

Communities@Work

# Annual Report

2015-16



*Becoming a Social Enterprise*



**Trees to Treasures**

The children at the Capital Hill Early Childhood Centre were delighted when their magnificent clay sculptures were on exhibit in the staff café at Parliament House.

The sculptures were created using natural materials the children collected as they explored the surrounding gardens.

# Communities@Work

## Vision, Mission & Values

### Our Vision

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

### Our Mission

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

### Our Values

#### Trust, Integrity and Transparency

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

#### Respect for All

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

#### Flexibility and Responsiveness

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

#### Quality and Innovation

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

#### Affordability and Sustainability

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





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# Message from the Chair

## Progression in becoming a sustainable social enterprise

As I will be stepping down as Chair of Communities@Work at this year's AGM, this is my last report in that capacity.



During my tenure as Chair, I have been fortunate to have overseen an organisation which has made outstanding progress in becoming a sustainable social enterprise, well equipped to meet the needs of the Canberra community.

Communities@Work has undertaken tremendous growth in its service offerings in early childhood, aged care and disability. The organisation has undergone an amalgamation and a merger and has deepened its connection to the community to serve those most vulnerable and disadvantaged.

The organisation's achievements have come about by the implementation of a clear plan over many years. The Board and Executive have placed a strong emphasis on strategic themes covering consolidation and growth, quality improvement, innovation and the strengthening of pre-existing relationships.

During the last financial year, we have completed the first stage of our purpose built facility in Dixon Drive, Holder. That facility helps to ensure our ability to continue to provide services into the future. In recognition of the vision and commitment of our previous Chair, the facility has been named after John Turner who presided over the organisation between 2004 and 2010. John's vision commenced a process which has been supported by subsequent Boards and the Executive team to make the dream a reality.

Also during this year, the Board and the Executive have worked closely to continue the development of the organisation and to ensure that surplus revenue gained from early education and care services is applied to "doing good" across the whole of Canberra to the benefit of those who need support in our community.

I take the opportunity of thanking my fellow Board members for their vision, dedication and governance and by continuing to show a commitment to our community. I also wish to thank our new CEO, Lorcan Murphy, and the Executive team for their ongoing commitment and for ensuring significant progress has been made in the organisation's sustainability and innovation.

As always, I wish to express my sincere and deep appreciation to all of the employees at Communities@Work for their hard work and dedication in providing community services of social value and practical benefit. Along with our employees, I wish to acknowledge the large group of volunteers who support our community services and without whom many of the successful outcomes would not have been achieved.

I wish the organisation continued great success and look forward to continuing to support the new Chair and Board in their endeavours.

A handwritten signature in black ink, reading "Archie Tsirimokos". The signature is stylized and cursive.

Archie Tsirimokos  
Chair







Communities@Work Growing Together  
Conference: Jessamy Gee, Think-in-Colour



Executive Officer Team

## Message from the CEO



Operationally we have achieved a significant number of highlights, which have started to create a ripple effect of efficiencies and sustainability across the organisation. This in turn, is sparking through the fabric of the Canberra community as our organisation continues to deliver meaningful, quality services that care for the well-being of all.

The services we offer in early education and care, enable us to deliver a range of charitable programs that make a huge difference in the lives of ordinary Canberrans. A significant part of our net revenue goes back to supporting the Canberra community with food, clothing and essential services. Over the past year, we have been driven by an ambitious long term goal of creating a Centre of Excellence in our Children's Services. The primary reason for this intense focus is to reach sustainability in the surplus we generate in a highly competitive environment. This is all part of our progression in becoming a sustainable local Canberra social enterprise.

Innovative initiatives such as our Ascend Program (more on page 24), an evolutionary process in the childcare sector, is testimony to our unrelenting commitment to the highest quality of service and care in the early education and care sector. A renewed focus on educational leadership means that our pedagogy and practice will be to the same standard across all of our services.

We have launched a new, unique offering called "Employer supported childcare" with benefits including priority of access, discounted rates, parenting workshops and much more.

Our rostering and recruitment has been centralised, giving Centre Managers the great opportunity to put their focus on the relationships with families and children, rather than trying to juggle rosters and recruit staff.

Our technology infrastructure to improve the integration and efficiencies within our services is mid-way through a significant transition program. This includes the deployment of an Enterprise Resource Platform, a customer relationship system, biometric scanning for time and attendance and electronic sign-in and sign-outs for parents accessing our services.

Great strides continue to be made in professionalising and streamlining the functional areas of organisational support. This is reinforced by an internationally recognised quality management system.

As I took over the reins of CEO midway through the financial year, I wish to acknowledge and thank my predecessor Lynne Harwood and our outgoing chairman of our Board, Archie Tsirimokos, for their contribution and commitment over many years. I am deeply grateful to our staff, partners, supporters, donors and stakeholders, who help the organisation make an incredible difference, every single day, without all of them Communities@Work could simply not deliver the amazing breadth of services that we provide. I also wish to thank the Board for generously giving their time, and for their stewardship and governance.

Lorcan Murphy, Chief Executive Officer



# Board of Directors



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



**John Nicholl**  
Vice Chair  
Principal Lawyer,  
Nicholl & Co.



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



**Alan Greenslade**  
Director  
First Assistant  
Secretary of Financial  
Analysis, Reporting  
and Management in  
the Commonwealth  
Department of Finance

**Lorcan Murphy**  
Company  
Secretary  
CEO,  
Communities@Work



**Ayesha Razzarq**  
Director  
General Manager,  
Retail, at  
ActewAGL

**John Runko**  
Director  
CEO,  
Independent  
Property Group



**Eoghan O'Byrne**  
Director  
Director, Marketing  
& Communications,  
University of  
Canberra



**Caron Egle**  
Director  
Managing  
Director of  
SAGE Thinking



**Mike Sullivan**  
Director  
Independent  
Consultant



A young child with dark hair, wearing a black t-shirt with a yellow graphic, is smiling and looking towards the right. They are sitting at a light-colored wooden table. In front of them is a white bowl of cereal and a yellow plastic cup. In the background, another child is visible, and the setting appears to be a bright, indoor space, possibly a classroom or a play area.

# Children's Services

As the largest provider of children's services in the ACT, Communities@Work is a recognised leader committed to providing the highest quality child care and education. We offer flexibility and choice whilst meeting all your child care and education needs.

# our Children's Services locations



## Family Day care and In-home Care

Locations are spread throughout the ACT and surrounding region.



## Early Education and Care Services

1. Ngunnawal Child Care and Education Centre
2. Abacus Child Care and Education Centre
3. Capital Hill Early Childhood Centre
4. Narrabundah Early Childhood Service
5. Stirling Child Care and Education Centre
6. Taylor Child Care and Education Centre
7. Appletree House Child Care and Education Centre
8. Illoura Child Care and Education Centre
9. Tuggeranong Child Care and Education Centre
10. Greenway Child Care and Education Centre
11. Richardson Child Care and Education Centre
12. Isabella Plains Child Care and Education Centre
13. Isabella Plains Early Childhood Service



## Out-of-School Hours Care Programs

1. Amaroo School
2. Neville Bonner Primary School
3. Ngunnawal Primary School
4. Harrison School
5. Palmerston District Primary School
6. Mount Rogers School
7. Maribyrnong Primary School
8. Charles Weston School
9. Malkara School
10. St Thomas the Apostle School
11. Wanniasa Hills Primary School
12. Fadden Primary School
13. Monash Primary School
14. Caroline Chisholm School
15. Isabella Plains Early Childhood Service
16. Bonython Primary School
17. Theodore Primary School
18. Gordon Primary School





# Early Education and Care Services

**Communities@Work provides quality early childhood education and care from birth to pre-school age across the ACT. We strive to be a centre of excellence and to provide children with the best possible start to their learning and education experience.**

## A sense of belonging

We believe that all children have the right to play, explore, discover and investigate.

## Educational leadership

We have a dedicated team of educational leaders who work across multiple centres to support the development of pedagogy and curriculum, and create optimum learning environments for children.

## Relationships with children and families

Our centres are places where relationships between educators, children and families are valued. By taking the time to get to know each family, we can provide every child with the best possible start in life.

## Empowering quality staff

Excellence begins with our people and we are focussed on employing quality staff and supporting them with leading-edge training and development programs through our Centre for Professional Learning and Education.

### Preschool is calling!

“ Stirling Child Care and Education Centre is our daughter's home away from home. The caring, engaged staff are like family, to both her and us. We have enjoyed four fabulous years here and will be sad to go, but preschool is calling! ”

Parent



## Indigenous voices...

Throughout the year, Karen Ott, an Indigenous member of the Richardson Community Hub, shared Aboriginal stories with the children at Communities@Work's Richardson Child Care and Education Centre.

One of these stories was Old Man Kangaroo, an Aboriginal story about how the Brindabella Ranges were formed. Karen showed the children some hand actions that they could use during the story.

## ...enrich our stories

The actions symbolised a wombat, kangaroo, strong man, baby and people. The children were very respectful and listened to everything that Karen said.

The moral of the Old Man Kangaroo story is that a hero is someone who helps people and looks after everyone. This was an important message for the children.





### Investment in Learning Spaces

Some examples of the significant reinvestment in a number of the centres to enhance their ambience and create better learning spaces are:

- At our **Greenway Centre**, a music room with a piano and other instruments has been established, foyer spaces have been refurbished and the children have been learning about the natural environment by growing their own produce in garden beds.
- At our **Illoura Centre**, the outdoor learning environment has been upgraded with a rocky river bed, a meeting place and materials for gross motor learning. The learning space creates opportunities for wonder, intrigue and exploration.
- At our **Appletree Centre**, an aesthetic play space for children aged two years and under has been developed to assist the children to explore independently and build relationships with the educators. It is also an inviting space in which parents/carers can engage with their children.
- At our **Tuggeranong Centre**, an upgrade of an outdoor play area has created a garden of different flavours and aromas in which the children can learn and explore.



## We're a local social enterprise

Every time you select one of our children's services, you are not only making an excellent choice in early education and care, you **are also helping us support another Canberran who is doing it tough**. These fees-for-services directly enable us to provide food, clothing and specialist high school education to those most vulnerable, disadvantaged and disengaged in our community.

## The future

**We will continue to embed excellence in all our child care and education centres by being a leader in educational practice, developing valued relationships with children and families, and empowering quality staff.**





# out of School Hours Care

Communities@Work prides itself on responding to the needs of all stakeholders in our children's services, and delivering high quality, engaging and fun Out of School Hours Care programs. Reliable recruitment practices and meticulous team development give us an edge in delivering our services. As an ISO 9001 certified organisation we strive for excellence.

**Children are encouraged to be active learners. Taking an inquiry based approach, educators scaffold children's play and learning, unlocking each child's natural wonder, creativity and curiosity. Children are encouraged to take responsibility, gain independence and become active, resilient members of their community.**

Program coordinators work in conjunction with educational leaders to create a program of activities that build upon children's interests to further enhance learning opportunities, whilst meeting the criteria of the National Quality Framework.

As well as having lots of fun, children are encouraged to meet and make new friends, try new things and enjoy a variety of sports-orientated activities, incursions and excursions, music, cooking, gardening, arts and crafts.

## Professional care

“ Thank you for operating the program so professionally. Your educators deserve my congratulations for handling themselves so well and caring for the children beautifully. ”

Principal at Palmerston



## Learning in the...

Educators from our Palmerston Out of School Hours Care program have been trialling group bike rides around their local community as a fun and engaging activity for the children.

A group of educators and children strapped on their helmets, tested their bells and went for a biking adventure around the lake.

## ...great outdoors

A tasty BBQ was cooked and the children played games, climbed trees and enjoyed being outdoors.

The idea originated from a child who wanted to be outdoors. Growing up in the Blue Mountains, always amongst nature, the senior program co-ordinator thought this was a great idea.





# Family Day Care and In-Home Care

Communities@Work's Family Day Care and In-Home Care is specifically tailored to take unique and family circumstances into consideration.

**Communities@Work's Family Day Care and In-Home Care Scheme is the best in the nation, being the recipient of the 2015 National Family Day Care Service of the Year Award.**

The scheme achieved an exceeding rating against the National Quality Standard under the National Quality Framework.

We are leading the way in providing families with innovative, flexible and affordable child care options.

A first of its kind outdoor playgroup initiative in Canberra has been developed with financial support from Real Needs Insurance and Grassroots Environmental. This project has created valuable links with the community which will continue to grow and evolve into the future.

## The future

**We will seek to build on the quality practice embedded in the scheme by implementing a health and well-being project for educators, empowering educators to market their businesses professionally and helping to ensure they are sustainable.**

### Meeting children's needs

“Our daughter Mia is very happy in care. Mia is excited to arrive every day and always content when we pick her up. Rosie, our educator, takes the children out on regular outings which Mia loves! Rosie also communicates about what they do every day and what her needs were.”

Parent

“My Support Coordinator, does an amazing job. My families are very happy with the service and the children and I really enjoy going to the playgroups. We have made a little circle of friends with other educators and children. I'm very pleased that I made the big step to join Communities@Work Family Day Care.”

Family Day Care Educator

## Building lasting...

Jade became an early childhood educator by finding inspiration from the joy of watching children grow.

Jade's learning environments have evolved over time to provide children with a free flowing educational program, incorporating a 'touch of home'. She has created both indoor and outdoor environments that children can explore at their own pace, depending on their interests.

## ...relationships

Outdoor play and sustainability are key components of Jade's philosophy and she has created play spaces that allow for exploration, imagination and risk-based learning.

In Jade's words, what she loves most about family day care is being able to practise in an authentic way that aligns with her own personal philosophy of how children learn, while also building genuine, lasting relationships with families.





# Qualifications & Professional Learning

Our Centre for Professional Learning and Education (RTO 88148) specialises in delivering nationally recognised education and care qualifications and professional learning opportunities to support rewarding careers in children's services.



# Education and Care Qualifications

As a registered training organisation, Communities@Work's Centre for Professional Learning and Education (CPLE) provides a suite of education and care qualifications to equip educators with the skills and hands-on experiences they need to excel.

Our qualifications include:

## Diploma of Early Childhood Education and Care

This qualification reflects the role of early childhood educators who are responsible for designing and implementing curriculum in early childhood education and care services.

## Diploma of School Age Education and Care

This qualification reflects the role of educators who are responsible for the day-to-day operations of a before and after school care and/or vacation care service.

## Certificate III in Early Childhood Education and Care

This qualification reflects the role of educators in a range of early childhood education settings who work within the requirements of the Education and Care Services National Regulations and the National Quality Standard.

## Certificate IV in School Age Education and Care

This qualification reflects the role of educators who work with school age children in outside school hours care and vacation programs.

### Practise perfects practice

“It was great to be able to work and study at the same time and practise what I learnt in the classroom in a real-life setting in a centre. The hands-on approach was really helpful for me and I felt supported through the entire experience.”

CPLE Student



## Ascend Program

Communities@Work has taken the initiative to offer unique, world class traineeships in early education and care that will open up exciting career and personal development opportunities for participants. Selected trainees are paid to study and gain experience for the duration of the 12 month Ascend program and, if all requirements are met, graduate with a Certificate III in Early Childhood Education and Care.

The traineeships are open to anyone who is passionate about working in the early education and care sector and who is energised by being part of an elite team. Trainees are provided with face to face training, online learning, mentoring, and practical experience working with children in a range of Communities@Work's leading early childhood centres across the ACT.

## The future

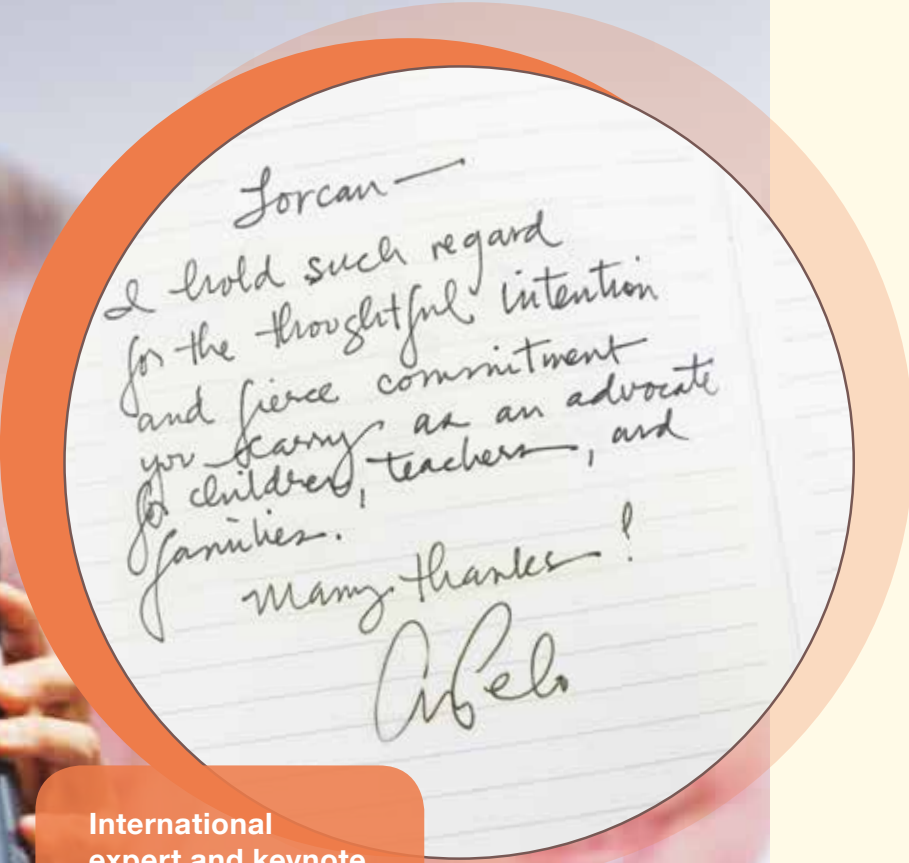
We are seeking to make the Ascend program the preferred model of choice for attaining children's services qualifications in the ACT and extend the delivery of training programs into the Greater Capital Region and NSW.



Ascend Program class of 2016 with CEO Lorcan Murphy and Deputy CEO Lee Maiden



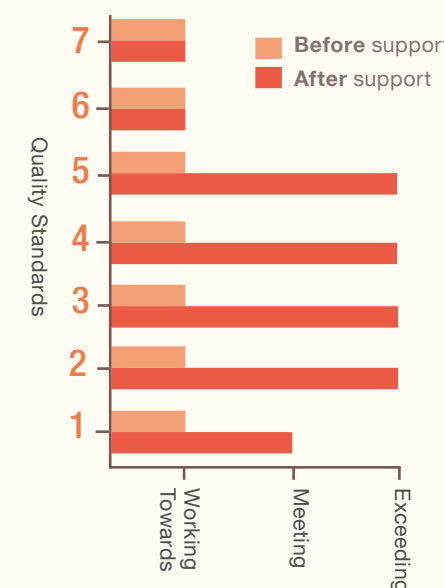
# Professional Learning and Support



International expert and keynote speaker Anne Pelo

## Leading the sector

During the year, we supported 40 children's services with mentoring and coaching. The impact of this support on standards within the services is demonstrated by the following example of one service:



We are proud to deliver exceptional training opportunities that align with the National Quality Standard and meet the current needs of progressive education and care services and individuals.

Our quality, evidence based approach to delivering qualifications and professional learning consists of a combination of face-to-face class room education, in-service professional development and online learning. Our new training room at Communities@Work's Weston Hub provides state-of-the-art training facilities.

During the year, the CPLE was a 'thought leader' for the education and care sector:

- We hosted the 2016 Growing Together Education and Care Conference which was attended by over 300 participants
- We published two editions of InSights magazine, a CPLE publication designed to showcase leading-edge practices in children's services and provide articles of interest that inspire progressive pedagogy
- We hosted a National Australian Children's Education and Care Quality Authority workshop, in conjunction with Children's Education and Care Assurance, on cultural competence which was attended by over 70 participants
- We co-hosted the 'Empowering Inclusion through Early Childhood' forum in consultation with National Disability Insurance Scheme stakeholders from across the Canberra region.

## Customised training

A Canberra organisation engaged us to deliver a customised training session on the topic 'Learning through Play and Leisure in Out of School Hours Care'. The organisation provided us with some valuable feedback from this professional development session and educators rated the session highly in regards to content, processes and the professional learning experience.

Specific educators' comments included:

*"I feel as though I will be encouraging children to play in different ways. I now understand and can observe different types of play children exhibit. Documentation of this will be crucial!"*

*"I feel I am better able to articulate the purpose and process of documentation of play and learning to educators, parents and assessors"*



A young man with short brown hair and glasses is smiling and looking towards the camera. He is wearing a dark blue jacket with a high collar. The background is bright and slightly out of focus, suggesting an indoor setting with large windows.

# Community Services

Communities@Work provides a suite of quality community services that empower people to create better futures by fostering independence, resilience and social connection.



## Clothing

**Our clothing program provides men and women in need with free clothing, shoes and accessories for job interviews, work experience or other special events.**

We continue to partner with the Canberra Institute of Technology's 'return to work' program by dressing students on completion of, or during, their courses. Many employment agencies also refer clients to us and we delivered the 'Connecting the Pieces' program through our registered training organisation to equip clients with professional and personal life skills.

With the generous support of the Tuggeranong Hyperdome, our Best Dressed store sells donated, pre-loved clothing to help fund our clothing program and other social programs for vulnerable clients. In January 2016, the store moved to larger premises within the Hyperdome and has received very positive feedback from the community.

## Food Services

**Our food services are designed to improve the health and well-being of people experiencing hardship.**

At our community pantries in Tuggeranong and Gungahlin, clients can 'shop' for healthy food and personal care items in a safe, secure and dignified environment. Over the past year, we have really valued the partnerships with local shopping centres, food drives undertaken by a number of schools and public donations of non-perishable and personal care items which helped us to stock the community pantries.

We express ongoing gratitude to those amazing licensed food businesses which allow us to rescue food. This is used to provide meals for our pantries or provided to charities and refuges throughout the Canberra region. A generous grant from the Newman's Own Foundation enabled us to enhance our infrastructure for the food rescue and pantry services, while our supporting retailers made a significant contribution to our Gungahlin Pantry.

## Homelessness

Through referrals from OneLink, our Reach Home program provides support for families who are, or are at risk of being, homeless, including the provision of safe, transitional accommodation. We also provide blankets, shower packs and meals for people who are 'sleeping rough', and help clients develop case plans for personal growth and development.

### Fast Facts

In 2015-16 there were 29,411 visits to our Community Pantries and our food rescue service collected 182,734 kg of food.

In 2015-16, our Reach Home program provided 10,198 bed nights and 362 days of support per family.

### Lending a...

Sarah\* visited our community pantry with her children. She had just fled a domestic violence situation and had thrown as many belongings as possible into her small car, but she didn't have any food or warm clothing for herself and her children.

The pantry coordinator spent time with Sarah who was understandably feeling distressed and emotional.

### ...helping hand

Sarah was provided with emergency food, supplies and information about what other services she could access.

Sarah had the opportunity to spend some time in a safe environment, talk about her challenges and get some vital support and information. She left afterwards more composed and equipped to deal with the next steps.

\*name changed to protect privacy.



# Social & Recreational Activities for Seniors

Our in-centre and in-community activities include interesting excursions, informative talks, gentle exercises, arts and crafts, hot lunches and specific groups for men and women.

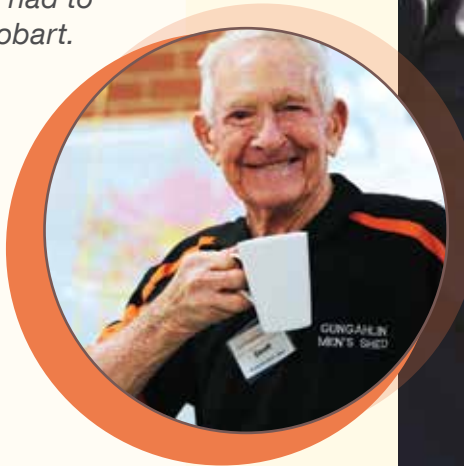
Significant modifications have been made to the seniors' centre at Ngunnawal to improve the internal layout and use of space that is accessed by seniors. Modifications have included a dedicated area for the Gungahlin Men's Shed and the changes have resulted in an increase in seniors' activity.

The Men's Shed was launched during Seniors' Week 2016 and has a functioning workshop, complete with new tools and woodwork equipment. Members of the Shed have been learning how to use the new tools and working on various projects such as creating wooden toys for children.

## From the Men's Shed

“ Coming to the Men's Shed has helped me reconnect with men in Canberra, which I was worried about when I had to leave my friends in Hobart. At the Men's Shed there are activities and stories to share with each other. The acquisition of model ships generated quite a lot of interest - we have been like kids with new toys!

Norman



”



# Domestic Assistance & Community Access

On 1 July 2015, reforms were rolled out across the aged care sector with the introduction of the My Aged Care centralised referral system.

Under My Aged Care, Communities@Work offers domestic assistance to help older people to maximise their independence in their own homes. Customised Home Care Packages are developed for clients that can include support services (washing, ironing, cleaning, gardening, transport etc), personal care services (showering, dressing and mobility), nursing and health services, and case management.

## A second home

Denise and Joyce have known each other for over ten years and both share a love of art 'a passion they have shared for forever', they said.

When Joyce discovered our art group in Weston, she rang Denise who had just discovered the group at Ngunnawal. They both loved the group so much, they now attend the Friday variety

group at Ngunnawal and introduced the group to their friend Shirley. During the time that the three women started at the group, another woman, Bernice, had also joined the group. As fate would have it, it turns out that Shirley and Denise had known Bernice for over 30 years. Joyce said, "It feels like home, like my family".

## Fun Facts

During 2015-16, 22,381 hours of support was provided at our seniors' centres, filled with the following fun facts:

- 500 songs sung in unison
- 200 squares knitted into blankets and donated to Clare Holland House Hospice
- 250 games of Rummikub played
- 1,000 stories shared
- 22 rounds of the Nutbush danced
- 28 guest speakers heard
- 2 Llamas patted



# Disability and Mental Health

**Our service culture fosters the well-being, inclusion, safety and quality of life of all people with a disability.**

Under the National Disability Insurance Scheme (NDIS), Communities@Work is improving the capacity of people with a disability to exercise choice and control over the services they receive. The NDIS has provided more opportunities for our clients to interact within the community and engage in a broader suite of activities for skills development.

## Building stability

“My son really enjoys going to the program and we all think it is a huge reason why he is so settled and happy at the moment. He actually waits by the front door for the van in the mornings—that’s how keen he is!”

Mother of Young Adults Participant



## Enriching lives

Scott has been attending our Adults Program in Tuggeranong for many years. Over the years he has learnt vital skills for independent living and has more recently had the opportunity to explore the world of volunteering.

Scott has been overcoming some personal challenges with his physical mobility. He decided he wanted to do more to ‘get him moving’ and to do something meaningful. So he commenced volunteering with Communities@Work last year, assisting with small jobs such as sorting and hanging clothes for the Best Dressed store. He is now a valued member of the volunteering team.

He has enjoyed every moment, from helping people to play a game or make a cuppa, to playing pool or even helping someone go to the shops. His volunteer work allows him to contribute, be happy and most of all it gets him moving.

To recognise Scott’s contribution, Communities@Work invited Scott along to the Chief Minister’s Inclusion Awards. Scott was worried because he didn’t have what he saw as ‘suitable’ clothes to wear. He wanted to look the part, so with the encouragement of program staff he visited the Best Dressed store where staff were delighted to find him a shirt, tie, trousers and even a suit jacket. Scott didn’t stop there - he gave up his orthotics for the night and donned a pair of smart black leather shoes. He felt like a ‘million bucks’ and looked it too.

**Scott continues to contribute to the volunteering program. Many of the young teens he works with are inspired and say, “if Scott can do this, then so can I”.**

## Transport

Communities@Work’s transport services are a lifeline for many people. Key initiatives during the year were the upgrading of procedures through the implementation of ‘Urgent Message Cards’, the provision of transport for seniors groups to attend various community events, the hosting of a stall at the Senior’s Week Expo and the conduct of a range of professional development workshops covering manual handling, Alzheimer’s awareness and human rights.

## Fun Facts

**In 2015-16, our transport services provided 36,529 trips covering 298,010 kilometres to client groups and individuals.**





# Galilee School

Communities@Work's Galilee School is a registered, independent secondary school which provides an alternative learning program for young people. The school is specifically designed for student aged 12 to 16 who experience significantly difficult and disruptive life circumstances and for whom the mainstream schooling system may present challenges.

Recent initiatives have been:

- **The development of a Trauma Informed Positive Behaviour Support Framework** that supports students with complex and challenging behaviours to successfully pursue their education

- **Implementation of the Mind Matters framework** which has a vision to ensure that Australian schools are 'safe, supportive and with respectful teaching and learning communities that promote student well-being'
- **A specifically tailored four day Outward Bound program** for six students which focuses on building resilience, enhancing communication and developing confidence.
- **An Equine Assisted Therapy program** delivered by Mary Mertin-Ryan whereby students interact with Mary's Clydesdale draft horse, 'Jock', to promote confidence and assertiveness.



## Bringing smiles

Milly is the Galilee School's much loved pet. Her enthusiastic greetings in the morning bring smiles to everyone's faces and enhance the overall morale.





# Community Development

## Emerging Communities - Molonglo Valley and Bonner

The New & Emerging Communities Program continues to work in partnership with the Land Development Agency to deliver the Mingle Community Development program. Utilising an Asset Based Community Development approach has seen the development of some exciting initiatives for the community, and strong community engagement.

**A diverse range of activities, workshops and events have enabled residents to continue to come together to build their connection to place, each other and to celebrate.** These activities are developed in response to community needs, which are identified through both formal and informal research.

Residents have been able to enjoy activities and events as diverse as Carols by Candlelight, Garden & Landscape Workshops, Guided Ranger Walks, Jump into Fitness, Dogs Day Out and Clean Up Australia Day.

The program has also assisted with the establishment of the Residents Advisory Group, giving a voice for these communities.



### What Our Client's Say

“Communities@Work has done some amazing community building work in the Molonglo Valley, and the size of the current Residents Advisory Group meetings is a testimony to this.”

Molonglo Resident

“I just wanted to say a huge thank you for all of the work that you do for us and the support you have given us this year. Thank you for this and thank you for your constant enthusiasm and interest in our developing community.”

Molonglo Resident

### Fast Facts

In September 2016 the Bonner community enjoyed a Flavours of Bonner event which saw over 500 people attend in less than three hours.





# Community Development

## Strong growth in Celebrate Gungahlin festival

**The Celebrate Gungahlin Festival delivered on its promise to be even bigger and better than the successful inaugural festival held in 2015.**

Community and business groups hosted 75 stalls at the festival, up 56% on the number of stalls in 2015. In addition, the festival provided an array of exciting entertainment for the young and not-so-young, and a selection of scrumptious food options.

The Chief Minister, Mr Andrew Barr, delivered the keynote address and stated that the ACT Government is a proud sponsor of this event, delivered by Communities@Work. *“Each year the festival grows in numbers and community involvement. This event plays a key role as a platform to connect the Gungahlin community, particularly with this year’s theme focussed on multiculturalism and diversity.”*

The theme of the 2016 Festival was ‘The Little Rocky Hill - a Place Where Cultures Meet’.



**Celebrate Gungahlin Committee Members**  
Communities@Work, Gungahlin Community Council, Gungahlin College, JM Publishing, The Marketplace Gungahlin and My Gungahlin







Celebrate Gungahlin would not have been possible without the generous support of our sponsors and organisers. Their contribution to the success of the festival ensures that the annual event remains a constant source of community connection for years to come.

Communities@Work

# CELEBRATE GUNGAHLIN

Thank you to our sponsors and organisers for their generous support

..... Celebrate Gungahlin Champions .....

Communities@Work      ACT Government      Land Development Agency  
CANBERRA FIRST

Bendigo Bank      MORGANS GROUP 900  
Bigger than a bank.      CLEANING RESTORATION INSTALLATION

..... Celebrate Gungahlin Heroes .....

McGrath      YEEND & ASSOCIATES  
family lawyers

..... Celebrate Gungahlin Supporters .....

INFINITY TOWERS      THE COFFEE CLUB      THE marketplace      icon WATER      ZED SESELJA  
LIBERAL SENATOR FOR THE ACT

..... Media Supporters..... ..Celebrate Gungahlin Committee Members..

666 ABC Canberra      Canberra Weekly      Communities@Work, Gungahlin Community Council, Gungahlin College, JM Publishing, The Marketplace Gungahlin and My Gungahlin



# Snapshots of our Services



## Food

29,411 visits have been made to pantries in Gungahlin and Tuggeranong

182,734 kg of food was distributed to those in need

**That's enough to feed 8.3 giraffes at the National Zoo and Aquarium**

100 people were assisted through the Clothing Program

**The material from these clothes are roughly the same area as the solar array on Parliament House**

## Clothing



## Disability

34,716 hours of support provided

**That's how long it took NASA's Messenger to travel to Mercury and send pictures back to Tidbinbilla**

25 young people graduated in 2015, and 31 students are enrolled at the end of the financial year

**That's 56 young people re-engaged in education**

## Galilee School



## Homelessness

Families have been supported for 362 days of the year

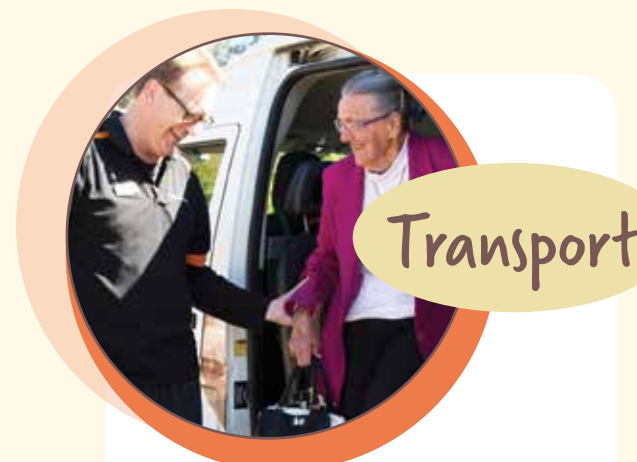
10,198 bed nights provided for Reach Home clients

**That's like the Brassey Hotel booked solid for 4 months**

Along with 1,000 stories shared, 500 songs sung and 250 games of Rummikub, seniors knitted 200 patchwork squares

**That's enough to cover the Albert Hall**

## Seniors



## Transport

Clients have been transported to 36,529 appointments

298,000 kilometres travelled

**That's 10 times the distance of the ACT's entire road network**



## Community Development

Community Development events attracted an average of more than 100 visits from local communities.

**Events build social capital in new suburbs like Bonner and the Molonglo Valley**





# Get Involved

Communities@Work values the generous support of many volunteers, donors, sponsors and partners who make a difference to the lives of thousands of vulnerable and disadvantaged people in the community each year.



# Volunteering

Communities@Work relies on the generosity and commitment of its many volunteers to deliver important programs. In 2015-16, over 300 regular volunteers supported our programs, while over 100 corporate and event volunteers helped out on one-off occasions.

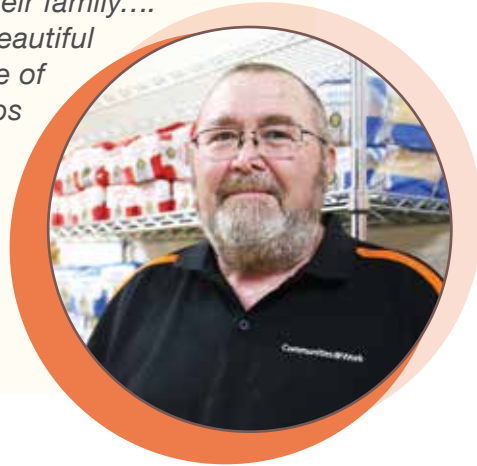
Our Volunteer Program Team won the 2015 Australasian Association for Managers of Volunteers Team Award. During the year, program highlights included the:

- **development of a pro-active Corporate Volunteering Program to engage corporates in a meaningful way.** Key corporate supporters included Australian Settlement Limited, Deloitte, the Department of Finance, Joyce Dickson, Mirvac, Rotary and the Sunday Assembly
- **hosting of a 'Volunteering in Action' session at the National Volunteering Conference** to highlight the wonderful work undertaken by our volunteers and to share ideas with other organisations across the country
- **presentation of a 'Volunteers as Pioneers' poster at the National Volunteering Conference** showcasing how volunteer skills, resourcefulness and passion have helped Communities@Work enhance the scope and reach of its Social Programs
- **completion of the first organisation-wide volunteer feedback survey** to guide strategic planning of the Volunteer Program
- **provision of volunteers for major events and fundraising activities** such as Anti-Poverty Week, Celebrate Gungahlin and Christmas Giving Trees and Gift Wrapping.

## What Our Volunteers Say

“ I volunteer because it’s the best thing I can do with my time. It’s the look of appreciation you see knowing that a client can go home and feed their family... and it’s a beautiful feeling. One of the best jobs I’ve ever had ”

Warren



## Fast Facts

Our volunteers have reported very satisfying experiences with Communities@Work, with over 80% indicating that volunteering has actually enhanced their own well-being.

## Our stories

The Department of Finance is one of our greatest supporters. It has have raised significant funds for our charitable programs and some employees have also offered their services as a volunteer. One of those volunteers is Gabrielle.

*“When my department chose Communities@Work as its flagship charity, I was amazed at the breadth of good work the organisation does in the community. I was able to get involved in some fundraising events and coordinated a food collection within my work area for Communities@Work’s food rescue program.*

*“I was so inspired by this initial involvement that I decided to become a volunteer. As I work full time, Communities@Work’s Best Dressed store was the perfect place*

*to start as it is open on Saturdays and I could assist whenever possible.*

*“The store is a wonderful place to volunteer, as I am able to mix my interest in clothes and fashion with my passion for assisting the less fortunate in the community.*

*“All staff I have met from the organisation have been beyond helpful, very friendly and extremely professional.*

*“I have learnt so much about Communities@Work during my time volunteering and have made many new friends at the Best Dressed store. I have also gained some valuable retail experience and, more generally, broadened my life experience.*

*“I would highly recommend volunteering at Communities@Work.”*





## Donations

Every donation to Communities@Work helps make a difference to someone in need. We do more than just provide a 'hand-out' to disadvantaged people – we are also focussed on giving them a 'hand-up' so that they are empowered to create better futures.

Workplace giving is an easy, tax efficient way to make a donation to Communities@Work. Employees can donate money directly through their pay on a regular basis and receive a tax deduction as they give. By setting up a workplace giving scheme, employers can also enhance their reputation, fulfil their corporate social responsibilities and boost staff morale and retention.

To help each dollar go further, Communities@Work is a public benevolent institution endorsed to receive tax deductible donations.



## Our Stories

The wonderful team from The Essential Ingredient collected donations for Communities@Work from their gift wrapping over the past year.

They gave us a call to inform us that we had a 'little' donation to pick up, and we left with a not-so-little \$958. Thank you to Kate, her team and Essential Ingredient shoppers for such a generous donation to our food rescue service.

## Fast Facts

- \$10 could provide back-to-school items for someone in need;
- \$25 could provide an emergency pack containing food, medicine and personal hygiene items;
- \$50 could provide a healthy breakfast for 10 school children who would otherwise go without;
- \$100 could provide two people with clothing and support to transition into the workforce.

## Interested in supporting us?

For more information on how to support Communities@Work programs, please visit [www.commsatwork.org](http://www.commsatwork.org)





We gratefully acknowledge the support received from our stakeholders.

Get Involved











What Sets  
us Apart?  
our staff

Communities@Work



# our Staff

organisational Support



Galilee School



Community Services



Talent Management Team & CPLE



Children's Services





# Finance Snapshot





**the next solution**

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

I declare that, to the best of my knowledge and belief, during the year ended 30 June 2016 there have been no contraventions of the auditor independence requirements as set out in any applicable code of professional conduct in relation to the audit.



**Duesburys Nexia**  
Canberra, 20 October 2016

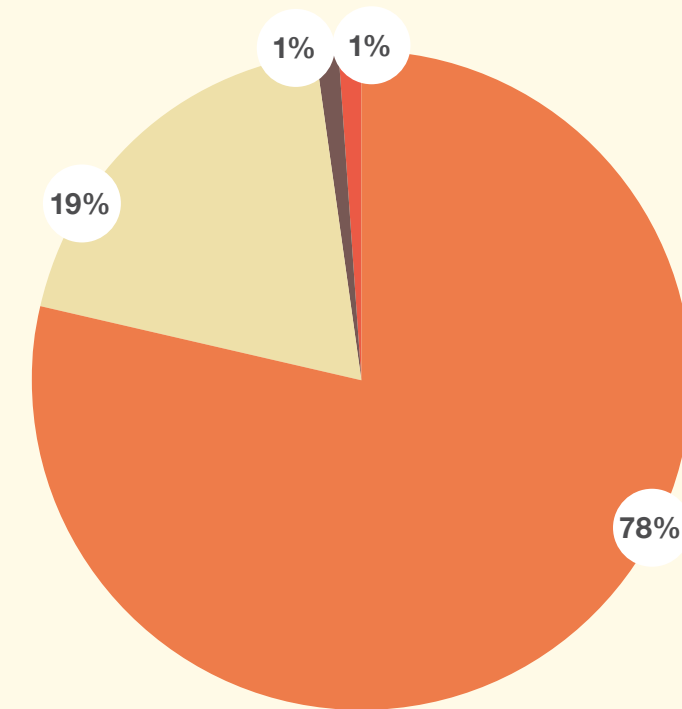


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## Sources of Income



### Legend

- Fees for Service
- Government Grants
- Fundraising
- Other Incomes

**For more detailed audited financial results, refer to 'Financial Statements' publication.**







# Communities@Work

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

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



Aboriginal and  
Torres Strait Islander  
Inclusive

Proud Provider  
of the  
**NDIS**



GenderEquity

**CALD**  
Inclusive