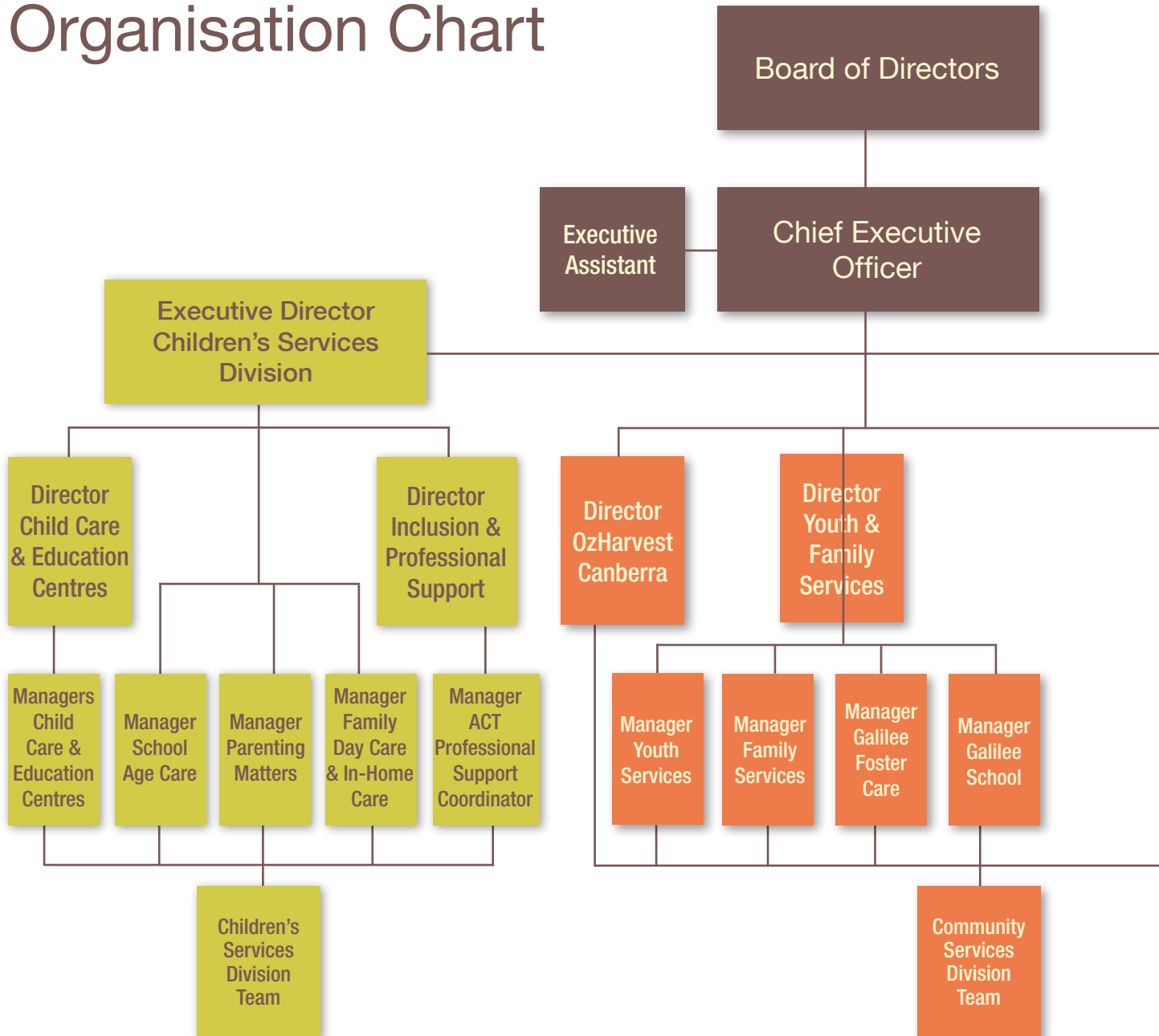
Robert Johnson FCA
Partner

Canberra

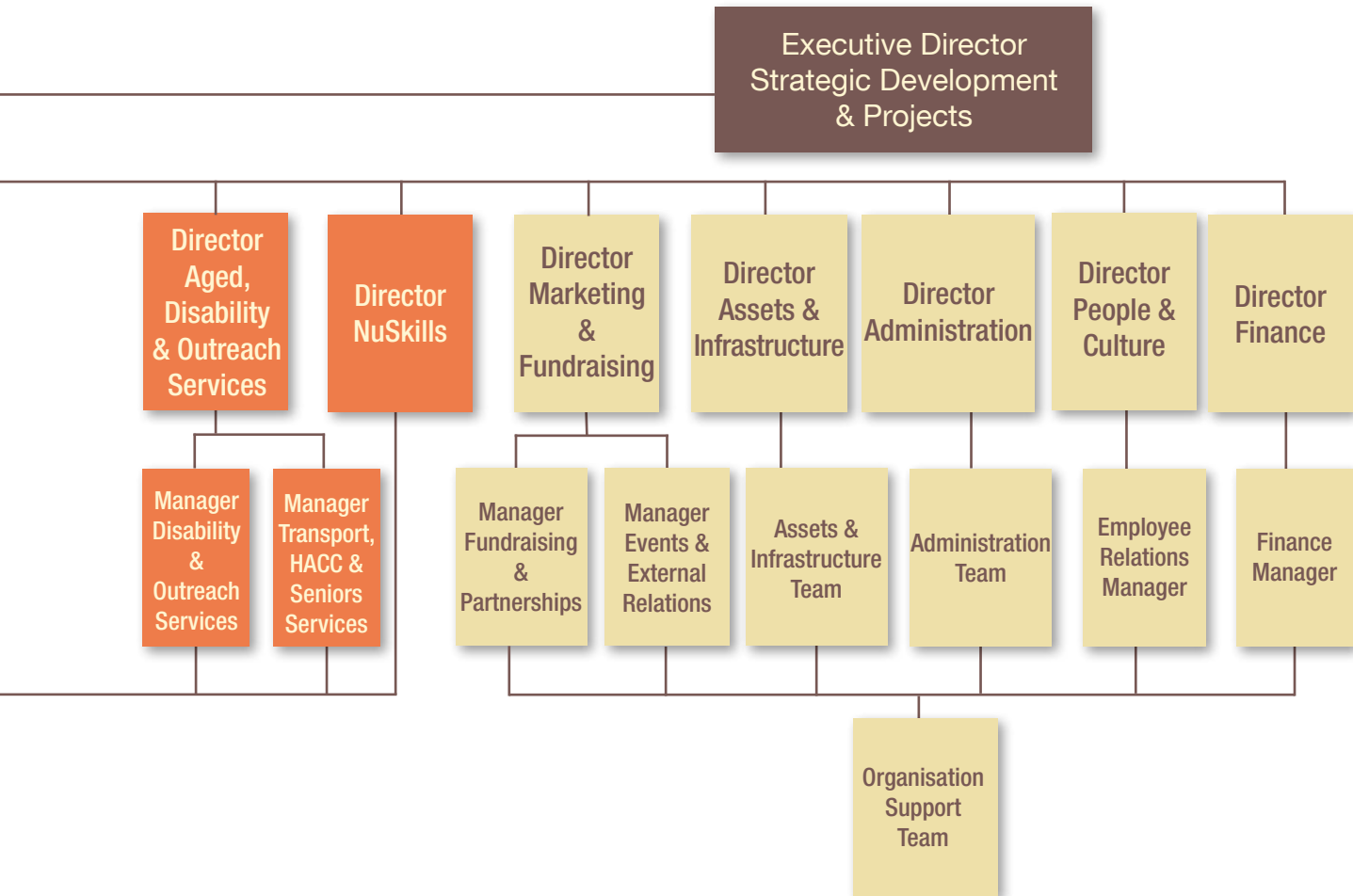
29 September 2011



Organisation Chart



It's about you. Always!
Communities@Work





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