

37th Annual Report 2009-2010

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Whittlesea Community Connections

Whittlesea Community Connections is a not-for-profit community based organisation providing a range of services and programs designed to increase community participation and to address disadvantage within the municipality of Whittlesea.

Our core services and programs consist of:

- Client Services:
 - Information, support and referral services
 - Emergency Relief Service
 - Whittlesea Connect Community Transport Service
 - Whittlesea Volunteer Resource Service
- Settlement Support Programs for Refugees and New Arrivals
- The Whittlesea Community Legal Service

WCC's vision is for a Whittlesea in which people and agencies work together to make a positive difference to their community, ensuring that everyone has equal access to the community's resources and services.

Our Vision

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Committee of Management 2009-10

Raziye Baftiyar	President	Volunteer and Social Worker
Greg Godfrey	Treasurer	Dip. Financial Planning, Financial Information Services Officer - Centrelink
Maureen Corrigan	V. President/Public Officer	OAM, Ass Diploma SACS, President of The Olive Tree Community House, President Thomastown Traders Association, Member of Northern Hospital Corporate Fundraising Committee, International Women's Day Convenor (Whittlesea Community Connections)
Sam Alessi	Official City of Whittlesea Representative	BA, BEd, Dip. Teach, Grad. Dip. Computing, City of Whittlesea Councillor from 1997, Mayor of City of Whittlesea 1997/8, 2000/01 and 2004/05, Teacher, Vice President Municipal Association of Victoria, Deputy Chairperson Yarra Plenty Regional Library Service
Rolf Peake	Ordinary Member	Volunteer at WCC as Facilitator in Federation Computer Resource, Whittlesea Volunteer Resource Service (graphic design and promotion, International Volunteer Day Working Group), Secretary, Link Community Transport Board of Management, Treasurer, Lalor Living & Learning Centre Committee of Management, Northern Transport Links Steering Committee Member, COW Cultural Bridges working group Member
Sebastian (Dinny) Jaconis	Ordinary Member	Volunteer at WCC as Community Information Worker; front desk reception, emergency relief assessor, member of Partnership on Volunteering and Community Engagement
Lena Garganno-Reddy	Ordinary Member	13 years volunteering at WCC as Community Information Worker; volunteer representative on WCC Volunteer Standards Committee; Member of Whittlesea Disability Network and International Disability Day Committee; Parents and Friends Committee, Concord School
Martin Booth	Ordinary Member	BBS (psychology), Certificate IV in Training and Assessment. Presenter, 2-day training course on Emergency Relief. Volunteer with WCC since 2007 as Community Information Worker
Jan Cleeland	Co-opted Ordinary Member	Staff Member Office of Senator, the Hon Stephen Conroy

Staff

Jemal Ahmet	CEO
Jenny Alexiou	Finance and Administration Officer
Emma Antonetti	Teamleader Settlement Programs
Lucinda Antony	Community Development Worker (Community Participation)
Daniel Beecher	Outreach Lawyer
Celeste Brierty	Community Lawyer
Deepty Cusima	Community Information & Resource Worker
Sulaika Dhanapala	Principal Solicitor
Rani Flory	VOCAT Project Worker
Robert Frajsman	Teamleader WCLS/Community Legal Education Worker
David Hannan	Youth Connections Worker
Annette McKail	Teamleader Client Services
Grozda Nedeljkovic	Settlement Support Worker & Migration Advisor
Michelle Newton	Community Participation & Employment Worker (New Arrivals)
Cinzia Pedrotti	Volunteering in Emergency Management Project Worker
Susan Perkins	Community Development Worker (Community Engagement)
Philippe Roussel	Youth Worker (New Arrivals)
Emma Sampson	Coordinator, Whittlesea Volunteer Resource Service (to Jan 2010)
Megan Sandercock	Bushfire Recovery Volunteer Coordinator
Emma Short	Bushfire Recovery Volunteer Coordinator
Dalal Sleiman	Settlement Support Worker (Arabic Speaking Communities)
Rachel Storey	VOCAT Project Worker (to Jan 2010)
Peta Temouskos	Community Development & Access Worker
Vanessa Torzillo	Coordinator of Legal Service Administration and Volunteers

Casual Employees 2009-10

Savin Suvnesh Chand	Learning Support Program Tutor
Rosemary Farid	Arabic Women's Group (to Dec 2009)
Sydney Godsall	Community Transport Service Driver
Shaheen Hasmat	Learning Support Program Tutor
Philip Kon	Learning Support Program Tutor
Vickal Kumar	Learning Support Program Tutor
Anica Miovski	Learning Support Program Tutor
Magda Sidrak	Arabic Women's Group (to Nov 2009)
Radhini Sylvester	Learning Support Program Tutor
Sheriem Tadros	Arabic Women's Group

Volunteers

Abdo, Souliman	Legal Service Solicitor
Aderbehman, Parizad	Legal Service Day Team
Ahilaeswaran, Abarna	Tax Help
Al Ajily, Muna	Settlement Team
Alderson, Elaine	Federation Computer Room. Volunteer Resource Service
Amarasekera, Bhanuka	Legal Service Day Team
Antonetti, John	Community Transport Service
Azmitia, Fatima	Settlement Team, Learning Support Program
Babu, Sindu	Legal Service Day Team
Backory, Hanshila	Tax Help
Baddeley, Barbara	Community Information Team, Administration, Settlement Team
Balabanis Ellie	Settlement Team, Learning Support Program
Bandaru, Trinadh	Legal Service Day Team
Beatty, Marianne	Mentor
Belot, Veronica	Legal Service Day Team
Bismyf, Janet	Mentor
Bithell, Cathy	Mentor
Booth, Martin	Community Information Team
Bray, Kelly	Legal Service Day Team
Brown, Norm	Community Transport Service
Buckley, Jessica	Settlement Team, Learning Support Program
Buhagiar, Kelly	Legal Service Day Team
Burger, Lauren	Legal Service Day Team
Byron, Bill	Community Transport Service
Calvitto, Ben	Legal Service Day Team
Campbell, Vivien	Legal Service Day & Night Team
Capewell, Yvette	Legal Service Day & Night Team
Carlsson, Reinhold	Community Information Volunteer; Emergency Relief
Ceccomancini, Coby	Legal Service Day Team
Challenger, Dorothy	Community Transport Service
Chamatakundil, Jay	Legal Night Service Team
Chan, David	Settlement Team, Learning Support Program
Chetcuti, Helen	Legal Service Solicitor
Chitgar, Rabeh	Legal Night Service Team
Ciuffettlie, Dino	Administration
Clear, Denis	Community Transport Service
Cohen, Charles (Alby)	Community Transport Service
Comito, Marie	Legal Service Solicitor
Collins, Jenny	Legal Service Day Team
Cox, Marlene	Community Transport Service
Craik, Jessica	Legal Service Day Team
Crvenkovic, Tania	Legal Service Day & Night Team
Cvetkovski, Saso	Community Information Team, Federation Computer Room
Dasanayaka, Chamila	Community Information Team, Tax Help
Dellios, Paul	Legal Service Solicitor
Dhanapala, Sulaika	Legal Service Solicitor
Di Toro, Teresa	Legal Service Day Team
Dober, Erik	Legal Service Day Team
Donoghey, Adrian	Legal Service Day Team
D'Ortenzio, Rosa	Legal Service Day Team
Dosky, Meriam	Legal Service Day Team
Edwards, Lachlan	Legal Service Day Team
El Hassan, Laila	Community Information Team
Ellul, Lawrence	Settlement Team
Estevan, Fadi	Settlement Team
Fallar, Jessica	Legal Night Service Team
Finke, Alex	Settlement Team, Learning Support Program
Fitzgerald, Bernie	Community Information Team, Volunteer Resource Service
Fitzpatrick, Julie	Community Transport Service
Foster, Adam	Legal Service Day Team
Frilay, Peter	Legal Service Day Team
Fusca, Nella	Legal Service Day Team
Gargano-Reddy, Lena	Community Information Team, Committee of Management
Georgiadis, George	Mentor
Georgiadis, Sylvia	Legal Service Day Team
Georgiev, Natalie	Legal Service Day Team

Ghodraty, Ramin	Legal Service Day Team
Giakimis, Jenny	Community Information Team
Gilliland, Kim	Legal Service Day Team
Godsall, Sydney	Community Transport Service
Godfrey, Paul	Legal Service Day Team
Golland, Maurice	Community Transport Service
Gonzalez, Alicia	Tax Help
Goodlet, Stephanie	Legal Service Day Team
Goodwin, Andrew	Community Information Team
Grech, Christine	Community Information Team
Guizetti, Bernice	Settlement Team
Guthrie, Marnie	Settlement Team
Gunasena, Bhagya	Settlement Team
Habas, Jan	Legal Service Day Team
Hachim, Razzaq	Community Transport Service
Halliday, Lucy	Settlement Team, Learning Support Program
Harba, Anthony	Legal Service Day Team
Harmer, Trevor	Community Information Team
Havrilova, Maja	Legal Night Service Team
Hawken, Melissa	Community Information Team
Hawkins, Gary	Community Transport Service, Mentor
Haywood, Lauren	Legal Service Day Team
Helgesen, Carl	Community Transport Service
Henderson, Kevin	Community Transport Service
Hill, Jim	Community Transport Service
Holmes, Daniel	Legal Service Day Team
Howarth, Edward	Legal Service Day Team
Improso, Aline	Volunteer Resource Service
Hu, Wenjing	Settlement Team, Learning Support Program
Hughes, James	Settlement Team
Jaconis, Sebastian (Dinny)	Community Information Team, Emergency Relief; Committee of Management
Janson, Vickie	Settlement Team
Jayasinghe, Kanthi	Legal Service Day Team
Jayasuria, Dinuke	Tax Help
Jayasuria, Shanaka	Tax Help
Jones, Alex	Legal Service Day Team
Kaias, Andrew	Legal Service Day Team
Karafilis, Amanda	Legal Service Day Team
Karolidis, Nick	Legal Service Day & Night Team
Kaur, Amandeep	Legal Service Day Team
Kaur, Gagandeep	Community Information Team
Kaur, Gurvir	Legal Service Day Team
Kaur, Kamalpreet	Legal Service Day Team
Kenna, Paul	Legal Service Solicitor
Kirkby, Steven	Community Transport Service
Kodituwakku, Lakshinee	Legal Service Day Team
Kolandayan, Shaun	Community Transport Service
Koshaba, Jakleen	Tax Help
Kotanidis, Sofia	Mentor
Krsteska Pop-Stefanova, Irena	Mentor
Kubat, Kaitlin	Legal Night Service Team
Lamaszewska, Joanna	Legal Service Day Team
Lai, Sylvia	Settlement Team, Learning Support Program
Laiu, Simone	Settlement Team, Learning Support Program
Lavery, Bernadette	Mentor
Lee, Jonothon	Legal Service Day Team
Leek, Peter	Community Transport Service
Leine, Kate	Legal Service Day Team
Le, Kim	Legal Service Day Team
Lenarcic, Vanessa	Legal Service Day Team
Lewis, Christine	Emergency Relief
Li, Emily	Settlement Team, Learning Support Program
Lin, Li	Settlement Team, Learning Support Program
Lo, Belinda	Legal Service Solicitor
Ly, Matthew	Settlement Team, Learning Support Program
MacDonald, Jan	Settlement Team, Mentor
Main, Barry	Community Transport Service
Main, Margaret	Community Transport Service
Malavisi, Italo	Community Information Team

Mallia, Frank	Community Transport Service
Mallia, Mary	Community Transport Service
Mandawala, Kasun	Legal Service Day Team
Maniero, Loretta	Legal Service Day Team
Mapa, Nadeesha	Legal Night Service Team
McCaul, Jasmine	Settlement Team, Learning Support Program
McDonald, Johana	Settlement Team, Learning Support Program
Maxwell, Sheena	Mentor
McGorrery, Paul	Legal Service Day Team
McLean, Charles	Community Transport Service
Miller, John	Community Transport Service
Minihan, Ainslee	Legal Service Day Team
Mitrovic, Gordana	Legal Night Service Team
Moloney, Paul	Settlement Team, Learning Support Program
Montalti, Joseph	Community Transport Service
Moran, Shaun	Legal Service Day Team
Morkos, Michael	Legal Night Service Team
Moses, Ashley	Mentor
Muhsen, Thiab	Settlement Team
Murgano, Peter	Community Transport Service
Murray, Graeme	Mentor
Murray, Peter	Community Transport Service
Murray, Sara	Legal Service Day Team
Muscat, James	Legal Service Day Team
Musleh, Bassam	Legal Service Day Team
Nangle, Rebecca	Volunteer Resource Service
Nassar, Mohamed	Settlement Team
Neophytou, Marie	Settlement Team
Ng, Clement	Legal Service Day Team
Niall, Gareth	Legal Service Day Team
Nicholson, Sarah	Legal Service Day Team
Knight, Sara	Legal Service Day Team
Nhieu, Trang	Tax Help
Ntostas, Margarita	Legal Service Day Team
Nwankwo, Mary	Mentor
Ozturk, Samli	Legal Service Day Team
Parrish, Craig	Legal Service Day Team
Pascoe, Shaun	Legal Service Solicitor
Passantino, Lorretta	Legal Service Day Team
Peake, Rolf	Volunteer Resource Service, Committee of Management
Pensi, Sofia	Mentor
Petrovska, Hristina	Legal Night Service Team
Petrovska, Belinda	Settlement Team, Learning Support Program
Petrucelle, Madeine	Community Transport Service
Phemister, Jeaninne	Community Transport Service
Pirvu, Claudia	Legal Service Day Team
Potenza, Natalie	Legal Service Day Team
Powell, Jamie	Mentor
Prasad, Chandrika	Community Information Team
Prendergast, Trevor	Community Transport Service
Rachman, Robyn	Community Information Team
Rani, Uma	Settlement Team, Learning Support Program
Rao, Chandana	Settlement Team
Rawlin, Siobhan	Legal Service Day & Night Team
Read, Rani	Settlement Team, Learning Support Program
Reid, Janet	Community Transport Service
Reid, Michael	Community Transport Service
Ridgeway, John	Mentor
Risk, Lucy	Mentor
Risoli, Daniela	Legal Service Day Team
Roberts, Alan	Emergency Relief, Community Information Team
Roberts, Carol	Emergency Relief, Community Information Team
Roberts, Dylan	Legal Service Day Team
Romero, Alejandra	Legal Service Day Team
Rosos, Kimberly	Legal Service Day Team
Ross, Lisa	Legal Service Day Team
Ross, Megan	Legal Service Solicitor
Rushanovska, Teuta	Community Information Team
Sago, Upinder	Mentor

Sanchez, Liz	Mentor
Scokley, Alex	Community Transport Service
Selim, Jimmy	Community Transport Service
Sgarlata, Andrew	Legal Service Day Team
Sharma, Tina	Mentor & Legal Service Day Team
Sharplin, Jessica	Settlement Team, Learning Support Program
Shehata, Sandy	Legal Service Night Team
Shokor, Majid	Settlement Team, Community & Police Partnership Project
Shulkes, Rachel	Legal Service Solicitor
Sibbison, Alex	Settlement Team, Learning Support Program
Sidrak, Shoukry	Tax Help, Community Information Team
Sinclair, Anna	Legal Service Day Team
Singh, Amandeep	JobSpace Coordinator
Sivashambu, Kajan	Mentor
Slyvester, Radhini	Settlement Team, Learning Support Program
Soloman, Zoe	Legal Service Day Team
Southurst, Glenys	Mentor
Spiteri, Adrian	Settlement Team, Supervisor Driver
Spry, Jacqueline	Legal Service Solicitor
Sribalachandran, Nadarajah (Bala)	Community Information Team, Federation Computer Room
Srikantha, Vallinayaki (Valli)	Emergency Relief, Mentor
Stankovksi, Alex	Legal Service Night Team
Stayner, Julie	Legal Service Day Team
Stelmach, Tanya	Legal Service Day Team
Stevenson, Emma	Settlement Team, Learning Support Program
Stojanova, Nadia	Legal Service Day Team
Stove, Caitlin	Legal Service Day Team
Strahan, Cliff	Settlement Team, Learning Support Program
Suriyakumarar, Parvathi	Legal Service Day Team
Tadros, Sherien	Settlement Team
Tadrus, Aida	Settlement Team
Taig, Chris	Legal Service Day Team, Community Information Team Emergency Relief
Tee, Eia Lee	Tax Help
Terrell, Joan	Mentor
Thomas Emily Rose (Mem)	Settlement Team, Learning Support Program
Townsend, Tony	Community Transport Service
Treadwell, Andrew	Mentor, Settlement Team
Trunavuckarasu, Aravindan	Legal Service Day Team
Truscott, Kelsie	Settlement Team, Learning Support Program
Tsantevski, Lidija	Community Information Team
Umbadhi, Taylan	Mentor
Van Arkadie, Jarrod	Legal Night Service Team
Vassiliou, Maria	Legal Service Day & Night Team
Vidakis, Nina	Community Information Team
Vyas, Shiv	Legal Service Day & Night Team
Waldie, Owen	Settlement Team, Community Transport Service
Walia, Charanjit	Community Information Team
Wang, Suzanne	Settlement Team, Learning Support Program
Whelan, David	Settlement Team, Supervisor Driver
Wighton, Michael	Legal Service Solicitor
Wijesinha, Ranjit	Emergency Relief
Wilkinson, Isaac	Legal Service Day Team
Williams, Robert	Legal Night Service Team
Woodlock, Tysen	Legal Service Day Team
Woon, Sarah	Legal Service Day & Night Team
Zorzi, Elio	Community Transport Service

President's Report

The achievements outlined in this report would not have been possible without the hard-work and dedication of our staff, volunteers and my fellow committee of management members. With that in mind, I would like to thank my fellow committee members, other volunteers and Jamal and his staff for their ongoing commitment during the year. While also making special mention of our Team leaders, Annette McKail, Emma Antonetti and Robert Frajsman, who have worked extremely hard leading their teams and securing funding for the services within their program areas. These people are the driving force behind an exceptionally well run and accountable organisation.

The continuing rapid expansion of the communities of Whittlesea brings with it many challenges, one of which is how community services keep pace with the rapid increases in population and demand. I am pleased to report that we have once again been able to respond to this challenge and have made important strides this year by growing and diversifying the reach and impact of our services; a true testament to the hard-work that characterises the approach of all those involved in the organisation. The contribution of our funding bodies is much appreciated in this regard, and I would like to make special mention of the City of Whittlesea Council that fund a number of key programs; the Department of Immigration and Citizenship that provides important resources for our settlement services; the Department of Families, Housing, Community Services and Indigenous Affairs who support our volunteer and emergency relief programs and Victoria Legal Aid who provide important funding for our community legal service.

Finally, I would like to take the opportunity to welcome new staff who have joined Whittlesea Community Connections and who have already shown enthusiasm for the organisation's ethos and values. I look forward to working with all staff and volunteers in the coming year.



Raziye Baftiyar
President, Board of Management

We rose to the challenge of increased demand for our services this year, providing more casework and support interventions, more information and advice, more group activities and more transport services. To some extent, this represents a business as usual approach as Whittlesea Community Connections has continued for each and every year of the last 12 years to consolidate and expand what it does and for whom it does it.

Our Settlement programs, working with refugees and newly arrived migrants, increased its casework output by more than 32%. Additionally the team provided 250 group sessions and activities (a rate of five group sessions for every week of the year). These not only provide an important opportunity to inform people, but are increasingly used to connect different groups of people together and build community action and collaboration. The groups are part of the way people are actively engaged in meeting their own community's needs, focusing on building capacity and skill; a strength-based approach. Groups supported by our Settlement team include the Whittlesea Arabic Speaking Women's Group, Arabic Speaking Playgroup, Chaldean Women's Group and the Refugee Support Group. In 2009 the team also established the Refugee Reference Group. Bringing together diverse refugee communities to meet, discuss and advocate for their own needs; giving an important voice to refugee community members in the locality.

Our Settlement team this year has been funded by the Melbourne Community Foundation to establish the Women in Work Social Enterprise. This is an exciting project that is helping women from refugee and migrant backgrounds move to independence through work. The structural barriers presented to many new arrival women are often difficult to overcome without support. Child-care, transport, English language proficiency and discrimination in the employment market make the prospect of sustainable employment extremely difficult, if not impossible, for many. This program combines access to training, mentoring and employment to enable women to overcome those barriers. We are very excited to have this program and look forward to achieving great outcomes.

Our Volunteer Resource team responded to the Victorian Bushfires from their very beginning and during the year employed two Coordinators of Volunteering who worked with volunteers and volunteer groups in bushfire recovery. A great deal of work was done to support and develop volunteer run programs to help rebuild after the tragic events of February 2009. Our partnership pilot project with the CFA, to increase the diversity of their volunteer base, neared its conclusion in 2009-10. A Peer-Education Pilot was established and the WVRS will present an evaluation of the work late in 2010.

Community transport services grew rapidly with a 29% increase in the number of referrals processed. More than 2,000 community transport services were provided to more than 800 individuals as well as 152 group journeys. This is an amazing result for a service not directly funded from state or federal funds. A funding partnership with the City of Whittlesea has been approved and this will assist us sustain and develop the service through 2010-11 financial year.

Our Emergency Relief program, for those in the community facing financial crisis, has been under particular pressure this year. The impact of the Global Financial Crisis has not been evenly felt throughout the community and those on low incomes have fared a lot worse than other groups. We have seen unprecedented levels of demand for support and, despite temporary increase in funding; we have struggled to respond to such a sharp rise. Nevertheless, we assisted 1,005 clients on 2,235 occasions compared to 894 clients on 1,559 in the previous year. A tremendous job has been done by our paid and volunteer staff in leading our response. We were funded for a short 12 month period for a caseworker to assist those who are most vulnerable in our ER service. This work is already beginning to fill a long-existing gap and we urge the federal government to extend the service and the funding indefinitely.

Whittlesea Community Legal Service (WCLS) was this year successful in obtaining Federal Government funding and this will be utilised in the coming financial year. We have campaigned for a very long time to make sure the federal government contributed to the community legal services in the area and our persistence has finally paid off. Without the support of the local MP for Scullin, Harry Jenkins MP we may not have been successful and I thank him for his support and assistance.

This year, WCLS assisted in 1,816 legal cases/matters both from our Epping office and at an additional 7 outreach venues.

Jemal Ahmet
CEO

Client Services

Client services provided information, referral and advocacy in order for new arrival migrants and refugees to access essential services and programs that help overcome settlement barriers and achieve improved outcomes. Casework services provide the basis for developing trusted relationships with hard to reach communities. In 2009-10 there was a 32% increase in the need for casework services. In the same period:

- 551 clients were assisted
- 1,168 client contacts were made
- 2,158 referrals were made to mainstream and specialist services; and
- 250 group sessions were facilitated
- 50% of clients arrived in Australia through the humanitarian program; and
- 39% of humanitarian entrants originated from Iraq, 15% Sri Lanka, 13% Sudan, 7% Iran and 7% West and Central Africa

Women in Work

WCC was successful in receiving funding from Melbourne Community Fund to establish the Women in Work Social Enterprise. Women in Work aims to increase the independence and resilience of women facing systemic barriers to work- force participation using a strength- based approach. In recognition of women's pre- existing skills and experience, this project builds on people's capacities particularly in relation to linguistic and cultural competencies. The social enterprise initiative will develop greater access to community services, particularly for women and families, through the provision of flexible and culturally appropriate child care, where significant gaps currently exist.

Youth Connections and Settlement Youth Work

WCC, a member of the NMIT TAFE led Hume Whittlesea consortium was a successful recipient of the Commonwealth funded Youth Connections tender to assist disengaged young people. WCC was funded to support new arrival youth re-develop connections to education, training, family and community. In addition Settlement Youth Work has been vital for young people to gain access to specialised support regarding a range of complex issues such as interventions with juvenile justice, homelessness and family relationship breakdown. A range of different recreation activities were coordinated through this program helping to develop social and community connections. The Cooking Program for example engaged African girls to work together to plan weekly menus according to budget, enhancing team work and leadership skills. The program also provided a space to socialise and seek assistance with homework.



Learning Support Program (LSP)

The LSP expanded in 2009-10 to include Thomastown Primary School. Weekly LSPs are now coordinated across 4 schools including Lalor North, Merrilands and Reservoir District Secondary. In addition a weekend VCE LSP supports new arrival migrant and refugee students with specialist tutoring in subjects such as physics and chemistry. 16 volunteers provided more than 576 hours of tutoring support resulting from well established relationships with LaTrobe University and internally through the Whittlesea Volunteer Resource Service. This is an important program for new arrival students.

Employment Support

The Community Participation and Employment Worker established a number of programs aiming to increase new arrivals capacity, understanding and access to local education and employment pathways. The Job Club, coordinated weekly by volunteers, supported migrants and refugees to look for work using on-line services. Coordination of the NMIT Service Expo, information sessions on relevant employment and training opportunities and a monthly electronic jobs and training newsletter provided additional support. New arrivals that faced significant barriers were matched with mentors who provided a flexible and individual approach to improving job ready skills including the identification and advocacy to access a range of social and community participation opportunities such as volunteering and work placement.



Refugee Driving Education Program

Due to high demand the driving program continued to support refugee women gain driver education and experience. In 2009-10, 8 people gained a driving license taking the total to 15. This would not have been possible without the support of 4 committed volunteers, David, Cliff, Adrian and Tori who provided more than 400 hours or 1200kms of driving support. A special thanks to AMES who provided a dual control car free of lease! The driving program has made a significant contribution to the life of new arrivals and their families. You can see for yourself how, 'Driving Makes My Life Easier' by clicking on www.whittleseacommunityconnections.org.au

Social Support Networks

Increasingly settlement outcomes are being achieved through group activities that connect different groups of people that work towards common goals. Settlement supported groups include the Whittlesea Arabic Speaking Women's Group, Arabic Speaking Playgroup, Chaldean Women's Group and Refugee Support Group. Engagement through these groups focuses on capacity and skill development and is a strength-based approach rather than solely addressing presenting needs. Settlement needs continue to be identified and addressed through group work activities, and indeed present an excellent opportunity to ensure access to on-going support as issues emerge. Group work activities also facilitate the development of meaningful relationships over period, not always possible through individual and one-off casework. Development of relationships occurs not just with case-workers but within and between communities, creating and strengthening available support networks for new arrival communities.

Refugee Reference Committee (RRC)

The RRC was established in 2009 aimed at connecting diverse refugee communities and developing a platform to meet, discuss and address a range of settlement issues. The committee provides a voice for refugee communities living in Whittlesea and has a real impact on service planning and development in the local community. Emerging refugee communities had the opportunity to develop partnerships across cultures and to coordinate responses to address mutually identified needs, hopes and aspirations.

The Harmony

The Harmony, established in 2009, continues to provide information free to Arabic speaking communities living in Whittlesea and beyond. The Harmony reaches more than 400 people through electronic and hard copies and an increasing advertising component established greater sustainability. At the end of June issue 17 was released.



Refugee Week 2010

More than 400 people celebrated Refugee Week in 2010, an event that continues to grow each year, with the valuable support of the City of Whittlesea and Victoria Multicultural Commission.

Whittlesea Volunteer Resource Service

The Whittlesea Volunteer Resource Service (WVRS) provides support and assistance to people wishing to volunteer in the City of Whittlesea. Our team grew with the appointment of two Coordinators of Volunteering who worked with volunteers and volunteer groups in bushfire recovery and the Volunteering in Emergency Management project in partnership with the CFA. The WVRS is thankful to all the wonderful volunteers that have been integral to our services throughout the year.

Volunteer information, referral and support

The WVRS had more than 1,200 client contacts during the 2009/10 year. The WVRS continues to ensure that those facing disadvantage have access to its services, and are supported to overcome barriers in order to effectively volunteer. Of Whittlesea residents accessing its services this financial year;

- Over 65% were from Culturally and Linguistically Diverse Backgrounds
- Over 43% were newly arrived migrants and refugees (arrived in the last 5 years)
- 6% identify as living with a disability
- 17% were young people under 25 years.

Our client group is diverse and so too are the reasons why people volunteer. Increasingly people see volunteering as a valuable way to gain skills and experience. More than 62% of clients presenting to the service regarded volunteering as a pathway to employment, whether entering the workforce for the first time or re-entering after a period of unemployment.

Volunteer Training

Training continues to be a key component of the WVRS. During the year the WVRS conducted 13 volunteer information sessions with 94 volunteers and potential volunteers participating. These sessions provide a good introduction to volunteering and people come away with an understanding of their rights and responsibilities as volunteers. Training is also important to assist volunteers in their roles and provide them with opportunities to develop and gain new skills. More than 460 volunteers received free training this year including:

- Cardiopulmonary Resuscitation
- Basic Computer Applications
- Food Safety, Level 1
- Emergency Response
- Driver training
- Volunteer Driver Training – Child Restraints & Wheelchair Hoists
- First Aid Level 1 & 2
- Volunteering in Child Care
- Dealing with Grief and Loss

Volunteering in Emergency Management

This is a partnership pilot project with the CFA to increase the diversity of their volunteer base so that it better reflects the local community. The WVRS worked with the CFA to develop a 'train the trainer' program, recruited volunteers to be trained as peer educators, trained volunteers and assisted the CFA to establish processes to enable appropriate volunteer support and supervision. The volunteer peer educator roles opened up new volunteer opportunities for community members who may not have previously considered volunteering with the CFA. People were recruited from culturally and linguistically diverse backgrounds and trained to deliver home fire safety training to local community groups. Five volunteer peer educators are now CFA volunteers delivering presentations in 5 community languages. The CFA has increased the diversity of its volunteer base as well as its capacity to deliver home fire safety message to local CALD community members. Having volunteers from diverse backgrounds helps to break the stereotype and encourages other community members to get involved as volunteers.



Volunteering in Bushfire Recovery

WCC was able to appoint two Coordinators of Volunteering in bushfire recovery, who have been able to work extensively with communities affected by the February bushfires, particularly in Whittlesea and Kinglake. The coordinators have worked closely with agencies and groups to assist with volunteer recruitment, training and support. They have worked tirelessly to ensure that volunteers are supported and that the role of volunteers in the recovery process is not forgotten. They have also supported the local community to advocate for the ongoing need for a volunteer coordinator in the Kinglake region, this has included liaising with regional agencies to take on this role and assisting with funding applications. This role was vital due to the large numbers of volunteers already assisting with bushfire recovery, the large number still needed and the lack of service infrastructure in the affected areas which has meant that much of the work has been done by volunteer based groups.

Whittlesea Community Engagement Principles - Update

WCC continued to promote the Whittlesea Community Engagement principles, as they continue to be a valuable resource for the local area. The principles have been integrated into work of the agency, including the recruitment of new staff. As well as influencing our internal practice the principles have also been taken up by other agencies working in the City of Whittlesea and this year were used by the local Council to devise consultation plans for the Housing Diversity Project.

International Women's Day Awards

WCC has been coordinating the Whittlesea International Women's Day Awards now for 9 years. This annual event is firmly established on the Whittlesea community's calendar, as the number of nominations grow each year. This year we received up to 50 nominations and the ceremony was attended by more than 70 people. The awards provide an opportunity to publically acknowledge the incredible contribution women make to our local community through volunteering. This year Cr Kris Pavlidis, Convenor, Women Matter 2, was guest speaker.

2010 Award recipients were:

Whittlesea International Women's Day

Award-Colleen Monteleone (Nominated by Keith Miller, Barbara Breaks and Angela Robinson)

Young Achiever Award-Bianca Opasinis

(Nominated by Anne Coall and Kris Pavlidis)

Senior Citizen Award- Val Brennan (Nominated by Maureen Cooper)

Rural Women's Award-Mary Wood (Nominated by Fiona Marcon and David Cordell)

Personal Achievement Award-Adriana Saleh (Nominated by Cathy Austin and Keith Miller)



Congratulations to all those who were nominated and thank you for the valuable contribution you have all made to our local community.

Transport Service

Whittlesea Connect operates as a community transport service to assist those who are transport disadvantaged in the City of Whittlesea. The service provides support and assistance to those who are unable to access public transport and would otherwise be unable to attend appointments and support groups.

In 2009-2010 the number of referrals to the transport service increased by 29%. More than 800 individual and 152 group journeys were undertaken. In total more than 2,000 transport disadvantaged residents were transported by the service this year. The regular run from Whittlesea Township to Westfield Shopping Centre and Epping Plaza every Tuesday has successfully run throughout the year and continues to be a valued service by Whittlesea Township residents.

In this financial year we were able to increase our fleet by another 3 vehicles including an 8-seater health transport vehicle funded through the Northern Transport Links partnership. The rest of the service continues to be unfunded and a significant focus of the coming year will be to establish a transport community enterprise as a first step towards becoming self-sustaining.

The Whittlesea Volunteer Resource Service recruits and trains volunteer drivers and assistants to deliver a quality service. Over the year, 37 volunteer drivers and assistants have been recruited and trained, contributing more than 3,235 hours to the service. Volunteers are an integral part of the service, as well as driving and escorting they also contribute to the development of the service, including advocacy and fundraising. We thank all of our volunteers for their time and commitment to providing a valuable service that assists so many of our community members.



Emergency Relief and Financial Support Service

This year the Federal Government provided extra funding for ER providers in response to the Global Financial Crisis. As a result, we were able to increase the number of appointments we allocated each week, as well as recruiting another volunteer Emergency Relief Assessor. This year the service assisted 1,005 clients on 2,235 occasions compared to 894 clients on 1,559 occasions in the previous year. Housing costs continue to be the main reason for clients accessing the service with 22% of clients contributing more than 40% of their income towards rent or mortgage payments.

For the first half of the financial year, the Emergency Relief Service was able to continue providing much needed support to families affected by the February 09 fires. A staff member provided a weekly outreach ER service at the Whittlesea Community Hub to provide ER funds to families that were in financial hardship as a result of the fires.

In January we were able to provide a back to school program to assist families with the costs of school books, fees and school uniforms. The program assisted over 90 clients and distributed over \$18,000.

Volunteer ER assessors continued to access extra support for clients, through advocacy and applying for extra financial assistance through the Queens Fund. In the last financial year, we assisted 56 women with Queens Fund applications amounting to \$11,106.

Overall, in the last financial year, the ER service assisted vulnerable community members with a total of over \$140,000.

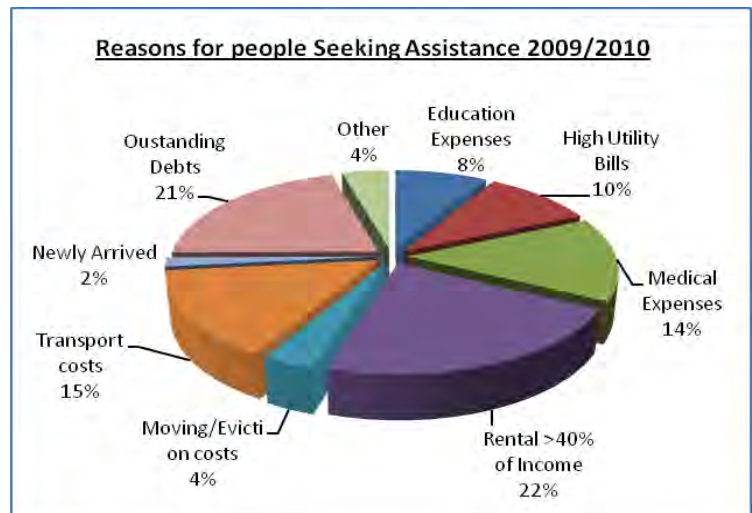
The Emergency Relief Program currently has 7 dedicated volunteers who provide ER services to vulnerable community members in the Whittlesea municipality. Our volunteers continue to access training and support in order to provide an effective service. This year's training included a session delivered by Kildonan on financial literacy and budgeting. Volunteers also had the opportunity to take part in training provided by the Tenants Union Victoria, and attended FACHSIA's Emergency Relief Forum.

Case Management Service

WCC was successful in attaining funds from the Federal Government to develop a case management program for Emergency Relief clients. Clients often present to the Emergency Relief Service with complex needs that require ongoing assistance. The casework service began in March 2010 and has so far assisted 12 clients with a range of complex needs including housing, budgeting, counseling, and personal support and access to specialised services.

Tax Help Program

Every year, WCC participates in the Australian Tax Office program. Volunteers are trained to assist individuals on low incomes of \$40,000 or less to complete their tax returns. This year all volunteers were trained solely in "e-tax" in order to provide a more efficient service. As well as 4 new volunteers, we welcomed back a number of our previous volunteers, some of whom have now been involved in the program for several years. This year, 10 tax help volunteers assisted with more than 389 tax returns from July to October. The service offered appointments each day of the week, including a night service on Thursday evenings for those who cannot make appointments during the day. Our tax help volunteers spoke 8 different community languages, making it easier for clients who may not have English as a first language to access the service and gain greater understanding about the tax system in Australia. Thank You to all Tax Help volunteers who assisted our community.



Information and Referral Service

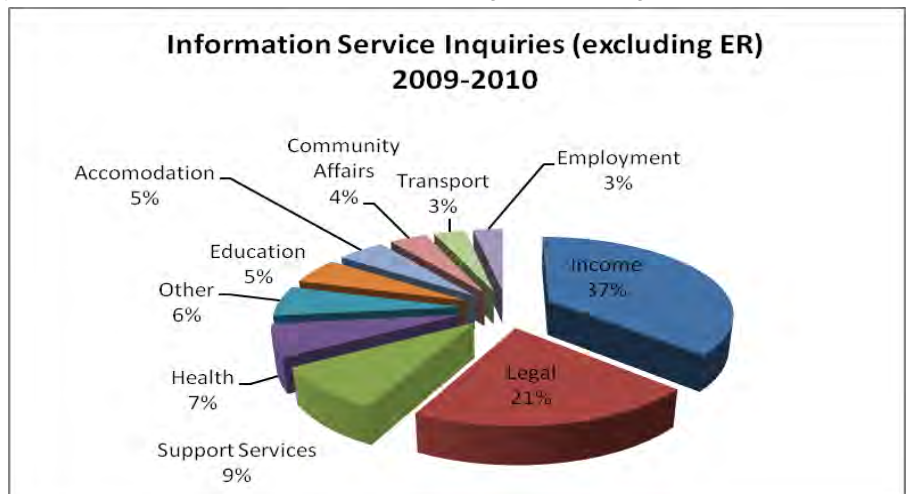
This year we were able to appoint a Community Information and Resource Worker who started in May, coordinating the service and providing support and supervision to our many volunteers. The Information and Referral Service remains at the centre of the agencies activities. Volunteers received more than 4,400 information enquiries, while continuing to provide reception for the many services provided at WCC.



This year a small team of volunteers conducted a full audit of our information resources and have put in place systems to ensure the resources are maintained and replenished.

The number of inquiries for emergency relief increased to 66% of total inquiries, including internal and external referrals. Legal and income related inquiries also remained high as indicated in the graph below.

All our information volunteers receive ongoing training and initially undertake a 9 week course which prepares them for work in a Community Information Centre. This financial year, 2 courses were conducted at Lalor Living and Learning Centre and 15 new volunteers were linked with a mentor and started on the information desk. All volunteers attend regular meetings giving them an opportunity to share knowledge and contribute to the ongoing development of the service. The Information and Referral Service would not be able to run without the incredible commitment of our volunteers. We would like to thank all those that dedicated their time to the service this year.



Federation Public Access Computer Room

The Federation Computer Room continues to operate as a valuable community resource, providing free computer and Internet access to residents in the City of Whittlesea and supported by the State Government's Public Internet Access Program. A small team of 3 volunteers provide support and assistance to community members who need help using the computers or internet as well as maintaining the statistic so we know who is utilizing the service.

More than 632 local community members accessed the service, amounting to over 900 hours spent on the computers. The main programs used by clients were Microsoft Office and Internet/mail. The computers were also used to run 2 training courses in basic computer applications for volunteers through our Volunteer Resource Service. This training is conducted over a 5 week period. This year the Settlement Team also started utilizing the Federation room for their weekly Job Space for refugees and new migrants looking for work.

Thank you to our dedicated team of volunteers assisting in the Federation Computer Room.

Volunteers

During the period, WCLS has relied on a total of 105 volunteers from a variety of backgrounds. The legal service volunteers are vital to our service and in turn, we take great pride in providing volunteers the chance to gain first-hand experience in the legal sector.

Casework

WCLS continues to assist a high number of clients at the main office at Epping Plaza and outreach facilities. Flexibility remains the key, as we assist clients during scheduled day appointments, our Monday night drop-in service and attending to urgent client matters. The night service operates every Monday from 6:30pm to assist clients who may otherwise not be able to access legal advice. This drop-in service relies on the dedication of volunteer solicitors and paralegals, together with the assistance of day staff.

Client activities (1 July 2009 – 30 June 2010)

Number of advice undertaken:	724
Number of files opened:	485
Number of files open as at 1 July 2009:	112
Number of information and referrals:	495

Total number of people assisted: 1,816

Migration law

WCLS takes internal client referrals for migration law advice, which is an important service for new arrival migrants and refugees wanting to reunite with immediate family members.

Legal issues – Top 10

1. Family
2. Traffic offences
3. Credit & debt
4. Other civil
5. Consumer complaints
6. Intervention orders
7. Motor vehicle accident
8. Neighbourhood disputes
9. Wills
10. Fines

Outreach

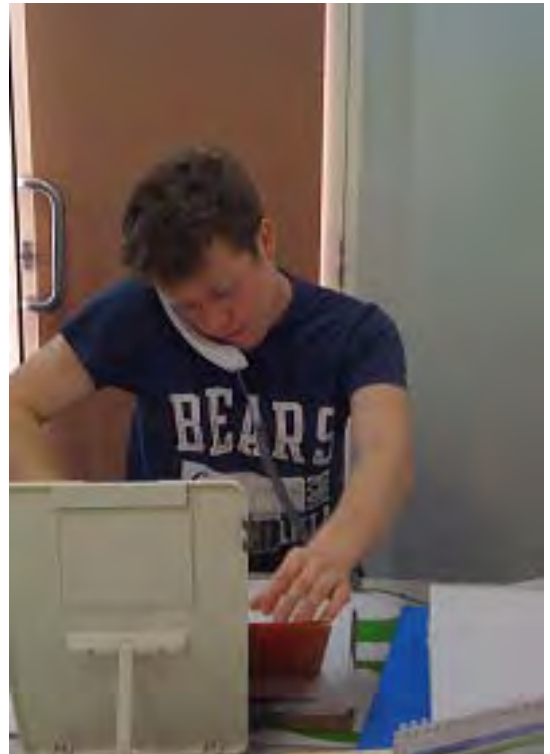
To assist people who may otherwise be denied legal assistance because of geographic and/or social disadvantage, WCLS has provided a broad range of outreach services at the following locations:

- Whittlesea
- Mill Park
- Anglicare (for women involved in family law/domestic violence matters)
- Kildonan UnitingCare
- Whittlesea Community Hub (Bushfire legal casework and advice)
- Kinglake Community Hub (Bushfire legal casework and advice)
- Flowerdale Community Hub (Bushfire legal casework and advice)
- Greensborough Family Relationship Centre (GFRC)

We remain grateful to the community services who have offered their facilities for our outreach program. This includes Anglicare, Plenty Valley Community Health, Anglicare, Greensborough Family Relationship Centre and Mill Park Community House. Whittlesea Community Connections is strongly committed to ensuring, where resources permit, improved and increased access to legal support to residents of the municipality through outreach programs.

Bushfire assistance

This 12 month role, which was the result of a one-off Federal Government grant, enabled the legal service to assist those who were affected by the tragic events of the February fires. Assistance was provided at various locations, including community hubs at Whittlesea, Kinglake and Flowerdale, as well as from our main office in Epping. This was an important and responsive initiative that ensured that as many people as possible were able to access legal support to deal with the complexities of the impact of the February 2009 Victorian bushfires.



Law Institute Award

In November 2009, Robert received an award from the Law Institute of Victoria. This was in recognition for coordinating the Bushfire Legal Team at Whittlesea following the February bushfires.

Community Legal Education (CLE)

The provision of additional funding has enabled WCLS to provide legal information sessions at the Greensborough Family Relationship Centre. This weekly service, provided on Thursday evenings commenced in May 2010.

WCLS provides CLE to reflect the needs of the community, particularly those who are at risk of disadvantage such as new arrivals, students, women's groups and senior citizens. More recently, divorce workshops have been introduced to assist clients, providing people with important information in complex situations and assisting with managing appointments for other case matters.

Law Reform

The legal service continued its research project on victims of crime (VOCAT) compensation. The Legal Service Board project has two aims- identifying issues of crimes compensation via a discussion paper and developing a best practice manual for other community legal centres. We expect to be able to present our initial findings at the National Conference for Community Legal Centres in October 2010 and to publish the final results of our research in November 2010.

Community involvement

As shown, WCLS has demonstrated its commitment to the community in a variety of ways. The service will continue to identify new approaches in assisting the community in collaboration with fellow WCC services and other community providers. A recent example was our participation in the Whittlesea Community Relations Committee, which was created to address and resolve issues affecting new and emerging communities particularly around race relations. Participants include Victoria Police, local service providers and representatives from emerging communities.

New opportunities

WCLS received Commonwealth funding in 2009-10, which has provided new opportunities to expand its service.

1. Family Relationship Centre

WCLS entered into a partnership with the Greensborough Family Relationship Centre and Victoria Legal Aid to provide legal assistance to clients involved in family dispute resolution. The aim is to encourage parents to seek less confrontational means to resolve family disputes without going to court. This project is funded for three years, with WCLS providing assistance through legal information sessions, advice and lawyer assisted mediation. It has also enabled the service to broaden its reach to assist clients who do not fall within our traditional catchment area.

2. Recurring federal funding

Since its inception in 2004, WCC has campaigned for the legal service to receive recurring Commonwealth funding. In October 2009, WCC hosted the Federal Attorney General, Robert McClelland, and our local MP and Speaker of the House of Representatives, Harry Jenkins. This provided the agency with the opportunity to present a submission based on the needs of the growing community in the Whittlesea municipality. Our presentation was complemented with a presentation by Felicity Leahy from the City of Whittlesea who highlighted the challenges for service provision within a rapidly growing local government area.

Following the Federal budget in May 2010, it was announced that WCLS had received funding for three years. This marked the culmination of years of campaigning from members of WCC, Harry Jenkins MP and other dedicated members of the community. Securing recurrent federal funding was a significant achievement placing the WCLS in a much better and sustainable position to meet the needs of the growing community.

The organisation's financial performance for the year is set out in the Financial Statements below.

We have experienced a sound year of financial performance. Our revenue for the year increased by \$479,143 and we finished the year with a small operating surplus of \$25,898. Like many other organisations, our income from interest received dropped by more than 20% as a result of pressures on interest rates brought about by the global financial crisis. Additionally, as our team of employees expanded during the year we have seen a 20% increase in employee and labour related expenditure. These costs were supported by increases in revenues in the form of government and other grants.

This year we also record a transfer of assets totalling \$100,000 to our building fund in preparation for a major refurbishment of our offices in the 2010-11. These funds will ensure that we are able to improve the working conditions of our employees as well as create additional space capacity for future expansion of our teams.

Overall, the organisation has managed to work within its means, whilst expanding services and programs. As a Board of Management we are committed to working closely with the CEO of the organisation to ensure that the organisation's finances continue to be well, accountably and transparently managed.

Greg Godfrey
Treasurer

Financial Statements for the Year Ended 30 June 2010

Whittlesea Community Connections Inc Financial Statements for the year ended 30 June 2010

Operating Statement for the Year Ended 30 June 2010

Revenues	Notes	30 June 2010	30 June 2009
Grants	1	\$ 1,508,516	\$ 1,056,482
Interest		\$ 19,131	\$ 24,162
Fundraising		\$ -	\$ 2,097
Other	1A	\$ 113,156	\$ 78,918
Total Revenues		\$ 1,640,802	\$ 1,161,659
Expenses			
Employee and Labour related Costs	2	\$ 1,084,569	\$ 855,543
Telephone		\$ 27,093	\$ 17,384
Postage		\$ 2,953	\$ 2,596
Stationery		\$ 8,781	\$ 6,549
Rental -City of Whittlesea		\$ 12,162	\$ 12,466
Advertising		\$ 238	\$ -
Accounting & Audit		\$ 28,818	\$ 22,009
Project Costs		\$ 33,101	\$ 28,531
Staff Training		\$ 14,744	\$ 5,802
Volunteer Training		\$ 11,879	\$ 5,606
Subscriptions & Memberships		\$ 4,763	\$ 4,376
Staff amenities		\$ 1,440	\$ 1,421
Security Costs		\$ 104	\$ 1,716
Bank Charges		\$ 38	\$ 35
Depreciation		\$ 12,726	\$ 8,310
Emergency Relief Community Support	12	\$ 225,293	\$ 120,878
ER Admin. Expenses		\$ 6,000	\$ -
Printing and Photocopying		\$ 9,028	\$ 6,668
Legal Practising Certificate		\$ 1,532	\$ 982
Legal Library		\$ 7,337	\$ 3,967
Strategic Planning		\$ -	\$ -
Information Technology		\$ 10,163	\$ 5,392
Project Management Costs		\$ 14,500	\$ 21,202
Community Transport (leases, fuel and maintenance)		\$ 53,252	\$ 35,196
Other	4	\$ 44,389	\$ 27,360
Total Expenses		\$ 1,614,904	\$ 1,193,988
Change in Net Assets resulting from Operations		\$ 25,898	\$ (32,329)
Current Assets			
Cash	5	\$ 624,166	\$ 716,227
Receivables	6	\$ 61,445	\$ 40,944
Investment-Shares in PCCU	7	\$ 60	\$ 60
Payment in advance-Salaries		\$ -	\$ -
Total Current Assets		\$ 685,671	\$ 757,231
Non-Current Assets			
Equipment	8	\$ 22,300	\$ 35,027
Total Assets		\$ 707,971	\$ 792,258
Current Liabilities			
Creditors	9	\$ -	\$ -
GST Liabilities		\$ 9,126	\$ 3,128
Payroll Liabilities (Super Plus PAYG)		\$ (847)	\$ (1,318)
Grants Received in Advance	10	\$ -	\$ 231,661
Grants Carried Forward	10A	\$ 267,980	\$ 181,931
Total Current Liabilities		\$ 276,258	\$ 415,401
Non Current liabilities			
Employee Entitlements	11	\$ 130,978	\$ 102,019
Total Liabilities		\$ 407,236	\$ 517,421
Net Assets		\$ 300,735	\$ 274,837
Equity-Accumulated surplus			
Balance at start of Financial Year		\$ 239,837	\$ 272,166
Transfer to Accommodation (Building) Fund Reserve		\$ (100,000)	\$ -
		\$ 139,837	\$ 272,166
Add Change in Net Assets resulting from operations		\$ 25,898	\$ (32,329)
Balance at the end of Financial Year		\$ 165,735	\$ 239,837
Building Fund Reserve		\$ 135,000	\$ 35,000
Total Equity-Accumulated surplus		\$ 300,735	\$ 274,837

Notes to and Forming Part of the Financial Statements For the Year ended 30 June 2010

1. Grants

The Following Grants Received Funded

	30 June 2010	30 June 2009
Core Operations		
SGP Employees & Programs-DIAC	\$ 289,213	\$ 289,086
General WCC Employees & Programs		
City of Whittlesea (Main Grant)	\$ 159,100	\$ 154,500
City of Whittlesea (International Womens' day)	\$ 2,000	\$ -
CoW-FVMM trng, Arab Women's Group	\$ 3,720	\$ 10,113
Grant from DPC - Arab Women's Group	\$ -	\$ 5,000
Domestic Violence Network (City of Whittlesea)	\$ 2,000	\$ -
TAC - Community Transport Grant	\$ 9,000	\$ 18,909
VMC(Refugee Week Grant)	\$ 1,014	\$ -
VICNET (Public Internet Access Program)	\$ -	\$ 6,750
City of Whittlesea (Refugee Support Group)	\$ 8,583	\$ -
Emergency Management Project	\$ 5,000	\$ 73,972
Women-in-Work Project (MCF)	\$ 103,000	\$ -
L2P Learner Driver Program	\$ 1,273	\$ -
Youth Connections	\$ 27,269	\$ -
VMC (Community Strengthening Grant)	\$ 3,000	\$ -
Whittlesea Volunteer Resource Service		
City of Whittlesea Grant	\$ 68,300	\$ 66,300
FACSIA VMP Grant	\$ 59,733	\$ 53,083
Bushfire Vol. Coordination (City of Whittlesea)	\$ 80,000	\$ -
Bushfire Vol. Coordination (FAHCSIA)	\$ 94,661	\$ -
DVC-VRC's Funding	\$ -	\$ 43,750
Whittlesea Community Legal Service 13		
Victoria Legal Aid-State Funds	\$ 290,870	\$ 277,972
Victoria Legal Aid -Commonwealth FRC Pilot	\$ 55,385	\$ -
Legal Services Board- VOCAT Legal Project	\$ 50,000	\$ -
NACLCL-Bushfire Legal Position	\$ 87,000	\$ -
Emergency Relief Program		
DFACS /Emergency Relief Grants	\$ 164,397	\$ 193,994
The Queens Fund	\$ 11,806	\$ 11,640
Donations	\$ -	\$ 30
Whittlesea Connect Community Transport Grants		
LGV Community Transp.Grant	\$ -	\$ 30,675
Community Transport Donations Voluntary and Passengers	\$ 1,921	\$ 2,639
Northern Transport Links Grant	\$ 21,046	\$ -
Grants Brought Forward from Previous Financial Year	\$ 181,931	\$ -
Adjustment for GST Paid on Brought Forward Grants	\$ (4,725)	\$ -
Unexpended Grants carried forward to next year	\$ (267,980)	\$ (181,931)
Total Grants	\$ 1,508,516	\$ 1,056,482
1A. Other Income		
Community Directory	\$ 4,793	\$ 35
Reception Services	\$ -	\$ -
Service Generated Income	\$ 19,215	\$ 20,596
Miscellaneous Income	\$ 16,613	\$ 16,070
Management Fee	\$ 22,500	\$ 21,202
Scanlon Foundation	\$ 15,000	\$ -
Grants from Swinburne, Police & New Arrivals, School foc. Yth	\$ 15,455	\$ 20,052
Legal consultant reimbursement	\$ -	\$ 328
Other- Int. Women's Day Donations	\$ -	\$ 500
DIAC Complex Casework	\$ 18,893	\$ -
Donations Received	\$ 688	\$ 135
Total	\$ 113,156	\$ 78,918
2. Employee & Labour Related Costs		
Salaries	\$ 954,564	\$ 753,658
Workcare	\$ 10,410	\$ 7,799
Superannuation	\$ 79,321	\$ 67,573
Travel Claims Reimbursed	\$ 7,173	\$ 7,279
Prov. For LSL,AL Loading, Parental and SL	\$ 28,958	\$ 17,270
Recruitment costs	\$ 4,143	\$ 1,964
Total	\$ 1,084,569	\$ 855,543
4. Other Costs		
Annual Return Fee/AGM	\$ 1,714	\$ 1,154
Insurance	\$ 2,146	\$ 675
Interpreting & Translations	\$ 3,745	\$ 5,967
Equipment Purchase	\$ 5,104	\$ 5,005
Room Hire	\$ 1,307	\$ 1,543
Internet fees	\$ 1,707	\$ 1,871
Legal Information Sessions	\$ -	\$ -
Volunteer Expenses	\$ 1,492	\$ 1,061
Meeting Expenses	\$ 2,383	\$ 660
Refurbishment Costs	\$ -	\$ -
Federation Room Running Expenses	\$ -	\$ -
International Womens Day Award Ceremony	\$ -	\$ -
Reference material	\$ 170	\$ 505
Fund-raising expenses	\$ -	\$ -
Catering	\$ 9,795	\$ 7,145
Sundry Expenses	\$ 617	\$ 370
School support Costs	\$ -	\$ 672
Furniture and Fittings	\$ -	\$ 227
Police and Work with Children Checks	\$ 694	\$ 506
Driving Lessons/VicRoads Costs	\$ 7,662	\$ -
Childcare	\$ 4,898	\$ -
Travel/parking fees	\$ 954	\$ -
Total	\$ 44,389	\$ 27,360

	30 June 2010	30 June 2009
5. Cash		
Bank of Melbourne	\$ 12,098	\$ 19,570
PCCU Cash Management Account	\$ 392,534	\$ 535,300
PCCU Multi-Term Investment Account	\$ 167,799	\$ 160,650
Petty Cash	\$ 489	\$ 706
Bendigo Bank - Term Deposit	\$ 51,246	\$ -
Total	\$ 624,166	\$ 716,227
6. Receivables		
Pledges Receivable	\$ 28,851	\$ 8,900
Receivables on sale of Comm. Directories	\$ -	\$ -
City of Whittlesea-Rec.Service Fees	\$ 3,489	\$ -
Victoria Legal Aid	\$ -	\$ -
Sundry Debtors	\$ 28,455	\$ 28,455
Deposits Paid	\$ 650	\$ -
Other Receivables	\$ -	\$ 3,589
Total	\$ 61,445	\$ 40,944
7. Investments		
Shares in Plenty Credit union	\$ 60	\$ 60
8. Equipment		
Family Resource Donation		
At Valuation	\$ 6,000	\$ 6,000
Less: Accumulated Depreciation	\$ (5,999)	\$ (5,999)
Net Value	\$ 1	\$ 1
Federation Room		
Computer Systems	\$ 35,853	\$ 35,853
Less: Accumulated Depreciation	\$ (31,996)	\$ (29,984)
Net Value	\$ 3,857	\$ 5,869
Others		
At Valuation/Cost b/f	\$ 15,208	\$ 15,208
Accumulated Depreciation	\$ (15,207)	\$ (15,207)
Net Value	\$ 1	\$ 1
Volunteer Resource Service		
At Cost	\$ 14,657	\$ 14,657
Accumulated Depreciation	\$ (14,656)	\$ (14,656)
Net Value	\$ 1	\$ 1
Whittlesea Comm.Legal Service		
At Cost b/f	\$ 29,105	\$ 29,105
Accumulated Depreciation	\$ (22,106)	\$ (18,492)
Net Value	\$ 6,999	\$ 10,613
General		
At Cost b/f	\$ 24,045	\$ 24,045
Accumulated Depreciation	\$ (12,604)	\$ (5,503)
Net Value	\$ 11,441	\$ 18,542
Total Cost	\$ 124,868	\$ 124,868
Total Accumulated Depr.	\$ (102,568)	\$ (89,841)
TOTAL EQUIPMENT(NET VALUE)	\$ 22,300	\$ 35,027
10. Grants Received in Advance		
Legal Services Board - VOCAT legal position	\$ -	\$ 50,000
NACLC - Vic bushfire allocation	\$ -	\$ 87,000
LGV- Community Buses Funding	\$ -	\$ -
DFACS - Bushfire Volunteer Position	\$ -	\$ 94,661
Total	\$ -	\$ 231,661
10A. Grants Carried Forward		
SGP Employees & Programs-DIAC	\$ -	\$ 21,652
City of Whittlesea (Main Grant)	\$ -	\$ 5,621
Miscellaneous Income	\$ -	\$ 3,305
TAC - Community Transport Grant	\$ -	\$ 8,106
Grants from Swinburne,Police & New Arrivals,School foc. Yth	\$ 16,477	\$ 12,908
Emergency Management Project	\$ 15,448	\$ 51,972
Women-In-Work-Project (MCF)	\$ 94,674	\$ -
Ready to Work Project	\$ 15,000	\$ -
Refugee Driving Program	\$ 5,103	\$ -
Youth Connections	\$ 12,351	\$ -
ER Casework	\$ 16,283	\$ -
Bushfire Volunteer Project	\$ 50,433	\$ -
Legal Services Board - VOCAT Legal position	\$ 28,088	\$ -
Bushfire Legal	\$ 14,123	\$ -
Emergency Relief Grants	\$ -	\$ 78,368
Total	\$ 267,980	\$ 181,931
11. Employee Entitlements		
Long Service Leave	\$ 75,587	\$ 62,326
Sick Leave	\$ 29,640	\$ 29,640
Annual Leave	\$ 8,153	\$ 8,153
Parental Leave Provision	\$ 17,599	\$ 1,901
Total	\$ 130,979	\$ 102,019

	30 June 2010	30 June 2009
12. Emergency Relief		
Emergency Aid	\$ 156,054	\$ 102,011
Bushfire Relief	\$ 69,238	\$ 18,867
Total	\$ 225,293	\$ 120,878
13. Community Legal Service (Recurrent Funds)		
<u>Income</u>		
Victoria Legal Aid	\$ 290,870	\$ 277,972
Commonwealth	\$ 55,385	\$ -
Interest Income	\$ 3,973	\$ 5,350
Miscellaneous Income	\$ 10,015	\$ 6,798
City of Whittlesea	\$ -	\$ -
Total	\$ 360,243	\$ 290,121
<u>Expenditure</u>		
Salaries	\$ 232,519	\$ 227,614
Superannuation	\$ 20,317	\$ 19,578
Salary On Costs	\$ 3,585	\$ 3,375
Rent	\$ 4,188	\$ 5,460
Other Premises Costs	\$ 36	\$ 797
Staff Training	\$ 3,019	\$ 2,770
Staff Recruitment	\$ 1,927	\$ 676
Communications	\$ 12,652	\$ 9,118
Office Overheads	\$ 6,391	\$ 7,369
Insurance	\$ 519	\$ 313
Finance, Audit and Accounting fees	\$ 9,892	\$ 10,048
Library, resources and Subscriptions	\$ 11,994	\$ 8,524
Travel	\$ 3,048	\$ 2,093
Depreciation	\$ 3,614	\$ 229
Programming and Planning	\$ 4,000	\$ 2,051
Other	\$ -	\$ -
Total	\$ 317,700	\$ 300,017
Surplus/(Deficit)	\$ 42,544	\$ (9,896)

	30 June 2010	30 June 2009
CASH FLOWS FROM OPERATING ACTIVITIES		
Receipts from Grants Donations and sundry charges	\$ 1,342,373	\$ 1,470,074
Interest Received	\$ 19,131	\$ 24,162
Other	\$ 113,156	\$ 59,814
Total	\$ 1,474,660	\$ 1,554,049
<i>Payments for employees and administrative expenses</i>	\$ (1,566,720)	\$ (1,219,841)
Net Cash provided by operating activities	\$ (92,061)	\$ 334,208
CASH FLOWS FROM INVESTING ACTIVITIES		
Purchase of fixed assets	\$ -	\$ 38,180
Net Cash provided by investing activities	\$ -	\$ (38,180)
Net Increase (Decrease) in cash held	\$ (92,061)	\$ 296,028
Cash at beginning of financial year	\$ 716,227	\$ 420,199
Cash at end of financial year	\$ 624,166	\$ 716,227
NOTES TO STATEMENT OF CASH FLOWS		
(a) Reconciliation of cash		
Cash at bank and in hand	\$ 624,166	\$ 716,227
(b) Reconciliation of net cash provided by operating activities to operating surplus		
Operating surplus	\$ 25,898	\$ (32,329)
<u>Non-cash flows in operating activities</u>		
Depreciation	\$ 12,726	\$ 8,310
Provision for Annual Leave Loading/Sick Leave/Long Service Leave	\$ 28,958	\$ 2,197
<u>Changes in assets and liabilities</u>		
Decrease/(Increase) in receivables	\$ (20,501)	\$ (37,455)
Increase/(Decrease) in creditors and provisions	\$ (139,143)	\$ 355,305
Net cash provided by operating activities	\$ (92,061)	\$ 296,028
Cash at beginning of Financial Year	\$ 716,227	\$ 420,199
Cash at end of Financial Year	\$ 624,166	\$ 716,227
Increase in Cash during year	\$ (92,061)	\$ 296,028

Notes to and Forming Part of the Financial Statements For the Year Ended 30 June 2010 Summary of Significant Accounting Policies

a). Basis of Accounting: The financial statements are a general purpose financial report which has been prepared in accordance with Australian Accounting Standards. The Financial Statements have been prepared on the basis of historical costs.

b). Reporting Entity: The results in this financial report includes all funds over which Whittlesea Community Connections Inc. controls resources to carry out its functions. Whittlesea Community Connections Inc. is a not-for-profit incorporated association and public benevolent institution providing information services, settlement services, Community Legal Services, a Volunteer Resource Service, an emergency relief program and other support services. The agency is staffed by a combination of paid staff and volunteers. Paid staff during the year have included a CEO, Settlement Support and Community Development and Education workers, solicitors and a Finance & Administration worker. The primary source of funding is government grants. The entity is incorporated under the Incorporation Act 1981, with a Management Committee responsible for governance.

c). Taxation: The Agency is an Income Tax Exempt organisation endorsed as a Deductible Gift Recipient and Public Benevolent Institution.

d). Equipment: Acquisition of assets are initially recorded at cost. The entity adopts a threshold of \$1,000 when recognising equipment.

e). Investments: All Investments are recorded at cost. Interest revenue is recognised as it is received.

f). Employee entitlements: Liabilities for employee entitlement to wages and salaries, annual leave, long service leave and other entitlements which are accrued at balance date and are expected to be paid or settled within 12 months of balance date are accrued at nominal amounts calculated on the basis of current wage and salary rates, inclusive of associated on-costs. Liabilities for other employee entitlements which are not expected to be paid or settled within 12 months of balance date, are calculated as per Australian Accounting Standard AAS30; Accounting of Employee Entitlements: The liabilities are calculated at the present value of the expected future payments to be made in respect of services provided by employees up to balance date. In assessing future payments, regard is given to experience.

g). Superannuation: The Superannuation expense for the reporting period is the amount of the statutory contribution the entity makes to the superannuation plan which provided benefits to employees.

h). Cash for the purpose of the Statement of Cash Flows: cash includes cash deposits which are readily convertible to cash on hand and are subject to an insignificant risk of change in value which are used in the cash management function on a day to day basis.

i). Grants: Grants are recognised as revenues when the entity obtains control over assets. Outstanding grants over which the entity has control are recognised as receivables and recorded at nominal amounts.

j). Creditors: These amounts represent unpaid liabilities for goods received and services provided to the entity prior to the end of the reporting period. These amounts are unsecured and are normally settled within 7 days).

k). Comparative Information: Comparative information, where necessary, has been reclassified to comply with the 30 June 2009 financial statement presentation.

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PAG Accounting



INDEPENDENT AUDIT REPORT

TO THE COMMITTEE OF MANAGEMENT **WHITTLESEA COMMUNITY CONNECTIONS INC.**

Report on the financial report

We have audited the financial statements of Whittlesea Community Connections Inc. which comprises the balance sheet as at 30 June 2010, the statement of income and expenditure for the year ended 30 June 2010, the cash flow statement for the year then ended, a summary of significant accounting policies and other explanatory notes and the committee's declaration.

The responsibility of those charged with governance for the financial report

Those charged with governance are responsible for the preparation and fair presentation of the financial report in accordance with Australian accounting standards. 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.

Auditors 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 that 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 the accounting policies used and the reasonableness of accounting estimates made by those charged with governance, 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 Australian professional accounting bodies.

Auditor's opinion

In our opinion the financial report presents fairly in all material respects, the financial position of Whittlesea Community Connections Inc as of 30 June 2010 and of its financial performance and its cash flows for the year then ended in accordance with Australian accounting standards.

Brian J. Egan CPA
Plan Act Grow Pty Ltd

Dated this 29 day of September 2010



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a scheme approved
under Professional
Standards Legislation.



