

2008-09

ANNUAL REPORT

It's about you. Always!
Communities@Work

The first part of the document discusses the importance of maintaining accurate records of all transactions. It emphasizes that every receipt, invoice, and bill should be properly filed and indexed for easy retrieval. This is particularly crucial for businesses that operate in highly regulated industries where compliance is a top priority.

In addition to record-keeping, the document also addresses the need for regular audits. These audits should not only focus on financial statements but also on operational procedures to ensure that all activities are conducted in accordance with established policies and standards.

Furthermore, the document highlights the significance of transparency in financial reporting. Stakeholders, including investors and creditors, rely on accurate and timely information to make informed decisions. Therefore, it is essential to provide clear and concise reports that detail the company's financial performance and any potential risks.

Finally, the document concludes by stressing the importance of staying up-to-date with the latest accounting practices and regulations. The financial landscape is constantly evolving, and businesses must adapt to these changes to remain competitive and compliant.

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Board of Directors' Report

I am pleased to present my fifth report, the second in the role of Chair of the Board of Directors of Communities@Work, following the organisation's decision to operate as a Not for Profit Company Limited by Guarantee from 2007–08.

The Board for 2008–09 was elected at the Annual General Meeting in September 2008. It comprised, (in addition to myself as Chair and Public Officer), Archie Tsirimokos (Deputy Chair and Chair, NuSkills Committee), Alan Hodges (Chair, Finance and Audit Committee), Jill Robilliard (Chair, OzHarvest Canberra Committee) Maureen Cane (Company Secretary and CEO), A. John Turner and Clinton White. Lynne Harwood joined the Board in September 2008 and Mike Sullivan (Chair, Infrastructure and Assets Committee) joined the Board in January 2009. Biographical information on the Board is provided at Appendix A.

Dr Ian Pryor, who did not renominate for the Board, made a significant contribution to the Board's work over several years, for which we sincerely thank him. We recall in particular his helpful suggestions during the organisation's marketing and re-branding exercise last year.

The Board met 12 times during 2008–09, once in each calendar month. The addition of a January meeting reflected the need for us to oversee developments throughout the whole year given the dynamic and challenging context in which we operate. The Board has decided to continue this practice for the foreseeable future.

The Board Executive met once during the year and the Finance and Audit Committee met 12 times. The NuSkills and OzHarvest Canberra Committees met two and four times respectively and the Infrastructure and Assets Committee met once.

Consistent with the Board Calendar contained in its Corporate Governance Charter, the Board reviewed and endorsed the organisation's Risk Management and Business Continuity policies and plans, draft and final budgets, the CEO's performance and CEO and Executive remuneration.

The Board acknowledges receipt of professional advice provided to the organisation on various topics throughout the year from our auditors Hardwicke's Chartered Accountants, from ASCENT for debt management, from our insurers, Guild Insurance, and from Chamberlains' Law Firm and Myer Vandenburg Lawyers.

Strategic Plan 2009–12 and Reconciliation Action Plan

A major focus for the Board this year involved an assessment of the organisation's achievement of the objectives contained in its strategic plan for 2006–09. This exercise, undertaken over several Board meetings, provided a backdrop to the development of a new plan to guide Communities@Work through the next three years.

Contextual information came from in-house research and a widespread consultation process was undertaken with management and staff culminating in a Strategic Planning Workshop held in March 2009.

One of the Board's particular aims during this process was to achieve greater clarity and certainty about the issues and activities on which to focus the organisation's energies. The Board was therefore pleased to sign off on a document containing revised vision and mission statements, an updated expression of the organisation's values, a list of key themes which are integral to the way we operate and a range of strategies for practical action.

The Board was glad to endorse for inclusion in the Strategic Plan, a commitment by Communities@Work to develop a Reconciliation Action Plan by December 2009, in active and practical support of one of Reconciliation Australia's key strategies.

Communities@Work's Strategic Plan 2009–12 and our Statement of Commitment to develop a Reconciliation Action Plan are available in hard copy or on our website: www.commsatwork.org

Development of Community Facilities

Early in the financial year, the Board decided to develop two significant building proposals. The Board considered Communities@Work could and should invest in improvements to the Canberra community's social fabric.

The first proposal, relating to the establishment of a facility for the Tuggeranong 55 Plus Club, was put forward to the ACT Government in August 2008. By the end of the financial year the proposal was included in a feasibility study being undertaken by the Department of Disability, Housing and Community Services.

The second proposal was an application relating to the direct sale of land for community services purposes. The proposal would lead to the construction of a community services facility on land in the Weston Creek region and was put forward to the ACT Government in October 2008. By the end of the financial year the proposal remained under consideration.

The Board hopes that during 2009–10 Communities@Work will be able to move forward on both of these initiatives under the guidance of our Infrastructure and Assets Committee. We believe they will provide much needed additions to community facilities as well as contribute to employment levels in the ACT at a time of economic uncertainty.

Major Developments and Events



Mary Porter MLA
Launching NuSkills

A major development commencing on 1 July 2008 was the merger of *Train2Work*, Communities@Work's training arm, with *AXIS Development*. Launched in September 2008 under the brand *NuSkills Learning and Development*, the new entity was guided by a Board committee set up for the purpose chaired by Archie Tsirimokos. Initially the focus was on business planning, systems and financial strategies. With cost reductions arising from relocation from Fyshwick to Tuggeranong, a new staffing structure and the introduction of attractive innovations in service delivery, *NuSkills* is positioned to contribute positively to skills development in Communities@Work and in the community services industry generally.

During the year the Board kept a 'watching brief' on the highly significant policy review work initiated by the Australian Government. We paid particular attention to those matters relating to children's services, support for families, social inclusion, youth services and homelessness which were the subject of inter-governmental consideration through the Council of Australian Governments.

The Board strongly supported the involvement of senior Communities@Work staff in various workshops and consultation meetings convened by the Australian and ACT Governments throughout 2008–09. The Board looks forward to our organisation contributing to and participating in new policy and program initiatives coming on stream in the coming year.

The Board continued to support the modernising and improvement of the organisation's major systems and reporting processes. In particular, the Board welcomed the change to a new financial management system, SAP Business One, by the end of the year. The introduction in January 2009 of detailed monthly Key Performance Indicator and Divisional reports provided the Board with valuable insights into service delivery trends and issues, and strategically valuable information on the organisation's performance over time.

Communities@Work's investigation into Shared Services – Service Bureau models, which was undertaken as an action research initiative during the year, was followed with interest by the Board. We look forward to receiving the research report in the new year and to considering recommendations for action flowing from it.

During the year Board members attended a range of launches, events and celebrations marking key milestones in Communities@Work's activities. The Board was particularly pleased with the success of the inaugural OzHarvest Canberra *Food for Thought* fundraising lunch and auction held at the Canberra Institute of Technology on 13 May 2009. We were most grateful to the Calwell and Wanniasa Community Bendigo Banks for their generous donation of \$50 000 to enable OzHarvest Canberra to purchase a second refrigerated van.

Maureen Cane,
Stuart MacGill, John
Turner and Ronni
Khan at the Food for
Thought luncheon



Looking forward to 2009, the Board anticipates a climate of continued change. The community services sector is the subject of significant review activity, including by the Productivity Commission, and the outcomes of the Henry Review into Australia's future tax system are also likely to impact the sector.

Community organisations, as with other employers, will be implementing new industrial relations and workplace safety legislation.

A focus for the coming year will be managing likely significant cost pressures at a time when the demand for services across all our activities is increasing. Governments will be looking for improved outcomes while expecting more cost effective use of public funds.

I am confident that in the face of these demands, Communities@Work will apply its capacity for responsiveness and innovation, enabling the organisation to maintain its focus on offering practical services of social value to our community.

I thank all Directors of the Board for their professional and enthusiastic support during 2008–09 and I commend our Executive team and all managers, staff, volunteers and carers for their hard work and commitment throughout the year.

John Turner
Chair

Chief Executive Officer's Report

Reflecting on the 2008–09 year, the words partnerships, integration, and innovation spring readily to mind.

To note just a few examples, we have

- actively participated in client case management of at risk families as part of the ACT Government's Integrated Family Support Program
- supplied the transport for an exploratory ACT Dental Support Program for disadvantaged people in collaboration with ACT Health and the Salvation Army
- sought to meet the complex needs of local families through an inter-agency collaboration between the Tuggeranong Child and Family Centre, our Richardson Family Links and Parenting Matters programs, ACT Health and the Australian Drug Foundation of the ACT
- through our Respite Options program, formed a partnership with Burrunju Aboriginal Corporation for shared delivery of flexible respite services to adults with mental illness and their carers
- conducted an active research study into Shared Services in partnership with five other community agencies
- developed partnerships with the YWCA and Scope for the delivery of case management services for young people at risk
- brought together 15 financial sponsors and over 50 food donors to support OzHarvest Canberra, in the delivery of otherwise-wasted food to some 42 shelters and refuges in Canberra and Queanbeyan
- established NuSkills Learning and Development as an outcome of the merger of our own training unit, Train.2.Work and Axis Development. NuSkills has been positioned to provide for Communities@Work's training needs as well as for the community sector generally.

Throughout the year we have received wonderful practical support from a large number of businesses and from colleagues in other community agencies and Government. This collaborative approach has enabled experimentation and fostered efficiency in service delivery as well as providing enriching experiences for our staff and volunteers.

As the above examples illustrate, our organisation has strongly maintained its focus on the delivery of services to clients and the community while moving forward with essential 'underpinnings' which form the major part of the rest of my report.

Organisation Structure



This was the first full year of operations with our five-person Executive team in place, comprising myself as CEO, the Chief Finance Officer and three Divisions each headed by an Executive Director.

As we had anticipated last year, further structural changes flowing from strategic requirements and highlighted by the new senior management structure were implemented in all three Divisions during the year, with the assistance of independent advice from *Results Consulting*.

These changes gave us a significantly heightened capability in the Strategic

Development and Corporate Administration Division, including in marketing, events management and external relations, fundraising and partnerships, infrastructure and assets management, and website administration.

The senior management structure in the Children's Services and Family Programs Division was streamlined to bring together our School Age Care and Family Day Care programs under a single Director and a realignment of the Community Services Division's structure allowed for integration and strengthening of like services.

Towards the end of the year we decided to further modify reporting arrangements so that from 1 July 2009 NuSkills Learning and Development will report directly to me and the Family Support function will move from the Children's Services to the Community Services Division. Following a decision of the Board in May 2009 that Communities@Work would develop a Reconciliation Action Plan by December 2009, the Community Services Division also has responsibility for leading that initiative.

Financial Management and Information Technology

Based on research and recommendations from our Chief Finance Officer, the Board agreed to invest in a new financial management system, SAP Business One, which was in large part in place by the end of the year.

This strategically significant change provides us with the essential platform for moving forward in the coming year with systems and processing improvements across several areas, including human resources, payroll, client payments, student information, data management, assets management, customer relations management and shared services.

After a year of intense activity by our Information Technology Support Unit, during which we modernised our servers, introduced new web and intranet sites and supported major accommodation changes, we are ready to use this platform to improve access to our services for our clients and staff. In particular we intend to focus on electronic filing, data management and the upgrade of our telephone system in the coming year.

Our Staff and Volunteers

During 2008–09 we took major steps to develop our workforce through the acquisition of qualifications, skills and experience in order to upgrade service delivery. For example we introduced new traineeship arrangements in children's services with clear career pathways based on the gaining of qualifications from entry level to Diploma through our training unit, NuSkills Learning and Development.

The Community Services Division focussed on strengthening its staff base through engaging staff in professional practice development in community management, mental health first aid and client assessment methods. Our Information and Communications Technology staff also kept pace with technological change by undertaking training in areas such as the use of virtual servers to improve our operational efficiency.

We recognise that our community expects and deserves to receive services of the highest quality and that Governments are requiring service providers to continuously improve outcomes. In the new year we will implement a broad-based professional development program across the organisation and encourage the acquisition of formal degree qualifications by our children's services staff through the establishment of a sponsorship program.

Our program for volunteers went from strength to strength during the year. By the end of the June 2009 year we had over 200 registered volunteers. One of the year's achievements was the expansion of volunteer roles to include the contribution of their skills in our child care and education centres, in four areas of administration and as part of the OzHarvest Canberra team.



Fundraising Policy

For the first time during this year Communities@Work sought to raise a significant amount of money for a particular purpose – to underwrite the ‘food rescue’ operations of OzHarvest Canberra, which we operate under a licence deed from OzHarvest Australia.

Communities@Work is the major sponsor and generator of funds for OzHarvest Canberra and also manages the program. The ongoing operation of OzHarvest Canberra is dependent on continued support from financial sponsors and donors of food.

During 2008–09 we raised \$60 000 as a result of successful grant applications to philanthropic organisations. We also received a donation of \$20 000 from the core founding partner of OzHarvest, the Macquarie Group Foundation, donations from groups and individuals and proceeds from our fundraising luncheon in May 2009. A further \$50 000 was donated through corporate partnerships.

As a matter of policy, our Board of Directors decided that all the funds raised for OzHarvest Canberra would go directly towards operating costs and that hence, there would be no ‘management fee’ or any other charge on the program from Communities@Work.

I sincerely thank the Board for their constructive and considered advice and support throughout the year. I also thank our managers, staff and carers for their unfailing initiative and hard work. Our organisation exists to serve the community and I look forward to working with all of the Communities@Work ‘family’ – and with our community, business and Government partners – in implementing our new Strategic Plan in 2009–10.

Maureen Cane
Chief Executive Officer

Children's Services and Family Programs

The Children's Services and Family Programs Division offers three different types of children's services. We operate 11 child care and education centres and 22 before and after school care programs, employing some 240 child care professionals. Our family day care/in-home care scheme has some 150 self-employed home-based carers. We estimate that during 2008–09 the Division provided services to around 3050 children and 2250 families in total.

Managing this substantial operation, which is highly regulated by Government and has stringent accreditation requirements, presents significant staffing and financial management and logistical challenges. We sought to address these challenges during the year through innovative recruitment and retention strategies and we continue to work on improvements to management structures and fee processing systems.



We played an active role in consultations with the Australian and ACT Governments on their reform agendas for early childhood. The reform proposals include potentially significant changes to child/staff ratios and staff qualifications. We look forward to working on implementing the reform agenda as it is finally determined by the Council of Australian Governments in the new year.

During 2008–09 the Division also managed Communities@Work's Family Support and Behavioural Guidance programs and in addition on 1 July 2008 the ACT Professional Support Coordinator and ACT Inclusion Support Agency joined the Division, having formerly reported direct to the CEO.

Service Integration

Since July 2008 our programs have worked towards a more integrated model of service delivery, actively linking families to services to meet their needs.

Through the opportunity facilitated by the federally-funded Richardson Family Links project, we have been able to develop the Richardson Child Care and Education Centre as an innovative community hub. In February 2009 we relocated the Division's Behavioural Guidance program to Richardson, changing the program's name in the process to Parenting Matters. Also in February we were advised that our partnership with ACT Health and the Alcohol and Drug Foundation of the ACT, to provide 10 child care places at Richardson and 10 in after school care for children whose families are attending drug rehabilitation, would continue for a further year.

Our experience with the 'hub' model has proven the value of service integration, which brings much increased capacity for early intervention, quick and focussed action and improved outcomes for vulnerable children and families. We were very pleased therefore to be informed at the end of the year that Richardson Family Links will be funded for two more years under the Australian Government's new Family Support Program.

Child Care and Education Centres

During 2008–09 we focused our energies on upgrading and enhancing key aspects of centre operations for the benefit of children, families and staff.

The physical appearance of centres was enhanced through a more concerted and planned maintenance and repairs effort and through the erection of new signage.

We upgraded communications with families through revamped newsletters, a new information pamphlet and the use of individual web pages for each centre, featuring testimonials from children, families and staff.

We opened up professional development opportunities for staff by facilitating access for current staff to Certificate and Diploma training and by introducing training packages for new starters to move them through a structured program of training and practical experience to attain their qualifications.

Opportunities were also provided for staff and managers to link their attendance at quarterly workshops and local and interstate conferences to the partial completion of their competencies for professional qualifications.



School Age Care

In the past year our programs expanded to 14 After School Care programs, 9 Before School Care programs and 3 School Holiday programs across Canberra. New services include Burgmann Anglican School campuses in Gungahlin and Forde, Mount Rogers Community School in Melba, and a new School Holiday transition program at Wanniasa Hills for children in Kindergarten and Year 1.

The breakfast program, formerly at Isabella Plains, now operates from Gilmore Kids Club. After breakfast children take the Communities@Work bus to drop-off points at Richardson, Bonython and Urambi Primary Schools.

In December 2008 the Coordinator of Charles Conder Primary School Before and After School Care Centre, Joy Buckle, was delighted to receive a trophy and \$500 Hart Sport voucher on behalf of the Centre, for winning the Australian Sports Commission's Active After-School Communities 'Super Site' Award. Conder gained first place from 135 Centres entering the competition. Communities@Work is a strong supporter of the Sports Commission's school-based initiatives.

Conder, Duffy and Gilmore programs are three of six sites across Canberra being trialled by the ACT Government's Children's Policy and Regulation Unit to include preschoolers in Before and After School Care programs. Enrolments in these programs have been limited, however the transition of preschool children has been successful, due in part to the programs being located in the same grounds as the Before and After School Care programs.

Over 50 school age care staff undertook an extensive training program addressing key skills and knowledge, and through NuSkills Learning and Development twelve staff have been in training to obtain Certificate III qualifications in children's services. In addition three staff are participating in the Communities@Work Children's Services Traineeship program. This program has enabled the staff to work across centre-based care and school age care, turning theory into practice, while studying to gain their qualifications.



Family Day Care and In-Home Care

Our Family Day Care Scheme regulates and oversees the work of 150 self-employed carers. Over the past year carers provided over 792 000 hours of care to nearly 1290 children from 770 families. During the year we noted a lift in demand for family day care from the Gungahlin region, which now makes up the majority of families on the waiting list for care.

Being part of the Children's Services and Family Programs Division has enabled us this year to share resources and streamline processes, allowing staff to broaden their experience and better utilise their qualifications and skills. Our implementation of the requirements for Child Care Quality Assurance was validated by external auditors and received mostly High Quality assessments, recognising the quality of care provided by our carers and the excellent support provided by our Scheme staff.

Over the past year, Orientation Training for new carers was reviewed and also enhanced for existing carers and for our staff. We delivered Orientation Training to 50 carers in the past twelve months. Other professional development of carers and staff in the past year included attendance at the NSW Family Day Care Association Conference and the triennial Family Day Care Australia Conference in Hobart. A third of our carers are now qualified children's services professionals.

We developed a mentoring framework and system for carers to support other carers, with the first group completing a Statement of Attainment in the Advanced Diploma of Children's Services in May 2009.

In June this year we held our annual *Carers Presentation Evening* to celebrate, with carers, their five-year increments of service. We were delighted to welcome Rhonda Bignell, Chief Executive Officer of Family Day Care Australia, as the guest speaker and presenter of the awards to 17 carers.



Family Day Care and In-Home Care Scheme carers at the Presentation Evening at Woden Southern Cross Club

While actively pursuing continuous improvement with our Scheme, we are concerned that the level of operational funding continues to reduce. This is because funding is now based on the equivalent full-time use of places rather than on actual number of placements of children in care. In recent years, reflecting changes in the labour market, there has been a marked trend in families seeking part-time care, so that in 2008–09 around 73% of placements are part-time. Effecting successful part-time placements takes as much staff time and skill as for effecting full-time placements but funding no longer matches that effort. This is a matter we intend to pursue with the Australian Government and Family Day Care Australia in the new year.

Family Programs

FAMILY SUPPORT

The Family Support Program continues to receive high referral rates and positive feedback from service users and other agencies. During 2008–09 we provided 4650 hours of support to some 350 families in the Tuggeranong and Weston Creek regions. As a result of the high demand for our service, Family Support has on average between 15–20 families on the waiting list with a waiting period of 6–8 weeks.

We noted an increase in clients experiencing stress due variously to financial difficulties, family and relationship issues, mental health issues, problems maintaining affordable accommodation, instances of domestic violence and Care and Protection involvement.

Following a review undertaken in October 2008 by Janet Clark-Duff, an independent consultant, we progressively implemented recommendations to strengthen service delivery and improve consistency of approach. For example, procedural changes have increased efficiency and management of referrals against current client need.

Our experimental *Healthy Anger Healthy Attitudes* program was piloted and evaluated during the second half of 2008. Known as the HA HA program, it operates in collaboration with schools and focuses on families with children between eight and twelve years who are exhibiting strong emotions and defiant behaviors. The final evaluation report noted the program was very well received by participants. Without exception, families who participated in the program reported that it gave them a better understanding of their children's behaviour.

The HA HA Program is one of very few programs available to assist families with children in the eight to twelve years age group experiencing serious behavioural problems. During 2008–09 we conducted the program with support from a grant from the IMB Community Foundation. In the new year we will pursue funding options to make the program sustainable into the future.

Family Support continued its active participation in the ACT Government's *Integrated Family Support Program*, including through taking responsibility for case management for relevant families. The shared commitment between Family Support and Care and Protection services enables a positive working partnership to offer early intervention and better outcomes for vulnerable families. We were also pleased during the year to maintain close links with the *Tuggeranong Child and Family Centre*. Our weekly 'case review' meetings ensure the delivery of services avoids duplication of effort and is in the best interests of families.



The Family Support team



PARENTING MATTERS

In 2009, the Behavioural Guidance Program changed its name to Parenting Matters. It was soon after the name change that the program relocated to the Richardson Child Care and Education Centre. The improved facilities include a comfortable meeting/interview room in a welcoming, child friendly environment.

In line with the name change, we reviewed our range of services to clients. The program now offers a broader range of services, including child care as part of the Parenting Skills Program and a drop-in service around parenting issues. Based on requests from families, our Parenting Matters Playgroup was extended to continue throughout the school holidays. A regular service from Kidsafe provides parents with a free child car seat check-up.

Towards the end of the year we commissioned an independent review from Elspeth Humphries, a specialist in early education, into the Managing Children Program to evaluate the theory and principles upon which the program is based. The evaluation report will guide the operation of the program in the new year.

COMMUNITY EDUCATION

The Community Education Program continued to offer presentations on core subjects such as Anger Management for Parents, Bullying & Self Esteem / Resilience in Children. The program delivered 14 presentations to over 125 participants. Many of the presentations, especially in Bullying and Self Esteem, were offered in more than one session due to the overwhelming response and interest. Presentation planning continues to be based on client need and collaboration with other services and programs.

EMERGENCY RELIEF

During 2008–09 we assisted over 950 families in Tuggeranong and Weston Creek through the distribution of emergency relief. We drew on a combination of ongoing federal funding and on a substantial one-off injection of funds from the ACT Government under their Financial and Material Support and Carer Support Fund initiatives to provide additional support to the disadvantaged, carers and volunteers in the ACT.

The ACT Government funds, amounting to \$340 000 for 2009, enabled our dedicated Family Support staff to assist many families in a significantly practical way, with the purchase, for example of essential items such as beds, heaters, window coverings and fridges. We found this ability to 'broker' such assistance particularly beneficial in that it helped people to 'get on their feet'. Other available support through the purchase or installation of water or energy efficient appliances and fittings assisted in minimising utility costs.

Women's Neighbourhood Group

Now in its sixteenth year, this friendly informal social group for women of all ages continues to flourish, with 25–30 members meeting weekly at the Tuggeranong Youth Centre for activities, excursions and morning tea.

During the past year the Group donated several large bags-full of quality hand-knitted and crocheted child and baby clothes, blankets and teddies for the enjoyment and comfort of children and families in need. The goods were distributed through, for example, the Centre for Newborn Care at The Canberra Hospital, the Mothercraft Society of Canberra – for delivery to the Victorian bushfires – through Emergency Services, and through Rotary in Kind in East Timor. The group also donated items, for fundraising purposes, to various community festivals in the Tuggeranong and Weston Creek regions.

The Group has been actively involved in a story-telling activity, coached by staff of the Tuggeranong Arts Centre, where childhood experiences are played out in a mini-theatre performance for school children.



ACT Professional Support Coordinator

In May 2008, the Australian Government confirmed the continuation of funding until the end of 2011 for the Professional Support Coordinator (PSC) function across Australia under the Inclusion and Professional Support Program. This welcome decision has enabled the ACT PSC to continue to be the central source of support for children's services for training, advice, information, bicultural support, resources and equipment in the ACT.

The ACT PSC changed focus in 2008–09. Emphasis in the initial three years of the program had been on the establishment of new service systems to address the professional development and inclusion support needs of children's services. Having built a solid base, the second phase can now focus on ensuring that child care professionals have access to high quality evidence-based professional development and support, and on ensuring that all child care services are generally better informed about quality issues and have strategies in place to address them.

To achieve these objectives during 2008–09, the ACT PSC undertook the following activities:

RESOURCE DEVELOPMENT

We participated in developing *Child Care Staff: Learning and Growing through Professional Development*, a tool to assist centre directors and staff to reflect on and plan for professional development in their services. Commissioned by the PSC National Alliance and based on research conducted by Macquarie and Charles Sturt Universities, the resource was launched by Maxine McKew, (then) Parliamentary Secretary for Early Childhood Education and Child Care in March 2009 at Parliament House, Canberra.

PROFESSIONAL LUNCHEONS

The introduction of a Professional Luncheons series, each addressed by an inspirational leader from the children's services sector, provided valuable learning and networking opportunities for child care professionals. The Luncheons proved an efficient and popular initiative, which we intend to continue in the new year.

MENTORING

Early in the year we undertook an assessment of the peer networking mentoring model to assess its strengths and identify areas for improvement and further development. Strengths were identified as the significant knowledge of the mentors and their capacity to support mentees, leading to positive changes in practice, and greater consistency in service provision due to cross-service learning and networking.

Building on this experience, while continuing with 'peer-to-peer' mentoring groups, we plan to introduce in the new year, a structured approach to one-on-one mentoring for children's services employees. Support and training for mentors and mentees will be provided as an essential underpinning for the success of the new approach.



MEN IN CHILDREN'S SERVICES

In late 2008 in response to identified need, the ACT PSC piloted a project to gain information on how best to support men working in children's services in the ACT. A "Special Event" forum was held, along with the development of a questionnaire. This Special Event "*Letting Men In and Keeping Them There*", facilitated by Noel Jensen, attracted in excess of 30 male children's services professionals.

As a result of this pilot project we have been developing a "*Men in Children's Services*" Networking series for male practitioners working in early and middle childhood programs in the ACT for delivery in the new year. The series will include:

- Three face to face networking sessions for male practitioners working in early and middle childhood programs in the ACT.
- The development of an electronic discussion group for participants to keep in touch and share ideas and resources between sessions.
- Development of resources to support practitioners in their workplaces.

We would like to thank the ACT PSC Advisory Group for their continuing support and advice, our Professional Support Service Providers for their dedication and commitment to children's services and our colleagues from the Department of Education, Employment and Workplace Relations for their continued partnership throughout 2008–09

ACT Inclusion Support Agency

Throughout 2008–09 the ACT Inclusion Support Agency (ISA) continued to strengthen relationships with the community, with a focus on linking children's services with agencies and organisations that can support them in their work with children and families.

A team of six experienced Inclusion Support Facilitators supported 103 Long Day Care centres, 91 School Age Care programs and 5 Family Day Care schemes across the ACT to provide welcoming, responsive environments for all children.

Throughout 2008–09 the team of Inclusion Support Facilitators presented over 45 information sessions on inclusive practice at children's services staff meetings. These sessions were created to reinforce that a 'whole team' approach to inclusion is far more effective when responding to the individual needs and interests of children and their families.



Topics covered how to:

- provide welcoming, engaging and responsive environments
- work in partnership with families and extended networks
- recognise and build on the unique contributions of each child and family
- respect and respond to families' cultural values, beliefs, needs and circumstances.

Our team of Inclusion Support Facilitators attended the Early Childhood Intervention Australia Conference held in Sydney in October 2008. The conference saw, for the first time, a stream dedicated to the Inclusion Support Facilitator role. The event brought together facilitators from around the country to network, discuss issues and ideas and reflect on the role they play in building the capacity of children's services to provide inclusive environments for children and their families.

SCHOOL AGE CARE TRIAL

In 2008, with funding from the Children's Policy and Regulation Unit, we trialed a collaborative strategy on understanding and planning for the needs of children with Autism Spectrum Disorder in school age care settings.

An Autism Consultant and Special Educator works collaboratively with service staff and their Inclusion Support Facilitator to reflect and build on their inclusive practices. This process involves observation, evaluation and planning for the service's routines, experiences, and transition times. This partnership enables the staff to develop relationships, improve communication and guide children's behaviour to create a responsive care environment.

This strategy was trialed with two school age care services and the trial will continue in the new year.



RETHINKING IMAGES OF INCLUSION

Rethinking Images of Inclusion is a new resource being developed in partnership with the ACT PSC. The resource is a series of posters, accompanying picture book and discussion forums, designed to offer new ways of considering inclusion that do not rest upon tokenistic images of culture, abilities or background.

The project captures the purpose of reimagining inclusion through a set of photographs and research based questions. The key message is that inclusion equates to relationships between people. This message is conveyed in photographs, questions for critical reflection and through information on equity, social justice, diversity and difference. The resource promotes the idea that inclusion is not just for those perceived as "different" but is firmly embedded in everyday practice. We will launch *Rethinking Images of Inclusion* in September at the *Growing Together 09 Conference* being staged for the children's services sector by the ACT PSC.

We thank our colleagues from the Department of Education, Employment and Workplace Relations and the Office for Children, Youth and Family Support for their continued commitment and partnership and look forward to a productive year ahead.

Lee Maiden
Executive Director

Community Services

The Community Services Division restructured its programs at the end of 2008 to reflect changing community needs and directions, and to better align key functions and improve service delivery. As a result, the Division has four program areas covering services for youth, services for the frail aged, disability and outreach programs, and community development.

During this year the Division was also responsible for strategic oversight of the organisation's new training entity, NuSkills Learning and Development.

Funding for community services came through contracts and grants from the Australian and ACT Governments and from sponsorships and donations, with income for 2008–09 (excluding NuSkills) totalling \$2.6 million. We were delighted to be advised of continued Australian Government funding support in coming years for Respite Options ACT and for SuperGrands. Both are recent Communities@Work initiatives which have achieved excellent outcomes for participants.

As at the end of June 2009, the Division had approximately 60 paid staff and a volunteer workforce of 200. As part of a long term strategy to attract and retain excellent staff, we have been focusing on strengthening our staff base through engaging staff in professional development. With the assistance of NuSkills, this has been undertaken in areas such as community management, mental health first aid, and client assessment methods. The volunteer program continues to provide induction training and now places volunteers into teams aligned with the programs they are supporting. This provides more regular support and supervision for volunteers, and a greater sense of connection with their program area.

The provision of community services over the past year has taken place against a backdrop of economic uncertainty. Despite the challenging environment and structural change, we have maintained our operational philosophy of a 'strengths based' approach and that philosophy is reflected in all our policies and procedures. We will continue to look for opportunities to support unmet community need in the ACT and develop partnerships and collaborations to provide the best streamlined services possible.

PARTNERSHIPS

A positive feature of the year was the establishment of quality partnerships with other community agencies, with businesses and with Government to expand the reach of services to the community. Examples are:

- Mental Health Collaboration – six local mental health service providers, including Communities@Work, worked together most of the year on the development of a tender to provide streamlined support services for people experiencing mental illness and their carers.
- Burrunju Aboriginal Corporation and Communities@Work formed a partnership agreement for shared delivery of flexible respite services to adults with mental illness and their carers. A separate partnership was also developed with Carers ACT and the Mental Health Foundation for streamlined referral and coordination of respite services.
- OzHarvest Canberra developed active partnerships with over 50 food donor organisations and some 42 food recipient agencies to provide meals to people in need
- Our Womens Housing Program partnered with the Canberra Fathers and Children Service for tenancy management of the program.
- Youth Services developed partnerships with the YWCA and Scope for the delivery of case management services for young at risk clients.
- The Tuggeranong Mens Shed community development project worked with Lions Youth Haven and Lions Club of Canberra City Inc. on the utilisation of a building and a shared program.

As part of our community development activities, we continued to coordinate well-attended service provider networks in the Tuggeranong and Weston Creek regions to facilitate information exchange and to encourage collaboration and co-ordination between community services agencies.

In the new year we will be developing a new ACT-wide community network focussing on sustainability. The aim is to engage those organisations and individuals who either have an interest or work in the area of sustainability, community development and the environment to share information, network and build partnerships.

RECONCILIATION ACTION PLAN

During 2008–09 we sought to more actively engage with key groups in the ACT community. Our relationships with local Aboriginal and Torres Strait Islander organisations, such as Gugan Galwan Youth Aboriginal Corporation and Burrunju Aboriginal Corporation led to action on particular initiatives noted elsewhere in this report. We were also very grateful for the valuable advice and contribution of a Community Elder of the Monaro region in reflecting on our delivery of Youth Services.

Following the decision of the Board of Directors in May 2009 that Communities@Work would develop a Reconciliation Action Plan, the Division was pleased to take carriage of this project. We will set up a Working Group in the new financial year with the aim of finalising the Plan by December 2009.



Laurie Daley, Foster's Group Brand Ambassador presents OzHarvest Canberra with a donation.

SECTOR CONSULTATIONS AND PROJECTS

During the year Division staff represented Communities@Work at consultations conducted by the Australian and ACT Governments on proposed new services frameworks for youth, families, people with disabilities, the homeless and on social inclusion. We look forward to contributing to and participating in future programs both in terms of partnering in service delivery which encourages economic participation and with respect to workforce development.



Youth Services

This has been an exciting year during which we have offered a diverse range of social and recreational activities for young people aged 11 to 25 in Tuggeranong, Weston Creek and the greater Canberra region. These include support services, case management, information, advice, referral and advocacy services, music events, and school holiday programs.

Current clients who access the programs predominantly reside in the Tuggeranong Valley, Weston Creek or South Canberra region. Evidence from young people suggests that the client base is made up of those living in the surrounding suburbs, preferring to utilise local services.

Young people come from a wide range of socio-economic backgrounds. However, we have a substantial number of young people with financial and home instability and with challenging behaviours, who require comprehensive support, including case management. In the past year, the programs have had close to 5600 participants. Of these young people, nearly 800 have identified as being of Aboriginal and Torres Strait Islander background, and around 220 have been from culturally and linguistically diverse backgrounds.

Youth Services has continued to work with local schools and agencies on the delivery of joint activities including recreational, health and well being programs such as skateboard coaching clinics, and rock climbing/abseiling events.

To further develop these joint programs and Youth Services generally, young people are invited to offer continual feedback through surveys and feedback sessions. The greatest demand has been for All-Ages music events several of which we held this year. Most shows have sold out. Our youth service team is the only one in the ACT to regularly offer the young people of the ACT All-Ages shows. This allows them the opportunity to see their favourite bands in a safe, supervised, drug and alcohol free environment.

Youth Services spent some months during the year implementing an integration strategy with the Fun4Youth program, a social and recreational program for young people with disabilities. This initiative was a significant achievement, with positive outcomes for the young people through increased capacity to establish and strengthen social relationships. This experience has provided an integration model for other community programs.



TUGGERANONG AND WESTON CREEK YOUTH CENTRES

Tuggeranong Youth Centre continues to be a popular drop-in social space with at times upwards of 30 young people attending at one time from a diverse range of social and cultural backgrounds. In the past year we have had a total of 1185 participants attending the Fun4Youth program and participating in all aspects of Drop-In. The Drop-In space provides an inclusive setting where our staff encourage young people to engage positively with their peers in a safe and supportive environment.

During the year we upgraded the facility with the installation of a computer lab, the latest interactive Xbox & Nintendo games, new pool tables and a ceiling-mounted LCD television and Foxtel. To meet an increasing need, the Dinner Program operates five nights a week, offering young people free, healthy meals with, at times, upwards of twenty dinners being served each day. In the coming year we are aiming to work with the young people to beautify the centre with graffiti and indigenous art projects.

Weston Creek Youth Centre numbers have steadily increased throughout the year, with around 10–15 young people at any one time utilising Drop-In as a social space, accessing the computers, playing pool and hanging out with friends. Reflecting the young people's interests, we introduced pool competitions, X-box and Friday night DVD with Pizza.



ALL-AGES MUSIC SHOWS

We have continued to successfully present All-Ages Music Shows to meet the current shortfall in venues in the ACT. These events offer young people access to live music performances in safe and supervised environments. The Shows are often technically supported by young people involved in an ongoing live music production mentoring program we provide. This program gives participants the opportunity to work alongside professional touring artists, gaining valuable skills and experience, with the aim of opening up future employment pathways within the music industry.

Locations for All-Ages Music Shows reflect the size and popularity of the act. We use the Tuggeranong Youth Centre for smaller shows catering for attendance of up to 150. The Weston Creek Community Centre hall and the Albert Hall at Yarralumla are popular venues for audiences between 300 –1000. Youth Services has forged strong relationships with local and interstate music promoters and during the year we hosted 11 international and 40 national & local artists; with combined audience numbers exceeding 3,000.

Over the next year Youth Services plans to unearth and support the rich diversity of emerging local and regional music artists and performers. This will be achieved through presenting shows promoting youth culture genres, such as Hip Hop, to maximise the reach of musical acts for young people in the ACT.

Aged Services

HOME AND COMMUNITY CARE

The Home and Community Care (HACC) program provides community care services to frail, older people and younger people with disabilities (and their carers) who need basic support services. The program is comprised of four discrete but linked services covering case management, client services (personal care, domestic support, shopping), community transport, and centre based day care for seniors. These services are provided in accordance with assessed need. Clients may receive single or multiple services through HACC. Total funding received from ACT Health for the program for the year was nearly \$880 000 which paid for some 16 370 hours of service.

We experienced a 38% increase in new referrals to the program over the year which reflects the growth in the aged population in the area. A continued increase of people seeking support is expected during 2009–10. The ACT Planning and Land Authority advises in its forecasts derived from ABS 2006 census data that the population is ageing rapidly and that the number of people in Weston Creek – Stromlo aged 65 and over will increase by almost 50% by 2014 and that in Tuggeranong the same population group will increase by more than 50%. In anticipation of the increased demand, Communities@Work has been participating in HACC planning forums, providing feedback to the ACT Government, as well as reviewing our prioritising and referral practices.

This year the HACC program was audited against the Home and Community Care standards as part of the national HACC audit 3 year cycle undertaken by the Australian Government Department of Health and Ageing. This time the focus was on case management services and Communities@Work received a good result confirming that we are meeting national standards. As an outcome of the audit and part of the continuous quality improvement practices, the program has updated its consumer brochure and client assessment process.

Our organisation was an active contributor to Seniors Week 2009 including through a most enjoyable *Chicken and Champagne Evening*, held in the Seniors Garden of the Weston Creek Community Centre. Garden designer and writer for The Canberra Times, Cedric Bryant, entertained over 80 attendees with his enthusiasm and encyclopaedic gardening knowledge.

We were very pleased to receive advice that the organisation will receive additional HACC funding to establish a Living Skills and Leisure program for adults with disabilities in the Weston region. We plan to establish this program as part of the Disability and Outreach area of the Division.



Cedric Bryant Garden Designer with Peter Addison, Manager Bunnings Tuggeranong at the Chicken and Champagne evening

CASE MANAGEMENT

Case management is a coordinated and timely approach to service delivery targeted at clients with complex multiple problems and disabilities. It involves working with clients to establish and monitor goals and care plans. We provided 3231 hours of case management during the year.

CLIENT SERVICES

Client services covers in-home services to clients including domestic assistance, personal care and social support. Having the opportunity to 'broker' or purchase services from private agencies allows caseworkers to respond to clients' more immediate needs within a short time-frame. Domestic assistance is the most requested service by clients. An average of 103 clients per month received these services during 2008–09.

COMMUNITY TRANSPORT

Our community transport service provides transport to medical, social and shopping appointments for HACC clients who are unable to use public transport. In the past year the service provided a total of 19 133 trips. The program continues to be supported by a group of 42 very dedicated volunteers who complement our special care driver team by providing transport to less frail clients and to those needing after hours transport.

CENTRE BASED DAY-CARE

The Centre4Seniors is located in the Weston Creek Community Centre and is a place for seniors to participate in activities, increase their social networks and participation and enjoy sharing a meal together. The number of people attending the Centre increased during the year, partly due to the staff being more directly involved with client activities, the most popular of which were:

- excursions to the National Portrait Gallery and National Museum of Australia and ferry cruise on the lake
- weekly art and exercise groups and games and craft activities and
- guest speakers, such as from the Council on the Ageing, Community Advocate and Alzheimer's Australia ACT.

The Lanyon Men's Group is held each Thursday at the historic Lanyon Homestead with an average of 12–15 men attending each week. This program provides an informal social opportunity for older men to get together and participate in woodwork activities.

COMMUNITY MINIBUS SERVICE

The Community Minibus Service commenced operations last financial year as a partnership between ACTION, the Department of Disability, Housing and Community Services and the Regional Community Services. Communities@Work operates this service during week days in the Tuggeranong and Weston Creek regions.

The Community Minibus Service is for people who are isolated through lack of transport options. It is particularly helpful for people who need to use their wheel-chair for community access, mothers with children who have special needs, active seniors who live in residential care and people who find accessing public transport difficult. Clients pay a gold coin donation towards the costs of this service. This practical service assisted 217 clients taking 3049 trips during the year.



Disability and Outreach Services

Communities@Work delivers a range of disability services. The Inclusion Support Agency, inter alia, facilitates the inclusion of children with disabilities in early childhood settings; Fun4Youth is an after-school and school holiday program for adolescents with moderate to severe disabilities; people with disabilities are eligible for Home and Community Care Services.

With the establishment of a new Disability and Outreach Services section we now have an area with a specific focus on policy issues relating to disability. The section provides support to the CEO in her role on the ACT National Disability Services Committee and promotes the formation of positive partnerships in the sector.

The Section is responsible for the delivery of Respite Options ACT, funded under the Australian Government's new National Respite Development Fund. In the new year the section will be responsible for a new HACC-funded program to meet unmet demand in the Weston area – a living skills and leisure program for adults with a disability between the ages of 25–60 years of age. The program will promote social inclusion and meaningful integration of participants into the local community.

Outreach Services for which the section is responsible – SuperGrands, Women's Housing Program, and OzHarvest Canberra – are activities which are of an outreach nature and involve volunteers. These programs focus strongly on partnerships with the community and other community organisations to ensure their success. In the future, there will be greater emphasis on the establishment of further partnerships to grow these services.

RESPIRE OPTIONS ACT

A key goal of this respite service is to provide greater access to respite options for carers of people with a severe mental illness/psychiatric disability or intellectual disability. The options include in-home respite, companionship, support to attend appointments and outings, and support to access centre-based activities. This service enables people to have a much-needed supported break in a way that meets their individual needs.

The program was initially funded in 2007 for two years by the Australian Government's Department of Families, Housing, Community Services and Indigenous Affairs (FaHCSIA). Towards the end of this period we were very pleased to be advised that funding is to continue until October 2011 under the National Respite Development Fund. The program works closely in partnership with Carers ACT and the Mental Health Foundation to ensure that the community's respite needs are met in the best way possible.

Respite Options ACT increases the supply of services for the disability and mental health sectors. The program operates at capacity with currently approximately 40 clients at any one time. We anticipate a doubling of demand during the next financial year which we plan to meet through an assessment of priorities and review of hours of service available per client.





SUPERGRANDS

SuperGrands strengthens the skills and economic self-reliance of young parents and families, enabling them, with guidance and support, to raise healthy children. Mentoring is provided by experienced 'senior' volunteers who work one on one with families. This ACT-wide project is funded by FaHCSIA and is modelled on a similar New Zealand initiative.

In the past year 41 families received mentoring in budgeting, meal preparation, and household management skills. A critical component of this intergenerational program is the training and appropriate placement of the SuperGrands volunteers to engage with and support families. We were delighted to be advised of the Australian Government's decision to continue funding for this program under their new Community Investment Program.

WOMEN'S HOUSING PROGRAM

This ACT Government-funded program offers medium term supported transitional accommodation to women and children escaping domestic violence. The key goal of this program is to assist participants into independent living. The program's seven houses are fully occupied with an ongoing waiting list of around 30 families. During the year, Communities@Work engaged in a short-term partnership with CANFACS (Canberra Fathers and Children's Service) to trial a tenancy management strategy and the program is implementing new management practices as an outcome of this project.

Communities@Work will be working towards increasing capacity so we can assist more women under new National Affordable Housing Agreement (NAHA) strategies. These strategies emphasise the sustaining of tenancies and new models of accommodation support including community housing.

OZHARVEST CANBERRA

We have been amazed and delighted at the response of the people of Canberra and Queanbeyan to OzHarvest Canberra. Thanks to the generosity of OzHarvest Australia, under whose licence deed we operate, this excellent food rescue program delivered nearly 170 000 meals to people in need during 2008–09.

OzHarvest Canberra's model of operation is simple. Food that would otherwise be wasted is collected from caterers, hotels, wholesalers, restaurants, clubs, delicatessens and other food providers. The collected food is delivered on the same day by refrigerated van to some 42 shelters, refuges and charities, allowing them to provide nutritious meals

to disadvantaged people. Funds originally budgeted by these agencies for food can be redirected to other programs such as training and rehabilitation.

The service is provided at no cost to the food donor or the charities and refuges who receive the food. Food donors are protected by law when the food is donated in good faith for charitable or benevolent purposes, when the consumer does not have to pay for it and when the food was fit for human consumption when it left the possession or control of the donor.

OzHarvest Canberra is funded by philanthropic and sponsorship funds and through community partnerships. Our first refrigerated van was donated by The Home Loan Centre and a donation from the Calwell and Wanniasa Community Bendigo Banks will enable us to put a second van on the road in the new year. The Macquarie Group Foundation is the core founding partner of OzHarvest Australia and we have 14 other financial and in-kind sponsors, including The Snow Foundation, Fosters Community Foundation and The Tradies Group.

Communities@Work is the major sponsor and generator of funds for OzHarvest Canberra and we also manage the program. A Board Committee provides general oversight and direction. As a matter of policy, every cent of every dollar raised pays for direct costs; there is no 'management fee' or any other charge on the program from Communities@Work.

Two major inaugural events were held during the year to raise awareness and funds for OzHarvest Canberra.

In September 2008, nine locally-based organisations, including government departments, participated in our first "*Share Lunch Fight Hunger*" campaign which raised approximately \$11 000.

In May 2009 "*Food for Thought*" a fundraising luncheon and auction, attended by 170 people raised over \$18 000 'on the day'. This event would not have been possible without the generous support of the Canberra Institute of Technology, which donated the venue and catering for the event.

These events were very successful and we plan to make them annual events, with preparations for the second *Share Lunch Fight Hunger* campaign already under way for September 2009.

OzHarvest Canberra was very excited to recently win the overall winner category of the 2009 ACT Keep Australia Beautiful Sustainable Cities Award and of the Community Partnerships Award. OzHarvest Canberra will now represent the ACT in the National Awards later this year.



Community Development

Community Development returned to the Community Services Division during the year as part of the organisation's divisional restructure. The function now has three full-time positions of Senior Project Officer, Project Officer and Volunteer Coordinator. We work primarily in the Tuggeranong and Weston Creek regions, with outreach and collaboration into other areas of the ACT.

We work with community groups and individuals to research and address community needs and goals, with particular attention to social isolation and inclusion issues. We identify service provision gaps and actively link people with relevant services and programs.

TUGGERANONG 55 PLUS CLUB

A major achievement for the year was the growth of the Tuggeranong 55 Plus Club and the taking of its first steps towards independence.

Officially launched in April 2008 by ACT Chief Minister Jon Stanhope, the Club grew quickly during the year to over 200 members, in clear evidence of the growing need for such an initiative for Tuggeranong Valley seniors. Offering a wide range of activities to reflect the interests of members, the Club is an example of community development in action, a response to community need addressing social isolation and inclusion among seniors.



Annette Ellis MP cuts the 55 Plus Club's first Birthday Cake, assisted by Andy Andresen, the Club's first Steering Committee Chair

At a first birthday BBQ held in May 2009, the Club marked a major milestone, with the announcement of the establishment of a seven-member Steering Committee of members. The Committee is a key step towards the Club becoming an incorporated body in its own right, with its own Constitution.

A welcome development during the year was the formation of closer ties with the three other seniors clubs in the ACT, through regular information exchange and joint events. Club members look forward to participating with seniors clubs colleagues in Seniors Week events next year.

In August 2008 Communities@Work submitted a proposal on behalf of the Club to the ACT Government regarding the building of a facility for the Club.

This proposal became part of a feasibility study and the Club's Steering Committee and representatives of Communities@Work have been involved in subsequent discussions on location and architectural options.

In June 2009, in keeping with the Club's theme of '*Be active, feel great*' we were delighted to receive news that the Club had been awarded a grant of \$15 000 under the ACT Government's Sport and Recreation Grants Program 2009 for activity equipment and activity facilitator training.

TUGGERANONG MEN'S SHED

A further major achievement for our Community Development program during the year is the establishment of a Tuggeranong Men's Shed.

Men's Sheds create inclusive environments for men at risk of social isolation. They welcome all men, including those with physical and mental disabilities. Men can meet informally to discuss men's issues, including health and wellness, form friendships and contribute to the community in useful ways. Men's Shed activities include woodwork, metal work, automotive projects, and computer based skills.

The Tuggeranong Men's Shed was launched on 14 October 2008 and we were very grateful to the Tuggeranong Sea Scouts for letting members use their Club House on a temporary basis. Sharing the premises encouraged the development of firm relationships, with members of the Men's Shed helping the Sea Scouts by carrying out various maintenance tasks.

Towards the end of the year Men's Shed members were discussing the sharing of more permanent premises with the Lions Club of Canberra City Inc. and the Lions Youth Haven in the new year.

In June the Tuggeranong Men's Shed were very pleased to receive a grant of \$20 000 from the IMB Community Foundation. The Foundation is a strong supporter of Men's Sheds and this generous donation will allow for the purchase of much-needed equipment and machinery.

Community Men's Sheds are part of a national movement and members of the Tuggeranong Men's Shed are members of the Australian Men's Shed Association and plan to attend the 3rd National Men's Shed Conference in Hobart in August 2009.



Joy Burch MLA, Barry Hodgson and Karen Jesson receiving the IMB Community Foundation Grant

TUGGERANONG AND WESTON CREEK NETWORK MEETINGS

These bi-monthly meetings provide opportunities for community agencies, groups and services to share information and keep up-to-date on current community issues. Guest speakers throughout the year provide informative talks on topical subjects and members have the opportunity to network whilst enjoying a working lunch.

STROMLO RESIDENTS GROUP

Stromlo Bushfire Recovery provided support to the residents of Stromlo Village on return to their new homes after the 2003 bushfires. Regular get-togethers were organised to provide a platform for residents to meet, relax, talk and share stories. All residents who wished to return to Stromlo Village have now done so and they are now organising their own regular get-togethers and planning their own newsletter. Our organisation's involvement will cease in the new year.

COMMUNITY MEALS

We have continued our support to the *Weston Creek Community Breakfast* and *Tuggeranong Community Lunch* programs. Those in our community in need of support are provided with a free meal in a safe and friendly environment. The *Community Meals Program* is now working in partnership with Ozharvest Canberra which has enabled guests to enjoy a larger variety of high-quality, nutritious food.



ERINDALE COMMUNITY GARDEN PROJECT

The Erindale Community Garden Project was successfully completed in October 2008. The aim of the project was to improve the local landscape and environment and to create a more appealing social space for community use. As a result, beautiful artwork, painted by Aboriginal and Torres Strait Islander youth, is now displayed around the 'square', outside the Erindale Shopping Centre. Our partners were Gugan Gulwan Youth Aboriginal Corporation and Erindale College. The partnership was so successful that the three stakeholders now plan a new initiative – to develop and implement a series of Youth Forums in the Erindale precinct.



VOLUNTEERS PROGRAM

Our Volunteers Program aims to provide quality volunteering opportunities to enable volunteers to benefit and enrich the lives of members of the Tuggeranong and Weston Creek communities.

By the end of the year we had some 200 registered volunteers, with an average of 10 new enquiries each month. Due to this increase in numbers we now have a full-time Volunteers Coordinator. We are also in the process of incorporating Volunteer Team Leaders to streamline communications so that all volunteers receive personal supervision and regular contact.



Laura Turnbull, Chrissy English,
and Camilla Rowland at the
Volunteers' morning tea

Programs supported by volunteers in the past year include family-focused programs such as Family Support, SuperGrands, the Women's Housing Program, Respite Options ACT, Lanyon Men's Group, community transport and shopping, OzHarvest Canberra and corporate events.

Volunteer involvement in family programs is a critical component of supporting vulnerable families. Communities@Work provides support to families in most of its programs either by supporting family carers who have members with disabilities or who are frail aged, or through assisting parents to undertake family management. Volunteer positions include, but are not limited to, administrative assistant, transport driver, friendship visitor, being a SuperGrand (mentoring in household management skills), OzHarvest Canberra, drivers and assistants, maintenance/handyman, family support and playroom assistant.

During National Volunteers Week 2009 in May, we held a "thank you" morning tea to celebrate the contribution of our many volunteers with over 45 attending. Our guest speaker, Laura Turnbull OAM, kept us all entertained and inspired. Two of our volunteering couples, John and Beryl Fillery and Alan and Elaine Spooner, were invited to Government House to be honoured for their volunteering contributions during the week.

Throughout 2009, our volunteers continued to support the C@W staff at expos, promoting the benefits of volunteering at the Loving Life at 55 Plus Seniors Week Expo, the National Volunteers Week Expo at FAHCSIA, and the Fernwood Venus Program for Indigenous Women. Our volunteers continue to receive regular training, attend BBQ get-togethers and keep in touch through our bi-monthly newsletter.

The year for the Community Services Division has been very busy with an unprecedented strong increase in demand for services, a focus on a greater alignment of services for clients, and the development of new services and partnerships with other community service providers. I would like to acknowledge and thank all the dedicated staff in the Division for their continued energy and work in providing these important services to the community.

NuSkills Learning and Development

Our training arm, NuSkills Learning and Development, has had a very productive first year. With a strong commitment to quality training outcomes, NuSkills has grown to have a client base of around 500 students.

Providing training to the Community Services and Health sectors has continued as our major focus, with the majority of client demand coming from all three types of children's services — centre-based, school age care and family day care. With this in mind, in partnership with TAFE South Australia, we have developed a new Log Book to support all children's services clients, from trainees to current workers, in constructing a portfolio of current skills to support their training plans. The Log Book is being used by all child care clients and has shown to be a clear winner with industry and students alike.

A major achievement for NuSkills this year was the signing of a contract to develop and run pre-employment programs in the ACT for long term unemployed people wishing to work in the children's services and aged care sectors. The programs comprise 4 week training courses and placements with a view to graduates achieving employment in traineeships with service providers. We anticipate advertising for prospective participants in July.

We have set ourselves high standards for achievement in client service and innovation and this has helped us in service delivery to Communities@Work staff and also opened markets not previously explored. We have developed a positive relationship with the Canberra Institute of Technology in planning the delivery of the new Community Services and Health training package for later in 2009.

We are constructing a robust email data base as a priority to better meet industry and student needs and to allow for more timely dispatch of information on current and future courses. Also as a priority we are redeveloping the NuSkills website to improve client communication and allow students to readily access their own information and results.

The development of strong partnerships to utilise industry expertise has been of increasing importance for us to ensure best practice for the community services workforce. For example, Relationships Australia (ACT) has been involved with NuSkills in the delivery of client assessment training for community care coordinators.

NuSkills held its annual graduation night in May. The event was a great success with a huge turnout of graduates, family members and well wishers. Communities@Work had a large contingent of staff receiving certificates for completion of qualifications from Certificate III through to Advanced Diploma level.

Workforce development and the upgrading of skills is a key policy focus for Government at national and local level. As a Registered Training Organisation delivering nationally recognised training, our NuSkills management and staff look forward to playing a major role in promoting quality training and professional development to meet the needs of a dynamic community services sector in the ACT.

Camilla Rowland
Executive Director



Communities@Work graduates at the NuSkills presentation evening

Strategic Development and Corporate Administration

The Division's capacity to deliver on key initiatives was markedly enhanced by the implementation of a review undertaken during the early part of the year.

The resulting restructure aligned staff positions with needs and included the creation of a new management team covering strategic development and marketing, events and external relations, fundraising and partnerships and infrastructure and assets. The new structure and recruitment of key managers provided a firm foundation for the achievement of major objectives during the year.



Strategic Development Team

Strategic Development and Marketing

Our new Strategic Plan 2009–12 provides clear direction for the development of Communities@Work programs over the next three years. Developed by the Division's Strategic Development team in close consultation with the Board, managers, staff and volunteers, the Plan updates the organisation's vision, mission and values, and outlines goals and strategies for delivery of our services.

To complement the Strategic Plan, we developed a standardised approach to program business plans so that they account for the prevailing operating environment, while remaining consistent with the overall direction of the Strategic Plan.

Within this overall planning framework and to provide the Board and Executive with up-to-date and relevant information with which to monitor the organisation's performance, we also introduced a suite of monthly Divisional reports and a new monthly Key Performance Indicator report. The KPI report presents a statistical snapshot, with commentary, on the financial and staffing status of the organisation and on changes in demand for our services.



As part of advancing our marketing and communications effort, in December 2008 we commissioned, for the first time, research on the level of awareness of Communities@Work in the Tuggeranong and Weston Creek communities and on the likely level of demand for our services in 2009. This research revealed that there is good awareness of the organisation, with 58 per cent of respondents indicating they were definitely aware of Communities@Work. Awareness is strongest in Tuggeranong and amongst young parents and women, reflecting the high profile of our children's services and family programs in the region. The research also indicated there would be relatively strong demand across the range of our services in 2009. We intend to repeat the research in the coming year to provide comparative data.

To improve professionalism and consistency in the 'look and feel' of the organisation's communications and marketing materials, we progressed the development of a Style Guide for distribution in the new year. The Guide offers guidance on the use of colour palettes, reader-friendly type fonts, logos and imagery, and integrates the Communities@Work brand with its several sub-brands to strengthen brand recognition.

To complement the Style Guide, we set up a skilled internal graphic design team to support service delivery areas in the preparation of communication and marketing materials. This has resulted in the production of cost effective, high standard flyers, newsletters, advertisements and events promotion collateral.

A further communications achievement for the year was the launch in November 2008 of a newly constructed website and internal intranet site, along with new corporate arrangements for its maintenance and continued development. At over 100 pages, the website is a dynamic communications medium, with new models and elements being regularly added, including detailed FACT sheets on our services and programs. The sites are monitored as one of our Key Performance Indicators and are attracting a steady increase in 'sessions' and 'hits'.

Events and External Relations

Under the overall direction of a dedicated Manager, our program areas were active in staging or participating in a wide range of public launches, festivals, expos, celebrations and displays. Examples were:

- Launch, at the Canberra Museum, of NuSkills Learning and Development — September 2008
- Weston Creek Spring Carnivale at Coleman Court — October 2008
- Tuggeranong Community Festival Skateboard Competition — November 2008
- Tuggeranong 55 Plus Club First Birthday BBQ — May 2009
- Seniors Week Chicken and Champagne evening held in the Seniors Garden at Weston Creek Community Centre — March 2009
- National Volunteers Week Expo at FaHCSIA and Centrelink focussing on volunteering opportunities — May 2009
- Family Day Care Presentation Evening — June 2009.

A key achievement was the coordination and management of a highly successful fundraising luncheon for OzHarvest Canberra, *Food for Thought*, attended by 170 people in May 2009.

A further major achievement was the development, in consultation with program managers, of an events management policy and detailed guidelines and protocols for the staging of safe, secure, enjoyable events. These policies and guidelines have functioned smoothly since their introduction in February 2009.

During the year we enjoyed very positive relationships with the media, with over 50 articles and media releases highlighting Communities@Work events and achievements being published in The Canberra Times and The Chronicle, and aired on Mix 106, FM 104, 1206 2CC, 666 AM and Win TV.

We were also very grateful for the contribution and support of many business, community and government partners who worked with us to ensure that events were positive, enjoyable experiences for attendees. Examples of such support were:

- Canberra Institute of Technology sponsorship of the OzHarvest Canberra *Food for Thought* luncheon — May 2009
- FaHCSIA's International Branch visit to Tuggeranong of Indonesian Women Leaders — May 2009
- Woden Southern Cross Club sponsorship of the NuSkills Learning and Development Graduation evening in May 2009 and of the Family Day Care Presentation evening in June 2009
- The ACT Government Community Inclusion Board Workshops — June 2009
- Tuggeranong Hyperdome and Cooleman Court Shopping Centre support for various expos and festivals.



Fundraising and Partnerships

Commencing in October 2008 as a new corporate function, one of the first tasks for the Manager, Fundraising and Partnerships, was the development of a fundraising policy for Communities@Work. This objective was achieved with the endorsement of the policy by the Board of Directors in January 2009.

A key function of the new role was to research, coordinate and assist service delivery areas in the writing of applications for grants. Eleven applications were submitted with \$40 000 obtained by the end of the year.

The major fundraising effort during the year has been on behalf of OzHarvest Canberra, which depends on sponsorships and donations to keep the wheels turning. Highlights include raising \$18 000 through the *Food for Thought* Luncheon and Auction in May 2009 and the development of partnerships that have resulted in sponsorship of over \$75 000 including \$50 000 from Calwell and Wanniasa Community Bendigo Banks for a second refrigerated van and in-kind support valued at over \$20 000. All funds raised pay for the program's direct costs — Communities@Work is the major sponsor and our policy is that there is no 'management fee'.

Our fundraising strategy for OzHarvest Canberra included the launch of an online donations page on the new website in February which is gradually attracting interest.

The future looks positive for OzHarvest Canberra with partnership arrangements with the CA Brumbies and Southern Cross Ten being negotiated. The CA Brumbies will become the official ambassadors of OzHarvest Canberra while Southern Cross Ten is planning a three year partnership involving the donation of \$30 000 annually of advertising air-time and the promotion of OzHarvest Canberra through its network of clients. These partnerships will result in significant opportunities for OzHarvest Canberra to achieve and maintain a positive profile in the Canberra community.

Further significant work undertaken during 2008–09 was action research on a Service Bureau-Shared Services initiative funded by the ACT Government. This research, undertaken with the support of five community partners, resulted in a report *Potential Models of Shared Services for Community Organisations in the ACT* which will be published early in the new year.



Lance Prior, Director of Calwell and Wanniasa Community Bendigo Banks with John Turner, Chair of the Board of Directors Communities@Work at the "Food for Thought" luncheon

Infrastructure and Assets

Since being established in October 2008, our Infrastructure and Assets team has taken action to better align needs with resources and to improve safety standards and the appearance of all our facilities for the benefit of the community and staff.

We have improved consultation with stakeholders, including relevant Government Departments. We have bolstered our maintenance and repairs capability with a more 'hands-on' approach to minor works, especially for our child care and youth centres. We now have in place a structured and ongoing maintenance and repairs program.

With respect to occupational health and safety, our new arrangements have enabled swift attendance to checklists provided by health and safety representatives. Recently, we took advantage of the ACT Government's Work Cover OH&S Inspection Program for community based organisations. All facilities have now been visited by authorised inspectors, and detailed information flowing from that exercise will culminate in a valuable report for future implementation of our OH&S continuous improvement program. Staff attendance at WorkWatch OH&S and Risk Management training has raised the level of safety consciousness across the organisation.

During the year, Infrastructure and Assets coordinated the relocation of the ACT Professional Support Coordinator and ACT Inclusion Support Agency staff within Coleman Court at Weston Creek. NuSkills Learning and Development was relocated to the Tuggeranong Community and Function Centre, complemented by a general reorganisation of office accommodation in the Centre.

As a major meeting place for the community, it was pleasing that we were able to put in place a more rigorous maintenance regime for the Tuggeranong Community and Function Centre and continue The Jetty Café's excellent catering service to Centre users.

During the year we worked closely with the Department of Disability, Housing and Community Services on a number of capital works programs designed to deliver long term benefits to the community. The commitment of Communities@Work to continuous improvement in infrastructure and assets is demonstrated by the Board of Directors' decision in November 2008 to set up a Board Infrastructure and Assets Committee to provide strategic direction and oversight on our capital works, maintenance and repairs programs.



Human Resources

Communities@Work continued to experience growth in staff numbers during 2008–09, with total staff as at June 2009 being 374, of which 104 were full-time, 138 part-time and 132 casual. During the year our human resources team delivered a wide range of essential services to our managers and staff as is required for such a substantial and dynamic workforce. These services included:



- Information and advice to individual managers and staff on human resources policies and processes, industrial relations and working conditions, on Code of Conduct matters and on rights and obligations
- Advice and support on the restructure of the Strategic Development and Corporate Administration and Community Services Divisions, and preparation of associated job descriptions and duty statements
- Support for staff of AXIS Development in accordance with the Transmission of Business provisions of the Workplace Relations Act following the merger of AXIS with Train.2.Work to become NuSkills Learning and Development
- Update of the Human Resources Policies and Procedures Manual, including review of Occupational Health and Safety procedures and design of new checklists to streamline inspection reporting and speed up corrective action
- Promotion of ACT Occupational Health and Safety Commission and Workwatch Occupational Health and Safety Training workshops for staff, culminating in Communities@Work being the first community organisation to receive certification as a WorkWatch/ACT Occupational health and Safety Commission “Safe Worksite”
- Commissioning of the Attache payroll system to work in concert with the new Finance Management system, SAP Business One, with the aim of providing a much improved data collection and reporting capacity
- Commencement of work to provide staff access to electronic completion and submission of standard personnel forms, as part of the organisation’s website and intranet upgrades
- Archiving of records off-site using electronic bar-coding to allow for efficient retrieval if necessary
- Extension to casual staff of salary packaging arrangements and general promotion to all staff of these benefits, leading to increased participation
- Preparation of a submission on the proposed introduction by the ACT Government of a portable long service leave scheme in the community sector
- Participation in legal seminars on the impact of the Fair Work Act 2009.

In February, a proposal to form a Communities@Work Social Club for staff and their families was approved by the Board of Directors, who agreed to provide \$6000 in seeding funds. The objective is to offer staff opportunities to come together in various informal social and sporting settings based on their interests. We will be working with staff to progress this initiative in the new year.

Information and Communications Technology



In a year packed with activity, our Information Technology Support Unit chalked up major achievements in delivering this vital corporate service.

A new dedicated server room was established at the Tuggeranong Community and Function Centre, with stand-alone air conditioning and back-up power supply. With these essential operational features in place, the team first explored - then implemented - the use of virtual servers, resulting in major resources savings and significantly improved back-up and disaster recovery capability.

Consistent with our policy to foster self-sufficiency and upskilling, staff were trained to construct and maintain the virtual server environment. In addition we recruited an additional ICT specialist so that capacity for providing services kept pace with demand.

The ICT team worked to ensure access to reliable and efficient computer systems to meet a range of circumstances and needs:

- Computer systems and communications were reconfigured as part of the relocations of the ACT Professional Support Coordinator, the ACT Inclusion Support Agency, NuSkills Learning and Development and several other functions.
- Redesigned web and intranet sites were commissioned, including separate sites for OzHarvest Canberra and NuSkills Learning and Development. We upgraded internet connections and augmented network hardware to achieve faster access.
- New computers were installed at the Tuggeranong Youth Centre and all our Child Care and Education Centres obtained internet access.
- Support was provided for the installation of the new finance system, SAP Business One, servers upgraded, back-up services constructed and enhanced functionality arranged to centralise and manage the server operating system.

With 2008–09 as the final year of our three-year IT Strategic Plan, we look forward to working on a new plan in the coming year to build on the above achievements.

George Grunbaum
Executive Director

Chief Finance Officer's Report

During the year, the CFO and Finance staff undertook a number of major initiatives to strengthen Communities@Work management and accountability capabilities.

The planning and implementation of a modern financial management system (SAP Business One) and payroll system (Attache) has required the focus of the CFO and his staff for much of the second half of the year.

The transitioning was a major undertaking involving transferring and validating data, training, acceptance testing and commissioning. The extent of implementation planning undertaken resulted in an effective process for managing 'teething' problems. The new system will provide much enhanced management information across the organisation and for strategic advice to the Board.

A major focus of the Finance area during the year involved a review of the debt management processes and actions to improve this important facet of our operations. This work was based on an internal audit review conducted by Ascent Chartered Accountants, followed by the implementation of their recommendations for improving debt management processes and reporting.

Policies for procurement and strategic financial management were also revised and endorsed by the Board for implementation across the organisation.

In parallel with implementing these major initiatives, Finance also maintained day to day services including budgeting, reporting, accounts and cash management. The successful management of a large number of complex program budgets, grants and income/expenditure lines, as well as maintaining a very healthy Balance Sheet, also demonstrates the capabilities and qualities of our Finance staff.

Tim Flynn
Chief Finance Officer



Finance Team

Financial Statements

There was a surplus of \$421 420 for the financial year ended 30 June 2009. This compares with a surplus of \$1 812 121 for the previous year.

However, it should be noted that the previous year's total included:

- the transfer of net assets from Communities@Work Inc to Communities@Work, \$1 164 954
- the transfer of net assets from Axis Development Inc, \$60 054
- a surplus generated by operational activities in the year, \$587 113.

The financial position remains strong as at 30 June 2009, with:

- assets totalling \$5 901 899 (including cash \$1 776 936 and investments of \$3 281 098), and
- liabilities totaling \$3 668 358

Tim Flynn
Chief Finance Officer

INDEPENDENT AUDITOR'S REPORT

To the members of Communities@Work

Report on the Financial Report

We have audited the accompanying financial report of Communities@Work (the company), which comprises the balance sheet as at 30 June 2009, and the income statement, statement of recognised income and expenditure and cash flow statement for the year ended on that date, a summary of significant accounting policies and other explanatory notes and the directors' declaration.

Directors' Responsibility for the Financial Report

The directors of the company are responsible for the preparation and fair presentation of the financial report in accordance with Australian Accounting Standards (including the Australian Accounting Interpretations) and the Corporations Act 2001. This responsibility includes designing, implementing and maintaining internal control relevant to the preparation and fair presentation of the financial report that is free from material misstatement, whether due to fraud or error; selecting and applying appropriate accounting policies; and making accounting estimates that are reasonable in the circumstances.

Auditor's Responsibility

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

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

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

Independence

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

Auditor's Opinion

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

- a) giving a true and fair view of the company's financial position as at 30 June 2009 and of its performance for the year ended on that date; and
- b) complying with Australian Accounting Standards (including the Australian Accounting Interpretations) and the Corporations Regulations 2001.

HARDWICKE'S
Chartered Accountants

Hardwicke's

R Johnson

Dated: 17th September 2009
Canberra

Robert Johnson, F.C.A.
Partner

**AUDITOR'S INDEPENDENCE DECLARATION
UNDER SECTION 307C OF THE CORPORATIONS ACT 2001
TO THE DIRECTORS OF COMMUNITIES@WORK**

I declare that, to the best of my knowledge and belief, during the year ended 30 June 2009 there have been:

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

HARDWICKE'S
Chartered Accountants

Hardwicke's

R Johnson

Dated: 17th September 2009
Canberra

Robert Johnson, F.C.A.
Partner

COMMUNITIES@WORK

ABN 19 125 799 859

DIRECTORS' REPORT

The directors present their report on Communities@Work for the financial year ended 30 June 2009.

DIRECTORS

The names of directors in office at any time during or since the end of the year are:

John Turner	Alan Hodges
Alexander (John) Turner	Clinton White
Archie Tsirimokos	Jill Robilliard
Maureen Cane	Lynne Harwood (appointed 23/9/2008)
Michael Sullivan (appointed 27/1/2009)	Ian Pryor (resigned 29/7/2008)

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

COMPANY SECRETARY

Maureen Cane - Company Secretary / Chief Executive Officer

Maureen Cane has been the Chief Executive Officer of Communities@Work (as the incorporated association and current company structure) for eight years. She holds a Master of Arts Degree from Oxford University and a Graduate Certificate in Public Health from The Flinders University of South Australia. Maureen's career includes over 15 years in senior management positions in the Australian Public Service and the ACT Public Service, including Chief Executive of the Department of Public Administration and as the first Commissioner for Public Administration in the ACT. She has eleven years' experience working in senior management positions in the community sector. Maureen held the position of company secretary at the end of the financial year.

PRINCIPAL ACTIVITIES

The principal activities of the company during the financial year were:

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

There were no significant changes in the nature of the company's principal activities during the financial year.

COMMUNITIES@WORK

ABN 19 125 799 859

DIRECTORS' REPORT

OPERATING RESULTS

The surplus/(deficit) of the company for the financial year was \$421,420.

DIVIDENDS PAID OR RECOMMENDED

The constitution prohibits the payment of dividends to members of the company. No dividends were paid or declared since the start of the financial year. No recommendation for payment of dividends has been made.

SIGNIFICANT CHANGES IN STATE OF AFFAIRS

There were no significant changes in the company's state of affairs during the financial year not otherwise disclosed in this report or the financial statements.

AFTER BALANCE DATE EVENTS

No matters or circumstances have arisen since the end of the financial year which significantly affected or may significantly affect the operations of the company, the results of those operations, or the state of affairs of the company in future financial years.

FUTURE DEVELOPMENTS & REVIEW OF OPERATIONS

The company expects to maintain the present status and level of operations. The directors believe that there are no likely developments that will significantly adversely affect the company in the coming year.

INDEMNIFYING OFFICERS OR AUDITOR

The company has not, during or since the financial year, in respect of any person who is or has been an officer or auditor of the company or a related body corporate:

- indemnified or made any relevant agreement for indemnifying against a liability incurred as an officer, including costs and expenses in successfully defending legal proceedings; or
 - paid or agreed to pay a premium in respect of a contract insuring against a liability incurred as an officer for the costs or expenses to defend legal proceedings;
- with the exception of the following matter.

During the financial year the company has paid premiums to insure each of the directors against liabilities for costs and expenses incurred by them in defending any legal proceedings arising out of their conduct while acting in the capacity of director of the company, other than conduct involving a wilful breach of duty in relation to the company. In accordance with normal commercial practices, under the terms of the insurance contract, the nature of the liabilities insured against and the amount of premiums paid are confidential.

COMMUNITIES@WORK

ABN 19 125 799 859

DIRECTORS' REPORT

INFORMATION ON DIRECTORS

John Turner – Chair, Director

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

Archie Tsirimokos - Deputy Chair, Director

Archie Tsirimokos is the managing partner for Meyer Vandenberg Lawyers. This company is the largest independent legal firm in the ACT. Archie has a Bachelor of Laws (with honours) from the Australian National University and was admitted to practice in 1986. He has wide experience in the negotiation and delivery of complex commercial projects, including negotiation of financing and security arrangements.

Alan Hodges - Director

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

Alexander (John) Turner - Director

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

Clinton White - Director

Clinton White 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. Clinton is a senior advisor to Vicki Dunne MLA, a member of the ACT Legislative Assembly. In 2003, Clinton was awarded the Centenary Medal for his work with Australian Business Limited and his volunteer work with ArtSound FM community radio.

COMMUNITIES@WORK

ABN 19 125 799 859

DIRECTORS' REPORT

Jill Robilliard - Director

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

Maureen Cane - Director, Company Secretary & Chief Executive Officer

Maureen Cane has been the Chief Executive Officer of Communities@Work (as the incorporated association and current company structure) for eight years. She holds a Master of Arts Degree from Oxford University and a Graduate Certificate in Public Health from The Flinders University of South Australia. Maureen's career includes over 15 years in senior management positions in the Australian Public Service and the ACT Public Service, including Chief Executive of the Department of Public Administration and as the first Commissioner for Public Administration in the ACT. She has eleven years' experience working in senior management positions in the community sector. Maureen held the position of company secretary at the end of the financial year.

Lynne Harwood – Director

Lynne Harwood holds a Bachelor of Commerce Degree and is a Certified Practising Accountant. She worked as a Taxation and Business Services Accountant for several accounting firms, in three different states over a 14 year period. Lynne then moved into the community sector and held the position of CEO of Home Help Service ACT Inc for 5 ½ years, before taking on a new role as CEO of Galilee Inc in August 2009. Galilee is a community sector organisation that supports disadvantaged children and youth.

Michael Sullivan – Director

Mike Sullivan 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.

Ian Pryor – Director

Dr Ian Pryor, MBBS, DipRACOG is a General Medical Practitioner, practising in the Tuggeranong Valley. Ian was President of the ACT Branch of the Australian Medical Association from 2001-4 and he is medical advisor to the United Medical Protection Council. He is a member of the Boards of AMA Commercial, the National Health Sciences Centre and Smart Health Services, as well as being a member of the Communities@Work Board.

COMMUNITIES@WORK
ABN 19 125 799 859
DIRECTORS' REPORT

MEETING OF DIRECTORS

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

	Number of meetings eligible to attend	Number of meetings attended
John Turner	12	9
Alan Hodges	12	11
Alexander (John) Turner	12	11
Clinton White	12	9
Archie Tsirimokos	12	8
Jill Robilliard	12	11
Maureen Cane	12	11
Lynne Harwood	10	6
Michael Sullivan	6	4
Ian Pryor	1	-

ENVIRONMENTAL ISSUES

The company's operations are not regulated by any significant environmental regulation under a law of the Commonwealth or of a state or territory.

PROCEEDINGS ON BEHALF OF THE COMPANY

No person has applied for leave of Court to bring proceedings on behalf of the company or intervene in any proceedings to which the company is a party for the purpose of taking responsibility on behalf of the company for all or any part of those proceedings. The company was not a party to any such proceedings during the year.

AUDITOR'S INDEPENDENCE DECLARATION

The auditor's independence declaration for the year ended 30 June 2009 has been received and can be found in the financial report.

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



J. Turner

Dated this 17th day of September 2009

COMMUNITIES@WORK
ABN 19 125 799 859
INCOME STATEMENT
FOR THE YEAR ENDED 30 JUNE 2009

	Note	2009 \$	2008 \$
Revenue	2	19,882,845	16,630,595
Employee benefits expense		(12,530,281)	(9,795,754)
Depreciation and amortisation expenses		(36,861)	(23,443)
Other expenses		<u>(6,894,283)</u>	<u>(4,999,277)</u>
Surplus/(deficit) before income tax	3	421,420	1,812,121
Income tax expense		<u>-</u>	<u>-</u>
Surplus/(deficit) after income tax		<u>421,420</u>	<u>1,812,121</u>

The accompanying notes form part of these financial statements.

COMMUNITIES@WORK**ABN 19 125 799 859****BALANCE SHEET****AS AT 30 JUNE 2009**

	Note	2009 \$	2008 \$
CURRENT ASSETS			
Cash and cash equivalents	4	1,776,936	2,715,365
Trade and other receivables	5	518,124	540,907
Financial assets	6	3,281,098	2,170,017
Other assets	7	16,460	40,417
TOTAL CURRENT ASSETS		<u>5,592,618</u>	<u>5,466,706</u>
NON-CURRENT ASSETS			
Property, plant and equipment	8	220,236	79,507
Intangible assets	9	89,045	-
TOTAL NON-CURRENT ASSETS		<u>309,281</u>	<u>79,507</u>
TOTAL ASSETS		<u>5,901,899</u>	<u>5,546,213</u>
CURRENT LIABILITIES			
Trade and other payables	10	3,467,892	3,534,873
TOTAL CURRENT LIABILITIES		<u>3,467,892</u>	<u>3,534,873</u>
NON-CURRENT LIABILITIES			
Long-term provisions	11	200,466	199,219
TOTAL NON-CURRENT LIABILITIES		<u>200,466</u>	<u>199,219</u>
TOTAL LIABILITIES		<u>3,668,358</u>	<u>3,734,092</u>
NET ASSETS		<u>2,233,541</u>	<u>1,812,121</u>
EQUITY			
Accumulated surplus		<u>2,233,541</u>	<u>1,812,121</u>
TOTAL EQUITY		<u>2,233,541</u>	<u>1,812,121</u>

The accompanying notes form part of these financial statements.

COMMUNITIES@WORK
ABN 19 125 799 859
STATEMENT OF RECOGNISED INCOME AND EXPENDITURE
FOR THE YEAR ENDED 30 JUNE 2009

	Note	Accumulated surplus \$
Balance at 1 July 2007		-
Surplus/(deficit)		1,812,121
Balance at 30 June 2008		<u>1,812,121</u>
Surplus/(deficit)		421,420
Balance at 30 June 2009		<u><u>2,233,541</u></u>

The accompanying notes form part of these financial statements.

COMMUNITIES@WORK
ABN 19 125 799 859
CASH FLOW STATEMENT
FOR THE YEAR ENDED 30 JUNE 2009

	Note	2009 \$	2008 \$
CASH FLOWS FROM OPERATING ACTIVITIES			
Fees received		10,595,923	7,635,925
Operating grants receipts		6,433,120	7,353,934
Other receipts		3,041,367	3,441,694
Payments to suppliers and employees		(19,960,721)	(13,655,520)
Interest received		319,599	212,299
Net cash provided by operating activities	16(b)	<u>429,288</u>	<u>4,988,332</u>
CASH FLOWS FROM INVESTING ACTIVITIES			
Proceeds from sale of plant & equipment		10,000	-
Payment for plant & equipment		(177,591)	(102,950)
Payment for intangibles		(89,045)	-
Payment for investments		(1,111,081)	(2,170,017)
Net cash used in investing activities		<u>(1,367,717)</u>	<u>(2,272,967)</u>
Net increase/(decrease) in cash held		(938,429)	2,715,365
Cash at the beginning of the financial year		<u>2,715,365</u>	-
Cash at the end of the financial year	16(a)	<u>1,776,936</u>	<u>2,715,365</u>

The accompanying notes form part of these financial statements.

COMMUNITIES@WORK

ABN 19 125 799 859

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2009**

The financial report is 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.

NOTE 1: STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES

Basis of preparation

The financial report is a general purpose financial report that has been prepared in accordance with Australian Accounting Standards (including Australian Accounting Interpretations) and the Corporations Act 2001.

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

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

Accounting policies

(a) Revenue and other income

Revenue from the rendering of a service is recognised upon the delivery of the service to the customers. Revenue from the sale of goods is recognised at the point of delivery as this corresponds to the transfer of significant risks and rewards of ownership of the goods and the cessation of all involvement in those goods.

Grant revenue is recognised in the income statement when the company obtains control of the grant and it is probable that the economic benefits gained from the grant will flow to the entity 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 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.

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

(b) 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 balance sheet 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.

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2009

NOTE 1: STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES (continued)

(c) **Property, plant and equipment**

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

Plant and equipment

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

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

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 asset are:

Class of Fixed Asset	Depreciation Rate
Motor vehicles	13 – 15%
Furniture & Equipment	20 – 33%
Reference library	20%

The assets' residual values and useful lives are reviewed, and adjusted if appropriate, at each balance sheet date.

Asset classes 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 income statement.

(d) **Leases**

Leases of fixed assets where substantially all the risks and benefits incidental to the ownership of the asset, but not the legal ownership, are transferred to the company, are classified as finance leases. Finance leases are capitalised, recording an asset and a liability equal to the present value of the minimum lease payments, including any guaranteed residual values. 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. Lease payments are allocated between the reduction of the lease liability and the lease interest expense for the period.

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

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2009

NOTE 1: STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES (continued)

(e) **Employee benefits**

Provision is made for the company's liability for employee benefits arising from services rendered by employees to balance sheet date. Employee benefits expected to be settled within one year together with benefits arising from wages, salaries, annual leave and long service leave 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.

(f) **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.

(g) **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 balance sheet are shown inclusive of GST. Cash flows are presented in the cash flow statement on a gross basis, except for the GST component of investing and financing activities, which are disclosed as operating cash flows.

(h) **Impairment of assets**

At each reporting date, 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 income statement.

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 depreciated replacement cost of an asset.

Where it is not possible to estimate the recoverable amount of an assets class, the company estimates the recoverable amount of the cash-generating unit to which the class of assets belong.

(i) **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 reporting date.

(j) **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.

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2009

NOTE 1: STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES (continued)

(k) **Financial instruments**

Initial recognition and measurement

Financial assets and financial liabilities are recognised when the company becomes a party to the contractual provisions of the instrument. For financial assets, this is equivalent to the date that the company commits itself to either purchase or sell 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 either 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.

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.

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.

Financial liabilities

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

Impairment

At each reporting date, the company assesses whether there is objective evidence that a financial instrument has been impaired. Impairment losses are recognised in the income statement.

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 expire. The difference between the carrying value of the financial liability, which is 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.

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2009

NOTE 1: STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES (continued)

(l) **Comparative figures**

The company was incorporated on 15 June 2007. Accordingly, the figures for the 2008 financial year are from the date of incorporation to 30 June 2008. When required by Accounting Standards comparative figures have been adjusted to conform to changes in presentation for the current financial year.

(m) **Intangibles**

Software is recorded at cost. Software has a finite life and is carried at cost less any accumulated amortisation and impairment losses. It is assessed annually for impairment.

(n) **Critical accounting estimates and judgments**

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

Key estimates – Impairment

The company assess impairment at each reporting date by evaluation of conditions and events specific to the company that maybe indicative of impairment triggers. Recoverable amounts of relevant assets are reassessed using value-in-use calculations which incorporate various key assumptions.

(o) **New accounting standards for application in future periods**

The AASB has issued new, revised and amended standards and interpretations that have mandatory application dates for future reporting periods. The company has decided against early adoption of these standards. A discussion of those future requirements and their impact on the company is as follows:

AASB 101: Presentation of Financial Statements, AASB 2007–8 Amendments to Australian Accounting Standards arising from AASB 101, and AASB 2007-10: Further amendments to Australian Accounting Standards arising from AASB 101 (all applicable to annual reporting periods commencing from 1 January 2009). The revised AASB 101 and amendments supersede the previous AASB 101 and redefines the composition of financial statements including the inclusion of a statement of comprehensive income. There will be no measurement or recognition impact on the company. If a company has made a prior period adjustment or reclassification, a third balance sheet as at the beginning of the comparative period will be required.

AASB 2008-5: Amendments to Australian Accounting Standards arising from the Annual Improvements Project (July 2008) (AASB 2008-5) and AASB 2008-6: Further amendments to Australian Accounting Standards arising from the Annual Improvements Project (July 2008) (AASB 2008-6) detail numerous non-urgent but necessary changes to accounting standards arising from the IASB's annual improvements project. No changes are expected to materially affect the company.

The company does not anticipate early adoption of any of the above reporting requirements and does not expect them to have any material effect on the company's financial statements.

COMMUNITIES@WORK
ABN 19 125 799 859

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2009

	Note	2009	2008
		\$	\$
NOTE 2: REVENUE AND OTHER INCOME			
Revenue			
— rendering of services		10,450,006	8,015,141
— operating grants		6,061,873	4,961,460
— other sources		3,051,367	2,216,687
— transfer of net assets from Communities @ Work Inc		-	1,164,954
— transfer of net assets from Axis Development Inc		-	60,054
		19,563,246	16,418,296
Other income			
— interest received – from corporations		319,599	212,299
Total revenue and other income		19,882,845	16,630,595

NOTE 3: SURPLUS FOR THE YEAR

Surplus/(deficit) has been determined after:

(a) Expenses:

Remuneration of auditor			
— audit services		22,003	19,188
Rental expense on operating leases			
— minimum lease payments		176,385	164,705
Bad & doubtful debts			
— trade receivables		211,693	22,610

(b) Significant revenue

Transfer of net assets from Communities @ Work Inc		-	1,164,954
Transfer of net assets from Axis Development Inc		-	60,054

NOTE 4: CASH AND CASH EQUIVALENTS

CURRENT

Cash on hand		6,860	6,660
Cash at bank		1,770,076	2,708,705
		1,776,936	2,715,365

NOTE 5: TRADE AND OTHER RECEIVABLES

CURRENT

Trade receivables		719,166	561,949
Provision for impairment	5(i)	(201,042)	(21,042)
		518,124	540,907

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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2009

	Note	2009	2008
		\$	\$

NOTE 5: TRADE AND OTHER RECEIVABLES (continued)

(i) Provision for impairment

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:

	Opening balance	Charge for the year	Amounts written off	Closing balance
Balance at 30 June 2009	21,042	180,000	-	201,042
Balance at 30 June 2008	-	21,042	-	21,042

(ii) Credit risk – trade and other receivables

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

	Gross amount	Past due and impaired	Past due but not impaired (days overdue)			Within initial trade terms
			< 30	31-60	> 61	
			\$	\$	\$	
2009						
Trade and other receivables	719,166	201,042	375,446	59,187	284,533	518,124
2008						
Trade and other receivables	561,949	21,042	358,456	48,533	154,960	540,907

The company does not hold any financial assets whose terms have been renegotiated, but which would otherwise be past due or impaired. There are no balances within trade and other receivables that contain assets that are not impaired and are past due. It is expected that these balances will be received when due.

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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2009

	Note	2009	2008
		\$	\$
NOTE 6: FINANCIAL ASSETS			
CURRENT			
Held-to-maturity financial assets – fixed interest securities		<u>3,281,098</u>	<u>2,170,017</u>
 NOTE 7: OTHER ASSETS			
CURRENT			
Prepayments		<u>16,460</u>	<u>40,417</u>
 NOTE 8: PROPERTY, PLANT AND EQUIPMENT			
Motor vehicles – at cost		263,832	121,488
Less accumulated depreciation		<u>(54,242)</u>	<u>(61,349)</u>
		209,590	60,139
 Furniture and equipment – at cost		 289,548	 289,548
Less accumulated depreciation		<u>(278,902)</u>	<u>(270,180)</u>
		10,646	19,368
 Reference library – at cost		 30,369	 30,369
Less accumulated amortisation		<u>(30,369)</u>	<u>(30,369)</u>
		-	-
 Total property, plant and equipment		 <u>220,236</u>	 <u>79,507</u>

(a) Movements in carrying amounts

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

	Motor vehicles	Furniture and equipment	Reference library	Total
	\$	\$	\$	\$
Balance at 1 July 2007	-	-	-	-
Additions at cost	67,168	35,782	-	102,950
Depreciation expense	(7,029)	(16,414)	-	(23,443)
Balance at 30 June 2008	<u>60,139</u>	<u>19,368</u>	<u>-</u>	<u>79,507</u>
Additions at cost	177,590	-	-	177,590
Depreciation expense	(28,139)	(8,722)	-	(36,861)
Balance at 30 June 2009	<u>209,590</u>	<u>10,646</u>	<u>-</u>	<u>220,236</u>

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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2009

	Note	2009 \$	2008 \$
NOTE 9: INTANGIBLE ASSETS			
Computer software – at cost		89,045	-
		<u>89,045</u>	<u>-</u>
Opening balance		-	-
Additions at cost		89,045	-
Closing balance		<u>89,045</u>	<u>-</u>
NOTE 10: TRADE AND OTHER PAYABLES			
CURRENT			
Trade payables and accruals		653,066	647,113
Grants received in advance		1,661,388	1,896,328
Short-term employee benefits		1,153,438	991,432
		<u>3,467,892</u>	<u>3,534,873</u>
(a) Financial liabilities at amortised cost classified as trade and other payables			
Trade and other payables – current		3,467,892	3,534,873
Less grants received in advance		(1,661,388)	(1,896,328)
Less leave entitlements		(1,153,438)	(991,432)
Financial liabilities as trade and other payables	17	<u>653,066</u>	<u>647,113</u>
NOTE 11: PROVISIONS			
NON-CURRENT			
Long-term employee benefits		200,466	199,219
Total provisions		<u>200,466</u>	<u>199,219</u>
		Long term employee benefits	
Opening balance at 1 July 2008		199,219	
Additional provisions raised during year		1,247	
Balance at 30 June 2009		<u>200,466</u>	

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 this report.

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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2009

	Note	2009	2008
		\$	\$
NOTE 12: LEASING COMMITMENTS			
Operating lease commitments			
Non-cancellable operating leases contracted for but not capitalised in the financial statements			
Payable:			
— not later than 12 months		113,007	190,157
— later than 12 months but not later than 5 years		<u>52,642</u>	<u>179,780</u>
		<u>165,649</u>	<u>369,937</u>

The photocopier leases are typically non-cancellable leases with five-year terms, with rent payable monthly in advance. Vehicle leases are typically non-cancellable leases with two-three year terms with rent payable monthly in arrears.

NOTE 13: SEGMENT REPORTING

The company operates in the Community Service sector within Australia.

NOTE 14: KEY MANAGEMENT PERSONNEL COMPENSATION

Total compensation – short term benefits		<u>14,570</u>	<u>15,000</u>
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NOTE 15: 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 debts and obligations of the company. At 30 June 2009 the number of members was 7.

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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2009

	Note	2009 \$	2008 \$
NOTE 16: CASH FLOW INFORMATION			
(a) Reconciliation of cash			
Cash at the end of the financial year as shown in the cash flow statement is reconciled to items in the balance sheet as follows:			
Cash on hand		6,860	6,660
Cash at bank		<u>1,770,076</u>	<u>2,708,705</u>
	4	<u>1,776,936</u>	<u>2,715,365</u>
(b) Reconciliation of cash flow from operations with surplus/(deficit) after income tax			
Surplus/(Deficit)		421,420	1,812,121
Non-cash flows in surplus/(deficit)			
Depreciation and amortisation		36,861	23,443
Provision for impairment of receivables		180,000	21,042
Profit on sale of plant & equipment		(10,000)	-
Changes in assets and liabilities:			
(Increase)/decrease in receivables		(157,216)	(561,949)
(Increase)/decrease in prepayments		23,957	(40,417)
Increase/(decrease) in payables		(66,981)	3,534,873
Increase/(decrease) in provisions		<u>1,247</u>	<u>199,219</u>
Cash flow from operations		<u>429,288</u>	<u>4,988,332</u>

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

(d) There were no non-cash financing or investing activities during the period.

NOTE 17: FINANCIAL RISK MANAGEMENT

The company's financial instruments consist mainly of deposits with banks, local money market instruments, short-term investments, accounts receivables and payables.

The totals 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:

Financial assets			
Cash and cash equivalents	4	1,776,936	2,715,365
Receivables	5	518,124	540,907
Held-to-maturity investments			
– fixed interest securities	6	<u>3,281,098</u>	<u>2,170,017</u>
		<u>5,576,158</u>	<u>5,426,289</u>
Financial liabilities			
Trade and other payables	10	<u>653,066</u>	<u>647,113</u>

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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2009

NOTE 17: FINANCIAL RISK MANAGEMENT (continued)

Financial risk management policies

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

Specific financial risk exposures and management

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

(a) Interest rate risk

Exposure to interest rate risk arises on financial assets and financial liabilities recognised at reporting date whereby a future change in interest rates will affect future cash flows or the fair value of fixed rate financial instruments.

(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 financing activities;
- maintaining a reputable credit profile;
- managing credit risk related to financial assets;
- investing cash only 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 the directors' 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

2009	Within 1 year	1 to 5 years	Over 5 years	Total contractual cash flow
	\$	\$	\$	\$
Financial liabilities due for payment				
Trade and other payables (excluding estimated leave entitlements & grants received in advance)	653,066	-	-	653,066
Total expected outflows	653,066	-	-	653,066
Financial assets - cash flows realisable				
Cash and cash equivalents	1,776,936	-	-	1,776,936
Trade and other receivables	518,124	-	-	518,124
Other investments	3,281,098	-	-	3,281,098
Total anticipated inflows	5,576,158	-	-	5,576,158
Net (outflow)/inflow on financial instruments	4,923,092	-	-	4,923,092

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2009

NOTE 17: FINANCIAL RISK MANAGEMENT (continued)

Financial liability and financial asset maturity analysis (continued)

2008	Within 1 year	1 to 5 years	Over 5 years	Total contractual cash flow
	\$	\$	\$	\$
Financial liabilities due for payment				
Trade and other payables (excluding estimated leave entitlements & grants received in advance)	647,113	-	-	647,113
Total expected outflows	<u>647,113</u>	<u>-</u>	<u>-</u>	<u>647,113</u>
Financial assets - cash flows realisable				
Cash and cash equivalents	2,715,365	-	-	2,715,365
Trade and other receivables	540,907	-	-	540,907
Other investments	<u>2,170,017</u>	<u>-</u>	<u>-</u>	<u>2,170,017</u>
Total anticipated inflows	<u>5,426,289</u>	<u>-</u>	<u>-</u>	<u>5,426,289</u>
Net (outflow)/inflow on financial instruments	<u>4,779,176</u>	<u>-</u>	<u>-</u>	<u>4,779,176</u>

(c) 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 balance date is equivalent to the carrying value and classification of those financial assets (net of any provisions) as presented in the balance sheet.

Trade and other receivables that are neither past due or impaired are considered to be of high credit quality. Aggregates of such amounts are as detailed in Note 5.

The company does not have any material credit risk exposure to any single receivable or group of receivables under financial instruments entered into by the company. The trade receivables balance at 30 June 2009 and 30 June 2008 do not include any counter parties with external credit ratings. Customers are assessed for credit worthiness using the criteria detailed above.

Credit risk related to balances with banks and other financial institutions is managed by the finance committee in accordance with approved Board policy.

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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2009

Note	2009	2008
	\$	\$

NOTE 17: FINANCIAL RISK MANAGEMENT (continued)

Net fair values

Fair value estimation

The fair values of the financial assets and financial liabilities approximate their carrying values as presented in the balance sheet and in the 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 maybe 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 balance sheet 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 relating to leave entitlements and grants received in advance which are not considered to be financial instruments.

Sensitivity analysis

The following table illustrates sensitivities to the company's exposure to changes in interest rates. The table indicates the impact on how the surplus reported at balance sheet date 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

+/- 2% in interest rates	+/- 100,000	+/- 97,000
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Equity

+/- 2% in interest rates	+/- 100,000	+/- 97,000
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The above interest rate sensitivity analysis has been performed on the assumption that all other variables remain unchanged.

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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2009

	Note	2009 \$	2008 \$
NOTE 18: CAPITAL MANAGEMENT			
<p>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. The finance committee ensures that the overall risk management strategy is in line with this objective.</p> <p>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.</p> <p>The company's capital consists of financial liabilities, supported by financial assets.</p> <p>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.</p> <p>There have been no changes to the strategy adopted by management to control the capital of the company since previous year. This strategy is to ensure that there is sufficient cash to meet trade and other payables.</p> <p>The gearing ratio for the years ended 30 June 2009 and 30 June 2008 are as follows:</p>			
Total borrowings		-	-
Less cash and cash equivalents	4	<u>(1,776,936)</u>	<u>(2,715,365)</u>
Net debt		(1,776,936)	(2,715,365)
Total equity		<u>2,233,541</u>	<u>1,812,121</u>
Total capital		<u>(456,605)</u>	<u>(903,244)</u>
Gearing ratio		-	-

NOTE 19: COMPANY DETAILS

The registered office address of the company is:
Communities@Work
Tuggeranong Community Centre
245 Cowlshaw Street
GREENWAY ACT 2900

COMMUNITIES@WORK
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DIRECTORS' DECLARATION
FOR THE YEAR ENDED 30 JUNE 2009

The directors of the company declare that:

- a) the financial statements and notes, as set out on the relevant pages, are in accordance with the Corporations Act 2001:
 - i) comply with Australian Accounting Standards and the Corporations Regulations 2001; and
 - ii) give a true and fair view of the financial position as at 30 June 2009 and of the performance for the year ended on that date of the company;
- b) in the directors' opinion there are reasonable grounds to believe that the company will be able to pay its debts as and when they become due and payable.

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



J. Turner

Dated this 17th day of September 2009

Appendix A

Communities@Work Board of Directors 2008–09

The Communities@Work Board of Directors is comprised of eight community volunteer members and the Chief Executive Officer. The Board's standing committees are the Board Executive Committee and the Finance and Audit Committee. Other committees are established to oversight particular topics from time to time.

The Board meets twelve times a year and operates in accordance with its Corporate Governance Charter.



CHAIR **JOHN TURNER** (PUBLIC OFFICER)

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

DEPUTY CHAIR **ARCHIE TSIRIMOKOS**

Archie Tsirimokos is the managing partner for Meyer Vandenberg Lawyers. This company is the largest independent legal firm in the ACT. Archie has a Bachelor of Laws (with honours) from the Australian National University and was admitted to practice in 1986. He has wide experience in the negotiation and delivery of complex commercial projects, including negotiation of financing and security arrangements.





CHAIR, FINANCE AND AUDIT COMMITTEE **ALAN HODGES**

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

COMPANY SECRETARY / **CHIEF EXECUTIVE OFFICER** **MAUREEN CANE**

Maureen Cane has been the Chief Executive Officer of Communities@Work for eight years. She holds a Master of Arts Degree from Oxford University and a Graduate Certificate in Public Health from The Flinders University of South Australia. Maureen's career includes over 15 years in senior management positions in the Australian Public Service and the ACT Public Service, including Chief Executive of the Department of Public Administration and as the first Commissioner for Public Administration in the ACT. She has eleven year's experience working in senior management positions in the community sector.



Directors



ALEXANDER (JOHN) TURNER

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

CLINTON WHITE

Clinton White 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.





JILL ROBILLIARD

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

LYNNE HARWOOD

Lynne Harwood holds a Bachelor of Commerce Degree and is a Certified Practising Accountant. She worked as a Taxation and Business Services Accountant for several accounting firms, in three different states over a 14 year period. For the last 5 ½ years Lynne has held the position of CEO of Home Help Service ACT Inc, a community sector organisation that provides in-home support to 3500 clients who are elderly, frail aged, younger disabled and carers. From August 2009 Lynne will take up her new role as CEO of Galilee, a community sector organisation that supports disadvantaged children and youth.



CHAIR, INFRASTRUCTURE AND ASSETS COMMITTEE **MIKE SULLIVAN**

Mike Sullivan 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.



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