



# BUILDING A REWARDING CAREER THROUGH TRAINING



# Communities@Work

# ABOUT US

Communities@Work is Canberra's largest community organisation with a long and proud 43 year history. We provide a range of complementary community services and pride ourselves on the positive contribution we make to the lives of all members of our community - including our staff and volunteers.

Our community services include:

1. Centre of Professional Learning and Education
2. High quality education and care for over 2,500 children
3. Specialist high school for vulnerable young people
4. Disability, seniors and community transport programs
5. Food, clothing and accommodation for Canberra's vulnerable population
6. Initiatives to develop and connect local communities

## A FOCUS ON TRAINING EXCELLENCE

We are committed to becoming a centre of excellence with a priority on providing flexible learning opportunities to support the professional development of our employees and promote their career pathways.

We also specialise in delivering nationally recognised early childhood education and care qualifications and professional learning opportunities, through our Registered Training Organisation (RTO 88148), to support rewarding careers in children's services.

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

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

## ASCEND- DEVELOPING FUTURE LEADERS

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

## SMALL RTO OF THE YEAR FINALIST

In recognition of our flexible delivery approach, we were short-listed as a 2019 finalist with the ACT Training Awards for Small RTO of the Year. This honour recognises the hard work of our RTO team and establishes us as a provider of quality within the ACT region.

2019-20

47

**ASCEND STUDENTS**  
embarked on their children's services careers

**46 QUALIFIED EDUCATORS**  
graduated from these courses

104

**ENROLMENTS**  
within our Diploma and Certificate III courses

**401 EDUCATORS ENROLLED**  
in professional development courses

# WHAT WE DO

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

1

## QUALIFICATIONS AND PROFESSIONAL LEARNING

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

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

2

## GALILEE SCHOOL

We run a registered, independent high school designed specifically for disengaged young people in Years 7-10 for whom mainstream schooling is failing to deliver results. We support them to re-engage with their education, transition into the workforce or further study, find a sense of purpose and re-engage with their community.

3

## DISABILITY, SENIORS AND TRANSPORT

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

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

4

## FOOD, CLOTHING AND ACCOMMODATION

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

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

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

5

## CHILDREN'S SERVICES

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

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

6

## CONNECTING COMMUNITIES

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

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

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

# 2019 ACHIEVEMENTS

## QUALIFICATIONS AND PROFESSIONAL LEARNING



**267**  
EDUCATORS ENROLLED  
in our Professional Development courses

**56**  
TRAINEES GRADUATED  
to become fully qualified educators



## DISABILITY AND SENIORS AND TRANSPORT



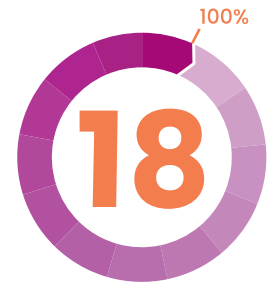
**39,083** hours of in-centre support  
**2,234** hours of coordination to **197** clients

### DISABILITY SUPPORT

**2** COTA POSITIVE AGEING AWARDS  
won by staff and volunteers

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

### SENIOR SUPPORT



AGED CARE QUALITY PRACTICES  
**ALL EXPECTED OUTCOMES MET**  
by our seniors and transport programs and practices.

## GALILEE SCHOOL

**17** YEAR TEN STUDENTS GRADUATED

**90%** increase from 2018

**14** STUDENTS assisted to gain their LEARNER DRIVER'S LICENCE  
STUDENT SUPPORT



## CHILDREN'S SERVICES



**37**

**EDUCATORS  
NOMINATED**

Family Day Care Australia Awards



Monash OSHC Rated

**EXCEEDING**

All 7 National  
Quality Standards



**950** CHILDREN  
FAMILY  
DAY CARE

**21** CHILDREN  
IN-HOME CARE

## FOOD, CLOTHING AND ACCOMMODATION



**COMMUNITY  
PANTRIES**



**6,935**

**PEOPLE**  
made

**32,394**

**PURCHASES**



**14,657KM  
DRIVEN**



**1,224**  
**FOOD**  
DONATIONS  
COLLECTED

**Food Rescue volunteers**

**1,688**  
**PEOPLE**

provided with  
crisis support

**900**  
**FAMILIES**



provided with  
essential support

**ACT LARGE  
EMPLOYER  
OF THE YEAR  
2019**



# PROFESSIONAL DEVELOPMENT TRAINING CALENDAR

## AUTISM AWARENESS: UNDERSTANDING THE SPECTRUM

**FEB 2020** This session increases awareness about autism, and trains participants on how best to support children on the autism spectrum, by understanding their individual profile, learning styles, communication, behaviour patterns and interests.

## STEM

**FEB 2020** This learning and development session boosts the understanding of science, technology, engineering and math, and supports important life skills for the participants, providing them with the opportunity to engage in teamwork, creativity, critical thinking, communication, analysis and independent thought.

## BUS TOUR: A TASTE OF THE BUSH

**FEB 2020**  
**SEP 2020** This session provides the opportunity for participants to discuss Indigenous connection to country with Wiradjuri man Adam Shipp. Adam takes participants on a tour through the Wetlands, showcasing a range of different plants found from around the region and the traditional Aboriginal use of them for making food and medicine. The tour offers an authentic, cultural, hands on experience of tasting, touching and smelling a range of bush tucker.

## BUS TOUR: SUSTAINABILITY IN PRACTICE

**MAR 2020** This bus tour to the Recycling Discovery Hub encourages participants to participate in a guided workshop and activities to explore recycling in the ACT and discuss the broader topic of sustainability to lead to a healthier, resilient and more sustainable environment and community.

## LITTLE SCIENTISTS: ENGINEERING

**MAR 2020** This workshop encourages participants to explore physical forces while leveraging, lifting, swinging and moving and unleashing the inner engineer. It helps participants discover how to playfully integrate technical education into a nurturing learning environment.

## MANDATORY REPORTING

**APR 2020**  
**JUL 2020**  
**OCT 2020**  
**DEC 2020** This session provides important information on the regulatory and legal requirements around reporting suspected cases of child abuse and neglect. It explores the importance of 'informed reporting', what constitutes abuse and neglect and provides awareness of a community approach to reporting abuse and neglect.

## BEHAVIOUR GUIDANCE

**MAY 2020** The focus of this session is about understanding and guiding children's behaviours in an educational setting. The approach to guiding behaviour is from the perspective of relationships, attachments, behaviour as communication, and the ability to support individuals and groups of children to guide responsible behaviour of children and young people in a safe and supportive environment.

## DEALING WITH PEOPLE IN DIFFICULT SITUATIONS

**JUN 2020** This course provides participants with fundamental skills to deal with people who are displaying difficult behaviour. This intensive course equips people with the skills needed to de-escalate difficult situations as they arise, and most importantly, the value of boundary setting and self-care.

## LITTLE SCIENTISTS: HUMAN BODY

**JUN 2020** This session encourages participants to gain a deeper understanding of the human body, as they investigate their sense of smell, focus on their breath and explore exciting functions of the human body. It enables the participants to see the human body through the eyes of a child and learn how to playfully include scientific models into their setting.

## ACCIDENTAL COUNSELLOR

**JUL 2020** This two-day program has been developed for people in virtually any role, who find themselves in situations where counselling or empathetic communication is required. The program provides participants with a range of tried and tested counselling skills that work to create effective communication and de-escalate clients who are in crisis.

## PROTECTIVE PRACTICES; PROFESSIONAL BOUNDARIES

**AUG 2020** This session explores professional boundaries and the importance in establishing and maintaining appropriate relationships between educators and children and young people, understanding the significance of the development of positive, caring and respectful relationships with the children and young people that educators work with

## SOCIAL JUSTICE IN EARLY CHILDHOOD

**AUG 2020** This session is designed to bring together early childhood professionals with a variety of perspectives, to challenge and explore the ways in which early childhood education is, and can be, engaging with social justice and democratic practices.

## LITTLE SCIENTISTS: OPTICS

**SEP 2020** This session encourages educators to enjoy a day full of lights, colours and optical illusions. It helps them discover the empowering effects of child-led inquiry projects in early childhood and become immersed in their own inquiry project.

## BACK TO BASICS: CODE OF ETHICS

**OCT 2020** The Code of Ethics provides a framework for critical reflection, professional behaviour and ethical responsibilities of early childhood educators. This session is designed to go back to the basics by unpacking Early Childhood Australia's Code of Ethics. It discusses the values of an educator and guides them on how the code of ethics can be implemented into everyday practice ethically.

## MENTAL HEALTH FIRST AID

**OCT 2020** This two-day interactive course exposes participants to a firm understanding and awareness of mental health issues. Skills and strategies are taught for understanding individual impact and responding to mental health issues, depression, anxiety, psychosis and substance abuse problems.

## LEARNING THROUGH THE ARTS

**NOV 2020** Learning through creativity and arts in early childhood plays a critical role in children's development. This session is designed to guide educators with creative educational experiences that can be used to implement activities that allow children to communicate their thinking and feelings in multiple ways.

## LITTLE SCIENTISTS: WATER

**NOV 2020** This session encourages educators to explore water with all their senses, investigate the different aggregate states and test the solubility of various substances. It teaches them to discover how to create a nurturing learning environment through STEM inquiry with reflection on their current practice.

# FAMILY DAY CARE TRAINING CALENDAR

Three types of training and professional development are provided to Family Day Care educators, managed by the Family Day Care team: Learning Circles, Mandatory Training, and Special Events.

## EXPLORING CHILD DEVELOPMENT

### CLASSROOM-BASED LEARNING CIRCLE

Sessions include Transgender 101 Education, Guiding Children's Behaviours, Children's Sexualised Behaviours and Emotion Coaching.

## NATURAL WORLDS AND COMMUNITY NETWORKS

### CLASSROOM-BASED LEARNING CIRCLE

Sessions include Gardening and Sustainable Practices, Build an Insect Hotel, Working with ACT Park Care and Outdoor Playgroup, Adam Shipp Playgroup, and Networking.

## SUPPORTING CHILDREN'S LANGUAGE

### ONLINE LEARNING

Assists educators to strengthen their knowledge of language development.

## BE YOU, POSITIVE MENTAL HEALTH IN CHILDREN AND YOUNG PEOPLE

### ONLINE LEARNING

Modules include mentally healthy communities, family partnerships, learning resilience, early support, and responding together.

## DOCUMENTATION OF CHILDREN'S LEARNING

### ONLINE LEARNING

Assists educators in documentation, environments, and practice in line with the National Quality Framework.

## PEDAGOGY AND PRACTICE

### ONLINE LEARNING

Assists educators to extend and challenge their reflective practices and pedagogical ideals.

## CREATIVE CURRICULUMS

### ONLINE LEARNING

Modules include Music in Early Childhood, Visual Art and Creativity in your Curriculum, Environments for Learning: Indoor Learning Spaces, and Outdoor Learning

## FIRE SAFETY AND FOOD SAFETY

### MANDATORY TRAINING

Online training module on fire safety and food safety.

## MANDATORY REPORTING UPDATE

### MANDATORY TRAINING

Provides participants with an update on the regulatory and legal responsibilities of reporting suspected cases of child abuse and neglect, delivered online.

## PROTECTIVE PRACTICES; PROFESSIONAL BOUNDARIES IN FAMILY DAY CARE AND IN-HOME CARE

### MANDATORY TRAINING

Delivered to educators in their home during a support visit, tailoring the protective practices training to the unique home and service of the educator.

## MANUAL HANDLING AND BACK CARE

### MANDATORY TRAINING

Provides participants with a hands-on understanding of the principle of manual handling and back care.



# WHAT PEOPLE SAY ABOUT US



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



Thank you to all the staff from Galilee who gave me a chance and never gave up on me when times were difficult. I wouldn't have received my year ten certificate if it wasn't for all of the amazing staff here. I adjusted to this school quickly because I had friends and staff who were always eager to help and guide me and for that I am really grateful.



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



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



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



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



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



# OUR STRATEGIC PLAN

## 2019-2022

### PURPOSE

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

### MISSION

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

### VALUES

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

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