



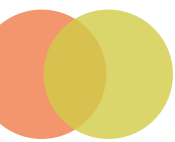
It's about you. Always!

Communities@Work

Quality • Integrity • Innovation

Annual Report 2012-2013





Contents







From the Chair



Communities@Work (C@W) is now in the second year of implementing its 2012-2014 Strategic Plan which focuses on four broad strategic themes: quality improvement; relationships; growth and innovation; and sustainability.

Throughout 2012-13, the Board has strived to ensure that the services delivered by C@W are consistent with its strategic intent, aligned with its fundamental values and responsive to the emerging needs of the community.

A significant focus during the year was consideration of enhancing access to our services by a broader cross section of the community and realising efficiencies in the light of limited available resources.

In close consultation with the Board of the Gungahlin Regional Community Services (GRCS), we considered options for enhancing the range and quality of community services available to the rapidly expanding Gungahlin region and the Canberra community generally. As a result, the Boards of C@W and GRCS agreed to merge their operations, effective from 1 July 2013. From that date, all GRCS services sit proudly under the C@W banner.

The merger was a natural step in building on C@W's successful partnerships with GRCS during 2012-13, including the delivery in Gungahlin of C@W's Care&Share Program; Family Day Care and In-home Care Program; Before and After School Care Program; and its Yellow Van Food Rescue Program.

With over 35 years experience, C@W is a local organisation that understands local needs. The merger will enable more Canberrans to tap into C@W's substantial expertise, innovative culture and broad suite of practical programs. In addition, it will:

- create opportunities for the development of complementary programs which provide a continuum of care for all clients;
- increase the capacity to manage cost pressures and create efficiencies;
- provide greater career pathways and opportunities for all staff; and
- augment the capacity to undertake research and develop innovative program models to address unmet community needs.

I would personally like to thank every Board Member for their considerable effort in facilitating the organisation's growth and helping to shape its future direction.

I would also like to thank the wonderful staff and volunteers of C@W who make this organisation such an inspirational one to be involved with.

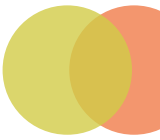
C@W remains committed to providing people in all stages of life - from birth to senior years - with affordable, accessible and relevant services to meet their everyday needs.

I look forward to another exciting and successful year for C@W in 2013-14.



Archie Tsirimokos
Chair

Board of Directors



Archie Tsirimokos
Chair



John Nicholl
Vice Chair



Gail Kinsella
Treasurer



Lynne Harwood
Company Secretary / CEO



John Runko
Director



Annette Ellis
Director



Clinton White
Director



Mike Sullivan
Director



Caron Egle
Director





From the CEO



The Greek philosopher, Heraclitus, once said “the only thing that is constant is change”.

Communities@Work has experienced significant change and transformation in recent years as it has responded to emerging community needs and critical reforms in the community sector.

In particular, the external operating environment has been impacted substantially by progress towards the introduction of the National Disability Insurance Scheme, fundamental reform of the child care and education sector, the ‘Living Longer Living Better’ aged care reforms, increased pressure on governments to maintain fiscal discipline and burgeoning levels of unmet need in the community.

At the local level, the rapid growth of the Gungahlin region of Canberra has led to increased demand for community services in that region. In response, the Boards of Communities@Work and the Gungahlin Regional Community Service (GRCS) decided to merge their operations from 1 July 2013. Communities@Work will assume responsibility for a range of GRCS programs as detailed in the panel opposite and the people of Gungahlin will benefit from Communities@Work’s substantial experience and reach in the delivery of community programs across a broad spectrum of interest.

While Communities@Work is committed to embracing positive change for the benefit of the community, it is also committed to ensuring that all of its activities are driven by its vision, mission and values. These fundamental drivers are central to our strategic thinking and lay the platform for our future growth and development.

Our values – trust, integrity and transparency; respect for all; flexibility and responsiveness; quality and innovation; affordability and sustainability – are ingrained into our culture and are a critical reference point for the delivery of all our services. The Values in Action panel opposite demonstrates the close alignment of our values and tangible deeds.

As Communities@Work continues to deliver quality community services of social value and practical benefit, a key focus will be to ensure that all of our programs are managed on a sustainable basis in respect of financial, social and environmental imperatives. This will involve careful analysis of the optimum balance between children’s services programs, community services and our fundraising capacity. In addition, we are working towards developing an internationally recognised quality assurance framework that is accredited by the International Standards Organisation.

I would like to acknowledge the Board for its diligent stewardship and commitment to our vision, mission and values. I would also like to thank the dedicated and hard working staff of Communities@Work for serving the organisation with passion and enthusiasm. Finally, I would like to thank our many volunteers and supporters for their valued contributions to the success of our programs.

I look forward to another rewarding year for the organisation in 2013-14.



Lynne Harwood
Chief Executive Officer

Serving the People of Gungahlin

From 1 July 2013, Communities@Work will deliver the following suite of community services to the people of Gungahlin:

- **Ngunnawal Child Care & Education Centre**, catering for over 80 children.
- **Before and/or After School Care programs** at Amaroo, Bonner, Harrison, Ngunnawal, Palmerston, Burgmann/Forde & Burgmann/Gungahlin.
- **School holiday programs** at Amaroo, Burgmann & Harrison schools.
- **Family Day Care & In-home Care** for over 150 children & 20 educators.
- **Paint & Play programs** in Forde, Harrison & Springbank Rise/Casey.

- **Fun4Youth**, providing after school & school holiday programs for youth with a disability.
- **Care&Share**, providing food & essential services for those experiencing hardship.
- **The Yellow Van** food rescue program.
- **Buoyed Up** in Palmerston and Ngunnawal primary schools.
- **Home & Community Care** to assist seniors to live independently in their own homes.
- **Transport services** for seniors & people with a disability.
- **Links for Life**, a skills development program for people aged 18-25 years with a disability.
- **Recreational & social activities** for seniors at the Centre4Seniors.
- **Gungahlin Men's Group** for social interaction & work on various projects.
- **Gungahlin Women's Group** for mutual support, healthy ageing & enrichment.
- **Community Centres** for hire at Gungahlin, Forde, Ngunnawal & Palmerston.
- **Community development** in Gungahlin, Forde & Crace.
- **Exercise classes** including a Gentle Exercise Class for the over 50s, Yoga/Pilates, Thump Boxing & Jump into Fitness.
- **Art with Style** classes for beginner & experienced artists, & a Mini Michelangelos art class for young people.

Our Values in Action

Trust, Integrity & Transparency

- These values are an integral component of our working environment & central to all our relationships.
- Through the Fish! Philosophy we have embraced a mindful, energised & service-based culture.
- Our Employee & Client Satisfaction Surveys have fostered open evaluation of everything we do.

Respect for All

- Our services are available to all people regardless of their age, gender, ethnicity, religion or sexual orientation.
- We deliver services to a wide range of people including children, families, victims of domestic violence and crime, vulnerable youth, the frail aged, the homeless & people with disabilities.
- We are proud to have developed the very first 'Innovative'

Reconciliation Action Plan to help create a more inclusive & respectful community.

Flexibility & Responsiveness

- Our children's services provide a range of flexible child care & education options for over 3,000 families.
- In response to community needs in the rapidly growing Gungahlin region, we have expanded the range of community services in the region.
- Our flexible & dynamic response to program development is demonstrated by the expansion of Care&Share to incorporate Working Wonders & a community kitchen.

Quality & Innovation

- We are developing a comprehensive Quality Management System & seeking accreditation under an internationally recognised quality standard.

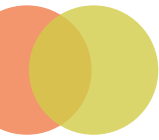
• We have embraced the National Quality Framework for children's services and established the Centre of Professional Learning & Education.

- Our innovative culture has resulted in the development of new programs such as Buoyed Up, a confidence-building sailing experience for disadvantaged youth.

Affordability & Sustainability

- A culture of continuous improvement & review is providing the basis for cost-effective services in response to changing community needs.
- The use of sustainable products and services is being progressed through the development of a Sustainable Action Plan.
- The Yellow Van food rescue service is reducing food wastage, saving water in food production & reducing greenhouse gas emissions.





Our Major Supporters



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LAWYERS



nexus
HUMAN SERVICES



Communities@Work would like to thank all of its supporters for their valued contributions to our programs.





“ I have two children at Greenway Child Care & Education Centre, who both started at the age of 1 in the infant room. We couldn't be happier! The best thing about the centre is the wonderful staff - they are all so warm and welcoming and make the kids and families feel at home. There's nothing more important than feeling completely confident with the people that you're leaving your kids with. They also have great communication, keeping you updated with what's happening at the Centre and what the kids have been doing. Lately they've started emailing photos of our kids to us during the day, which is just lovely. I couldn't recommend the centre highly enough. ”

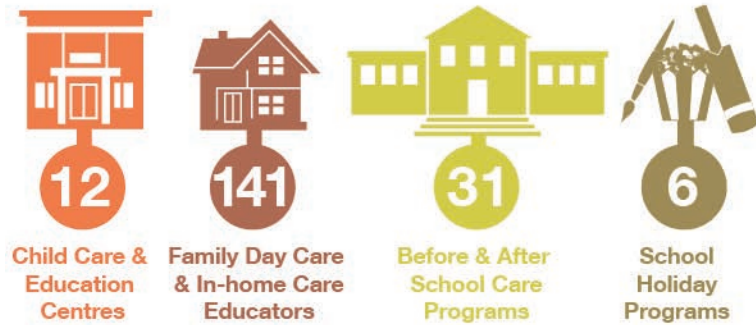
(Ali- parent of a 2 and 5 year old)



Photo from Illoura Child Care & Education Centre

Nurturing and Educating Children

Communities@Work has been providing children's services for the ACT community for over 35 years. This experience is reflected in a diverse range of high quality and flexible services.



In 2012/13 4,097 children participated in our children services programs



Child Care and Education Centres



Photo from Appletree Child Care & Education Centre



In 2012/13 1,350
children enrolled in our centres



In 2012/13 1,041
families enrolled in our centres

Communities@Work's Child Care and Education Centres provide much more than child care - they are diverse, innovative and caring environments in which our qualified and experienced educators encourage and foster learning. The centres are places where relationships between educators, children, families and the environment are formed and education and well-being are valued.

Our twelve centres, including two Early Childhood Centres, are spread across Canberra and offer choices ranging from a small, intimate centre to a large, employer-sponsored centre. We seek to provide the best possible options to meet the needs of different families and their circumstances.

Our teams provide reliable, professional, quality education and care. We follow the Early Years Learning Framework, a national framework which describes childhood as a time of **belonging**, **being** and **becoming**:

- Belonging is the basis for living a fulfilling life. Children feel they belong because of the relationships they have with their family, community, culture and place.
- Being is about living here and now. Childhood is a special time to just 'be' - time to play, try new things and have fun.
- Becoming is about the learning and development that young children experience. Children start to form their sense of identity from an early age, which shapes the type of adult they will become.

During the year, the following initiatives were pursued to improve the quality of our services:

- Strong embracement of the National Quality Framework across all centres, including the National Quality Standards;
- The professional development of our educators to ensure they are up-to-date with current practices and theory in the early childhood field, and to encourage staff retention;
- The renovation of a number of our centres to create more natural, home-like environments;
- Open, respectful and regular communication with all families, consistent with a partnership approach to child development;
- The celebration of a number of culturally significant occasions (eg Chinese New Year, Remembrance Day, Reconciliation Day) and the promotion of inclusive practices to ensure all centres respect individual values, lifestyles and beliefs;
- Encouraging children to adopt healthy eating practices and engage in physical activity through, for example, the establishment of kitchen gardens, participation in dance programs and Kids at Play;
- Supporting children to be environmentally aware through the adoption of sustainable practices such as composting, recycling, and water and energy saving;
- Participation by three of our centres in the KidsMatter initiative - a mental health and wellbeing framework developed for early childhood education and care services which has proven to make a positive difference to the lives of Australian children.

“My oldest son has autism and went to Tuggeranong Child Care and Education Centre, run by Communities@Work. I love, love, love this centre! It has very inclusive and great educators who will listen and work with families. My oldest is in year 2 now, but my youngest (17 mths) is now at the same centre and it is highly inclusive of special needs children.”

(Belinda Black post on Canberra Mums Facebook page, March 2013)



Be Inspired...

Separation Anxiety – Rats as Therapy

James has been attending one of our Child Care and Education Centres for 12 months, but initially suffered from separation anxiety. When James arrived at the Centre, you could hear him before you could see him - he was crying and pulling at his mother who became upset at 'drop-off' and was worn down by the distress. The educators tried distractions with toys, music and walking around the yard, but James was very hard to settle and spent most mornings crying on and off.

One morning, the educator decided to distract James with something different and took him to the preschool room to visit our new rats, 'Dora & Curly'. James calmed down straight away and the educator took Dora out of the cage and asked James if he would like to pat her. He ran his fingers down her back and smiled at the educator. James stopped crying and now had deep breathing with a little quiver. The educator put Dora back in her cage and told James that he could visit again in the afternoon and help with feeding Dora and Curly.

Every morning after that experience, James wants to go and visit the rats. It has become a coping mechanism for him now and a way for James to be able to say goodbye to mum. The family is really pleased that James now has something special to look forward to as soon as he gets to the Centre, and mum is pleased that she can get to work on time and tissue free.

Be Inspired

“We enrolled our children in Communities@Work’s Appletree House Child Care and Education Centre this year after I commenced work in Tuggeranong. Not being from this community, I did not really know where to begin when selecting a child care centre for our children.

Despite the fact that two of our three children are aged 2 and 4 years, we had never really accessed long day care because to date we have been able to juggle work arrangements to care for them at home. It would be fair to say that my husband and I were anxious about leaving our children in the care of others and after visits to many Centres over the years did not expect that we would ever feel comfortable with a Centre.

Fortunately for us, my work colleague told me about the wonderful experiences of her family and extended family with Appletree House over many years. She spoke about their focus on the community, their dedication to children and education, and the fact that staff were long serving and committed. She told me that her now primary and secondary school aged children often spoke about their happy times at Appletree House and asked whether they could “stop in” to see Olga and the staff, even now! She described it as a warm, not flashy, but really nurturing environment and encouraged me to go in and see it for myself.

I went to Appletree House and was struck at first by where it sits – in between community facilities and hubs. It looked welcoming and like the preschool I attended as a child. Inside staff approached me, wanted to talk about the Centre with great pride and wanted to hear about my family and children and I found myself instantly at ease. Children at the Centre looked happy and engaged in activities and were being helped to learn by staff. There are reminders all over the Centre that Appletree House is engaged with this community and cares about things outside of just providing long day care. This is really important to us because we want our children to care about other people and be exposed to social justice values and we want them to feel like they are part of a community.

Our children have settled in to Appletree House and really enjoy going to the local library with staff and being part of this community. My husband and I also feel like we have been brought into this community by staff who are also keen to engage with us. It is really nice to have our children in a care environment so close to my work and to start to develop some connections with this community.

I think what is different about Appletree House is that it values children as part of a family unit and a community. It is not just about the physical care of children, it is about their development and about supporting families to participate in work and the community, and giving them assistance in parenting and educating their children.

It would be wonderful for Appletree House to be recognised for these small but really important achievements. The community is made stronger by Centres such as this.”

(Parent of children at Appletree House Child Care and Education Centre)





Photo from Appletree Child Care & Education Centre

“ I want to thank everyone at Illoura for their time and patience over the last few years. When I began bringing my child to the centre I was at the lowest point in my life. I really struggled to get myself out of bed every day. I felt like a failure: my relationship failed, the children were behaving poorly and, to be honest, nothing went right.

The staff at the centre never judged me, they gave me support, warmth and compassion when I had lost faith in the world. I value everything that you have all done for the children, but most of all I value the hope in humanity that you have given back to me. ”

(Parent)



Photo from Abacus Child Care & Education Centre





Family Day Care and In-home Care



Photo from Pam Zielke's Family Day Care



“ My Family Day Care educator takes the time to get to know each of her children personally, their likes, dislikes and how they interact with her and the other children she cares for. She designs her environment to best suit the children in her care. This educator is just not an educator, she is a second mother to my children and they are thriving in her care. ”

(Susan)



Communities@Work (C@W) has the largest Family Day Care (FDC) Scheme in the ACT and the only scheme in the region that engages self-employed educators.

Consistent with the National Quality framework, our Scheme offers quality child care and education 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.

FDC is particularly suitable for families seeking child care and education in a small group setting or an environment similar to what their children may experience at home.

C@W's merger with the Gungahlin Regional Community Service provided us with the opportunity to expand and enhance our FDC services in the Gungahlin community. While our Scheme originated in Tuggeranong where we have 92 FDC educators, we now also have 18 educators in Gungahlin, 14 in Belconnen and 7 in Woden.



Family Day Care Awards 2013

Educator of the Year

Pam Zielke, a Family Day Care educator with C@W, was the proud winner of the ACT Family Day Care Educator of the Year Award for 2012-13. Nominated by her families as Family Day Care Educator of the Year at the International Family Day Care conference, Pam and her families have also actively supported C@W's Family Links program by supplying Christmas hampers to families in need.



Pam Zielke FDC Educator





School Age Care



Communities@Work (C@W) has enthusiastically embraced the My Time Our Place Framework for school age care in Australia to ensure children receive quality school age care experiences.

Our School Age Care services experienced substantial growth in 2012-13. The number of Before and After School Care services increased by 48 per cent to 31 as a result of our partnership and eventual merger with Gungahlin Regional Community Service. Before and After School Care services were introduced at Neville Bonner, Harrison, Ngunnawal, Palmerston and Amaroo schools.

The number of our After School Care programs utilising the Australian Sports Commission's Active After School Communities (AASC) program doubled to eight schools. The AASC provides primary school children with access to free sport and other structured physical activity. The objective is to engage children in positive, fun experiences that inspire them to join a local sporting club.

There was a 50 per cent increase in the number of our school holiday programs, with new programs being introduced at Amaroo, Harrison and Neville Bonner schools.

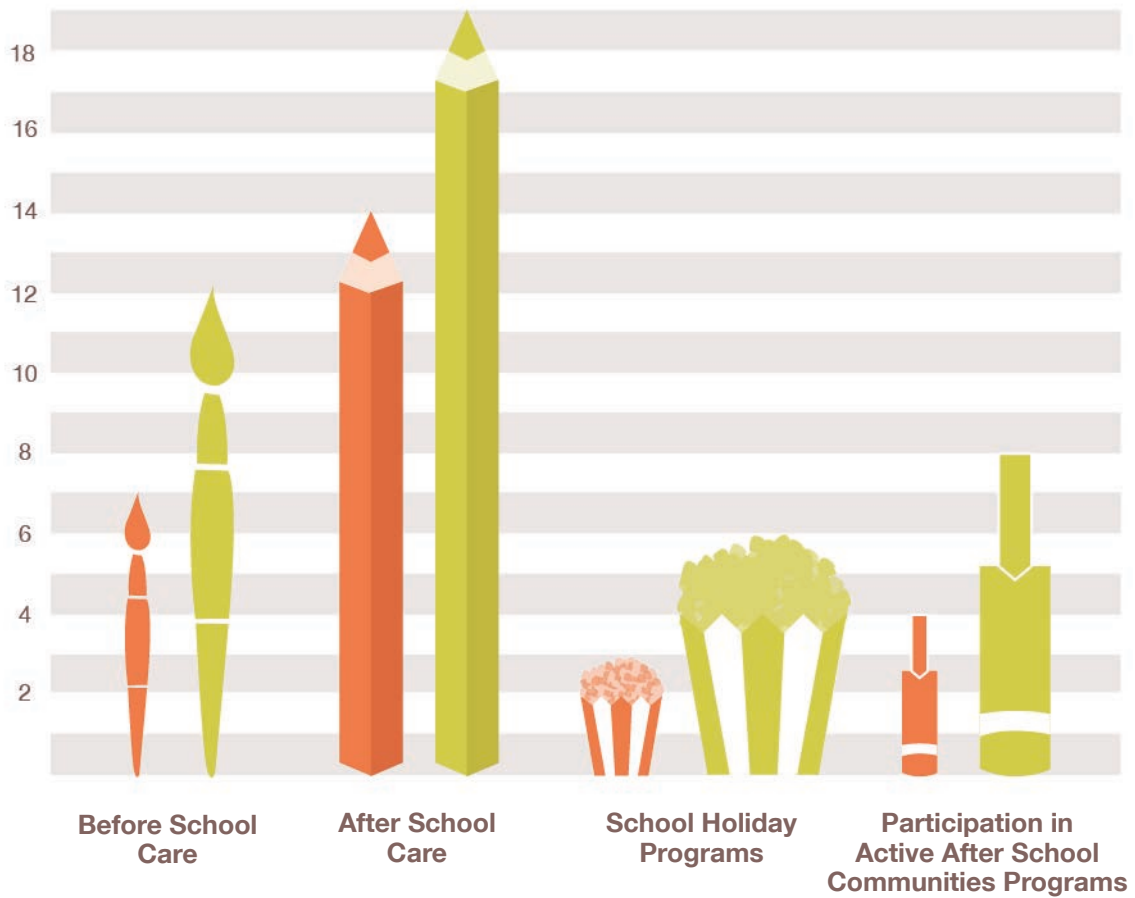
Our vacation care program for children with and without a disability at the Malkara primary school witnessed a 50 per cent increase in enrolments between January and June 2013. This vindicates the development of models which integrate mainstream children in environments which support children with a disability.

“All the staff are friendly and happy, and treat the children just as I would expect. The Coordinator is also proactive in providing feedback to the parents on the children's behaviour, activities and achievements. My child loves going there, and can't wait to see her little friends and the wonderful carers she has!”

(School Age Care Parent)

Number of C@W School Age Care Services:

2011-12 2012-13



Be Inspired..

The Neville Bonner Story

A productive partnership between C@W and the Gungahlin Regional Community Service resulted in the development of a new School Age Care service at Neville Bonner Primary School.

A collaborative relationship with the school Principal and staff saw the service open on 5 January 2013. The service provides before and after school care for families living in the Bonner area and, since the commencement of the service, enrolments have increased each term.

Along with our after school care services at the Burgmann Anglican School Forde and Valley campuses, the service at the Neville Bonner school offers care to families of pre-school as well as school age children.





ACT Professional Support Coordinator (PSC)

Communities@Work proudly manages the ACT Professional Support Coordinator (PSC) which provides subsidised professional development, support and resources to the children's services sector in the ACT.

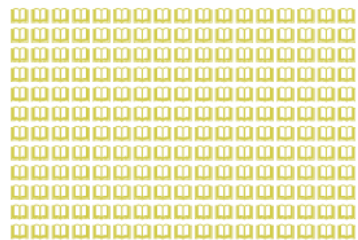
The PSC aims to support, promote and develop the knowledge, skills and behaviours that underpin quality care and education for the benefit all children and their families. In particular, the PSC:

- drives continuous improvement to help education and care services meet the National Quality Standard, and to understand and implement approved learning frameworks, including the Early Years Learning Framework and the Framework for School Age Care;
- prepares and supports educators for their changing roles under the National Quality Framework, and enhances their knowledge and skills in existing and new areas of practice; and
- supports the inclusion of children from diverse backgrounds, including Indigenous children, children with a disability and children from culturally and linguistically diverse backgrounds.

The PSC proudly launched its new website in early 2013. The website has created ease of access and efficiencies for the education and care sector, including through the introduction of an online booking system which has been welcomed with great enthusiasm.

The organisation has continued to foster productive relationships with the ACT Government, the Australian Children's Education and Care Quality Authority, the Children's

In 2012/2013 the ACT PCS conducted:



202 professional learning events



“ We would like to thank you for your assistance in preparing our staff development day which was a great success. The presenter was truly an inspiration and our educators have gained many ideas for an outdoor environment makeover which we hope to commence in the spring. We look forward to the arrival of your professional learning calendar each semester and can't wait for the next one to arrive. ”

(Director Early Childhood Program)

Policy and Regulation Unit, all ACT regional community services and a number of other relevant peak bodies. These relationships ensure that the PSC is up-to-date with all relevant policy, regulatory and best practice issues impacting on the sector.

The PSC hosted the 2012 ACT Children's Service Gala Awards in November 2012 at the National Convention Centre. The event was attended by over 450 educators and VIPs from across the education and care sector, and served to honour and celebrate the dedication and commitment to excellence of individuals, groups and organisations within the sector.



ACT Children's Service Gala Awards: Caron Egle Board Member, Lynne Harwood CEO & Carolyn Cousins Senior Manager, Professional Learning and Education & ACT PSC

“ Thanks for a really great children's services awards night. Congratulations on putting it all together so well. It was great to see such enthusiasm and passion in the room and the obvious dedication these people have to children and their profession. ”

(Susan)



ACT Children's Service Gala Awards: award recipients



Centre of Professional Learning & Education

Communities@Work's Centre of Professional Learning and Education (CPLE) is one of Canberra's leading Registered Training Organisations (RTO). We specialise in providing first-class accredited training and professional development for people working within the education and care sector.

Our qualifications include:

- Certificate III in Children's Services (early childhood education and care)
- Certificate IV in Children's Services (outside school hours care)
- Diploma of Children's Services (early childhood education and care)
- Diploma of Children's Services (outside school hours care)

In 2012-13, the CPLE had **364** active students enrolled



In addition, the Centre conducted **159** professional learning sessions attended by over **1,500** participants

“ Thanks for a great day. I learnt so much and feel a lot more confident in my work with toddlers. The trainer made us feel relaxed and explained everything really well. I can't wait for the next class. ”

(Samantha - Trainee Educator)

In addition, our professional development courses ensure that people employed in the education and care sector are able to keep their skills and knowledge up-to-date, consistent with new research and trends.

We are conscious of the need to provide a delivery model that meets the changing needs of services and their educators, and to ensure that educators graduate with the skills, knowledge and experiences needed to excel in their careers.

Our quality study options are designed by education and care specialists with extensive experience in the sector. We pride ourselves in delivering relevant training opportunities through a combination of face-to-face class room style learning and online learning.

At our 2013 Graduation Ceremony, 40 graduates (and 130 guests) celebrated their achievements.



Graduation Ceremony 2013: Graduates with special guest Mick Gentleman MLA



Centre of Professional Learning & Education staff



Playgroups



Communities@Work's (C@W) various playgroups provide safe and relaxed environments in which children and their parents/carers can socialise and enjoy a range of activities.

Paint & Play

Our Paint and Play programs provide a fun time for children aged under five to engage in painting, puzzles, craft and singing in an outdoor area. The programs are free and also provide an opportunity for parents/carers to meet others from their neighbourhood.

During the year, Paint & Play Weston was jointly facilitated by C@W, Noah's Ark and Woden Community Service. From 1 July 2013, C@W will operate Paint and Play programs from Weston, Richardson, Forde, Harrison and Springbank Rise/Casey.



**In 2012-13, Paint
& Play Weston
was attended by**



580 children,
with more than
230 new families
registering

“ I really like that Paint and Play is so flexible and welcoming. There have been times when I have turned up late and it hasn't mattered, whereas I have been to some playgroups where it is frowned upon to arrive late - with two kids, one being a baby, sometimes it can't be avoided. The staff are so friendly, gosh, they even push the pram to get my baby to sleep! That's great service. They also take time out to chat with all of the carers which is great when you don't know anyone else. They have also explained C@W's other services to me and why various activities are good for the children's development. ”

(Paint & Play client)

Pram Pushers is so affordable and flexible. There is no long term commitment and you can just turn up when you feel like it. Sue does a great job of introducing new people so you can quickly find common ground and form bonds. The group is very welcoming and non-judgemental.

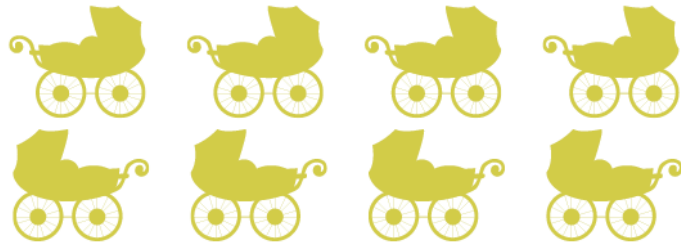
(Pram Pushers client)

Weston Pram Pushers

Pram Pushers is a weekly walking group which encourages mums, dads, grandparents and carers to meet with their children for a walk and play in the Weston area.

There is strong support between participating families, with several families meeting outside of Pram Pushers to share play dates and resources, and to socialise. The program is proudly supported by Coleman Court and the National Heart Foundation.

In 2012-13, Weston Pram Pushers attracted an average of 8 families each week



Family Day Care Playgroups

Our six Family Day Care (FDC) playgroups provide an opportunity for children and educators within our FDC Scheme to come together socially and enjoy activities facilitated by an educational leader.

The playgroups seek to foster relationships between children and educators in an engaging learning environment.




**In 2012/13
356 parents &
543 children
attended the Parenting
Matters Playgroup over
49 sessions**

Parenting Matters Playgroup

The Parenting Matters playgroup conducted at Richardson provides children with art, craft, music, stories and other activities.

The facilitator helps to guide children's play in a relaxed and supportive environment and is also available to provide professional development advice on issues such as child development, parenting and behavioural issues.



A young man with light brown hair and braces is smiling slightly. In the background, a woman with blonde hair is smiling broadly. The scene is outdoors, likely at a school, with a building and trees visible.

“ I have had problems with my son in the past, but since he has been at the Galilee School he has changed for the better. He seems to enjoy school and his work experience. I have found he is a much better person and is now seeking to succeed in life. Communities@Work has played a big part in his life and has changed him into a hard worker who wants to get somewhere. Thank you. ”

(Parent of teenager at the Galilee School)



Hope for Disadvantaged Children and Young People

Communities@Work is mindful that many children and young people are disadvantaged, vulnerable or at-risk.

In the ACT, over the ten years to June 2012...

the number of substantiated notifications of suspected child abuse & neglect increased



the number of children aged 0-17 years in out-of-home care increased



Percentage breakdown of primary substantiated types of harm to children in the ACT, 2011-12



Child Protection Australia 2011-12. Australian institute of Health and Welfare. 2013





Buoyed Up

“ This is an excellent program for primary school children. The instructors are patient with the kids and explicit with their instructions and expectations. The students' confidence and ability to work effectively as part of a team has dramatically improved as a result of their participation in Buoyed Up. ”

(Teacher, Richardson Primary School)

Communities@Work's (C@W) Buoyed Up program is an introductory sailing course designed to provide vulnerable young people aged 7-12 years with a fun, confidence-building sailing experience. Based on Yachting Australia's grassroots Tackers initiative, the program helps disadvantaged youth:

- build their self-esteem;
- develop their motor skills;
- enhance their resilience;
- learn about their environment; and
- value team work.

The program has been developed with the support of the Sir Thomas Lipton Foundation and Yachting Australia, and is facilitated by the Canberra Yacht Club (CYC).

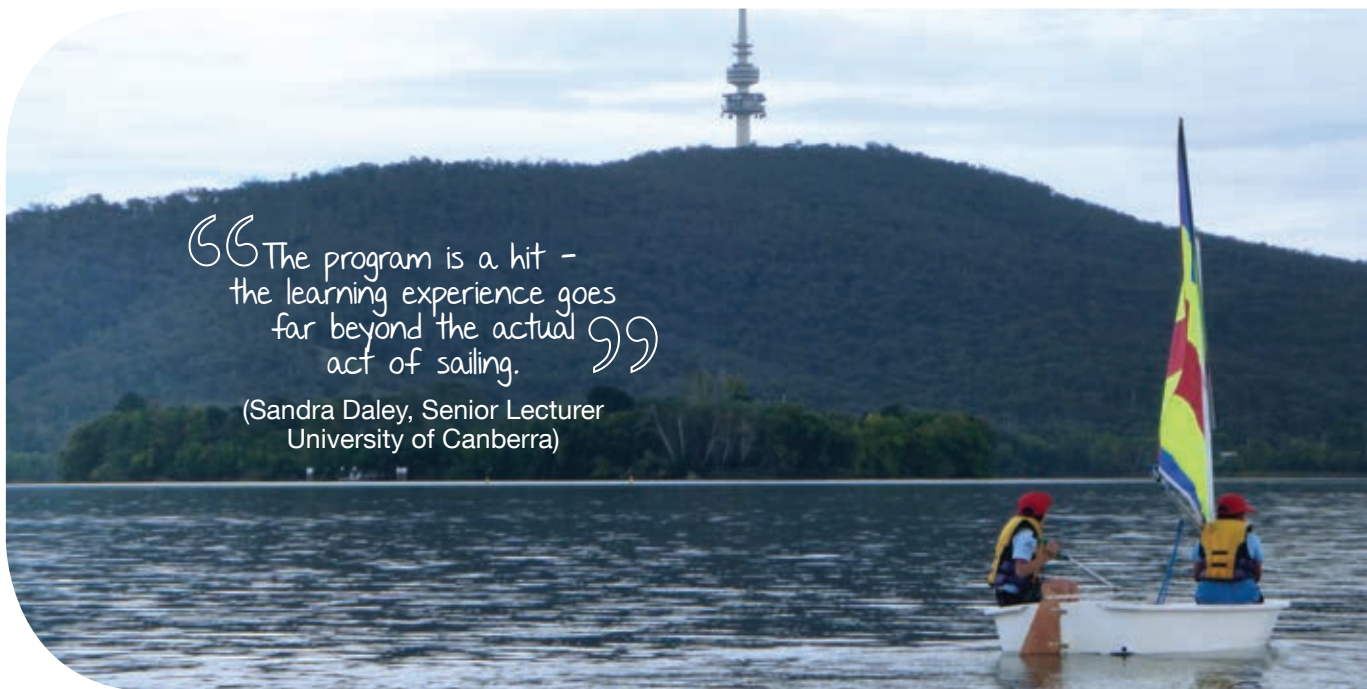
Since its inception in March 2012, there has been strong interest in the program. The number of Buoyed Up participants increased from 17 in the four months to end June 2012, to 102 participants in 2012-13. It is expected that 9 schools will be participating in the program by January 2014.

Work has commenced on enhancing the Buoyed Up model through the provision of specialised training to CYC instructors on how to support vulnerable children and by considering innovative ways of bringing the sailing experience into the classroom during the winter months.

The program receives no government funding and relies on strong community support. Many successful fundraising events were held during the year to ensure the program's ongoing success.

With the strong endorsement of Yachting Australia, C@W's Buoyed Up model is becoming the national pro forma for several other Yacht Clubs around Australia seeking to implement similar programs in their communities. For example, we are currently working with Noosa QLD and Middle Harbour NSW to assist them to implement similar programs.

In 2013, C@W engaged the University of Canberra to undertake research on the impact of Buoyed Up on students participating in the program. Preliminary results of this study are expected to be available in November 2013 and will provide valuable information on program outcomes.



“The program is a hit - the learning experience goes far beyond the actual act of sailing.”

(Sandra Daley, Senior Lecturer University of Canberra)

In 2012/13 **5 classes** from **4 schools** participated in Buoyed Up



Total of **102 students**



33%

Aboriginal or Torres Strait Islander students

20%

Students from culturally & linguistically diverse backgrounds



Be Inspired

Malcom Page OAM, dual Olympic sailing gold medalist and Buoyed Up patron, talks to Buoyed Up participant, Brayden.

Brayden's Story

Malcolm talks to Brayden about his anxiety on the water.

"I was 8 years old when I first went sailing and I was so scared. My brothers pushed me in the water and it was a long time before I wanted to try again," said Malcolm.

"I don't want to fall in and I don't like capsizing like the other kids," Brayden replied.

"I don't like capsizing either," said Malcolm.



Malcolm talks to Brayden as they get ready to launch their boat.

"You ready to go mate? Cool! Are you steering?" asked Malcolm.

"I don't know....are we going to go fast?" Brayden asked nervously looking at the water.

"We can only go as fast as the wind will allow us. But we'll do maximum," explained Malcolm.

"Are we going to go up over there and not that far?" asked Brayden.

"We will stay in this little area here okay, and if you get adventurous we can always go out there if you want. We'll go step by step, you just talk to me and tell me what you are comfortable with," Malcolm said reassuringly.

As Malcolm and Brayden prepare the keel, rudder and tiller, Brayden's nerves surface again.

"So we're not going to go down or capsize or anything like that?" asked Brayden.

"No, no we won't do that. What are you comfortable doing?" asked Malcolm.

"Maybe just to the buoy and where Steve (Buoyed Up instructor in a motor boat) is," said Brayden.

"Alright, you jump in first," Malcolm says.

"Can you get in first, we might capsize..." Brayden hesitates.

"No, I have hold of the boat," explained Malcolm.

Brayden climbs in.



“So not far,” Brayden worries as they slowly pull away from shore.

“No worries, I have the main sheet and you can steer,” said Malcolm.

“It’s [the boat] already tilting...,” Brayden said worryingly.

“Yeah, that’s OK. Do you want to go all the way around the buoys?” asked Malcolm.

Braydon nods and turns the tiller.

“Nice work! Good steering!” Malcolm says encouragingly.

“Can we go back before the wind gets us?” Brayden asked Malcolm after 5 minutes of being on the water.



“Yeah, if you want that’s ok. The thing is, we can’t go straight into the shore, we need to go sideways into the wind,” Malcolm explained.

As the boat tacked into the wind...

“Whoah, whoah...” Brayden gets nervous.

“That’s it, keep turning the boat. Pull the tiller towards you a little bit. That’s it, there now, straighten up the tiller again,” Malcolm instructed.

Back on dry land, Brayden seems relieved.

“Was that alright?” Malcolm asked.

Brayden smiled and nodded.

“Give me five mate! See, no problems,” said Malcolm.



Malcolm was kind enough to wear an action camera while sailing with Brayden and the whole experience is documented.

Although Brayden was extremely nervous throughout, his smile sums up what he gained from the experience.





The Galilee School

Communities@Work's (C@W) Galilee School is an accredited, independent school which provides an alternative education program for disadvantaged and at-risk young people aged 12 to 16 years in the Canberra region. It is a special place because it caters for the needs of students who do not fit the mainstream schooling system.

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. Based on the ACT curriculum, the program is flexible and structured around students' needs. As well as having a focus on literacy and numeracy, other topics covered include interpersonal skills, life skills, work experience, transition training and independence skills.

Key activities during the year were:

- Under the guidance of the Sprout Media Group, students were involved in producing a documentary. They had the opportunity to use a variety of media equipment and learn about movie-making techniques for documentary and media production. The students had a wonderful time and created some fantastic footage which was shown at a public screening for the Centenary of Canberra Celebrations.
- To enhance the school's Transition Program (to help students transition from school to employment), the school further developed its relationships within the VETIS network among ACT Schools and also developed a relationship with the ACT Chamber of Commerce and Industry through its READY program.

In 2012/13

28 young people were enrolled



7 graduated with a Year 10 certificate



of whom



2 continued onto college

2 obtained school based apprenticeships



3 pursued further training & employment

- To keep abreast of innovative practices, Galilee staff travelled to Sydney to explore other alternative education programs. This experience allowed staff to learn from the experiences of colleagues working in similar environments.
- The school refined its curriculum further and implemented separate class grouping and learning environments to cater for the educational needs of the students.
- The school produced its first School Handbook which will be distributed to all new students' families, referring agencies and relevant stakeholders.
- The 2012 Galilee School Gala Celebration was a proud occasion for students and their families. Students were awarded certificates by His Excellency, the Ambassador for the United Arab Emirates and Gai Brodtmann MP, in recognition of their significant achievements.



Staff and students on school camp at Ulladulla



Staff on team building experience in Sydney

Be Inspired

James* lives in a refuge and when he was referred to the Galilee School, he hadn't been attending school for months. James was actively involved in crime and was often at the Children's Court for various hearings. During his first two months of enrolment, James was taken to the Bimberi Youth Justice Centre for breaching bail conditions and spent a few weeks in detention.

“ I got kicked out of my old school. I attended Year 7 and 8, but got caught in a stolen car in Year 9. ”

James has now been enrolled at Galilee School for almost a year and is one of our most positive and successful students. He has an excellent attendance record and puts a significant amount of effort into all of his classes. James has formed positive relationships with both staff and the other students. He has also stopped smoking marijuana and is no longer involved in crime.

“ I didn't know about the Galilee School until the social worker told me. It's pretty easy to do your work, and the teachers just help you out heaps. It's not like a hundred or so people....it's only a few people which is great. ”

James is currently in Year 10 and is on track to obtain his Year 10 certificate. He is about to start some work experience doing landscaping and has also applied for an Australian School Based Apprenticeship with the Master Builders Association. James hopes to gain an apprenticeship to move into when he completes Year 10.

“ I don't think it's boring here because it's a lot different to a normal school. At a normal school you can't speak to the teachers like you can here. ”

*Name changed to protect confidentiality



Youth Engagement

Communities@Work's (C@W) Youth Engagement program is designed to identify and engage with vulnerable and at-risk young people who find it difficult to relate to mainstream service providers.

During the year, we assisted in the sector-wide development of the Youth Engagement Framework by, for example, contributing to the ACT Youth Engagement Paper prepared by Families ACT and the Youth Coalition.

Our other activities focused on:

- cementing a partnership with the YWCA Lanyon Mura Youth Service through the utilisation of shared resources, joint programs and outreach initiatives;
- undertaking extensive research in secondary schools and colleges in the Tuggeranong area to determine the needs of young people for the purpose of developing relevant in-school programs;
- conducting a Journey Street Art program to provide young people with the opportunity to learn about a variety of graffiti styles and work with local artists to prepare for an art exhibition;
- developing constructive partnerships with Lake Tuggeranong College, Namadgi School, St Mary Mackillop College, Caroline Chisholm School and Wanniasa High School - all of which are enthused to be involved with in-school programs and structured activities within our Youth Centre space;
- building relationships with the Multicultural Youth Centre, Tuggeranong Arts Centre, Child and Family Services ACT, Hyperdome Management and Security, and the ACT Police Youth Liaison Team; and
- working with Youth Connections to deliver a 10 week barista/cooking skills program with Connect10 students at Lake Tuggeranong College.

Feedback from our Journey Street Art Exhibition

“Some amazing pieces. Very colourful! It's lovely to see these pieces in the gallery.”
(Kirsty)

Looks better in here than on fences.
(Kev)

A great outlet for these young talented artists.”
(Jared)

Following the completion of renovations to the Youth Centre we plan to implement inclusive practices by conducting joint School Holiday programs and structured drop-in activities during school term with the Fun4Youth Disability Program and Youth Engagement clientele.

Consistent with our research findings, we also plan to address the needs of young people in the Tuggeranong community by developing and delivering the following programs:

- a Resourceful Adolescent Program to increase the psychological resilience of young people, drawing on research of successful treatments for adolescent depression and the known psychosocial risk and protective factors;
- a Literacy Program for students who have difficulty reading and writing;
- a MoneySmart Program to encourage young people to make wise financial choices and decisions in respect of debt, online transactions, jobs, buying a car and moving out of home;
- Healthy Relationships Workshops;
- a Road Ready program for prospective new drivers;
- a Young Mothers Program to enhance the parenting skills of young mums; and
- a program to help young offenders aged 18-25 to transition from the Alexander Maconochie Centre into the community.



Inside Out Exhibition, Nicole Lawder MLA, Lynne Harwood CEO, Andrew Wall MLA and Rebecca James Youth Engagement Coordinator



Be Inspired!

The Journey Street Art Program was highly successful in engaging with a diverse range of young people and providing them with the opportunity to learn a variety of graffiti styles and work with local artists through a mentoring arrangement. Participants learnt about legal graffiti and then developed their artistic skills whilst producing high quality artwork for the Inside Out exhibition that used canvas, furniture and other mediums suitable for a gallery.

The Gallery Exhibition opened at the Manuka Contemporary Arts Space on 17 January 2013 and ran for four days, attracting some 89 visitors. The young people were involved in helping Narelle Phillips, Curator from the Tuggeranong Arts Space, to make arrangements for the artworks in the gallery. Participants were involved in the set-up and pull-down of the exhibition and many of the youth and their families attended the launch. The exhibition received wonderful feedback in the Visitors Book with 39 comments that greatly encouraged the young artists.



Network Coordination



Network Coordination is a community based service in the ACT which links referrals from the ACT's Child, Youth and Family Gateway (a single point of contact for information, initial support and engagement for children, young people and families) to services within the defined youth network. It also provides for engagement with external stakeholders and the promotion of collaborative practices between service providers.

The Network Coordinator for the Tuggeranong region is managed by Communities@Work (C@W) and continues to work towards growth, innovation and collaborative practices consistent with the Network Coordination 2013 Service Activity Plan. This Plan is updated quarterly and the four ACT Network Coordinators, in consultation with the Governance Director's group, are currently working on strategies to address the Plan's Identified Priority Areas which include:

- Mental health
- Alcohol and other drugs
- Education
- Domestic violence
- Addressing gaps in services
- Youth homelessness

The Network Coordinators are working together to build a unified approach to Network Coordination across government services, peak bodies and key stakeholders. At the regional level, Network Coordination is targeted towards specific needs and gaps that have been identified through the Gateway data and during consultations with stakeholders. The Collaborative Rubric will also assist in identifying strengths and areas for improvement within our region. A Tuggeranong Leaders Governance Group has been established to be the steering committee for the Rubric outcomes.

Be Inspired!

A father accessed the Youth centre and was very frustrated with his son. After having a discussion with the Network Coordinator, a meeting was organised with the father and son to explore their issues further. As a result of the intervention, the father was able to communicate with his son in a more effective way and further support was marshalled to help both parties with their relationship issues. The Network Coordinator was also able to report to the broader sector on the lack of parenting support services in the Tuggeranong region and work is now underway to address this unmet need.

In 2012/13 **InTouch**



transported children
226,325km
across Canberra



InTouch



Communities@Work's InTouch program offers transportation for children and young people within the Canberra region. These transportation services meet a wide variety of needs from transport to and from school and specialist appointments, and the facilitation of contact visits between children and their birth parents and other family members with whom they are not living.

In addition, staff at InTouch are able to provide supervised contact visits whereby a child is accompanied as they visit their birth parents, siblings or significant others in their lives. This contact could take place in the community, or in our specially created Contact House which provides a safe place for this facilitated contact to occur.

In the past year, we have refurbished our Contact House to provide a safe and secure environment for our contacts to occur. We have sought to replicate a home environment for the children and their families to enjoy. New curtains, rugs, televisions and craft supplies, as well as a dining table and chairs in the kitchen, provide a comfortable environment in which parents and children can bond and build relationships through play, games and cooking experiences. With the valued support of a very dedicated volunteer team from Brookfield Multiplex, we have extended these experiences into the outdoor environment with the installation of some fabulous new play equipment in the garden, complete with swings, a climbing wall and a cubby house. We have also provided shade from the summer heat with the erection of a sail over the sandpit.

As part of an ongoing commitment to improve services, we have invested in the skills and capabilities of our staff through the delivery of a number of training experiences, including first aid, mandatory reporting, defensive driving and personal safety courses, as well as team building days. On the recommendation of the ACT Children and Young People Commissioner, InTouch has also been piloting a new online and automated system for providing reports to our clients and stakeholders.





Galilee Foster Care



In 2012/13



60 children & young people
were supported by GFC



16 GFC children
were able to return to their birth parents or other kin



1 GFC carer
adopted the child she had cared for since infancy

Communities@Work's (C@W) Galilee Foster Care (GFC) places children and young people in foster care homes where they feel loved, accepted and safe.

Wherever possible, GFC seeks to restore children to the care of their families. However, in some circumstances, children remain in care until they reach independence.

Increased focus has been placed on developing strong relationships with other agencies, supporters and carers, organising significant events and delivering relevant training. Highlights of the year were:

- a joint training initiative with Anglicare and Marymead to deliver Positive Futures Caring Together training for carers and the development of an interagency carer training calendar;
- the development of valuable partnerships with the Baptist Church, Palace Electric, the Canberra Theatre and the Rural Fire Brigade which provided generous support for events enjoyed by foster children and their carers, including discounted movie and theatre tickets and support for our Christmas party;
- increased engagement with Create, Australia's peak body representing the voices of children and young people in out-of-home care, with invitations being extended to Create to attend every child/young person focused event;



- participation in the national conference of the Secretariat of National Aboriginal and Islander Child Care to assist our planning for the appropriate care of Aboriginal and Torres Strait Islander children and young people, and the recruitment of Aboriginal and Torres Strait Islander carers;
- staff training targeted at relationship building with children and young people, case management and communication;
- participation in the ACT Government's Out of Home Care Strategy (OOHC) Workshops which will help shape a new ACT OOHC Strategy; and
- a review of all policies and procedures, and an audit of our operations, to provide a sound platform for future quality improvement and program development.

“As a permanent carer of a boy aged 7 and a short term carer of a boy aged 3, I have attended many events that Galilee Foster Care has held over the past year, including morning teas and the annual Christmas party. I have found these occasions to be a wonderful support-building experience, not only between myself and staff, but also through being able to openly share experiences with other carers.”

(Maxine, Carer)



Be Inspired

It has been rewarding to see the benefits of a close community of carers with shared interests. After a sibling group was placed with one of our carer families in an emergency situation they developed a bond and healthy relationship with the family. When it was no longer possible for the children to stay with that family, it was a difficult decision to make. The children were then placed with a carer family who was in a position to be able to care for them longer term.

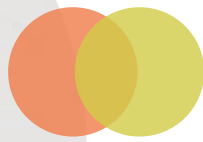
During the transition, the families and case manager were able to work together to ensure as much continuity as possible. Since the transition, the first carer family has remained in regular contact with the children and is also sharing their care by, for example, having them over for sleep-overs.

This emphasises the team effort of our wonderful carers who have the children's best interests at heart. Not only are the children benefiting from the ongoing relationship with their first carer, but both carer families have now developed a supportive relationship with each other.

“ Sounding out ideas with my SuperGrands mentor has been very helpful. I am coping better now with organising my home and cleaning routines. I have a more positive home life and feel I am more on top of things. This has allowed me to have more time to spend with my kids. ”

(Mum of children aged 3 & 1)





Giving Families a Helping Hand

Family households account for the vast majority of households in the ACT, representing

71% of all households



Family Composition in the ACT:

46.2%
Couple family with children



37.6%
Couple family without children

14.6%
One parent family

1.6%
Other family

However, it would appear that many families find it difficult to cope with the pressures of everyday life.

For example, research suggests that:



only 35% of parents agree that the skills needed to maintain a good relationship with their partner and to be a good parent come naturally to most people¹



41% of men and **51%** of women with dependent children are always or often feeling rushed or pressed for time²

Communities@Work's family programs are therefore designed to enhance the parenting and life skills of families, and help build their self-reliance.

1. Aust. Institute of Family Studies, Family Relationships Quarterly No 10.

2. Aust. Institute of Family Studies, A Snapshot of How Aust. Families Spend Their Time.





Parenting Matters

Communities@Work's (C@W) Parenting Matters program provides practical and easily accessible support to families to help them develop skills to strengthen and maintain positive parent/child relationships. The program offers support to families with children from birth to 8 years of age through the following initiatives:

- Individual parenting support through flexible appointments to cater for specific needs;
- Home visits by qualified Parents as Teachers (PAT) educators who offer support and information about a child's development in the important first few years;
- A weekly playgroup at which a facilitator guides children's play in a supportive environment and offers professional advice on child development and behaviour.

“We found Parenting Matters very helpful, supportive and knowledgeable. They supported us with strategies and routines that really made a difference. We are now much calmer parents.”

(Parents of a 2 year old)

In 2012/13



166 clients
attended our individual parenting sessions



156 people
attended our Community Skills training sessions



899 people
comprising 356 parents and 543 children attended our 49 playgroup sessions

“Talking to Parenting Matters has given me the confidence and the skills to be a better parent. Thank you for listening.”
(Mother with son aged 3)

To provide families with a broad suite of parenting information, the program commenced selling a selection of books to families at cost price. These books cover a variety of subjects and include Triple P parenting books to children's books with messages that aid emotional development.

Parenting Matters staff also undertook professional training on a range of issues including the neurobiology of complex trauma; psychological trauma and brain behaviour across the life span; and solution oriented mindfulness.

The program has broadened its connections with a variety of schools, preschools, child care centre and related programs. To enhance awareness of the program, Community Skills training sessions were also presented including a Terrific Twos and Threes talk at the Tuggeranong Child and Family Centre, a Galilee Foster Care presentation and attendance at the Isabella Plains Early Childhood School Parenting Expo.

Families attending Parenting Matters come from a culturally diverse background including: Australia (including Aboriginal and Torres Strait Islander peoples), China, UK, Lebanon, Sudan, Sierra Leone, Sweden, Japan, Ethiopia, Sri Lanka and New Zealand (including Maori peoples).

Be Inspired!

'Anna' is a young single mum with a 2 year old son, 'Sam'. She suffers from depression and has no contact or support from Sam's dad. It is also difficult for her to access family support. Trying to cope with Sam on her own, Anna had become isolated and was struggling with Sam's day to day care, his need for attention and his growing independence and tantrums. She found she had little time left for herself.

Parenting Matters assisted Anna with regular home visits and focussed on Anna's relationship with Sam. We helped to expand her knowledge of parenting, child development and appropriate play, and worked on strategies around routines and general behaviour. To give Anna some time to herself and for Sam to socialise, Parenting Matters organised child care for Sam for two days a week.

Having a better understanding of Sam's behaviour and with improved routines and strategies, Anna now feels she can cope much better and her relationship with Sam has improved. Time spent together reading has improved Sam's language skills and Sam's time at child care has given Anna the chance to start studying. Anna also became confident enough to seek the support of her family.





SuperGrands

In 2012/13,
SuperGrand mentors supported

20 families
living in social disadvantage
and vulnerability.



Communities@Work's (C@W) SuperGrands are mature, trained volunteers who are carefully matched with families to offer complimentary 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.

The program has developed some valuable training and peer support opportunities for SuperGrands volunteers, focusing on working with clients with identified stress factors such as mental health issues, living conditions characterised by domestic squalor, hoarding tendencies and lack of parental confidence.

To ensure SuperGrand mentors are adequately equipped with the necessary knowledge and skills, C@W developed a specialised induction program to cater for their needs. This training has provided mentors with more confidence in working with vulnerable and disadvantaged clients and helped to double the number of volunteer mentors recruited under the program during the year.

Strong partnerships have been developed with C@W's Care&Share and Parenting Matters programs to strengthen support pathways for clients who are experiencing a multitude of external stress factors. Awareness of the SuperGrands program has been enhanced in the Gungahlin region and service capacity in this high need area has also been augmented.

Through our quality improvement systems we have determined potential opportunities to develop a more sustainable program model that incorporates regional expansion and more specialised mentoring.

Be Inspired!

Stacey* is a 27 year old mother of three who presented to the SuperGrands program with extremely low self esteem, depression and minimal to medium risk hoarding behaviour.

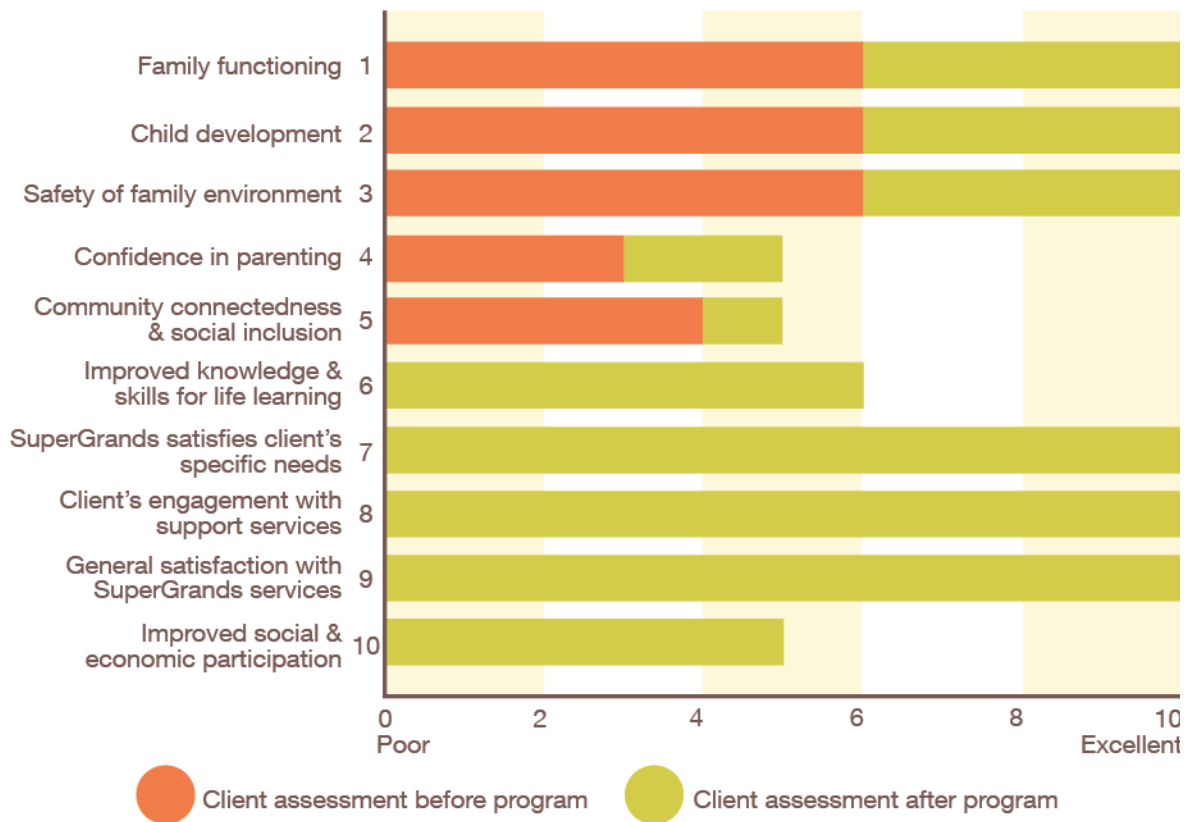
Trish* (SuperGrands mentor) started supporting Stacey in May 2012. Stacey often expressed that she felt overwhelmed by always having an untidy and disorganised home. She felt a need to hold on to items which led to belongings piling up in the living spaces and leaving no areas for her family to enjoy being together. Stacey also expressed concerns for her daughter's unhealthy weight which added to Stacey's feelings of depression.

Trish initially supported Stacey by working with her to establish some household routines and build skills around nutrition and healthy cooking. By involving her children in the process, the family as a whole has been empowered to make important decisions and change aspects of their lifestyle.

Stacey and Trish are continuing to work together to enhance Stacey's life skills and to empower her to make constructive choices in her life. Stacey is now more confident in parenting and providing for her children. She now feels she is able to face her hoarding behaviours and is working with Trish to set important new goals.

(*Names changed to protect confidentiality)

Stacey's Assessment of SuperGrands Against Selected Criteria



Note: Indicators 6 - 10 not relevant to pre-program assessment



Family Links

Infant Massage Class

Communities@Work's (C@W) Family Links program provides coordinated and intensive support to parents and children who are vulnerable, at-risk or disadvantaged.

“ I am grateful to receive Family Links support and information. I would probably not be as confident if I didn't have access to this program. I feel I can ask anything, minor or major, and I know my support person will go above and beyond to meet my needs. I honestly don't know how I would do without her. Thank you so much, xo. ”

(Mother of 18 month old child)

In recognition of an identified gap in services for children aged 8-12 in Canberra, we have focussed on improving service provision and activities for children in this age group. In the past year, the number of children in this age group supported by the program increased by 231% to 202 children. Activities particularly relevant in this context were Buoyed Up, Active Club and Breakfast Club.

Overall, the number of program activities offered during the year increased by 120% to the following eleven activities:

- **Health Outreach:** Activities for the families of three C@W Child Care and Education Centres to help them build resilience for good mental health and well-being.
- **Indigenous Learning Club:** Out-of-school hours support to targeted, at-risk students at Richardson Primary School to help them engage with academic learning in a safe and peer support driven environment.
- **Aqua Swim:** Essential life saving skills and water confidence for families and their children.
- **Infant Massage:** Individual and group sessions to provide parents with an understanding of the importance of bonding and touch with their babies and to enhance parental confidence and well-being.
- **Bringing Up Great Kids:** A reflective program to advocate the importance of early childhood development and positive and meaningful adult/child interactions.

- **Mindfulness and Messages:** An adapted version of Bringing Up Great Kids aimed at providing C@W's early childhood educators with a focus on mindful interactions, early childhood brain and emotional development, and building positive and nurturing relationships.

- **Parents as Teachers:** Facilitated by C@W's Parenting Matters, this is an international early childhood education and family support program to assist families to enhance early childhood development from pregnancy to three years.

- **Buoyed Up:** An introductory sailing program for students aged 7-12 years which seeks to enhance students' well being, confidence, team work, motor development and employment pathways.

- **Paint and Play:** A popular outdoor play-based activity for families in the Richardson area with children aged birth - 5 years, jointly facilitated by Family Links and the Tuggeranong Child and Family Centre.

- **Richardson Active Club:** An out-of-school hours initiative at the Richardson Primary School at which students are introduced to a variety of sporting and fitness activities including fencing and aerobics.

- **Breakfast Club:** Providing disadvantaged youth in a specific region with a nutritious and healthy meal prior to the school day - supported by community volunteers, C@W's Yellow Van and local schools.

Raiders Blake Ferguson and Kinnara, Richardson Active Club



While the program has focussed primarily in Southern Canberra, work has commenced on strengthening relationships in the Gungahlin region with the view to servicing unmet needs in this area in the future.

In 2012/13 Family Links...



provided activities and support to 392 people
272 children and **120 adults**



Family Links delivered mental health and well-being activities to
460 people
 linked to three C@W
 Child Care & Education Centres

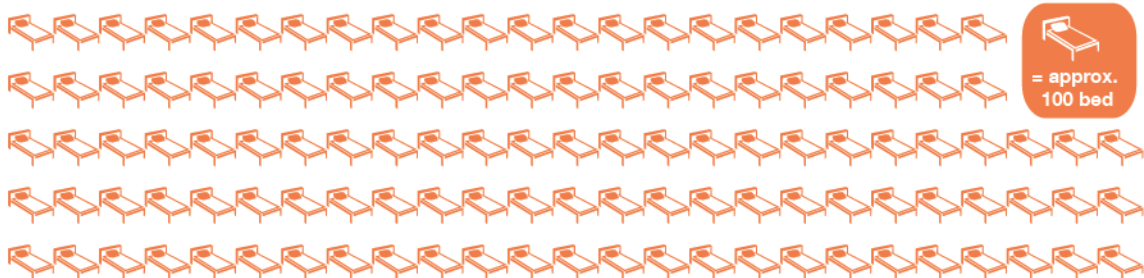




Reach Home



In 2012-13, the Reach Home Program provided a total of **11,887 bed nights** to families in the ACT



25% of families using the service were successfully housed in permanent accommodation



Communities@Work's (C@W) Reach Home program provides tailored case management, supported accommodation and outreach services to strengthen and build self-reliance for families who are homeless or at risk of homelessness. In particular, the program focuses on women and their children who are escaping domestic violence.

As a specialist within the homelessness sector, Reach Home has continued to support families in temporary properties, in conjunction with ACT Housing. The program was successful in securing a further three year contract and, building on its core supported accommodation, is well positioned to respond to increasing homelessness needs as they arise.

Reach Home uses its regular case management meetings, interactions with the wider sector and related research to ensure that quality improvement is always at the forefront of its approach to service delivery. The program has been successful in responding to whole-of-sector reform and reviewing its policies and procedures consistent with best practice, program experiences, the Raising the Standard document (a guide to quality improvement in ACT community service organisations) and the ACT Homelessness Charter and Service Guarantee.

The program's strong relationship with FirstPoint has been essential in facilitating client referrals for the provision of both properties and outreach services. The program also operates in partnership with other C@W and external programs so that it can best respond to clients' needs. This is essential when supporting families through a strength-based case management framework that seeks to address underlying issues of homelessness or risk of homelessness.

“ The program helped me gain the confidence and skills to start looking to the future, set goals and complete them. Through Reach Home, I was able to grow - not just for myself, but for my family and future life. ”

(Reach Home client)

Be Inspired

Judy* and her two children became homeless as a result of domestic violence over an extended period of time. After spending time staying with her family, tension began to surface in relationships and Judy realised that she had no options for alternative accommodation and was at risk of homelessness. She was referred to the Reach Home Program by the Central Intake Service, FirstPoint, on an outreach basis. When a property became available, Judy and her family moved into our Transitional Housing Program and was provided with supported accommodation.

The program assisted Judy to identify her support needs and referred her to a range of services which she could access both while in the program and once she was capable of moving into permanent housing. These services included Legal Aid ACT, SuperGrands, Parenting Matters, the Women's Information and Referral Centre, Paint & Play and the Domestic Violence Crisis Centre.

Judy also decided that she would like to return to study so that she could better support her family long term. With the support of Reach Home and other collaborative programs, Judy enrolled in a Diploma of Accounting. Her confidence in herself as a person, as a primary care giver and as a member of the community grew significantly. She is now well on the way to getting her life back on track.

(*Name changed to protect confidentiality)



“ Saint Benedict's has come to rely heavily on the services of The Yellow Van.

Our food costs have dropped considerably and funds are now available to help our guests with other specialised needs like baby formula, nappies, and prescription costs. Our staff also have more time to provide further practical support such as finding emergency accommodation for clients.

Of course, the biggest joy for us is the ability to provide, as a gift to households, high quality, fresh food that is usually beyond the budget of many people. Food helps break down barriers. When people do not have to ask for assistance, but have a friend show up with a box of fruit, vegetables, sweets and bread, I have found that it helps them develop a sense of self-worth. With tight budgets, being able to put special treats on the table brightens their lives.

Finally, the friendly and enthusiastic staff of The Yellow Van delight us all. They consistently make us smile, they are respectful of our guests, and make a huge difference to all our lives.”

(Coordinator, St. Benedict's Community Day Centre)

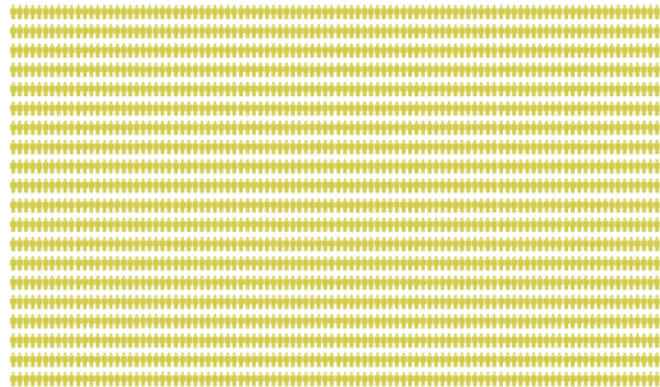


Alleviating Hardship

Contrary to popular perceptions, many people in Canberra are doing it tough:



Canberra now has the **2nd highest rate** of homelessness in Australia¹



On any given night nearly **2,000 people** in Canberra are homeless¹

Over **30,000 people** in the ACT rely on food relief services from welfare agencies & charitable groups²



More than **128,000** ACT residents (aged 15 to 65 years) fall into the category of the **most disadvantaged 20% of all Australians**³

1. ABS: Census of population and housing: Estimating Homelessness, 2011

2. End Hunger Report, FoodBank Australia, 2012

3. Detecting Disadvantage in the ACT: Report on the comparative analysis of the SEIFI and SEIFA indexes of relative socio-economic disadvantage in the Australian Capital Territory, 2012





The Yellow Van's 5th Birthday. Lynne Harwood CEO & David Burnett Director The Yellow Van, with mascot Yummi.

The Yellow Van

“ The Yellow Van has been a true gift to our service, improving the food quality, giving the young people in our service a sense that the community cares... and leaving everyone with a sense of doing a positive deed for the planet. Thank You. ”

(Ted Noffs
Foundation, Watson)

Communities@Work's (C@W) Yellow Van rescues excess food from food retailers, restaurants, event caterers, institutions and corporate offices and delivers it free of charge to more than 90 charities and refuges supporting vulnerable people in the Canberra region.

Each month, the Yellow Van rescues over 20,000 kg of good food which provides over 60,000 meals to people in need – an equivalent of 2,000 meals a day. In doing so, the program also helps the environment by ensuring that the water used to produce the food is not wasted and that the amount of food dumped as landfill is significantly reduced.

Our food rescue model is very efficient and operational reviews have resulted in more effective distribution of food to our charity partners. It costs less than **\$1 for the Yellow Van to deliver enough food for one meal**, thereby generating substantial financial savings to the charitable organisations of our city.

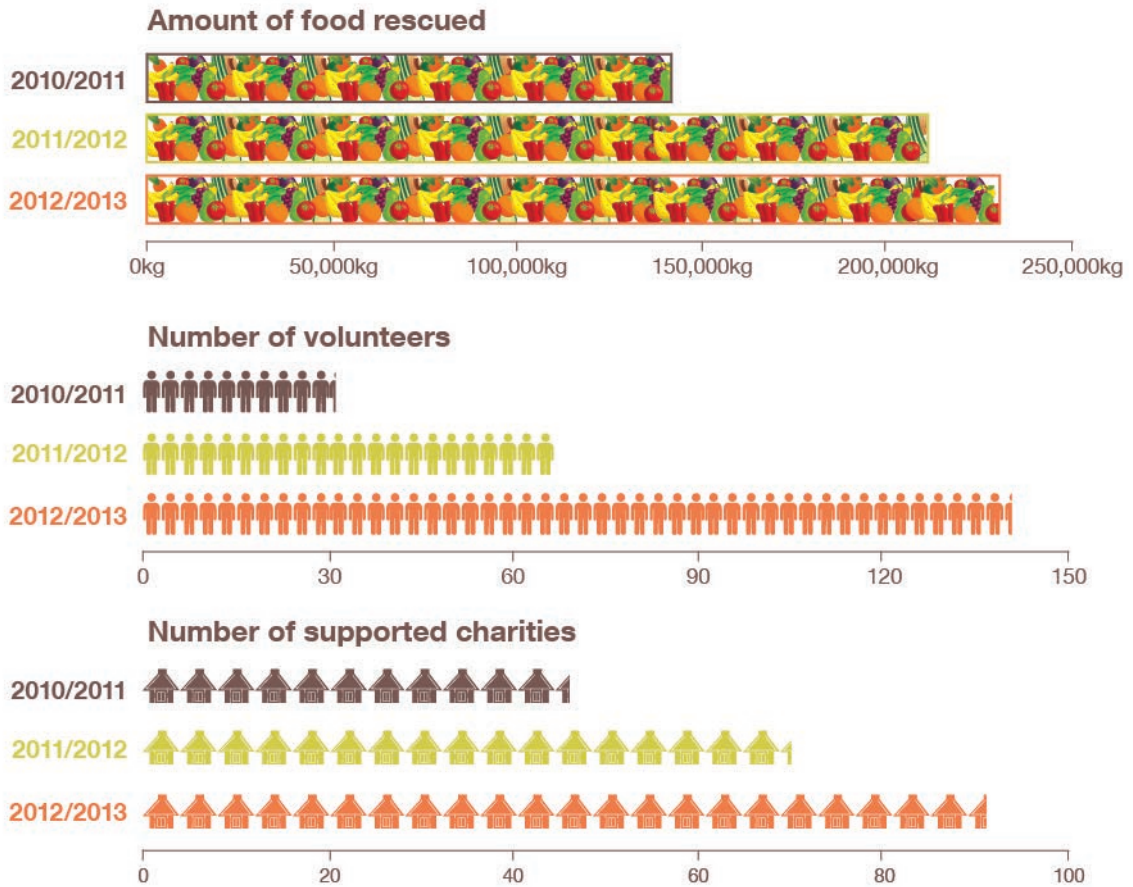
The Yellow Van was chosen as a Charity Partner for Floriade in 2012 and 2013, and has been warmly embraced by the Canberra community, resulting in increased community fundraising and a positive response to food drives.

The program has built upon its strong community profile to generate increased support from the corporate sector, schools and government departments. Donations of a shipping container, commercial refrigerators and a commercial dishwasher have enabled the program to 'store forward' and adhere to strict food handling guidelines.

A purpose-built community garden and chicken enclosure have enabled the program to effectively 'close the loop' environmentally. Over-supply of fresh produce is used as chicken feed or composted, while vegetables and eggs produced in the coop/garden are distributed to charities.

The Yellow Van receives no government funding and relies on the generosity of donors, sponsors and philanthropic grants. We are focused on local needs and every dollar donated to the Yellow Van stays in the Canberra region.

The Yellow Van Growth



Be Inspired!

College Cooks to the Rescue


A partnership to help disadvantaged people was forged between St Edmunds College and the Yellow Van food rescue service.

Yellow Van Director Dave Burnet and his son Mikey, a year 9 student at St Edmund's College, cooked up the idea to have hospitality students prepare food for refuges and charities.

Mikey became the liaison officer between the school and the Yellow Van, advising on deliveries of raw produce to the school on a daily basis. The students developed a menu for the week and the delivered produce was then prepared, cooked and packed by the hospitality students as part of their course requirements. It was then picked up by the Yellow Van to pass on to their various charity partners.

Acting head of Food Science and Hospitality at St Edmunds, Dean Parkes, said the partnership provided an excellent opportunity for students to not only learn valuable skills, but to make a difference to the community at the same time.





Care&Share



“ We have never eaten as well as we have since joining Care&Share. My children were lucky to eat vegetables once a week, and now I'm able to offer them five nights a week. Thanks so much to everyone. ”

(Maree, aged 43)

Communities@Work's (C@W) Care&Share program provides food and essential services to individuals and families who are experiencing hardship. The services support those in need to make life-changing choices in respect of nutrition, budgeting and household practices with the view to helping them build a sense of dignity, hope and empowerment.

At the commencement of the year, the program provided a pantry of healthy food and essential items in which clients could 'shop' either free of charge or for a nominal fee in a safe, secure and dignified environment; a mentoring cooking program and nutritional advice; bus tickets and phone vouchers; financial support and budgetary advice; emotional support and referrals to other C@W programs and specialist organisations.

During the year, this suite of services was expanded significantly to also include:

- a Community Cooking program, whereby volunteer cooks prepare nutritious meals for the Care&Share pantry and clients of the Yellow Van;
- a Walking Program in partnership with the Heart Foundation;
- the commencement of Care&Share services in the Gungahlin region;
- the provision of school clothing vouchers and 'back to school' packs (pencils, rulers etc) for disadvantaged families;
- the provision of shower packs; and
- the provision of swags for people who are sleeping rough.



In addition, ground work commenced to incorporate Working Wonders (WOW) into Care&Share's services. WOW provides women in need with free clothing, shoes and accessories for job interviews, work experience or other special events.

With generous donations from ActewAGL and other supporters, we were able to provide 310 hampers to people in need over the Christmas period. To strengthen relationships with other community groups, we also delivered presentations on the objectives and success of the program to Probus, Lions and Rotary clubs.

Care&Share values its staff and volunteers, and has provided them with ongoing support through the provision of skills training and the development of robust policies and procedures.



Launch of Care&Share Gungahlin.
Vicki Coleman, Lynne Harwood CEO,
Kim Bool & Judith McDonnell

Be Inspired

With the financial support of the C3 Church Monash, Care&Share was able to support a 15 year old local girl to enrol in the Canberra Institute of Technology and study again after four years out of the schooling system. We were able to support her with a laptop and Internet access, fund her enrolment fees and give her a MyWay bus card so that she is independent. We have received very positive feedback from the young girl who is now looking at employment prospects and potentially undertaking further study. We have been inspired by this brave young girl who has broken her cycle of dependence and obtained her Year 10 Certificate. We wish her all the best for the future.

Care&Share in 2012-13...



Number of members grew from **80** to **1016**

= 8 people



Cooking program helped over **100** clients



141,171 food & essential items were distributed



Community Cooking produced **2,642** meals



2,040 referrals were processed





Side by Side



Be Inspired

Maree* is a single woman who had experienced threatening and harassing behaviour from her neighbour for many months. One day, the conflict resulted in her neighbour assaulting her and subsequently being charged with the assault. Maree was required to go to court to give evidence. She had never been to court before and had a very limited understanding of the process. Her understanding was based primarily on what she had seen on television shows.

Before the court date, the Side by Side program provided Maree with information on giving evidence and helped to de-mystify the concept of attending court. On the day of court, the Side by Side volunteer met with Maree ahead of time and showed her where she had to wait to be called into court, waited with her and reminded her of the techniques she had identified to help her become less anxious. The volunteer also reminded Maree of court protocols and was in the court while she gave her evidence.

As a result of this support, Maree was able to successfully navigate through the day's court process. She was very appreciative of the Side by Side volunteer and said she couldn't have faced such a daunting challenge without her.

(*Name changed to protect confidentiality)

“ Knowledge is a powerful thing. The volunteer explained the processes I was going to be involved in, knew the layout of the court, knew who I should talk to about questions I had and was there with me while I waited. Waiting can be hard, but I knew someone was there with me, and for me, who understood what happens at Court.”

(Side by Side client)



In 2012/13
Victim Support
ACT assisted
1466
clients



Through Communities@Work's (C@W) Side by Side program, C@W volunteers work alongside Victim Support ACT case workers to ensure that victims of crime receive practical and coordinated support.

In particular, the program assists victims of crime by:

- providing them with a trained volunteer to accompany them to court proceedings;
- attempting to de-mystify the court experience and reduce anxiety;
- assisting them to submit applications for funding from the Victims of Crime Financial Assistance Scheme;
- providing general support and mentoring for victims as they navigate court processes and systems; and
- providing referral services.

Clients accessing the program have been very diverse in terms of their age, types of crime and cultural background.

Victim Support ACT continues to provide valuable information and expertise to the program, including through the conduct of training sessions for our volunteers. This ensures that our volunteers are knowledgeable and have the capacity to understand their role in sensitive circumstances.

To enhance awareness of the program within the community and build relationships, the program was highlighted at a number of community events including NAIDOC Week, Law Week, Seniors Expo and White Ribbon Day.

Raising the Standard (a manual to guide quality improvement in ACT community service organisations) and the National Standards for Involving Volunteers in Not for Profit Organisations are utilised to ensure the adoption of high quality practices.





Outreach Energy and Water Efficiency

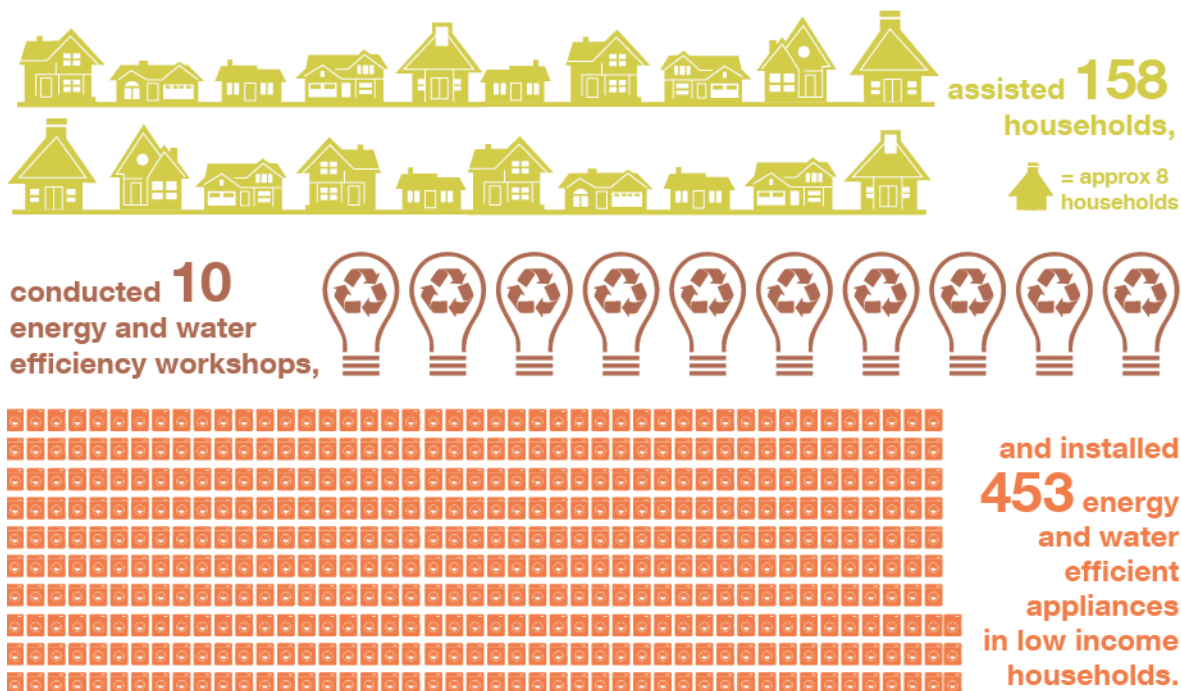


Be Inspired

By attending a series of energy and water efficiency workshops, a client of the Outreach Energy and Water Efficiency Program made savings of over 50% on both her electricity and gas consumption. By learning how to read her electricity and gas meters, the client became aware of where she could save energy and water in her home and implemented a number of practical measures to realise these savings. She was very excited with the outcome and was very grateful for the advice and support provided by the program.



In 2012-13 the Outreach Energy and Water Efficiency Program:



Communities@Work's (C@W) Outreach Energy and Water Efficiency Program assists low income households in the ACT reduce their energy and water bills through a range of practical measures.

Funded by the ACT Government, the program educates clients on energy and water efficiency issues, undertakes complimentary home energy assessments and replaces inefficient home appliances with energy and water efficient appliances as recommended by the assessments.

Educational processes and resources have been updated to achieve high quality outcomes for households. Clients attended energy and water efficiency workshops which not only enhanced the knowledge base of clients, but also helped to foster a strong, shared focus on reducing energy and water consumption.

Electronic processes have been developed to achieve improvements in the quality and speed of service provided during home visits on energy and water efficiency.

New relationships have been developed with Housing ACT managers. These managers now refer clients identified as requiring assistance through the Outreach Energy and Water Efficiency Program. Housing ACT managers have also developed a relationship with Spotless for referral and identification of energy and water efficiency issues.

With increased focus within C@W to build on program synergies, the Outreach Energy and Water Efficiency Program has worked collaboratively with C@W's Community Development and Reach Home Programs to improve outcomes for clients.



“ I am in my eighties and live alone. When I was told I needed injections in my eye every month, I realised I needed help to get to the eye clinic as I could not drive myself. To my great relief, one phone call to C@W and I was accepted as a client. Now I have no problems - it's so easy to make an appointment and the driver picks me up and returns me home every month. I really admire the staff - both volunteers and paid - who are amazingly cheerful, helpful, kind and efficient. They are also quite often a lot of fun! They make contact a delightful experience instead of a discouraging interaction. Many, many thanks.”

(HACC transport client)



Caring for Seniors and Assisting People with a Disability

The demand for services for seniors and people with a disability is expected to grow strongly.

Between 2010 and 2020, the number of people in the ACT aged 65 years and over is projected to **increase** by **54%**¹



16% of people in the ACT have some form of disability or **4 in every 25 people**²



It is expected that **5,500 people** in the ACT with a significant and permanent disability will be **covered** by the **National Disability Insurance Scheme** when it commences in July 2014³



1. ACT Population Projections 2009-2050, ACT Chief Minister's Dept
2. ABS, Survey of Disability, Ageing and Carers
3. Disability Care Australia





Seniors' Support Services

“ I suffered from anxiety and had other health issues and found it very difficult to leave my home. I rang the Centre4Seniors some time ago and, after much encouragement, I went along and I am still going today. I attend the Centre4Seniors three days a week and enjoy the craft in particular.

I also appreciate the new friendships I have made and am a valued member of our group. I am amazed at where I am today - the Centre has become a life line for me and has helped me get back out into the community and regain my independence. ”

(Centre4Seniors client)

Under the Australian Government's Home and Community Care (HACC) program, Communities@Work (C@W) assists the frail aged and people with disabilities to live independently in their own homes and provides services to promote their social inclusion in the community. In particular, we provide:

- case management, domestic assistance, personal care and social support;
- centre-based day care at the Centre4Seniors;
- a Memory Lane program for those with early stage dementia;
- transport to shopping/medical/social appointments; and
- mateship and woodwork at the Lanyon Men's Group.

Case Management, Domestic Assistance and Personal Care

Our support services help seniors and people with disabilities live independently in their own homes.

Case Workers are assigned to visit people in their homes and talk about the specific care they may need, resulting in the development of personal case management plans.

Such plans may include:

- the provision of domestic assistance including cleaning, dishwashing, clothes washing, ironing, shopping and bill-paying;
- personal care such as bathing, dressing, grooming and eating; and
- social support such as help with shopping, assistance to visit friends and relatives or regular home visits for a chat over a cuppa.

We continued to work in partnership with other aged care providers and hospitals to provide high quality, holistic care consistent with the principles of the Wellness Model.

Centre4Seniors

Communities@Work's (C@W) Centre4Seniors provides centre-based day care, including the opportunity to participate in quality recreational and exercise programs, make new friends and enjoy a hot lunch.

During the year, a number of initiatives were pursued to enhance social and recreational activities for seniors including participation in the Seniors Sports Carnival held at the mpowerdome and the conduct of a number of cultural sessions with the Chinese Folk Dancers Group to recognise the cultural diversity of our community.

In response to the growing prevalence of dementia, a Memory Lane activity has been introduced at the Centre4Seniors. Memory Lane is an activity for people with early dementia and seeks to focus on participants' strengths and promote independence in daily living in a home-like environment.

Centre4Seniors clients ready for sport carnival



Be Inspired!

The Centre4Seniors attended the 10th annual Seniors Sports Carnival which provides an opportunity for older people in the community to participate in modified sports that are safe and challenging.

The Carnival is a powerful incentive for participants to enjoy and maintain regular physical activity for good health and functional ability. It also helps to dispel some of the negative stereotypes of ageing and strengthen community spirit and friendships.

The Centre4Seniors prepared and participated with great enthusiasm, embracing the FiSH philosophy of Catch the Energy, Release the Potential. The team returned proudly with two silver and one gold medal, and overall second place. What a fantastic group!

In 2012-13, C@W's HACC services provided **17,638 hours** of support through:



centre-based
day care



domestic
assistance



case
management



personal care &
social support



In 2012-13,
C@W provided



11,556
transport trips

Transport

Communities@Work's (C@W) transport service is a lifeline to many of our clients.

The need for community transport becomes greater for individuals who have impairments and health conditions which restrict their ability to use other means of transport such as driving, walking or even using public transport.

Community transport is an 'enabler' and assists clients to have continued independence and confidence by transporting them to medical and para-medical appointments, social and community activities and shopping centres. The need for community transport for medical purposes continues to grow across the ACT and we are constantly reviewing our resources to ensure services are as efficient and responsive as possible.

Our transport service operates with several vehicles on the road each week day. We have a dedicated team of experienced casual drivers and volunteers who provide assistance to clients when needed, including assisting them to and from the vehicle and escorting them to their appointment.

“ I am writing to thank the wonderful staff involved with C@W's transport team. My father recently had open heart surgery which subsequently resulted in him having a stroke. He has been in hospital in Canberra for nearly three months and the staff in the transport team, including the drivers, have been outstanding in the support they have provided to mum. The family is so very grateful for your efforts at this difficult time for us. We have now been able to organise four weeks respite care for dad in Eden, so hopefully we will not need your excellent services for quite some time. Thank you again and warmest regards. ”

(Transport client)



Lanyon Men's Group

The Lanyon Men's Group caters primarily for men in their senior years with some form of frailty. The men become great mates as they work on projects, share a meal, enjoy good conversation and visit places of interest.

The men have been meeting at the Lanyon Homestead for around 18 years and have a long standing relationship with the Homestead and Museums and Galleries ACT who manage the property.

Due to changing site and Homestead circumstances, the group experienced some accommodation changes and we worked respectively together to ensure the needs of the property and the group were considered. As a consequence, the men met predominantly at C@W's Weston campus over the past year.

The men are looking forward to returning to the beautiful Lanyon Homestead and its tranquil environment, surrounding by the picturesque Brindabella Mountains, in the near future.

Aged Person's Units

We have worked closely with Housing ACT to strengthen the communities at various housing complexes in the ACT. This work has seen residents become more engaged in their communities, participate in regular activities and achieve community goals. Connections were strengthened between three Aged Persons Units which resulted in combined activities, trips, information exchange and shared use of a community room.

To help celebrate the diversity of our community, we encouraged two Chinese residents at the Wingham Aged Persons Units to arrange a Chinese New Year celebration for everyone to enjoy. Residents learned how to make Chinese dumplings and then cooked and shared them together.

In response to issues raised by the Concerned Residents of Western Kambah (CROWK), we provided support to help the residents raise their vegetable gardens to a height more suited to their needs and acquire new compost for their garden beds.



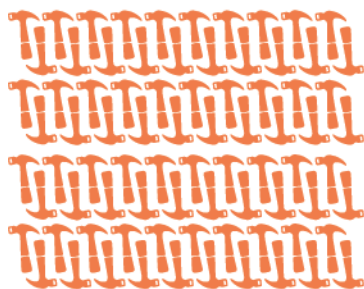
Women's Neighbourhood Group

The Women's Neighbourhood group is a friendly, informal social group for women of all ages with a focus on craft, needlework, patchwork and quilting. Its donations of hand-made goods to the Canberra Hospital, the Australian Federal Police and the Rural Fire Services are gratefully received.

The Group celebrated its 20th birthday on 19 April 2013. The birthday party had a '1920s-30s' theme and was attended by Gai Brodtmann MP and C@W's CEO, Lynne Harwood.

In 2012-13, the Tuggeranong Men's Shed had

80 members



Tuggeranong Men's Shed

The Tuggeranong Men's Shed is a relaxed and creative space for men to learn and share skills in light woodwork, maintenance, computers and photography. Social activities and trips to other Sheds also provide an opportunity for mateship and networking.

The Shed is auspiced by C@W and is a proud member of the Australian Men's Shed Association. The Shed is supported by the Lake Tuggeranong Sea Scouts, Bunnings Warehouse and Canberra City Lions Inc.

A major initiative for the year was the commencement of construction of a new Shed which will provide improved facilities.





Gungahlin Seniors' Services

With the merger of Communities@Work (C@W) with the Gungahlin Regional Community Service on 1 July 2013, C@W will deliver the following services for seniors in the Gungahlin region:

- **Gungahlin Men's Group** - providing men with the opportunity to meet in a friendly social environment and work on meaningful projects of their choosing.
- **Gungahlin Women's Group** - promoting enrichment, healthy ageing and mutual support amongst local Gungahlin women.
- **Home and Community Care** - assisting seniors to live independently in their own homes through case management, domestic assistance, personal care and social support.
- **Transport** - providing eligible seniors with transport to medical appointments, shopping centres and social activities.
- **Centre4Seniors** – providing seniors with the opportunity to participate in quality recreational programs, make new friends and enjoy a nutritious meal.
- **Gentle Exercise Classes for the Over 50s** - improving health and fitness through low impact aerobic movements, hand weight and balance exercises.

Be Inspired

Stan is an 18 year old young man who is diagnosed with autism. For most of his life he has been living with anger management and impulse control issues in the home and at school. Stan's behaviour could often escalate extremely quickly, resulting in violent outbursts that led to many sanctions from the police and school officials.

The Fun4Youth team worked hard to engage with Stan and discuss his anger issues with him. They found that his triggers were due to a feeling of estrangement from his family and frustration at not getting everything he wished for in life. The team identified that team sport could be a great therapeutic activity that could teach him how to consider and interact with others and how to communicate when he was feeling frustrated. Stan agreed that he would like to work on these issues and also told staff that he really wanted to lose weight and lead a healthier lifestyle.

Through his involvement in F4Y's Momentum Sports Program, Stan was able to learn how to control his aggression and lead his indoor sports team in a positive way. These life skills have also translated to a more balanced home life, with Stan successfully implementing a Safety Strategy when he feels he is becoming overly emotional or violent in nature towards his family. Stan now understands his behaviour has serious negative consequences on his life and his relationships with others. Stan is now much happier and healthier and is looking forward to leaving school and starting a job in the Defence Force next year.



Fun4Youth

Communities@Work's (C@W) Fun4Youth (F4Y) is an after school and vacation care program for young people aged 12-18 with a diagnosed disability. The program enhances the social and living skills of participants, builds their peer networks and provides them with opportunities to engage in recreational activities in an inclusive youth-based environment.

The program provides a choice of leisure activities at different skill levels including gym and sport activities, music, craft, board games, movies, cooking, shopping, ten-pin bowling, art and dance. Transport is provided for clients to attend activities and individual tailored care plans are developed.

A significant initiative during the year was the development of our facilitated health and fitness program, Momentum, which is held twice a week at the mpowerdome. To complement our fitness program and promote social inclusion, a F4Y team also took part in the Canberra Times Fun Run which was an exciting event for everyone involved.

From 1 July 2013, Gungahlin's after school and school holiday programs for youth with a disability will be delivered through C@W's Fun4Youth program.

“ We are very glad with our decision to move to Canberra because Frank has had the opportunity to attend the F4Y program. It has been brilliant for him - it has allowed him to engage with other young people and make friends and to us that is really important. What you do with this program is outstanding. ”

(Parent of F4Y participant)

In 2012/2013 **Fun4Youth** delivered



of high quality social support to young people





Connections@Cooleman

Communities@Work's (C@W) Connections@Cooleman is a living skills and leisure program for adults with a disability. Participants engage in a range of activities from cooking and computing to craft, sport, 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 has been provided with access to a wonderful new space at the former youth centre at Weston. Participants have embraced the new space with enthusiasm and are excited about its potential.

The program has sought to provide new challenges for participants and opportunities to attend a range of community events, including:

- the Canberra Times Fun Run;
- celebrating International Day of People with a Disability with a community walk and talk around Lake Tuggeranong, concluding with a barbecue supported by the Tuggeranong Men's Shed;
- competing in the Canberra Show;
- a drumming and song writing program;

“ On behalf of my daughter, I would like to thank you for your time and effort that you put into yesterday's wonderful Fun Run event. It was a very enjoyable outing for everyone, and the benefit of these gatherings and the degree of participation is almost immeasurable. ”

(Father of Connections@Cooleman client)

- producing Christmas cards for the Yellow Van;
- mask making with ACT Scouting; and
- Dru Yoga with Suzie Williams.

Group members were also encouraged to seek new challenges such as volunteer opportunities and to build networks and friendships outside of organised group activities. As a result, some members have volunteered with C@W's community development program, the Men's Shed and Six Seeds, and others have made arrangements to go to the movies or catch up for coffee in their own time.

From 1 July 2013, C@W will assume responsibility for Links for Life, a Gungahlin based skills development program for people aged 18-25 years with a disability.

“ At Connections@
Coolleman the people
really care.”
(Family of Connections@
Coolleman client)

Be Inspired

C@W's Connections@Coolleman was fortunate enough to have Julie and Peter from ACT Scouting come and make masks with us. The masks are made with plaster bandages which are cut into small strips, dipped in water and put onto people's faces.

Everyone was initially enthusiastic until they realised they had to lie on the floor and have wet bandages put on their faces. This was quite confronting as people had to have their eyes covered and let someone they did not know touch their face. A few people changed their minds and did not want to participate.

A group member and a staff member went first as the others watched. Two sisters, who were both quite timid and initially not keen to participate, later decided to have a go after talking it over with staff. They kept very still and were rewarded with magnificent casts of their faces. They were both so pleased and the experience really helped them to try new things and build their self-confidence.

The following week, the Scout leaders returned and finished the masks with binding and an elastic tie. The group then had a great time decorating their own face masks with paint, feathers, glitter and sequins. Volunteers and group members made extra masks for those who were unable to make a mask for themselves, so that everyone had a mask to decorate.

This activity was not only great fun, but a great confidence booster for many participants.

In 2012-13, Connections@Coolleman provided:



5,348 hrs of living skills & leisure activities for **21 clients**



Respite Options ACT

Communities@Work's (C@W) Respite Options ACT provides flexible and supportive services to carers and care recipients, with a focus on support for carers of persons experiencing severe mental illness.

Over the past year, a number of changes in the nature of care provided have been evident:

- Carers have sought longer and repeated respite periods to enhance their well-being;
- The proportion of carers aged 40-54 years who sought respite (primarily females) increased from 27% to 56%;
- There was an increase in the proportion of carers aged under 16 years;
- There was a decline in referrals from carers of people with an intellectual disability;
- There was a significant increase in the number of self-referring carers as well as the number of referrals from other non-for-profit agencies.

In 2012-13, Respite Options ACT provided:

83 instances of **support to carers**
each averaging 2 hours a week for four weeks



Be Inspired

A female carer, aged between 55 - 64 years, was caring for her daughter and husband who experienced severe mental illness. They both struggled with drug and alcohol dependency and needed support in managing symptoms and daily living.

The carer described how she was completely overwhelmed and she requested support from Respite Options ACT to give her a break. The full extent of her challenges became clear as she explained how her role had recently expanded. The carer had become kin-carer for her grandchildren who were removed from their parents' care by Care and Protection Services. The goal of the respite was to provide her with a break and assist her to adapt to the added pressures.

Assistance with meal preparation and domestic support were assessed to best suit her needs, as these duties were highly time consuming and physically arduous. Twelve hours of support were allocated over six evenings because this was a stressful time for the family.

As the respite progressed, the support worker developed a good rapport with the children and the nature of the respite changed to meet the family's emerging needs. The support worker assisted the children with their homework and got them ready for bed. The carer was able to return to evening walks which had been highly beneficial in relieving stress.

At the exit interview, the carer revealed that the respite was extremely valuable to her well-being and met the needs of her grandchildren. The carer attributed this to the caring and efficient nature of the support worker. The carer said she was treated with respect and was very happy with the professional service provided. The carer's ongoing respite needs and support options were explored and appropriate referrals were made for the benefit of the whole family.



Project partners at Six Seeds Launch



it's about you. Always!
Communities@Work



Support for
Independent Living



Supported By:



“This was so much fun, but I was exhausted by the end of the day. I've done nothing like this before.

Fantastic, we need so many more programs like this.

When can we come back? What is the next thing happening?”
(Participants from Six Seeds)

Six Seeds is an exciting new venture which delivers inclusive and meaningful opportunities to young people with a disability who would otherwise fall through the gaps in our disability system. It focuses on the clear and identified unmet need for post-school support options for young people with moderate to severe disability.

The program is the collaborative effort of four highly regarded community service providers: Carers ACT, Communities@Work, Koomarri and DUO, together with Environmental NGO, Greening Australia Capital Region. It is supported by the respected law firm Snedden Hall & Gallop and bankmecu, a financial cooperative owned by its customers and committed to building stronger communities.

Six Seeds is not about hand-outs. It is about building inclusive, meaningful and creative activities that will ultimately develop into viable and sustainable business ventures. The Six Seeds social enterprise joint venture model focuses on delivering commercially viable horticultural and culinary initiatives, such as conservation projects and the baking and packaging of goods for sale.



Six Seeds was launched in February 2013 by Gai Brodtmann MP. Since then, three projects have been undertaken:

- making and packaging scrumptious gift bags of Rocky Road for sale on Valentines Day;
- making quality chocolate Easter eggs for sale at Easter; and
- producing over 300 decorated cards, jams and bath bombs for Mother's Day.

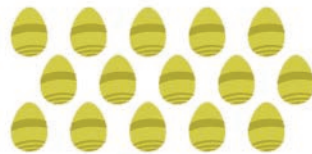
Participants in these projects learnt valuable teamwork, communication and cooking skills. The projects also served to enhance the self-esteem of many participants. All participants received Certificates of Participation and took home a sample of their produce for their family. Products were also distributed to project partners and supporters.



In 2012-13 an average of 10 young people participated in the 3 projects



**Valentine's Day
6 participants**



**Easter
15 participants**



**Mother's Day
10 participants**





Malkara

Be Inspired

During the school holidays, Malkara visited the Pegasus Riding School for the Disabled. Although the children were unable to ride the horses, the experienced staff encouraged even the most tentative children to pat and groom the horses. The children were able to feed the horses as well as play in their extensive riding arena. The horses were well behaved and calm, and the trainers were very sensitive to the anxiety and apprehension of some of the children. Everyone left the riding school very happy and many of the children expressed a desire to stay even longer. Experiences such as these are critical in developing the self confidence of children with a disability, enhancing their well-being and simply giving them the opportunity to have fun. After such a positive experience, the children sought an assurance that we would be going back again next holidays. And we definitely are!

Our visit from the puppet workshop was a standout event. The children enjoyed the wide variety of puppets and responded positively to the performance and the opportunity to play with the puppets. Those children who were a bit apprehensive about the larger puppets seemed to find the smaller animal-themed puppets very calming and a lot of fun. Overall, the event was successful and enjoyable for all involved, including the educators who had a surprising amount of fun too.

(Staff member)

In 2012-13:



31 children from 27 families
attended the Malkara vacation care program

C@W's Malkara program is the ACT's first integrated vacation care program for children with a disability or for children who have high support needs. The program provides children with access to a vacation care service which caters for their individual needs, interests and general well-being.

The program is delivered in close consultation with the Malkara School and Disability ACT. Central to the success of the program has been the opportunity to build partnerships within the community and the Malkara team has become quite diverse and now includes C@W educators, Learning Support Assistants from the ACT Department of Education, university students and volunteers from Therapy ACT and the general community.

A major focus of the program has been to provide children with active engagement in leisure-based experiences in a stimulating and safe environment. These experiences have included:

- trips to national parks and nature reserves;
- a visit to the Pegasus Riding School;
- attendance at live performance/theatre shows;
- joining the Awesome Activities Holiday Program for a Mad Hatters Tea Party;
- visiting the local shops to purchase items for cooking activities and everyday consumables.



“ I own my own business and in the quiet times I love to volunteer to keep my skill set up and know that I'm helping the community. Volunteering is a really good way to give back to the community and I think it also keeps you humble.”

(Maggie, Volunteer)



Engaging with our Community

As well as delivering a broad suite of programs to some **20,000** clients annually, Communities@Work (C@W) engages closely with the community in many other ways such as harnessing the experience and skills of volunteers, participating in community events and fundraising activities, managing community facilities and undertaking research.



The ACT is proud to have one of the **highest** rates of **volunteering** in Australia, with **37.1%** of the population involved in some form of volunteering.¹

In 2012-13:

C@W coordinated or participated in **43 major** fundraising and community events.



The number of people utilising our community and function centres increased by:



62% to 65,000.

1. Source: ABS, Voluntary Work Australia, 2010





Gallilee School Garden Cleanup, Deloitte Volunteer Day



Volunteers

Communities@Work (C@W) has many passionate and committed volunteers who provide a vital resource for the delivery of our broad range of programs. We help volunteers to connect with their community and they share their knowledge and skills for the benefit of our clients.

The volunteer program was fortunate to work with a group of four very talented University of Canberra media students to produce videos to help us promote our wonderful volunteer opportunities. The group created a short video to promote volunteering opportunities to potential volunteers, as well as a ten minute video to be used in volunteer induction programs to highlight C@W's volunteering roles. The videos are high quality productions that will be very valuable to our ongoing volunteer program.

In March 2013, several C@W staff members attended Volunteering ACT's Volunteering into the Future Symposium. The one day event explored how the volunteering sector will change and evolve into the future. A number of local and international speakers gave presentations focusing on how volunteering programs can reach their potential in a challenging and ever changing environment. The symposium was an inspiring event, raising many important issues as well as offering practical advice and solutions relating to the use of social media, volunteer management and strategic planning.

In 2012/13



**C@W had
211 active
volunteers**



**inducted
137 volunteers**



**and had
9 corporate
organisations
volunteer their services**



Our volunteer roles are many and varied:

- Transport drivers
- Shopping assistants
- Life skills mentors
- Child care assistants
- Administration assistants
- Marketing, sponsorship & events
- Gardening and maintenance
- Youth events
- Mentors and support assistants
- Community education assistants
- Food pantry assistants
- Food rescue assistants.

“ Just making people happy and seeing their smiles makes a big difference to me. It means that I've made an impact.”

(Debbie, Centre4Seniors volunteer)



Brookfield Multiplex and Bunnings Contact House Garden Clean-up and Playground Assembly

Be Inspired

Amanda's Story

C@W's Volunteering Program takes an inclusive approach to volunteering by offering people from all backgrounds rewarding opportunities to give back to the community, improve their skills and pursue their passions.

Amanda has an intellectual disability and, with the help of her support worker, approached C@W to seek a volunteering role to help her gain some practical experience to increase her chance of finding paid employment.

After an initial meeting with C@W, Amanda was offered the chance to volunteer at C@W's Jetty Café two mornings a week. At first, Amanda was quite challenged by the work, but kept at it. Three months later, Amanda was really enjoying her work and took up more responsibilities in meal preparation and serving.

A couple of months later, Amanda was offered the opportunity to volunteer in another role providing administrative support to further increase her skills and experience.

Soon after that, with newfound confidence, skill, and experience in a variety of areas, Amanda attended a job interview for a catering assistant position. To her delight, she was offered the job.

Recently, we were excited to hear this news from Amanda's support worker:

“ Amanda is now working 20 hours a week in a job that she loves. She has responsibilities, tasks and time-frames that she must adhere to. Without the opportunity provided by the Volunteer Program at C@W, this may not have happened. Amanda has grown as a person and as someone who has worked with her over the past 18 months, I could not be more proud of her.”



Communications and Fundraising

Communities@Work (C@W) undertakes a range of activities to promote our programs in the community and raise much needed funds for our charitable programs.

Our promotional mediums range from traditional print and radio advertising and the conduct of events to contemporary online engagement through a comprehensive website and social media.

The ongoing viability of many of our programs relies on donations, philanthropic grants, sponsorship and fundraising activities, and we are grateful for the strong community support received for many of our initiatives.

We recognise and celebrate the value of productive partnerships and have a strong track record of working closely with businesses and other organisations to deliver better outcomes for our clients and the community. We ensure that our partnerships are aligned culturally and that our partners are able to create value for their own organisations. Given the diversity of our programs, we can offer sponsors the opportunity to reach a wide range of demographic groups and target markets.

Importantly, we ensure that all partnerships make a real difference to the lives of the most disadvantaged in our community including low-income families, the homeless, at-risk youth, the frail aged and people with disabilities.

A partnership with C@W demonstrates a commitment to corporate social responsibility and to building a socially inclusive, caring and sustainable community. For information on sponsorship or partnership opportunities, phone 6293 6500 or email mysupport@commsatwork.org.

In 2012-13:



C@W programs were featured in the **media** on **201 occasions**



Visits to the C@W website increased by **56%** to **129,146 visits**



C@W's Facebook followers increased by **96%** to **3,628**



C@W's Twitter followers increased by **127%** to **2,166**



C@W received **20** philanthropic **grants** for its charitable programs

Be Inspired

C@W's charitable programs have the strong and valued support of the Canberra community. We are continually inspired by sports teams, schools and corporate groups who rally their creative efforts to raise much needed funds for our causes.

In 2012-13, community fundraising support for C@W's The Yellow Van food rescue service has been amazing, as exemplified by the following initiatives:

- **St. Clare's College** - For the third successive year, the students of St. Clare's College chose The Yellow Van as one of their charities of choice. Students held barbecues, raffles and other events, culminating in a substantial donation which was presented at the College's annual Charities Assembly. Students also helped with food rescue runs in the vans. The community spirit of the students at St. Clare's College continues to amaze the staff and volunteers at The Yellow Van.
- **Rotary International** - Support from the Rotary Club of Canberra North included the donation of a shipping container for storage, office chairs, air-conditioners and storage crates at The Yellow Van headquarters. Practical donations of this nature make The Yellow Van service more efficient and keep the team a little more comfortable as they carry out their work.
- **The Department of Climate Change and Energy Efficiency** - The Department spent the year channeling its creative energy to raise funds for The Yellow Van through trivia nights, bike rides, soccer matches and inter-office raffles.
- **Adventist Development and Relief Agency (ADRA)** - ADRA has been a faithful supporter of The Yellow Van and has continually donated some of the proceeds from its ADRA Care Shop in Braddon to further the work of The Yellow Van.





Major Events

1 July 2012

“NAIDOC on the Peninsula” Family Fun Day to celebrate NAIDOC Week.

2 July 2012

Launch of The Yellow Van Food Rescue by Minister Andrew Barr MLA.

8 August 2012

Meyer Vandenberg raises \$10,000 for Galilee Foster Care.

17 August 2012

Federal Golf Club Charity Trivia Night fundraiser for The Yellow Van.

6 September 2012

Tempo Theatre’s ‘Panic Stations’ fundraiser for The Yellow Van.

7 September 2012

Certificate 1 Work Skills for Life Graduation for youth with disabilities.

13 September – 14 October

Galilee Foster Care chosen as the charity partner for Tulip Top Gardens Charity Auction.

15 September 2012

Calwell Community Day at Calwell Shops.

23 September 2012

Fundraising BBQ for Galilee Foster Care at Bunnings

13 September – 14 October

The Yellow Van chosen as charity partner for Floriade.

9 October 2012

Mental Health and Wellbeing Expo.

19 October 2012

‘Making Waves’ Buoyed Up fundraiser dinner.

28 October 2012

Grandparents Day at the Tuggeranong Seniors Club.

31 October 2012

Communities@Work celebrates its 35th birthday at the Canberra Southern Cross Yacht Club.

23 November 2012

ACT Children’s Service Gala Awards at the National Convention Centre.

29 November 2012

Launch of Care&Share in Gungahlin.

1 December 2012

Tuggeranong Festival Family Fun Day.

1 December 2012

Walk the Loop: 5km walk at Lake Burley Griffin for International Day of People with a Disability.

6 December 2012

Galilee School Gala Award Night.

7 December 2012

Richardson Community Hub Festival.

10 December 2012

ACTEW AGL donates Christmas presents to C@W for local families in need.

10 December 2012

The Yellow Van launched its Unwrapping Hunger Campaign and raised \$18,000 to deliver food to those struggling during the Christmas season.



12 December 2012

The Yellow Van delivers its two millionth meal.

18 January 2013

Youth Engagement art exhibition “Inside Out” featuring youth street art.

7 February 2013

Carole King performance to raise funds for The Yellow Van.

8 February 2013

Launch of Six Seeds, a social enterprise program for youth with disabilities.

11 February 2013

Certificate 1 Work Preparation Graduation at Branch Out Café

27 February 2013

C@W announces merger with Gungahlin Regional Community Services from 1 July 2013.

15 March 2013

Six Seeds sells Easter Baskets as a social venture project.

21 March 2013

ACT Seniors Expo.

24 March 2013

Fundraising BBQ for Galilee Foster Care at Bunnings.

28 March 2013

Gold medal Olympian Malcolm Page produces Buoyed Up promotional videos with students at Canberra Yacht Club.

6 April 2013

Narrabundah Early Childhood School Fun Day.

9 April 2013

National Neighbour Day, hosted by C@W and Gungahlin Regional Community Services.

19 April 2013

Tuggeranong Women’s Neighbourhood Group celebrates 20th birthday

28 April 2013

Six Seeds produces goodies for Mother’s Day.

4 May 2013

Seekers VIP Yellow Van Fundraiser Concert.

16 May 2013

Tempo Theatre: Agatha Christie’s “The Hollow” fundraiser for Buoyed Up.

23 May 2013

Care&Share’s 1st birthday.

13 June 2013

2CA Radio Broadcast at C@W in Tuggeranong Community Centre.

14 June 2013

Family Day Care Awards Night.

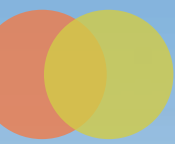
24 June 2013

NuSkills (now Centre for Professional Learning and Development) Graduation Ceremony.

28 June 2013

Alfred Deakin High School community fundraising dinner for The Yellow Van.





Facilities Management



During the year, Communities@Work (C@W) managed the Tuggeranong Community and Function Centre and the Bonython Neighbourhood Hall which provide rooms for hire for meetings, recreational activities and training programs.

Our focus is to provide the community with quality facilities at affordable prices. The introduction of equipment hire services has enhanced the appeal of our facilities and the nurture of key relationships has resulted in a number of permanent bookings being secured.

With the merger of C@W and the Gungahlin Regional Community Service on 1 July 2013, C@W will also assume responsibility for management of the Gungahlin, Forde, Ngannawal and Palmerston community centres.



In 2012-13, over **50,000** people utilised the Tuggeranong Community & Function Centre and **15,000** people utilised the Bonython Neighbourhood Hall

77% of our customers rated our facilities as **excellent**



23% of our customers rated our facilities as **good**

on a four point scale of poor/average/good/excellent.

I am writing to express my sincere thanks to you and all of the staff at the Tuggeranong Community and Function Centre for assisting in the success of our branch planning day. It was a pleasure dealing with you from the beginning of the planning process, and you were always helpful with my numerous questions and concerns. It is good to see the centre is a vital, busy hub in the community and it was a real eye-opener for many of our team members.

(Room hirer, Sept 2012)





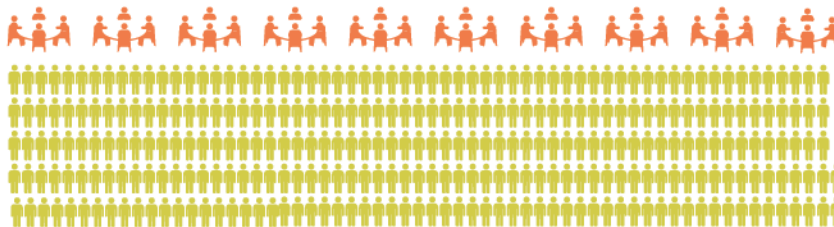
Network Meetings and Information Hubs

Network Meetings bring together community and government agencies to share information, promote programs and activities, and to learn about the work of various agencies.

Communities@Work's (C@W) Community Development team coordinated Network Meetings in Tuggeranong and Weston Creek on a monthly basis with a variety of speakers. During the year, members were able to appreciate presentations from five separate organisations.

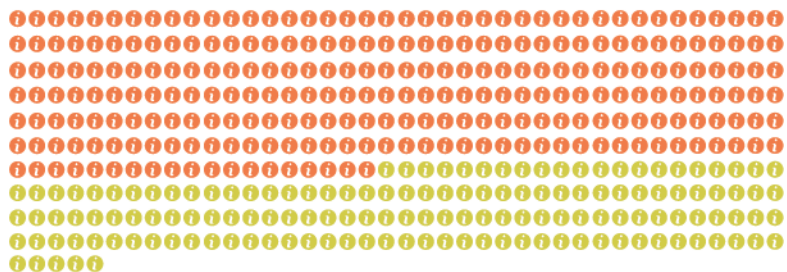
Our Information Hubs at Weston and Lanyon provide people with ready access to information about the myriad of services, groups and activities occurring in the community. These hubs, supported by a number of agencies, have also enabled us to find out more about the needs of residents in the community.

From 1 July 2013, C@W will also conduct information hubs in the Gungahlin region.



In 2012-13,
10 Network Meetings
 attracted a total of
307 attendees

259 Information Hubs were conducted at Weston and
146 Hubs were conducted at Lanyon





Client Satisfaction Survey

Communities@Work (C@W) undertakes an annual Client Satisfaction Survey to help gauge the level of client satisfaction with our services and staff, and to identify potential areas for improvement in the nature of our services and the way we operate.

“Your friendly staff are amazing. Nothing is too difficult for them. The product they deliver is always of good quality. You guys and gals are awesome!”

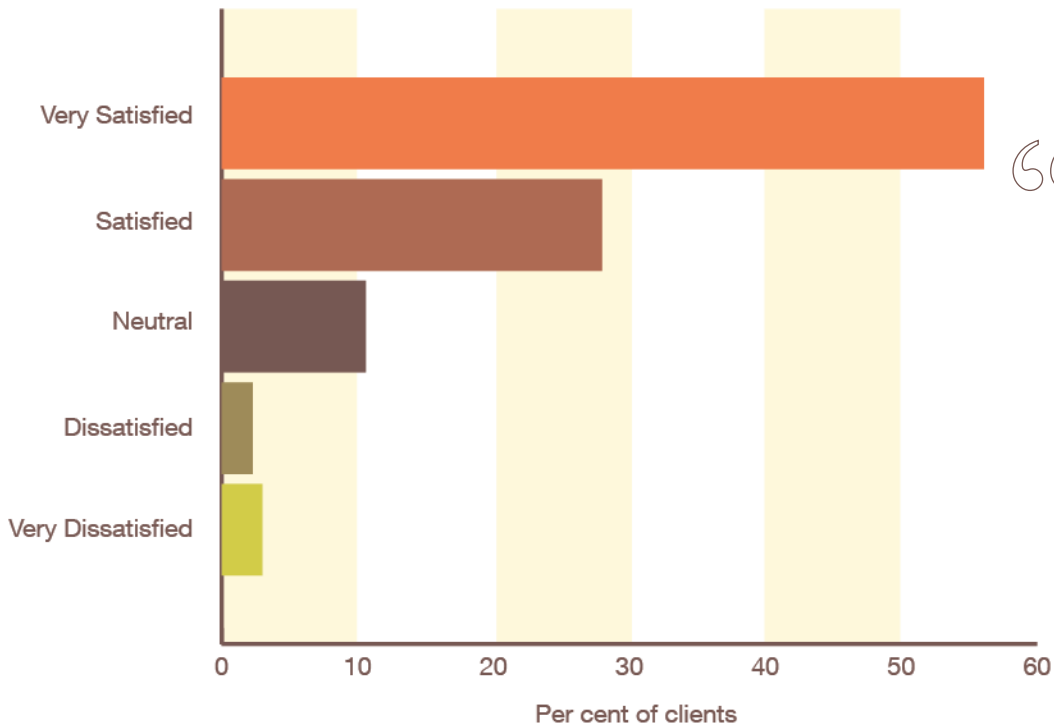
(C@W client)

Our 2013 client satisfaction survey demonstrated high levels of satisfaction with our services and staff. On a satisfaction scale of 1-5 (where 5 represents very satisfied), 86% of clients gave our staff a score of 4 or 5, and 84% of clients gave our services a score of 4 or 5. Less than 3% of clients expressed any level of dissatisfaction with our staff or services.

Clients commented on the high quality of our services, the high level of respect extended to clients by staff and the willingness of staff to listen to, and respond to, their needs. Some 85% of clients indicated that our services improved their overall well-being, with 65% indicating our services improved their well-being considerably.

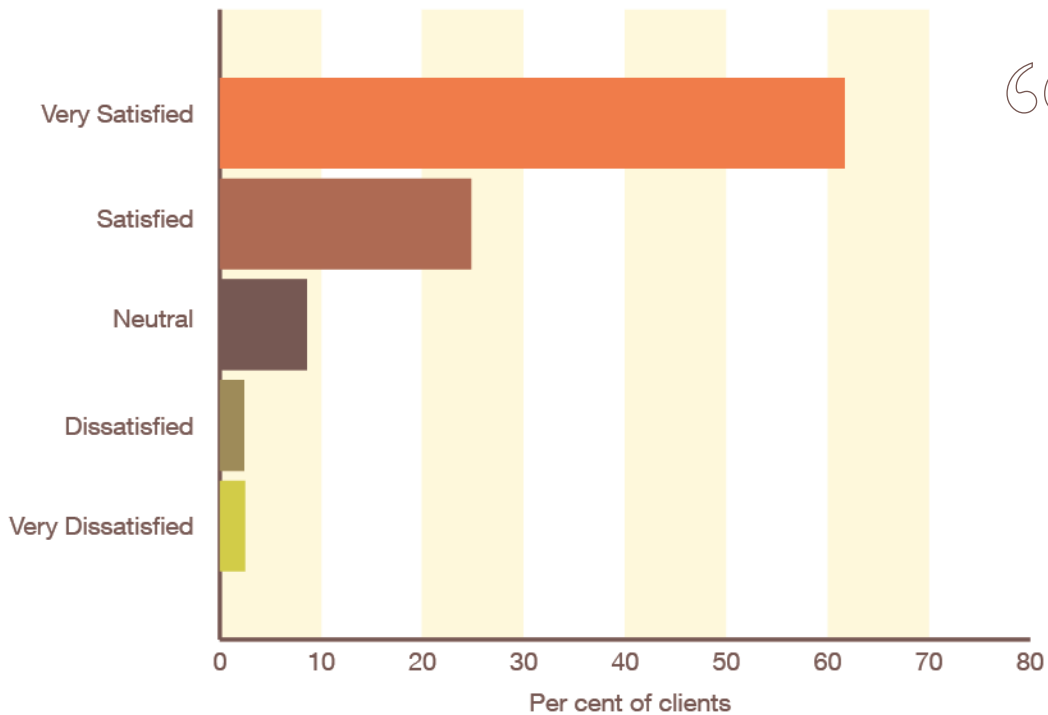
The values which clients associate the most with C@W are ‘respect for all’, ‘affordability’ and ‘quality’. Some 86% of clients indicated that they would use our services in the future and recommend our services to others.

Client Satisfaction with C@W Services



“I really value your excellent services which are both reliable and affordable.”
(C@W client)

Client Satisfaction with C@W Staff



“The staff go well beyond expectations. They are friendly, considerate and willing to always help when they can.”
(C@W client)



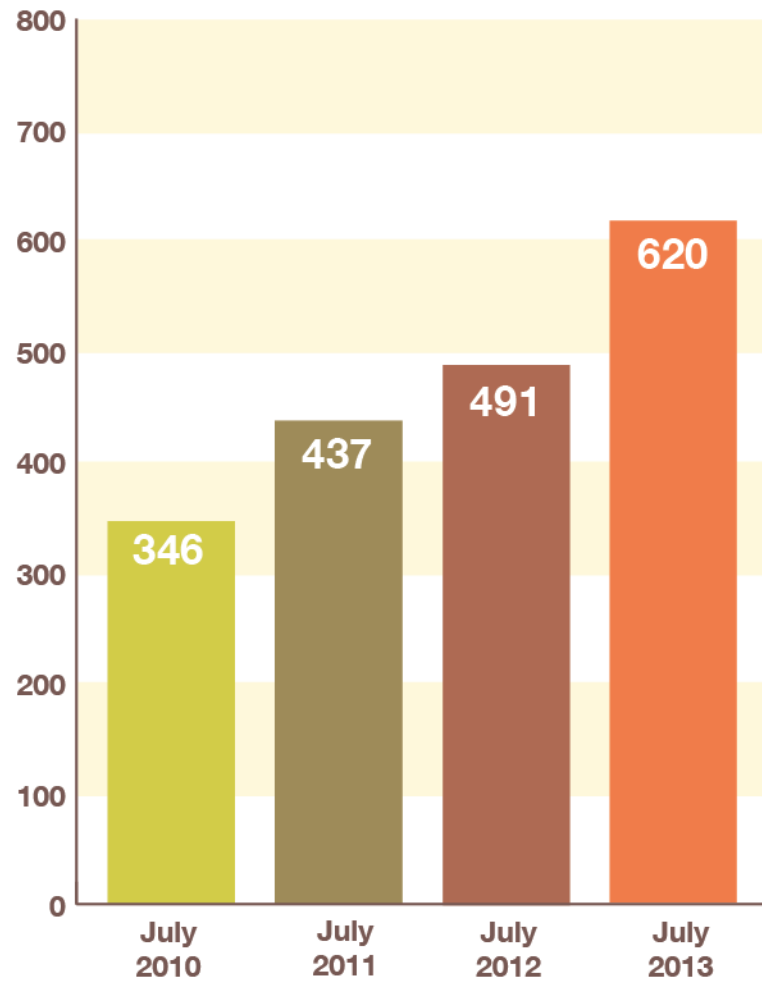
Our success in delivering valued services to the community relies significantly on our organisational responsiveness and the effectiveness of program support functions such as human resources management, information technology, quality assurance, the provision of appropriate infrastructure and financial management.



Support Functions

As the breadth and scale of Communities@Work services has expanded, staff numbers have also increased significantly.

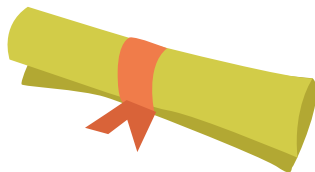
C@W Staff numbers





Human Resources

During 2012-13, the Learning and Engagement Team delivered induction sessions to **375** ongoing and casual employees.



“This induction was wonderful. I have learnt and heard many new things. Really enjoyed it and proud to be a part of C@W.”
 (Induction program participant)

Communities@Work’s employees are a very valuable resource and we are proud of their commitment, professionalism and genuine passion for making a difference in the community. In recognition of the quality of our staff, our employment conditions generally exceed relevant Award standards.

The FISH! leadership philosophy is warmly embraced by all employees and is based around four broad themes:

- Be There: be emotionally present for people
- Play: be creative, enthusiastic and have fun
- Make Their day: engage people in a meaningful and memorable way
- Choose Your Attitude: take responsibility for how you respond to circumstances.

A number of significant initiatives were pursued to further enhance the skills of staff and make C@W an even better place to work:

- A comprehensive booklet providing new and existing employees with information about working with C@W and its range of activities was widely distributed;
- A new staff induction program was introduced to ensure all staff are closely aligned with C@W’s vision, mission and values, and aware of the breadth of C@W activities;
- The organisation’s recruitment and selection processes were reviewed to provide for better management of staffing needs and more robust and transparent processes;

As at July 2013, C@W had **620 employees:**
214 full-time, 213 part-time and 193 casual.



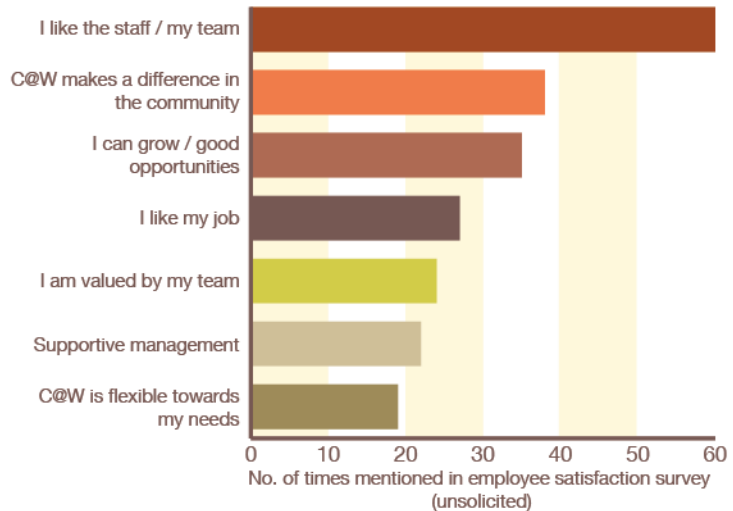
- Through a partnership with OzHelp, a new program was developed to support employee health and well-being, with this program being a finalist in the ACT Health Promotion Awards;
- A revitalised Reconciliation Action Plan (RAP) was launched focussing on building relationships with Aboriginal and Torres Strait Islander (ATSI) communities;
- A leadership training program was introduced to strengthen team building and communication skills, and a general staff training program was implemented to enhance skills development; and
- Through the SPICE Program, a fruitful relationship was developed with Volunteering ACT to provide work experience opportunities for children at risk of disengaging from school.

“My daughter greatly enjoyed the Spice Program - the kids were great, the C@W staff were great. She came home so exhausted - I don't think she has completed a full day of work like that.”
 (Mother of Spice Program participant)

2012 Employee Satisfaction Survey

On a rating system of 1 to 5 (where 1 is very poor and 5 is very good), the overwhelming majority of staff gave C@W a rating of 4 or 5 as a place to work.

What Employees Like Most About C@W





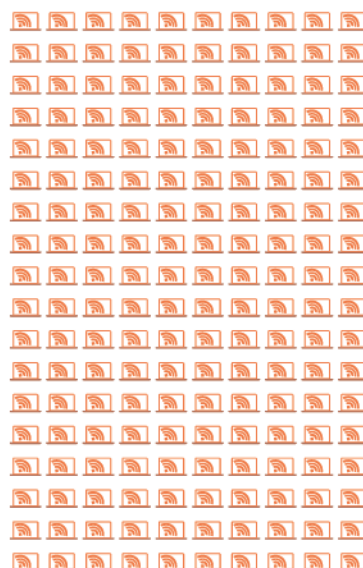
Information and Communications Technology

Growth in the number of Communities@Work programs and employees has reinforced the need for up-to-date information and communications technologies to ensure effective and efficient communication amongst staff and with clients and stakeholders.

Work commenced on the development and implementation of a new ICT Strategic Plan, based on a shift in emphasis from a 'minimum cost' focus to a 'maximum delivery' focus. In particular, the Plan involves:

- the replacement of all server hardware;
- incorporating social responsibility into our major procurement activities;
- building relationships with vendors;
- establishing preferred ICT suppliers to maximise discounts available;
- the commissioning of large scale network replacements across all sites;
- keeping ICT systems as simple as possible;
- the restructure of the ICT team to meet organisational needs; and
- ensuring staff have access to relevant ICT training.

In 2012-13, the ICT team responded to over **1800 requests** from staff for information technology or website support.



 = 10 requests





In 2012-13, the Maintenance Team responded to **1265 requests** for maintenance work across the organisation.



Assets and Infrastructure

The maintenance of our buildings and facilities to an acceptable standard is important for the delivery of efficient services and for the comfort and safety of all staff and clients.

To cater for changing program needs, significant refurbishments of the Tuggeranong Community and Function Centre and the Tuggeranong Youth Centre have been undertaken. The construction of a mini-golf course at the Galilee School was also a major initiative.

A number of improvements have been made to enhance the quality and efficiency of building maintenance activities:

- the skills and qualifications of maintenance staff have been augmented through the recruitment of relevant specialists;
- research on the use of more sustainable products and services has been undertaken with the view to developing a Sustainable Action Plan;
- a streamlined maintenance request system and improved risk assessment procedures have been introduced;
- partnerships and communication with stakeholders and preferred contractors have been strengthened;
- awareness of occupational health and safety issues has been enhanced.



Quality Assurance

Consistent with our strategic commitment to quality improvement, Communities@Work has progressed the development of a comprehensive Quality Management System which will provide a consistent, holistic approach to quality control.

A quality management system is an essential governance tool which ensures that organisational systems, processes and culture are designed to support the best possible outcomes for clients. It also ensures that quality expectations imposed through funding agreements and relevant regulatory and legislative instruments are appropriately met.

A Quality Manager has been appointed and a Quality Committee established to oversee the implementation and ongoing development of our quality framework. We intend to seek accreditation of our Quality Management System under an internationally recognised quality standard.





Finance

Launch of Christmas Campaign and 2 Millionth Meal Celebration. Lynne Harwood CEO, Andrew Barr MLA and John Minns Chief Operating Officer Independent Property Group.

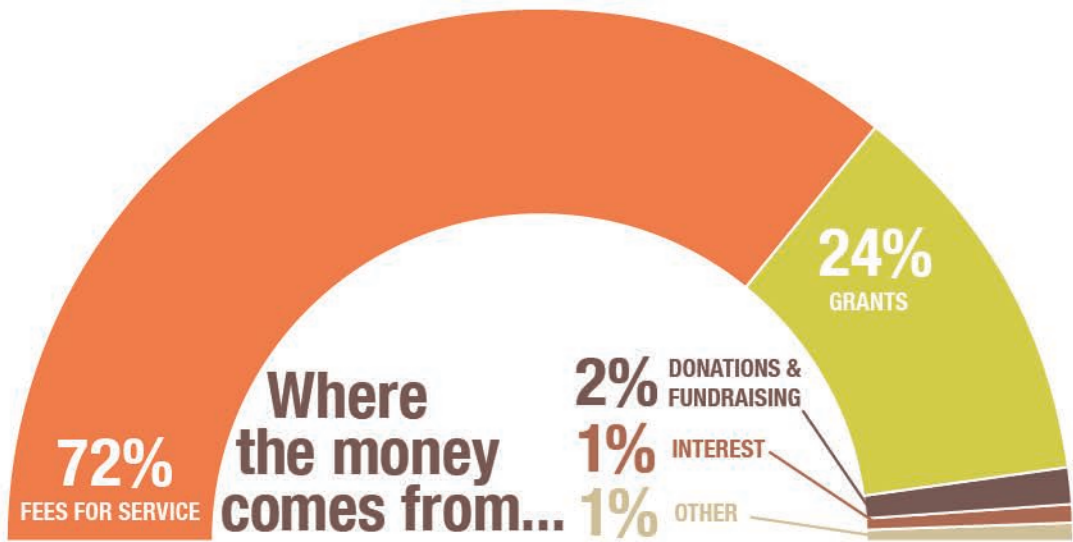
Communities@Work (C@W) is diligent in adopting sound financial management practices to ensure the efficient and effective use of resources, with appropriate accountability.

In partnership with Westpac, we have continued to facilitate a Financial Management Network for not-for-profit organisations to promote information sharing and discussion of financial management issues. We also facilitate an annual network meeting of children's services which utilise the QikKids child care management software.

Fundraising is an integral component of our financial management, particularly in respect of the growth and development of our charitable programs. Considerable effort is devoted to conducting fundraising events, encouraging donations and seeking sponsorship and philanthropic grants.

The following initiatives have been introduced to further improve financial management practices:

- the budgeting process has been more closely aligned with the business planning process;
- improvements have been made to financial reporting to the C@W Board and senior management;
- program accountants have been introduced to work more closely with program managers on financial planning issues;
- research has commenced to develop a more responsive system that incorporates work flow management capabilities, easy-user defined reporting, human resource end to end functionality (recruitment, performance management and payroll etc), the receipt and acknowledgement of donations and relationship management capabilities;
- new rostering and timesheet software has been trialled with the view to developing a paperless timesheet process across the organisation; and
- financial policies and procedures have been reviewed to build capability for organisational growth.



\$ Where the money goes...



Communities@Work

ABN 18 125 798 859

Directors' Report

For the Year Ended 30 June 2013

Your directors present their report on the company for the financial year ended 30 June 2013.

Directors

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

| Names | Position |
|------------------|----------------------------|
| Archie Tsirnakos | Director, Chairman |
| John Nicholl | Director, Vice Chair |
| Gail Kinsella | Director, Treasurer |
| Michael Sullivan | Director |
| Clinton White | Director |
| Annette Ellis | Director |
| John Runko | Director |
| Caron Egle | Director |
| Lynne Harwood | Director Company Secretary |

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 and families.
- To provide children's service programs including early childhood services, family day care and school age care.
- To facilitate community development.
- To operate the Galilee School, which offers an alternative education program for disadvantaged and at-risk young people.
- To provide professional development and training to children's services and community services.
- To operate a food rescue service and provide welfare services to the disadvantaged in our community.
- To operate an advisory program to the children's service industries in the ACT regarding the inclusion of children with disabilities or with diverse cultural or indigenous backgrounds into mainstream services until the contract ceased in December 2012.

There were no significant changes in the nature of these activities which occurred during the year; however the contract to operate the Inclusion Support program ceased in December 2012.

In July 2013, Gungahlin Regional Community Services (GRCS) was merged into Communities@Work. There were no other matters or circumstances that have arisen since the end of the financial year which significantly affect, or may significantly affect the operation of the company in the future financial years.



Communities@Work

ABN 19 125 799 859

Directors' Report

For the Year Ended 30 June 2013

Strategic themes

The company's objectives, strategies and indicators of success are

Quality Improvement

We will continually improve our practices, systems, processes and infrastructure to enable our people to deliver services of the highest calibre

Strategies:

- Ensure that our vision, mission and values underpin everything we do.
- Develop a quality assurance framework to drive improvements in service delivery
- Undertake benchmarking activities to identify best practice procedures
- Utilise information and communications technology to maximise the efficiency and effectiveness of our services.

Indicators of success:

- All Communities@Work staff and volunteers align with and understand our vision, mission and values and they are integral to our culture
- Implementation of a robust, accredited quality assurance framework, which documents lessons learned and defines how these will be adapted to improve outcomes.
- Benchmarking information is available for all our programs.
- Annual analysis of technologies and systems lead to implementation of agreed improvements.

Relationships

Our relationships with all clients and stakeholders will be respectful, proactive and mutually beneficial, characterised by effective and regular communication.

Strategies:

- Always deliver on commitments and undertakings, having the best interests of our clients and stakeholders in mind.
- Ensure that conditions of employment are conducive to attracting high quality staff – to be an "Employer of Choice"
- Actively seek collaborations and linkages with complementary community partners.
- Actively seek alliances with corporate partners who share our values and aspirations



Communities@Work

ABN 19 125 799 859

Directors' Report

For the Year Ended 30 June 2013

Indicators of success:

- Client satisfaction as measured by client satisfaction survey
- Capacity to attract partners and achieve improved outcomes through constructive collaboration
- Ability to attract and retain quality staff and volunteers as measured by staff/volunteer turnover rates and satisfaction surveys as well as performance development outcomes
- Growth in value of donations, in-kind support, sponsorships and number of volunteers.

Growth and Innovation

We will embrace innovative practices to pursue new opportunities that complement and enhance all our services.

Strategies:

- Adopt innovative and best-practice approaches to growth and development that respond to unmet community needs.
- Employ a systematic approach to research and development, ensuring relevance and sustainability.
- Diversify service delivery models, including the application of social venture, partnership, sponsorship and fee-for-service models as appropriate
- Explore and develop the potential of our geographic reach within the ACT, regional NSW and beyond

Indicators of success:

- Objectives of new initiatives are realised.
- Growth in demand for existing services.
- Growth of programs using diversified service models.
- Growth in the geographic reach of our programs.

Sustainability

We will ensure that Communities@Work places a strong emphasis on viability and sustainability

Strategies:

- Our viability and sustainability will be based on detailed planning, including business case assessments and project management disciplines
- 'Triple bottom line' reporting will be adopted to ensure that the economic, environmental and social impacts of programs are assessed
- Risk management concepts and practices will be used to aid decision making and address management challenges.

Communities@Work

ABN 19 125 799 859

Directors' Report

For the Year Ended 30 June 2013

- We will develop and implement a comprehensive environmental enhancement program to optimise sustainability outcomes.

Indicators of success:

- New initiatives and projects are viable and sustainable.
- All projects and initiatives are based on a positive 'triple bottom line' outcome
- All identified risks are mitigated to acceptable levels
- A whole-of-organisation approach to environmental issues.

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 2013, the total amount that members of the company are liable to contribute if the company is wound up is \$2,000 (2012: \$2,000).

Information on directors

Archie Tsirimokos

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

John Nicholl joined the Communities@Work Board in 2010 as part of the amalgamation with Galitee. 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.

Gail Kinsella

Gail Kinsella joined the Communities@Work Board of Directors in 2010 as part of the amalgamation with Galitee, and in June 2011 was elected as Treasurer. Gail is a director of Kinsella Partners Chartered Accountants a Fellow of the Institute of Chartered Accountants (ICAA) a Fellow of the Taxation Institute of Australia Chartered Tax Adviser 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 Brindabella.



Lynne Harwood

Lynne Harwood is Chief Executive Officer of Communities@ Work. With extensive experience in the not-for-profit sector, Lynne was previously CEO of Galilee Inc, an organisation supporting disadvantaged children and youth and CEO of HomeHelp Services ACT Inc, which provided in-home support to 3,500 elderly and disabled clients.

Lynne has a Bachelor of Commerce degree and is a Certified Practising Accountant. Lynne has strong skills in strategic leadership, organisational capability and business acumen. In particular, she understands the importance of striking a balance between business fundamentals and empathy in ensuring the success for not-for-profit endeavours.

Michael Sullivan

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

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.

Annette Ellis

Annette Ellis was elected to the Communities@Work Board of Directors on 26 September 2010. She was born and educated in Melbourne and was a public servant, electorate 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 to 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 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.

John Runko

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

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 Neuro Linguistic Programming and accelerated learning. Caron is the author of a number of books including A Guide to Working with Children (2004).

Communities@Work

ABN 19 125 799 859

Directors' Report

For the Year Ended 30 June 2013

Meetings of directors

During the financial year, 10 meetings of directors were held. Attendances by each director during the year were as follows:

| | Directors' meetings | |
|------------------|---------------------------|-----------------|
| | Number eligible to attend | Number attended |
| Archie Tsimokos | 10 | 10 |
| John Nicholl | 10 | 8 |
| Gail Kinsella | 10 | 7 |
| Michael Sullivan | 10 | 9 |
| Clinton White | 10 | 8 |
| Annette Ellis | 10 | 9 |
| John Runko | 10 | 10 |
| Caron Egle | 10 | 8 |
| Lynne Harwood | 10 | 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 2013 has been received and can be found on the following page of this financial report.

Signed in accordance with a resolution of the Board of Directors



Gail Kinsella
Director

Dated 17th October 2013

AUDITOR'S INDEPENDENCE DECLARATION

As lead auditor for the audit of the financial report of Communities@Work, for the year ended 30 June 2013, I declare that, to the best of my knowledge and belief, there have been no contraventions of:

- (i) the auditor independence requirements of the *Corporations Act 2001* in relation to the audit; and
- (ii) any applicable code of professional conduct in relation to the audit

RSM Bird Cameron



G M STENHOUSE
Director

Canberra, Australian Capital Territory
Dated: 17 October 2013

Communities@Work

ABN 18 125 798 859

Statement of Comprehensive Income

For The Year Ended 30 June 2013

| | NOTE | 2013 \$ | 2012 \$ |
|--|------|----------------|----------------|
| Revenue | 11 | 28,108,037 | 26,929,852 |
| Depreciation, amortisation and impairments | | (317,145) | (305,840) |
| Employee benefits expense | | (21,287,837) | (19,892,055) |
| Administrative and other expenses | | (6,113,647) | (6,239,126) |
| Surplus before income tax | | <u>389,408</u> | <u>492,831</u> |
| Income tax expense | | | - |
| Surplus for the year | | <u>389,408</u> | <u>492,831</u> |
| Total comprehensive income for the year | | <u>389,408</u> | <u>492,831</u> |

The accompanying notes form part of these financial statements.



Communities@Work
 ABN 19 125 799 859

Statement Of Financial Position

As at 30 June 2013

| | NOTE | 2013 \$ | 2012 \$ |
|--------------------------------------|------|------------------|------------------|
| ASSETS | | | |
| CURRENT ASSETS | | | |
| Cash and cash equivalents | 2 | 2,698,703 | 2,170,965 |
| Trade and other receivables | 3 | 1,102,982 | 1,116,710 |
| Other financial assets | 4 | 3,000,000 | 3,000,000 |
| Other assets | 5 | 44,930 | 8,255 |
| TOTAL CURRENT ASSETS | | <u>6,846,615</u> | <u>6,295,930</u> |
| NON-CURRENT ASSETS | | | |
| Other financial assets | 4 | 1,000 | 1,000 |
| Property, plant and equipment | 6 | 1,915,474 | 1,835,906 |
| Intangible assets | 7 | 59,321 | 53,158 |
| TOTAL NON-CURRENT ASSETS | | <u>1,975,795</u> | <u>1,890,064</u> |
| TOTAL ASSETS | | <u>8,822,410</u> | <u>8,185,994</u> |
| LIABILITIES | | | |
| CURRENT LIABILITIES | | | |
| Trade and other payables | 8 | 4,237,769 | 3,934,761 |
| TOTAL CURRENT LIABILITIES | | <u>4,237,769</u> | <u>3,934,761</u> |
| NON-CURRENT LIABILITIES | | | |
| Provisions | 9 | 50,012 | 106,012 |
| TOTAL NON-CURRENT LIABILITIES | | <u>50,012</u> | <u>106,012</u> |
| TOTAL LIABILITIES | | <u>4,287,781</u> | <u>4,040,773</u> |
| NET ASSETS | | <u>4,534,629</u> | <u>4,145,221</u> |
| EQUITY | | | |
| Retained surpluses | | <u>4,534,629</u> | <u>4,145,221</u> |
| TOTAL EQUITY | | <u>4,534,629</u> | <u>4,145,221</u> |

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 2013

| | Retained surpluses \$ | Total \$ |
|---------------------------------|-----------------------------|------------------|
| 2013 | | |
| Balance at 1 July 2012 | 4,145,221 | 4,145,221 |
| Surplus attributable to members | 389,408 | 389,408 |
| Sub-total | 389,408 | 389,408 |
| Balance at 30 June 2013 | 4,534,629 | 4,534,629 |
| 2012 | | |
| Balance at 1 July 2011 | 3,652,390 | 3,652,390 |
| Surplus attributable to members | 492,831 | 492,831 |
| Sub-total | 492,831 | 492,831 |
| Balance at 30 June 2012 | 4,145,221 | 4,145,221 |

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 2013**

| | NOTE | 2013 \$ | 2012 \$ |
|--|-------|------------------|------------------|
| CASH FLOWS FROM OPERATING ACTIVITIES | | | |
| Fees for services rendered | | 21,691,270 | 18,143,774 |
| Operating grants receipts | | 7,493,465 | 8,008,781 |
| Other receipts | | 1,583,671 | 3,114,606 |
| Payments to suppliers and employees | | (30,034,949) | (28,096,785) |
| Interest received | | 222,767 | 249,030 |
| Net cash provided by operating activities | 13(b) | <u>946,224</u> | <u>1,419,406</u> |
| CASH FLOWS FROM INVESTING ACTIVITIES | | | |
| Purchase of property, plant and equipment | | (420,130) | (624,794) |
| Purchase of intangibles | | (30,855) | (17,155) |
| Proceeds from sale of property, plant and equipment | | 32,499 | - |
| Net cash provided by (used in) investing activities | | <u>(418,485)</u> | <u>(641,949)</u> |
| Net increase (decrease) in cash held | | 527,738 | 777,457 |
| Cash and cash equivalents at beginning of financial year | | <u>2,170,965</u> | <u>1,393,508</u> |
| Cash and cash equivalents at end of financial year | 13(a) | <u>2,698,703</u> | <u>2,170,965</u> |

The accompanying notes form part of these financial statements.

Notes to the Financial Statements

For The Year Ended 30 June 2013

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 1 July 2013 Gungahlin Regional Community Services (GRCS) was merged into Communities@Work. Details of the merger are disclosed in Note 18.

(b) Basis of preparation

The financial report is a general purpose financial report that has been prepared in accordance with Australian Accounting Standards, Urgent Issues Group Consensus Views and other authoritative pronouncements of the Australian Accounting Standards Board, the *Corporations Act 2001* and the *Charitable Fundraising Act 1991* (NSW) and *Regulations*.

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 17th October 2013 by the directors of the company.

(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 in 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. Revenue from the sale of goods is recognised upon the delivery of goods.

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.

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.

1 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

(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

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 is carried at cost less accumulated depreciation. However, a formal assessment of recoverable amount is made when impairment indicators are present (refer to Note 1(g) for indicators of impairment) and the asset is revalued. No plant and equipment included in these financial statements has been revalued.

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 assets | Depreciation rate |
|------------------------------|--------------------------|
| Furniture and equipment | 20 - 33% |
| Motor vehicles | 13 - 15% |
| Buildings | 40% |

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.

1 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

(g) Impairment of assets continued

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.

(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.

(m) Income tax

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

1 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

(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.

(e) 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.

(f) 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.

(g) 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.

1 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

(o) Financial instruments continued

(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.

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 reclassified 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.

Notes to the Financial Statements

For The Year Ended 30 June 2013

1 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

(q) Critical accounting estimates and judgments continued

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:

| Reference | Title | Summary | Application date | Expected impact |
|-----------|--|---|------------------|---|
| AASB 1053 | <i>Applications to Tiers of Australian Accounting Standards arising from Reduced Disclosure Requirements</i> | Establishes a revised differential financial reporting framework consisting of two tiers of financial reporting requirements for those entities preparing general purpose financial statements. | 1 July 2013 | Not expected to have a material impact on the entity. |
| 2012-3 | <i>Amendments to Australian Accounting Standards arising from AASB 9</i> | Adds application guidance to AASB 132: <i>Financial Instruments: Presentation</i> to address potential inconsistencies identified in applying some of the offsetting criteria of AASB 132 | 1 January 2014 | Not expected to have a material impact on the entity. |
| AASB 9 | <i>Financial Instruments</i> | Replaces the requirements of AASB 139 for the classification and measurement of financial assets. This is the result of the first part of Phase 1 of the IASB's project to replace IAS 39 | 1 January 2015 | Not expected to have a material impact on the entity. |
| 2009-11 | <i>Amendments to Australian Accounting Standards arising from AASB 9</i> | Amends AASB 1, 3, 4, 5, 7, 101, 102, 108, 112, 118, 121, 127, 128, 131, 132, 136, 139, 1023 and 1038 and Interpretations 10 and 12 as a result of the issuance of AASB 9 | 1 January 2015 | Not expected to have a material impact on the entity. |
| 2010-7 | <i>Amendments to Australian Accounting Standards arising from AASB 9 (December 2010)</i> | Amends AASB 1, 3, 4, 5, 7, 101, 102, 108, 112, 118, 121, 127, 128, 131, 132, 136, 139, 1023 and 1038 and Interpretations 2, 5, 10, 12, 19 and 127 for amendments to AASB 9 in December 2010 | 1 January 2015 | Not expected to have a material impact on the entity. |

2. CASH AND CASH EQUIVALENTS

| | NOTE | 2013 \$ | 2012 \$ |
|--------------|--------|------------------|------------------|
| CURRENT | | | |
| Cash on hand | | 7,660 | 7,895 |
| Cash at bank | | <u>2,691,043</u> | <u>2,163,070</u> |
| | 13, 15 | <u>2,698,703</u> | <u>2,170,965</u> |



Notes to the Financial Statements

For The Year Ended 30 June 2013

3. TRADE AND OTHER RECEIVABLES

CURRENT

| | | | |
|--|-----------|------------------|------------------|
| Trade receivables | | 1 207,982 | 1,221,710 |
| Provision for impairment | | (105,000) | (105,000) |
| Total current trade and other receivables | 15 | <u>1,102,982</u> | <u>1,116,710</u> |

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 2011 | 105,000 |
| Charge for year | - |
| Provision for impairment as at 30 June 2012 | <u>105,000</u> |
| Charge for year | - |
| Provision for impairment as at 30 June 2013 | <u>105,000</u> |

4. OTHER FINANCIAL ASSETS

CURRENT

| | | | |
|-----------------------------------|------|------------------|------------------|
| Held-to-maturity financial assets | 4(a) | 3,000,000 | 3,000,000 |
| Total current assets | | <u>3,000,000</u> | <u>3,000,000</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:

| | | | |
|-------------------------------------|----|------------------|------------------|
| Fixed interest securities - current | 15 | 3,000,000 | 3,000,000 |
| | | <u>3,000,000</u> | <u>3,000,000</u> |

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

| | | | |
|--|----|--------------|--------------|
| 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

CURRENT

| | | | |
|-------------|--|---------------|--------------|
| Prepayments | | 44,930 | 8,255 |
| | | <u>44,930</u> | <u>8,255</u> |

Notes to the Financial Statements

For The Year Ended 30 June 2013

6. PROPERTY, PLANT AND EQUIPMENT

LAND AND BUILDINGS

Buildings

| | | |
|--------------------------------|----------------|----------------|
| At cost | 1,005,080 | 1,005,080 |
| less: Accumulated depreciation | (49,809) | (23,679) |
| Total land and buildings | <u>955,271</u> | <u>981,401</u> |

PLANT AND EQUIPMENT

Furniture and equipment

| | | |
|--------------------------------|----------------|----------------|
| At cost | 935,392 | 703,894 |
| less: Accumulated depreciation | (587,604) | (469,734) |
| Total furniture and equipment | <u>347,788</u> | <u>234,160</u> |

MOTOR VEHICLES

| | | |
|-------------------------------------|------------------|------------------|
| At cost | 1,010,995 | 930,147 |
| less: Accumulated depreciation | (398,580) | (309,802) |
| Total motor vehicles | <u>612,415</u> | <u>620,345</u> |
| Total plant and equipment | <u>960,203</u> | <u>854,505</u> |
| Total property, plant and equipment | <u>1,915,474</u> | <u>1,835,906</u> |

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 \$ | Total \$ |
|--|-----------------|-------------------------------------|-------------------------|------------------|
| Year ended 30 June 2013 | | | | |
| Balance at the beginning of year | 981,401 | 234,160 | 620,345 | 1,835,906 |
| Additions | - | 231,498 | 188,632 | 420,130 |
| Disposals at written down value | - | - | (48,109) | (48,109) |
| Depreciation expense | (26,130) | (117,870) | (148,453) | (292,453) |
| Carrying amount at the end of 30 June 2013 | <u>955,271</u> | <u>347,788</u> | <u>612,415</u> | <u>1,915,474</u> |
| Year ended 30 June 2012 | | | | |
| Balance at the beginning of year | 715,080 | 227,639 | 553,223 | 1,495,942 |
| Additions | 290,000 | 131,988 | 202,806 | 624,794 |
| Depreciation expense | (23,679) | (125,467) | (135,684) | (284,830) |
| Carrying amount at the end of 30 June 2012 | <u>981,401</u> | <u>234,160</u> | <u>620,345</u> | <u>1,835,906</u> |

Communities@Work

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Notes to the Financial Statements

For The Year Ended 30 June 2013

| 7. INTANGIBLE ASSETS | 2013 \$ | 2012 \$ | |
|---|----------------------------|------------------|------------------|
| Computer software at cost | 141,615 | 110,760 | |
| less: Accumulated amortisation and impairment | <u>(82,294)</u> | <u>(57,632)</u> | |
| Net carrying value | <u>59,321</u> | <u>53,158</u> | |
| | Computer software \$ | Total \$ | |
| Year ended 30 June 2013 | | | |
| Balance at the beginning of the year | 53,158 | 53,158 | |
| Additions | 30,855 | 30,855 | |
| Amortisation expense | <u>(24,692)</u> | <u>(24,692)</u> | |
| Balance at 30 June 2013 | <u>59,321</u> | <u>59,321</u> | |
| Year ended 30 June 2012 | | | |
| Balance at the beginning of the year | 57,013 | 57,013 | |
| Additions | 17,155 | 17,155 | |
| Amortisation expense | <u>(21,010)</u> | <u>(21,010)</u> | |
| Balance at 30 June 2012 | <u>53,158</u> | <u>53,158</u> | |
| | | | |
| 8. TRADE AND OTHER PAYABLES | NOTE | 2013 \$ | 2012 \$ |
| CURRENT | | | |
| Unsecured liabilities | | | |
| Trade payables and accrued expenses | | 1,707,577 | 1,477,297 |
| Amounts received in advance | | 806,221 | 735,341 |
| Short-term employee benefits | | <u>1,723,971</u> | <u>1,722,123</u> |
| | | <u>4,237,769</u> | <u>3,934,761</u> |
| Financial liabilities at amortised cost classified as trade and other payables | | | |
| Trade and other payables | | | |
| - Total current | | 4,237,769 | 3,934,761 |
| Less: | | | |
| Leave entitlements | | (1,723,971) | (1,722,123) |
| Amounts received in advance | | <u>(806,221)</u> | <u>(735,341)</u> |
| Financial liabilities as trade and other payables | 15 | <u>1,707,577</u> | <u>1,477,297</u> |
| | | | |
| 9. PROVISIONS | | | |
| NON-CURRENT | | | |
| Long-term employee benefits | | <u>50,012</u> | <u>106,012</u> |
| | | <u>50,012</u> | <u>106,012</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

| | 2013 \$ | 2012 \$ |
|-----------------------------------|----------------|----------------|
| Payable - minimum lease payments: | | |
| - not later than 12 months | 140,789 | 164,781 |
| - between 12 months and 5 years | 188,119 | 321,232 |
| - greater than 5 years | 108,534 | 124,806 |
| | <u>437,442</u> | <u>610,819</u> |

Operating leases comprise non-cancellable leases over the bus, franking machine and properties

11. REVENUE AND OTHER INCOME

| | 2013 \$ | 2012 \$ |
|--------------------------------|-------------------|-------------------|
| Revenue | | |
| - provision of services | 19,710,245 | 16,494,340 |
| - operating grants | 6,622,668 | 6,990,711 |
| - fundraising revenue | 462,032 | 592,229 |
| - capital grants | 189,572 | 290,000 |
| - other sources | 900,753 | 2,306,161 |
| Total revenue | <u>27,885,270</u> | <u>26,673,441</u> |
| Other revenue | | |
| - interest received | 222,767 | 256,411 |
| Total other revenue | <u>222,767</u> | <u>256,411</u> |
| Total revenue and other income | <u>28,108,037</u> | <u>26,929,852</u> |

12. SURPLUS FOR THE YEAR

Expenses

| | | |
|--|---------------|---------------|
| Depreciation and amortisation | | |
| Depreciation and amortisation expense | 317,145 | 305,840 |
| Bad and doubtful debts | 7,990 | 48,755 |
| Direct fundraising expenses | 25,017 | - |
| Rental expense | 459,753 | 422,260 |
| Audit remuneration | | |
| auditing or reviewing the financial report | 26,250 | 55,129 |
| other non-audit services | 20,350 | - |
| | <u>46,600</u> | <u>55,129</u> |

13. CASH FLOW INFORMATION

(a) **Reconciliation of cash**

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>2,698,703</u> | <u>2,170,965</u> |
| | | <u>2,698,703</u> | <u>2,170,965</u> |

Notes to the Financial Statements

For The Year Ended 30 June 2013

| | | |
|--|----------------|------------------|
| (b) Reconciliation of cash flow from operations with surplus after income tax | | |
| Surplus for the year | 389,408 | 492,831 |
| Non-cash flows in surplus | | |
| Depreciation and amortisation | 317,145 | 305,840 |
| Impairment of receivables | 7,980 | 48,755 |
| Loss on disposal of property, plant and equipment | 15,610 | - |
| Changes in assets and liabilities, net of the effects of the acquisition of entities | | |
| - (Increase)/decrease in receivables | 5,748 | (93,030) |
| - (Increase)/decrease in prepayments | (36,675) | (31,117) |
| - Increase/(decrease) in payables | 301,160 | 534,915 |
| - Increase/(decrease) in provisions | (54,152) | 161,212 |
| Cash flow from operations | <u>946,224</u> | <u>1,419,406</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. | | |

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 \$ |
|--------------------|------------------------------|---------------------------------------|--------------------------------------|-------------|
| 2013 | | | | |
| Total compensation | 1,969,617 | 168,367 | - | 2,137,984 |
| 2012 | | | | |
| Total compensation | 1,312,899 | 148,075 | - | 1,460,774 |

The increase in key management compensation is due to a change in the organisation structure which increased the number of key management positions within the organisation.



Notes to the Financial Statements

For The Year Ended 30 June 2013

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

| | Note | 2013 \$ | 2012 \$ |
|--|------|------------------|------------------|
| Financial assets | | | |
| Cash and cash equivalents | 2 | 2,698,703 | 2,170,965 |
| Held-to-maturity investments | | | |
| - fixed interest securities | 4 | 3,000,000 | 3,000,000 |
| Loans and receivables | 3 | 1,102,982 | 1,116,710 |
| Available-for-sale financial assets | | | |
| - shares in other corporations | 4 | 1,000 | 1,000 |
| Total financial assets | | <u>6,802,685</u> | <u>6,288,675</u> |
| Financial liabilities | | | |
| Financial liabilities at amortised cost: | | | |
| Trade and other payables | B | <u>1,707,577</u> | <u>1,477,297</u> |
| Net financial assets | | <u>5,095,108</u> | <u>4,811,378</u> |

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 is approved and reviewed by the finance committee. These include credit risk 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 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.

Notes to the Financial Statements

For The Year Ended 30 June 2013

15. FINANCIAL RISK MANAGEMENT (continued)

| | NOTE | 2013 \$ | 2012 \$ |
|------------------------------------|------|------------------|------------------|
| Cash and cash equivalents | | | |
| - AA Rated | | 2,571,909 | 1,501,436 |
| - BBB Rated | | 126,794 | 689,529 |
| | 2 | <u>2,698,703</u> | <u>2,170,965</u> |
| Held-to-maturity securities | | | |
| - A- Rated | | 3,000,000 | 1,000,000 |
| - BBB Rated | | - | 2,000,000 |
| | | <u>3,000,000</u> | <u>3,000,000</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.

Financial liability and financial asset maturity analysis

| | Within 1 year | | 1 to 5 years | | Total contractual cash flow | |
|--|------------------|------------------|--------------|--------------|-----------------------------|------------------|
| | 2013 \$ | 2012 \$ | 2013 \$ | 2012 \$ | 2013 \$ | 2012 \$ |
| Financial liabilities due for payment | | | | | | |
| Trade and other payables (excluding estimated leave and amounts received in advance) | 1,707,577 | 1,477,297 | - | - | 1,707,577 | 1,477,297 |
| Total contractual outflows | 1,707,577 | 1,477,297 | - | - | 1,707,577 | 1,477,297 |
| Total expected outflows | 1,707,577 | 1,477,297 | - | - | 1,707,577 | 1,477,297 |
| Financial assets - cash flows realisable | | | | | | |
| Cash and cash equivalents | 2,698,703 | 2,170,965 | - | - | 2,698,703 | 2,170,965 |
| Trade, term and loans receivables | 1,102,982 | 1,116,710 | - | - | 1,102,982 | 1,116,710 |
| Available-for-sale investments | - | - | 1,000 | 1,000 | 1,000 | 1,000 |
| Held-to-maturity investments | 3,000,000 | 3,000,000 | - | - | 3,000,000 | 3,000,000 |
| Total anticipated inflows | 6,801,685 | 6,287,675 | 1,000 | 1,000 | 6,802,685 | 6,288,675 |
| Net (outflow)/inflow on financial instruments | 5,094,108 | 4,810,378 | 1,000 | 1,000 | 5,095,108 | 4,811,378 |

(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 surplus 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.

| | Surplus \$ | Equity \$ |
|--------------------------------|---------------|--------------|
| Year ended 30 June 2013 | | |
| +/-1% in interest rates | 68,027 | 88,027 |
| Year ended 30 June 2012 | | |
| +/-1% in interest rates | 51,709 | 51,709 |

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.

Notes to the Financial Statements

For The Year Ended 30 June 2013

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.

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 2013 and 30 June 2012 are as follows:

| | NOTE | 2013 \$ | 2012 \$ |
|---------------------------------|------|-------------|-------------|
| Total borrowings | | - | - |
| Less: cash and cash equivalents | 2 | (2,698,704) | (2,170,965) |
| Net debt | | (2,698,704) | (2,170,965) |
| Equity | | 4,349,409 | 4,145,221 |
| Total capital | | 1,650,705 | 1,974,256 |
| Gearing ratio | | -% | -% |

17. FUNDRAISING INCOME AND EXPENSES

Details of gross income and total expenses of fundraising appeals:

| Campaign/Event | Total raised \$ |
|---|--------------------|
| City to Surf 2012 | 15,310 |
| Floride 2012 | 5,130 |
| Tulip Top Gardens Charity Auction | 4,230 |
| Unwrapping Hunger Christmas Campaign | 10,975 |
| Care & Share Mother's Day Fundraiser | 801 |
| End of Financial Year Campaign | 8,400 |
| General ongoing donations and fundraising | 417,186 |
| TOTAL | 462,032 |
| Less: | |
| Direct fundraising expenses | 25,017 |
| Net surplus from fundraising | 437,015 |



Communities@Work

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Notes to the Financial Statements

For The Year Ended 30 June 2013

Application of funds for charitable purposes:

During the year Communities@Work achieved a net surplus of \$437,015 from fundraising activities. This surplus was used to fund our charitable programs as follows:

| Program | Net fundraising applied \$ |
|----------------------|-------------------------------|
| The Yellow Van | 187,713 |
| Care & Share | 11,178 |
| Buoyed Up | 35,699 |
| Galilee Foster Care | 37,678 |
| InTouch | 1,500 |
| The Galilee School | 22,802 |
| YouthCare Canberra | 116,044 |
| Six Seeds (auspiced) | 24,401 |
| TOTAL | 437,015 |

Communities@Work does not engage traders to undertake fundraising.

18. EVENTS AFTER THE REPORTING PERIOD

On 1 July 2013, Gungahlin Regional Community Services (GRCS) was merged into Communities@Work. The parties identified the financial assets, equipment, vehicles and other assets, staff, premises, licences, contractual arrangements with clients, suppliers, government agencies and departments and other third parties of GRCS were to be used in the merged operation. Communities@Work assumed all assets and liabilities of GRCS, on 1 July 2013.

19. COMPANY DETAILS

The registered office of the company is

Communities@Work
245 Cowlishaw Street
Greenway ACT 2900

Directors Declaration

The directors of the company declare that:

1. The financial statements and notes are in accordance with both the *Corporations Act 2001* and the *Charitable Fundraising Act 1991 (NSW)* and *Regulations*, which
 - (a) comply with Australian Accounting Standards, and
 - (b) give a true and fair view of the financial position as at 30 June 2013 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.
3. The financial statements give a true and fair view of all income and expenditure of the organisation with respect to fundraising appeals; and
4. The Statement of Financial Position gives a true and fair view of the state of affairs with respect to fundraising appeals; and
5. The provisions of *Charitable Fundraising Act 1991 (NSW)*, the regulations under the Act and the conditions attached to the authority have been complied with; and
6. The internal controls exercised by the organisation are appropriate and effective in accounting for all the income received and applied by the organisation from any of its fundraising appeals.

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



Gail Kinsella
Director

Dated this 17th day of October 2013

Audit Opinion

In our opinion the financial report of Communities@Work is in accordance with:

- (a) the *Corporations Act 2001*, including
- (b) other mandatory professional reporting requirements:
 - (i) giving a true and fair view of the company's financial position as at 30 June 2013 and of its performance for the year ended on that date; and
 - (ii) complying with Australian Accounting Standards and the *Corporations Regulations 2001*.

We also report that:

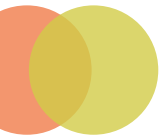
- (i) the financial statements show a true and fair view of the financial result of fundraising appeals conducted during the year;
- (ii) the accounting and associated records have been properly kept during the year in accordance with the *Charitable Fundraising Act 1991* and the *Regulations*;
- (iii) money received as a result of fundraising appeals conducted during the year has been properly accounted for and applied in accordance with the *Charitable Fundraising Act 1991* and the *Regulations* and;
- (iv) at the date of this report, there are reasonable grounds to believe that the company will be able to pay its debts as and when they fall due.

RSM Bird Cameron

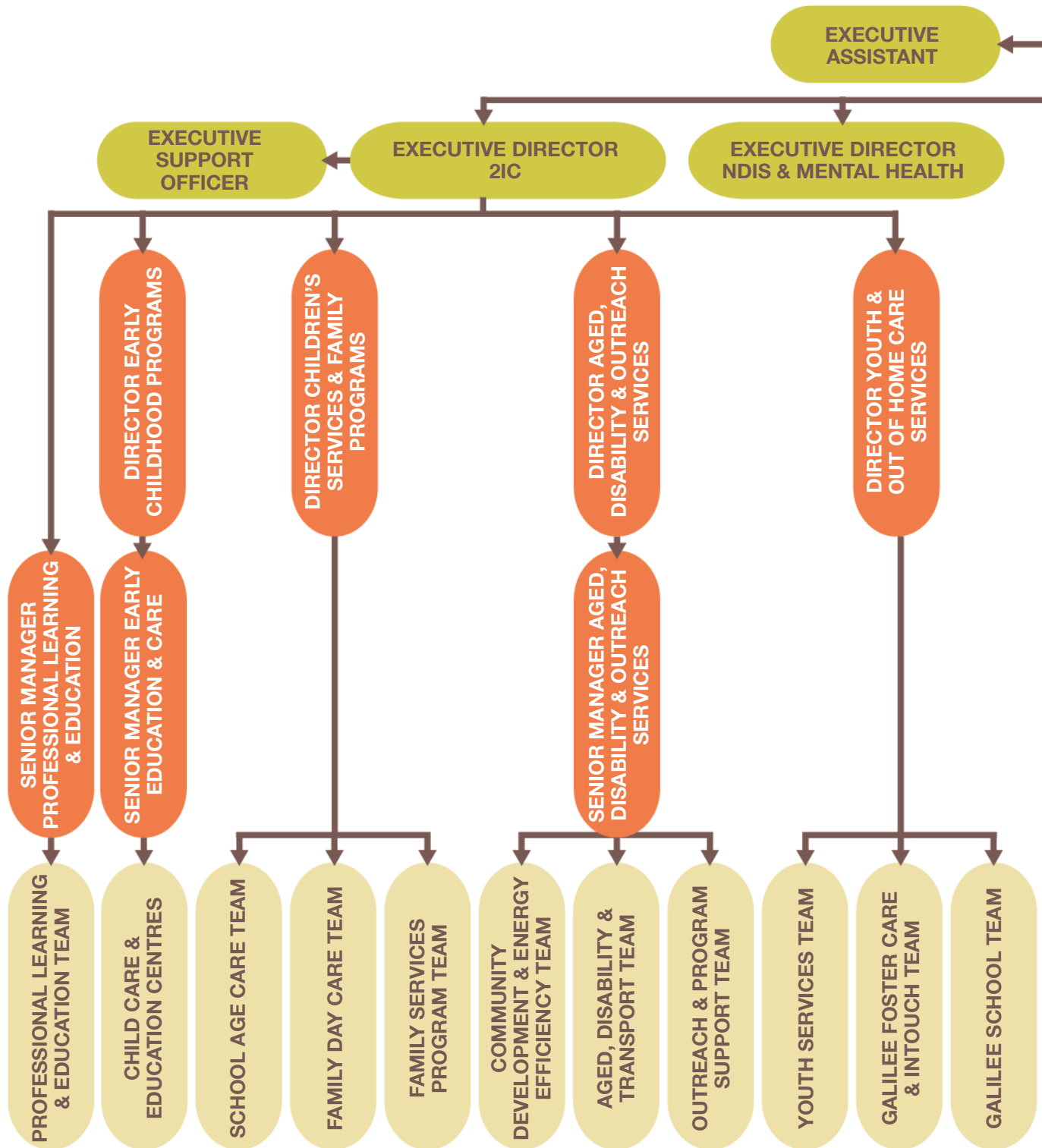


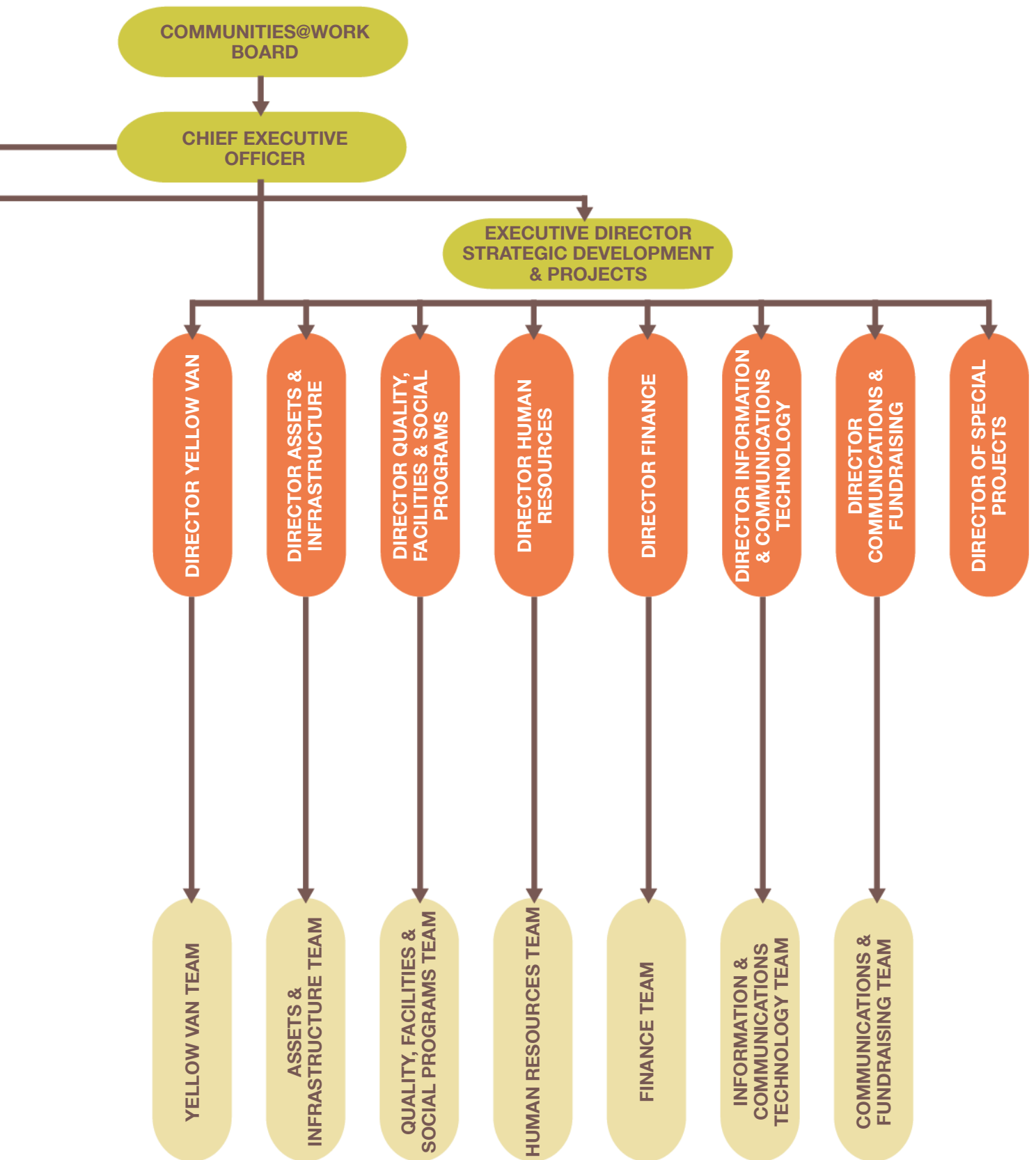
G M STENHOUSE
Partner

Canberra, Australian Capital Territory
Dated *17 October* 2013



Organisational Chart





www.commsatwork.org

Head Office

Tuggeranong Campus

Tuggeranong Community & Function Centre
245 Cowlshaw Street, Greenway ACT 2900

P: (02) 6293 6500

F: (02) 6293 6555

E: admin@commsatwork.org