



Annual Report 2011-2012

celebrating
39 years

Whittlesea Community Connections

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 2011-12

Maureen Corrigan	President	OAM, Director Maursz Consulting Pty Ltd. Associate Diploma SACS, Certificate IV - TAE, Certificate IV - Community Service Management, Driving Instructor, Director Board Member Northern Health Foundation, Chair Northern Health Corporate Fundraising Committee, Community Rep The Outer Northern Trade Training Centre, International Women's Day Convenor (Whittlesea Community Connections), Electorate Officer Richard Wynne MP.
Greg Godfrey	Treasurer	Dip. Financial Planning, Financial Information Services Officer - Centrelink
Martin Booth	V. President/Public Officer	BBSc (Psychology), Certificate IV in Training and Assessment; Presenter, training courses on Emergency Relief; Volunteer with WCC since 2007 as Community Information Worker
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; Board Member-Yarra Plenty Regional Library Service
Rolf Peake	Secretary	Volunteer at WCC-Information Worker. Correspondence Officer; 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	BCom (economics); Dip Ed; volunteer at WCC as Community Information Worker; front desk reception, emergency relief assessor, member of Partnership on Volunteering and Community Engagement
Lena Gargano-Reddy	Ordinary Member	16 years volunteering at WCC as Community Information Worker; Committee Member-International Day of Disability, Board of Respite Alliance Whittlesea and a member of disability network with Council. Volunteer-Northern Hospital (CAHU)
Raziye Baftiyar	Ordinary Member	BSW, Volunteer and Social Worker
Owen Waldie	Ordinary Member	Volunteer at WCC as Bus Driver for the Arabic Speaking Women's Group and the Community Transport Service
Joy Chatfield	Co Opt Member	Associate Diploma in Welfare studies. On the board of management for Norparrin, children with special needs. Board of management for Community House in Whittlesea. Emergency Relief, Plenty Valley Uniting Church every Saturday Morning. Company Director for more than 30 years ,and has represented on many Board of Managements in the past
Jenifer Giakimis	Volunteer Representative	WCC volunteer since 2008 as Community Information worker and Front desk reception.
Nessie Sayar	Volunteer Representative	Tertiary studies Community Services Work Cert IV. ER assessor and Community Transport Service Driver. Vice President-Whittlesea Turkish Cypriot Women's Group. Public Officer-Women Matter 2 Network. Treasurer-Whittlesea Multicultural Communities Council. CFA 'Peer Educator' Home Fire Safety.

Staff

Jemal Ahmet	CEO
Emma Antonetti	Team Leader Settlement Programs (to Feb 2012)
Edmond Babatunde	Driving Program Coordinator
Daniel Beecher	Outreach Community Lawyer (to Jan 2012)
Deepty Cusima	Community Information & Resource Worker
Sulaika Dhanapala	Principal Solicitor
Rani Flory	Community Lawyer/Project Worker
Robert Frajsman	Team Leader WCLS/Community Legal Education Worker (to Mar 2012)
Peta Fualau	Emergency Relief Coordinator & Case Manager/Acting Team Leader Client Services
Caterina Galati	Emergency Relief Coordinator & Case Manager
Vanessa Galea	Coordinator of Volunteers & Administration of Legal Service
Sarath Gamlath	Driving Program Coordinator (to Aug 2011)
David Hannan	Youth Connections Worker (to Aug 2011)
Sudha Kuganesan	Youth Connections Worker
Jonathan Lee	Community Lawyer
Stephen Lewis	Community Transport Coordinator
Ann Lightowler	Community Lawyer
Lily Lim	Youth Worker (New Arrivals)
Rebecca Lo	Women in Work Community Enterprise Worker (to Jun 2012)
Annette McKail	Team Leader Client Services
Grozda Nedeljkovic	Settlement Support Worker & Migration Advisor
Michelle Newton	Community Participation & Employment Worker (New Arrivals)
Jennifer Oliver	Outreach Community Lawyer
Philippe Roussel	Youth Worker-New Arrivals/Acting Settlement Team Leader (to Mar 2012)
Dalal Sleiman	Settlement Support Worker (Arabic Speaking Communities)
Jane Yang	Volunteer Resource & Training Worker
Kim Yee	Office Coordinator

Casual Employees 2011-12	
Fawzia Abukalam	Women in Work Child Care Worker
Abarna Ahilaeswaran	Accountant
Jiyar Arif	Women in Work Child Care Worker
Noosha Behshad	Learning Support Program Tutor
Norman Brown	Connect Plus Driver
Anna Christina Demelo	Learning Support Program Tutor
Vaithilingam Ganeshanathan	Accountant
Sydney Godsall	Connect Plus Driver
Bayadir Hashim	Women in Work Child Care Worker
Shaheen Hasmat	Learning Support Program Tutor
Lina Ida	Women in Work Child Care Worker
Dennis Jones	Connect Plus Driver
Nagwa Kori	Women in Work Child Care Worker
Nazar Kunda	Arabic Men's Group Facilitator
Howid Madir	Women in Work Child Care Worker
Ahlam Mina	Women in Work Child Care Worker
Anica Mioviski	Learning Support Program Tutor
Gemila Nur	Women in Work Child Care Worker
Ghayda Rahim	Women in Work Child Care Worker
Carl Reid	Connect Plus Driver
Manel Rouma	Women in Work Child Care Worker
Nafiso Said	Women in Work Child Care Worker
Veda Sayakoummane	Learning Support Program Tutor
Alex Scokley	Connect Plus Driver
Sherien Tadros	Arabic Women's Group
Rieko Uesaki	Learning Support Program Tutor

Volunteers

Abdelmessih, Hany	Tax Help
Abdo, Souliman	Legal Service Solicitor
Ades, April	Community Transport Service
Ahilaeswaran, Abarna	Tax Help
Akgun, Hacer	Legal Service Day Team
Al Ajily, Muna	Settlement Team
Alai, Juliet	Community Directory
Alderson, Elaine	Volunteer Resource Service
Amarasekera, Bhanuka	Legal Service Day Team
Anastasi, Milton	Community Transport Service
Antonetti, John	Community Transport Service
Arnold, John	Community Transport Service
Arnold, Rhonda	Community Transport Service
Arya, Eshan	Settlement Team, Learning Support Program
Baddeley, Barbara	Community Information Team, Administration, Settlement Team
Bahrouz, Harrasi	Community Transport Service
Bardan, Elif	Legal Service Day Team
Barsoom, Rafid	Community Transport Service
Bartolo, John	Community Transport Service
Behshad, Noosha	Settlement Team, Learning Support Program
Bell, Stephen	Settlement Team, Learning Support Program
Bithell, Cathy	Community Transport Service
Booth, Martin	Community Information Team
Bowden, Bob	Community Transport Service
Bowen, Rachel	Settlement Team, Learning Support Program
Brown, Norm	Community Transport Service
Buckly, Lauren	Settlement Team, Refugee Support Group
Byron, Bill	Community Transport Service
Challenger, Dorothy	Community Transport Service
Chamatakundil, Jay	Legal Night Service Team
Chan, David	Settlement Team, Learning Support Program
Chen, Lucy	Legal Service Day Team
Chen, Yanwei	Legal Service Day Team
Chetcuti, Helen	Legal Service Solicitor
Chitgar, Rabeh	Legal Night Service Team
Chotanapanich, Khullakhaew	Settlement Team, Learning Support Program
Chowdhury, Imrul	Settlement Team, Mentor
Ciuffetllie, Dino	Administration
Clear, Denis	Community Transport Service
Cohen, Charles (Alby)	Community Transport Service
Comito, Marie	Legal Service Solicitor
Courtis, Magdalene	Legal Service Day Team
Cove, Norm	Community Transport Service
Crawford, Robyn	Community Information Team
Cunniffe, Elizabeth Karen	Community Transport Service
Cvetkovski, Saso	Community Information Team, Federation Computer Room
Cvetkovski, Tode	Community Transport Service

Das, Asha	Settlement Team, Women in Work mentor
Dasanayaka, Chamila	Community Information Team, Tax Help
Dellios, Paul	Legal Service Solicitor
Demir, Adem	Community Transport service
Demir, Meryem	Community Transport service
Denunsio, Tony	Emergency Relief
Dhanapala, Sulaika	Legal Service Solicitor
Dharmase, Tharaka	Tax Help
Dickens, Michael	Community Transport Service
Dimoska, Lidija	Community Federation Room
Dober, Erik	Legal Service Day Team
Doruk, Ezel	Settlement Team, Ready for Work Facilitator
Duncan, Suzi	Settlement Team, Refugee Support Group
D'vaz, Melanie	Community Information Team
El Mehdi, Raja Ould	Community Information Team
Elmasry, Maged	Community Transport Service
Falefai, Carol	Community Information Team
Faumuina, Ruth	Community Information Team
Fitzgerald, Bernie	Community Information Team
Fitzpatrick, Julie	Community Transport Service
Flood, Crystal	Settlement Team, Learning Support Program
Fouras, Yanoula	Settlement Team, Women in Work Mentor, Learning Support Program
Fox, Anthony	Settlement Team, Learning Support Program
Francisco, David	Community Transport Service
Frilay, Peter	Legal Service Day Team
Fry, Caitlin	Settlement Team, Learning Support Program
Garang, Kuol	Settlement Team, Learning Support Program
Garcia, Joseph	Settlement Team, Learning Support Program
Gargano-Reddy, Lena	Community Information Team, Committee of Management
George, Saji	Community Information Team
Georgiadis, Sylvia	Legal Service Day Team
Georgiev, Natalie	Legal Service Day Team
Ghasimzadeh, Saeed	Mentor
Ghotbi, Shermineh	Settlement Team, Learning Support Program
Giakimis, Jenny	Community Information Team
Gillard, Lucas	Settlement Team, Learning Support Program
Gilliland, Kim	Legal Service Day Team
Gocmen, Tugba	Legal Service Day Team
Godfrey, Paul	Legal Service Day Team
Godsall, Sydney	Community Transport Service
Goldbergs, Andrew	Community Transport Service
Golland, Maurice	Community Transport Service
Gonzalez, Alicia	Tax Help
Grech, Christine	Community Information Team
Griscti, Rebecca	Settlement Team, Learning Support Program
Gurung, Tej	Community Transport Service
Guthrie, Marnie	Settlement Team
Hamdan, Emma	Tax Help

Hao, Xincal (Robin)	Community Information Team
Harmer, Trevor	Community Information Team
Havrilova, Maja	Legal Night Service Team
Hawkins, Gary	Community Transport Service
He, Xiaoying	Tax Help
Helgesen, Carl	Community Transport Service
Henderson, Kevin	Community Transport Service
Hiam, Ashleigh	Legal Service Day Team
Hill, Jim	Community Transport Service
Holmes, Daniel	Legal Service Day Team
Hwang, Yangwon	Community Transport Service
Iliopoulos, Mary	Settlement Team, Refugee Support Group
Imeri, Dorina	Legal Service Day Team
Ince, Ali	Settlement Team, Learning Support Program
Jaconis, Sebastian (Dinny)	Community Information Team, Emergency Relief; Committee of Management
Jagan Mohan Uma Rani	Settlement Team, Learning Support Program, Community Information Team
Jansen, David	Community Transport Service
Jirjees, Neamat	Community Transport Service
Johal, Raminder	Legal Service Day Team
Jones, Dennis	Community Transport Service
Khadem, Farideh	Settlement Team, Women in Work mentor
Kirkby, Steven	Community Transport Service
Kolandayan, Shaun	Community Transport Service
Kouros, Despina	Legal Service Day Team
Krousoratis, Louie	Community Transport Service
Kubat, Kaitlin	Legal Night Service Team
Kuganesan, Sudha	Settlement Team, Mentor, Women in Work Mentor
Kumar, Rakesh	Tax Help
Lam, Naomi	Community Information Team
Lang, Abby	Legal Service Day Team
Lee, Karen	Community Transport Service
Leek, Peter	Community Transport Service
Leongue, Jenny	Legal Service Day Team
Lewis, Christine	Emergency Relief
Lim, Bessie	Settlement Team, Learning Support Program, Refugee Support Group
Lo, Belinda	Legal Service Solicitor
Loche, Kalia	Settlement Team, Learning Support Program
Louca, Stella	Mentor Driver (L2P Program)
Loucas, Stella	Community Transport Service, Women in Work
Louisa, DiMarco	Settlement Team, Student Placement
Lua, Jojo	Legal Service Day Team
Lucas, Pierce	Legal Service Day Team
Luong, Kim	Settlement Team, Learning Support Program
Macali, Ashleigh	Legal Service Day Team
MacDonald, Jan	Settlement Team
Main, Barry	Community Transport Service
Main, Margaret	Community Transport Service

Makari, Nermeen	Tax Help
Malavisi, Italo	Community Information Team
Mandawala, Kasun	Legal Service Day Team
Mann, Prateek	Settlement Team, Newsletter Coordinator
Mansoor, Jenefer	Community Information Team
Marano, Victor	Community Transport Service
Marhfour, Aicha	Legal Service Day Team
Markos, Angelique	Legal Service Day Team
Marks, Kim	Legal Service Day Team
Mather, Jeevi	Settlement Team, Learning Support Program
Mazza, Frances	Legal Service Day Team
Mcgowan, Margaret	Settlement Team, Refugee Support Group
McHugh, Sinead	Legal Service Day Team
Mckinnon, Jane	Settlement Team, Refugee Support Group
Mellon, Davee	Community Transport Service
Montalti, Joseph	Community Transport Service
Moosa Ali	Community Transport Service
Moran, Shaun	Legal Service Day Team
Murgano, Peter	Community Transport Service
Murray, Peter	Community Transport Service
Murray, Sara	Legal Service Day Team
Muscat, Lucy	Community Transport Service
Nangle, Rebecca	Volunteer Resource Service
Nhieu, Trang	Tax Help
Nicholson, Sarah	Legal Service Day Team
Nohmen, Monica	Legal Service Day Team
O'Meara, David	Legal Service Day Team
Olerwaju, Catherine	Legal Service Day Team
Ozmanian, Tosn	Community Information Team
Page, John	Community Transport Service
Palmer, David	Community Transport Service
Partridge, Georgia	Community Transport Service
Pascoe, Shaun	Legal Service Solicitor
Passantino, Lorretta	Legal Service Day Team
Peake, Rolf	Volunteer Resource Service, Committee of Management
Pensi, Sofia	Women in Work mentor
Petrucelle, Madeleine	Community Transport Service
Pitman, Fiona	Legal Service Day Team
Popov, Vladimir	Legal Service Day Team
Potenza, Natalie	Legal Service Day Team
Prendergast, Trevor	Community Transport Service
Prideaux, Lee	Legal Service Day Team
Rafiq, Randa	Legal Service Day Team
Rao, Chandana	Settlement Team, Women in Work Mentor
Rawlin, Siobhan	Legal Service Day & Night Team
Reid, Carl	Community Transport Service
Reid, Michael	Community Transport Service
Roberts, Alan	Emergency Relief, Community Information Team, Case work

Roberts, Carol	Emergency Relief, Community Information Team
Roberts, Michelle	Community Information Team
Ross, Lisa	Legal Service Day Team
Ross, Megan	Legal Service Solicitor
Roussel, Alex	Settlement Team, Learning Support Program
Rowe, Cassie	Legal Service Day Team
Rushanovska, Teuta	Community Information Team
Rushton, Jemila	Settlement Team, Learning Support Program
Saleh, Michael	Legal Service Day Team
Salim, Layth	Community Transport Service
Santos, Marian	Settlement Team, Refugee Support Group
Sayakoummame, Veda	Settlement Team, Learning Support Program
Sayar, Nessie	Community Information Team, Emergency Relief & Community Transport Service, Women in Work mentor
Scarce, Tammie	Legal Service Day Team
Scokley, Alex	Community Transport Service
Scott-Warren, Hugh	Legal Service Day Team
Sepulveda, Alejandro	Community Transport Service
Servinis, Lucky	Community Transport Service
Sethichaiyen, Vinny	Settlement Team, Learning Support Program
Shine, Matthew	Settlement Team, Learning Support Program
Sidrak, Shoukry	Tax Help, Community Information Team
Sinclair, Anna	Legal Service Day Team
Smethurst, Caitlyn	Settlement Team, Learning Support Program
Southurst, Glenys	Women in Work Mentor, Settlement Team
Spiller, Sonya	Community Transport Service
Spry, Jacqueline	Legal Service Solicitor
Sribalachandran, Nadarajah (Bala)	Community Information Team, Federation Computer Room
Stanford, Cassandra	Settlement Team, Learning Support Program
Stankovski, Alex	Legal Service Night Team
Stojanova, Nadia	Legal Service Day Team
Stove, Caitlin	Legal Service Day Team
Strano, Amelia	Legal Service Day Team
Subasingha, Rasanga	Settlement Team, Refugee Support Group
Suriyakumarar, Parvathi	Legal Service Day Team
Sutton, Abbey	Legal Service Day Team
Tachee, Ernest	Settlement Team, Refugee Week Project Worker
Tadros, Sherien	Settlement Team, Emergency Relief
Taig, Chris	Legal Service Day Team, Community Information Team, Emergency Relief
Tancredi, Kate	Legal Service Day Team
Te, Darachel	Community Information Team
Tee, Eia Lee	Tax Help
Terolli, Valbona	Community Information Team
Thanapalan, Jeyakumary	Women in Work
Tharajah, Kandiah Sriskkau	Settlement Team, Learning Support Program
Toshack, Lisa	Community Information Team
Townsend, Tony	Community Transport Service
Treadwell, Andrew	Settlement Team, Refugee Support Group
Tsantevski, Lidija	Community Information Team

Vardy, Sally	Legal Service Day Team
Vassiliou, Maria	Legal Service Day & Night Team
Velkovski, Jovanka	Community Transport Service
Vidakis, Nina	Community Information Team
Vidal, Alex	Community Transport service
Vyas, Shiv	Legal Service Day & Night Team
Waldie, Owen	Settlement Team, Community Transport Service
Wales, Jacqui	Legal Service Day Team
Walia, Charanjit	Community Information Team
Walley, Neville	Community Transport Service
Walpole, Gary	Community Transport Service
Webb, Norm	Community Transport Service
Whelan, David	Settlement Team, Supervisor Driver
Whelan, Lauren	Legal Service Day Team
Widjojo, Liulianna (Lily)	Community Information Team
Wighton, Michael	Legal Service Solicitor
Wijesinha, Ranjit	Emergency Relief
Xiong, Jamila	Settlement Team, Learning Support Program
Yoganathan, Jaesshanth	Settlement Team, Learning Support Program
Yurtsever, Elif	Settlement Team, Women in Work Mentor
Zerna, Alex	Settlement Team, Learning Support Program

President's Report

It is with great pleasure that I present my report as President of Whittlesea Community Connections for the financial year 2011-12. Firstly I wish to acknowledge and thank my fellow committee members, Jemal Ahmet CEO, staff and volunteers for another successful year.

2011/12 saw some shifts in our agency staffing with some new arrivals and some departures. Our legal team saw the departure of Robert Frajsman who left his role as Legal Service Team Leader to join a private legal practice. Robert had worked with WCC for almost 6 years, first joining us as a local volunteer. Daniel Beecher our outreach lawyer also left, to start his own legal practice with the aim of having greater scope to follow his passion in furthering animal rights. We wish both all the best for the future and thank them for their service to the agency.

In our Client Services team Annette McKail, Team Leader – a two time employee of the agency- relocated her family to Cairns, Queensland. Our loss is Queensland's gain and I am sure that Annette will do a great job working in the community sector there.

Our settlement team also saw some movement with Philippe Roussel our Settlement Services Youth Worker and Becky Lo our Women-in-work Project worker both taking external roles working with asylum seekers. We are sure that the considerable skills and knowledge both these individuals have will have a great impact in their new roles.

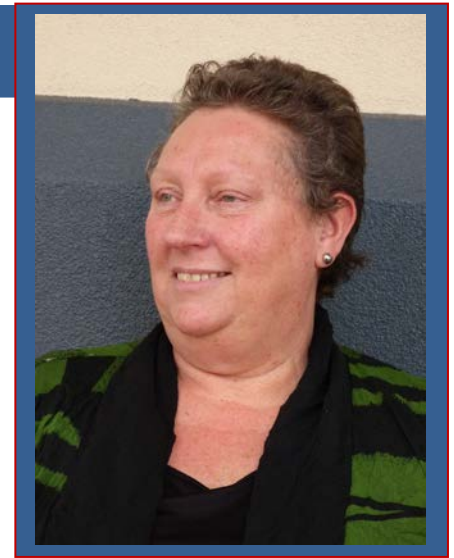
We welcomed Jennifer Oliver into the Outreach Community Lawyer position and re-jigging of our structure saw the creation of a new temporary position for newly qualified lawyers and we welcomed Jonathan Lee into this role. Edmond Babatunde took up the role of our Driver Programs Coordinator and Caterina Galati took up the role of Vulnerable Groups Social Worker with the appointment of Peta Fualau into the role of Acting Client Services Team Leader. Sudha Kuganesan and Lillian Lim joined our Settlement team as youth workers supporting those from CALD and new arrival backgrounds. These talented individuals are already making a difference in the agency and we look forward to great things from them all.

During the year we adopted a Priorities Plan to guide our staff in the delivery of key initiatives to support Whittlesea's communities and to implement key elements of our strategic plan. Family violence, housing and organizational development were identified as key priorities for the year. I am happy to report that significant progress was made in all 3 priority areas. New family violence record keeping and monitoring processes were established to ensure that as an agency we developed our knowledge about the issue. We were also the lead agency in a key family violence research project on the impact of family violence on culturally and linguistically diverse communities. This work has resulted in the development of new and innovative service model that will be implemented over the next 3 years. In relation to housing issues a new project has been established to support those at risk of homelessness. This includes successfully building a funding base with which to establish no-interest loans to eligible individuals and families at risk of homelessness in order that they more successfully accessed and maintain tenancies in the private rental market. This project will also be rolled out in the next financial year. Organisationally, great progress has been made in increasing our self-generated income from fund-raising and fee-for-service income. I would like to congratulate our staff and volunteers on all their efforts in implementing these key priorities for the year.

During the year we launched a fund-raising drive to "Get Connect Plus a Big Bus". \$80,000 was needed to purchase a 24-seater coach to help our community transport program expand its services and income generating capacity. Great progress has already been made and we are hopeful that over the next 18-months that we will have reached our target. We thank all those who have already donated money or time and our business sponsors. The Whittlesea Leader was a wonderful help in this campaign running many prominent features on the fundraising campaign and the importance of community transport to Whittlesea. You can read once again of the important contribution of this service to supporting some of the most vulnerable in our community.

The support we receive from the federal and state governments, the City of Whittlesea, philanthropic trusts and private individuals enables our organisation to fund and deliver the various programs you will read about in this annual report. On behalf of the whole organisation I would like to thank all our funders and donors.

The 'Funders and Supporters' section of this report provides a list of all those who made financial contributions to WCC's work in 2011-12.



President's Report

I would like to thank and acknowledge Harry Jenkins MP Member for Scullin who is retiring from public life for his commitment to this organisation and the Whittlesea Community. Harry has been a fantastic advocate for this organisation through all of its name changes from Citizens Advice Bureau to Whittlesea Community Connections both as a past Councillor and President of the then Shire of Whittlesea from 1979-1985 and as the elected Federal Member for Scullin since 1986. We thank Harry for all his tireless work in the community and wish him and his family a happy and well deserved retirement.

Finally, I would like to acknowledge the vital work of our volunteers and all those staff members who support them in engaging with, and supporting Whittlesea communities. It is a testament to the community connection and relevance of WCC that more than 250 local people worked alongside us in various volunteer roles throughout the year. Without that input our reach and scope would not be as great as it has been and I congratulate each and every single volunteer for their enormous contribution.

MAUREEN CORRIGAN, PRESIDENT

CEO's Report

Social and demographic changes within Whittlesea and the impact of tough economic conditions are impacting on the lives and daily choices of many disadvantaged community members. Our population is growing and ageing, and too many Whittlesea people face struggles with isolation, disadvantage, and lack of support. The sustained growth in demand for emergency financial assistance and the tragic increase in family violence disclosures are just two indicators of the challenges faced by Whittlesea residents at these times. In this Annual Report you will read of the way in which our organisation has responded to these challenges.

In our client services area you will read of the 1,489 instances of emergency financial assistance delivered to those facing economic hardship and of the 1,231 people we were forced to turn away due to a lack of funds. You will read of the 181 clients assisted by our complex case management service with issues including homelessness, family violence and mental health. You will read of the 1,369 contacts our volunteer resource service had with local people wishing to engage with and volunteer in their community.



You will read about the amazing work done by our transport service and its volunteers in breaking down social isolation and transport disadvantage. You will learn of the 30% increase in referrals received by the transport service and the 31% increase in the journeys delivered and the 46% increase in the passengers transported as a response. You will also learn of the efforts to raise much needed funds for this vital service through fundraising and income-generating activities because of the lack of government funding.

In our settlement services area you will read of the 1,016 client contacts made by our DIAC funded Settlement Support workers and of the 336 group sessions they provided. You will also read of the 79 childcare sessions for 24 programs/agencies and the employment created for local women from migrant and refugee backgrounds. You will learn of the 14 new women this program assisted to obtain accredited qualifications in childcare – seven of whom achieved the Diploma in Children's services, for some the highest level qualification ever obtained.

WCC's driver education program for young people (L2P) supported 46 active learners and delivered 1,012 hours of driving practice with the support of 26 volunteers and you will read of the 100% success rate for those who have sat for their provisional licence test at the completion of the program.

In our legal service report you will learn of the increasing range and complexity of cases our lawyers have assisted with. You will read of the 1,167 instances of legal advice we have provided and of the 1,524 people assisted by our community lawyers and volunteers. You will read of the important work we have done in turning the spotlight onto the experience of family violence by culturally and linguistically diverse communities living in Whittlesea.

Overall, WCC enjoys strong support from its funders and benefits from a committed and motivated team of staff and volunteers. It is with a strong sense of pride that I present to you their achievements in the 2011-12 financial year.

Our work is increasingly characterised by collaboration with community, government and private sector partners. I would like to acknowledge the Australian and the State Governments for the provision of vital grant aid to support the delivery of the programs and services we deliver - a special mention too of the support provided by the City of Whittlesea and also of the many philanthropic and private sponsors that have contributed to special projects throughout the year. These contributions are all critical to our work.

I thank the Board of Management of WCC for their encouragement, support and ongoing trust and all of the staff and volunteers for their commitment to not only enabling Whittlesea Community Connections to make a difference but also in making this organisation a great place to work.

JEMAL AHMET, CEO

Settlement Programs Report



The Settlement Team at WCC provides information, referral, support, casework and advocacy so that newly arrived migrants and refugees have access to essential services and programs that help overcome barriers to successful settlement in Australia. Casework services provide the basis for developing trusted relationships with hard to reach communities and continue to guide our community development programs through the year.

In 2011-12 we have seen an increased number of refugees settling in the Whittlesea community especially single men and families who have applied for protection on shore and have spent prolonged periods of uncertainty in immigration detention and community based detention until their claim for

protection has been granted. Some of those we have supported include young people without the care of parents.

In terms of assistance funded through our Department of Immigration and Citizenship (DIAC) settlement grant

- 417 clients were assisted and 1,016 contacts made
- 3,187 referrals were made to mainstream and specialist services
- 336 group sessions were facilitated
- The majority of clients were from the refugee/protection visa stream, and a smaller number from the family and other migration streams
- The main countries of origin of humanitarian entrants were Iraq, Iran, Sudan, Sri Lanka, Sierra Leone, Liberia and Afghanistan. A number of new arrivals also came from other Arabic speaking and other African communities.
- The Farsi (Persian) speaking Iranian population grew significantly in this period, as did the number of clients from Kurdish communities in Iraq and Iran.
- The vast majority of clients were referred to the service via word of mouth, self-referral and family and friends which indicates a strong relationship between WCC and local families and communities.



Our settlement staff addressed a range of issues with clients, including youth and educational issues, financial, employment, income support, social participation, sport and recreation, accommodation, health, driving, language learning and assistance, volunteering, transport, migration and citizenship support.

Throughout our work, the Settlement Team has sought to harness the skills, capacity, knowledge and networks that newly arrived migrants bring with them, involving community members in providing input into program formation and evaluation and engaging them as volunteers.

EMPLOYMENT SUPPORT

Supported activities such as assistance with job interview techniques, presentations, cold canvassing employers, linking to training and volunteer work and industry visits were delivered as part of addressing employment and community participation for people who are newly arrived and looking for work. Emphasis was placed on working collaboratively with the client's job network agency, addressing underlying barriers to successful employment.

WOMEN IN WORK SOCIAL ENTERPRISE

The Women in Work's mobile childcare service has made significant progress in becoming a business in demand. Employing twelve qualified women as child care workers, the Women in Work enterprise has provided a service to community and private organisations from all over metropolitan Melbourne. This year, the service has provided 79 childcare sessions for 24 programs and organisations. These organisations continue to choose Women in Work as their preferred childcare provider for events, leading to meaningful employment for local women from migrant and refugee backgrounds.

Settlement Programs Report

The second year has seen the project make significant progress in terms of individual achievements of participants, and the sustainability of the enterprise. We were delighted to receive the generous donation of a portable building from Stockland Property which, once a permanent location is found, will offer the childcare service further development options.

In 2011 seven women attained their Certificate 3 in Children's Services and seven women attained the higher level Diploma in Children's Services. With the support provided by the Women in Work program these women succeeded in achieving what was for some the highest level qualification they had ever obtained.



SETTLEMENT YOUTH WORK

WCC's Settlement Youth Work supports newly arrived young people to re-develop connections to education, training, family and community. This year 70 young people gained access to specialised support regarding a range of complex issues including: disrupted education; lack of driver education; migration issues; homelessness; and family relationship breakdown. A range of different recreation and leisure opportunities were coordinated, helping to develop social and community connectedness. The highlights for this year's young people were hip-hop dance, swimming, circus workshops an "Epping's Got Talent" show, an animation program, and a mini Olympics. The Ready to Work Program also skilled newly arrived young people aged 18 to 24 with job search skills and facilitated contact with industry employers.

Youth Connections

WCC's Youth Connection program, under the auspices of NMIT TAFE is funded by the Federal Department of Education, Employment and Workplace Relations to provide support to young people at risk of disengagement with education and training. Our program has a particular focus on those who are newly arrived. This year, 29 young people have been provided with intensive support using a joined up, flexible, individualized and responsive approach. Through individual casework and group programs, Youth Connections has helped clients develop personal skills and attributes that promote wellbeing and support positive life choices, facilitating connections with and progression through education.

- Paye*, a humanitarian client from Liberia, had never been to school and lacked confidence due to language difficulties and lack of support. He has now completed a pre-apprenticeship course and is working full-time.
- Mandy had a learning disability and suffered from past trauma and abuse. She is now studying for a Certificate III in Child Care, volunteering and working part-time.
- Massimo had a drug problem that involved heavy use of methamphetamines. With support, he completed Certificate III and IV in Business Administration and is now working fulltime.

*Client details have been altered to protect their identity.

LEARNING SUPPORT PROGRAM

The Learning Support Program (LSP) has been running for five years supported CMY's Learning Beyond the Bell. The LSP is a school based tutoring program coordinated to assist newly arrived students with their school work and to provide additional education support. WCC now coordinates LSPs across 4 schools: Lalor North SC, William Ruthven SC, Lalor SC and Thomastown Primary School. In addition, a Wednesday afternoon homework club session operates from WCC offices to support newly arrived migrant and refugee students with specialised tutors. There are 20 volunteers registered in this program to provide students with more than 600 hours of tutoring support. This has resulted from well established



relationships with Latrobe University and Australian Catholic University and internally through the Whittlesea Volunteer Resource Service.

Settlement Programs Report

BIKE EDUCATION PROGRAM

Aiming to develop the safe use of cycling as a sustainable transport option for young people in the City of Whittlesea, the Little BUGs Bike and Traffic Safety Program supported newly arrived refugee families and young people to understand and participate in safe road use as cyclists in the community. The Bike Ed program involved the Thomastown English Language School community, volunteers from Whittlesea Bicycle Users Group (WBUG) and WCC, Bike n Bean, Gold Cross Cycles and Epping Police. The program was run for the students at the school, the local Traffic School, a Bike Shop and in local parks, and additional sessions for parents were run in various languages other than English.



L2P

Since its commencement in 2010, newly arrived and mainstream young people have benefited from the community based graduated licensing system which is a partnership between Whittlesea Community Connections Vicroads and the City of Whittlesea. L2P helps young people achieve their required 120 hours of supervised driving experience needed to attain their license and be safer on our roads.

In the last financial year, L2P supported 46 active learners and delivered 1,012 hours of driving practice with the support of our more than 26 volunteers. Five young people attained their licence in this period which represents a 100% success rate for all those who have sat their provisional licence test at the completion of the program. The number of young people with licences will grow exponentially as more participants complete their driving practice which for most take a couple of years.

RACV also funded WCC to provide five professional driving lessons for ten participants in the Newly Arrived Driving Program. The program supported participants with overseas driving experience to make the safe transition onto Australian roads.

SOCIAL SUPPORT PROGRAMS

Men's Group

The Whittlesea Arabic Speaking Men's Group met on a weekly basis providing a range of activities to connect and support newly arrived Arabic speaking men. Settlement Information sessions were provided to the group around issues such as privacy and confidentiality, parenting, dealing with teenagers, the role of Youth Workers, energy saving, financial management and legal issues. Group members and their families also enjoyed an excursion to Sorrento.



Arabic Speaking Women's Group

The multifaith and multicultural Arabic Speaking Women's Group continued to meet in a weekly basis throughout the financial year with a growing membership of newly arrived women. Many women who attend the group are isolated and have limited social contacts and networks. A number of key themes were explored through the provision of training, information sessions and outings. In partnership with the Whittlesea Arabic Speaking Women's Association, healthy relationships sessions with Intouch were held as well as financial literacy sessions with Women's Health in the North (covering topics such as credit cards, loans, financial counselling, banking and contracts). Also in partnership with Australian Muslim Women's Centre for Human Rights the women undertook Advanced Leadership Training exploring self-awareness, communication and gender and power dynamics.

Refugee Support Group

Meeting each Saturday, the Refugee Support Group brings emerging refugee communities together for educational, social and networking opportunities. Volunteer community members support the group to develop English language for everyday purposes, citizenship and sewing skills for adults, and various art and recreational activities for young people. Group work activities help to address and identify settlement needs, and provide opportunities for meaningful relationships to develop over time, increased confidence and greater sense of community inclusion amongst emerging refugee communities.

Settlement Programs Report

COMMUNITY DEVELOPMENT

The Harmony

The 30th issue of The Harmony has just been published. Edited by a dedicated team, the Arabic language newsletter continues to provide information to Arabic speaking communities who remain the largest and most diverse of newly-arrived communities in the City of Whittlesea. The Harmony assists community members to remain informed about their local community, events, businesses and services contributing to the sense of connection, belonging and social inclusion, and building bridges between nationalities and ethnicities. Copies of *The Harmony* are available from key community facilities and reach an increasing number of readers.

Whittlesea Career Pathways Employment Working Group

WCC continues to convene the Whittlesea Career Pathways Employment Working Group, consisting of representatives from a wide range of local services. In 2011 the network organized a 'What Employers Want' breakfast which aimed to generate a greater understanding about what employers want and what newly arrived jobseekers have to offer. The breakfast was attended by over 80 job seekers and feedback received from employers and job seekers was very positive. In 2012 the Working Group also organised the 'Journeys to Employment' forum which allowed speakers from migrant and refugee backgrounds to present their stories of job success with other newly arrived job seekers. This forum will form the basis of a soon to be published booklet with practical strategies about how to get into work.

Whittlesea Multicultural Issues Network

This network has continued to thrive in the past year, helping to co-ordinate services for those from migrant and refugee backgrounds in the municipality. The network participated in the Refugee Council of Australia consultation in relation to Australia's Refugee and Humanitarian Program, ensured information about the major changes to community detention and on shore protection processes were circulated, and had a focus on health & mental health and education issues.



REFUGEE WEEK

On the 21st June, 2011 Whittlesea Community Connections presented the Whittlesea Refugee Week Awards in partnership with the City of Whittlesea, with the theme of "Restoring Hope". Sponsored by the VMC, MFB and CFA, the City of Whittlesea, and supported by an organising committee, the awards acknowledged the contribution and leadership of people from a refugee background to the local community. The achievements of all nominees since their arrival in Australia were outstanding and they all shared great passion to give back to the community.

The winner of the 2012 Whittlesea Refugee Week Awards, Miriam Ina Bah founded the Migrant African Women's Association (MAWA) and works to empower young people and African women. The recipient of the Encouragement Award was Loar Loar who plans to become a social worker or a paramedic when he leaves secondary school so that he can give back to the community. Loar can be seen regularly at WCC's homework club where he demonstrates great leadership and character.

As part of a student placement arrangement, a Liberian community leader was recruited to help organize the event and make connections to the refugee community. A DVD was produced to provide a snapshot of the lives of recipients and available for distribution via WCC.



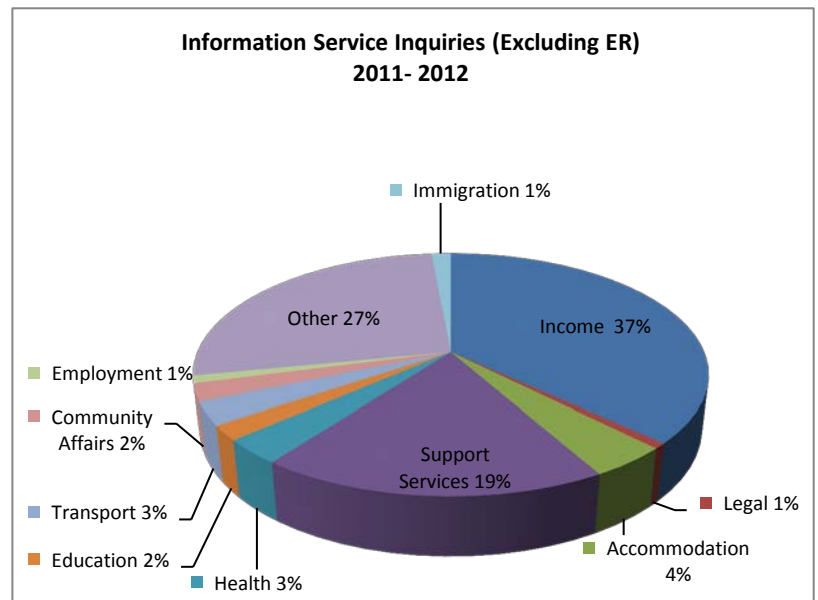
Client Services Report

INFORMATION AND REFERRAL SERVICE

Staffed by committed volunteers our Information and referral service continues to respond to daily information enquiries by local residents. Volunteers received more than 5,200 information enquiries, while also providing reception for the many services provided at WCC. Information resources were also replenished and kept up to date by a small team of volunteers who have put in place a system to do so.

All our information volunteers receive training and must undertake a 9 week certificate in Community Information Work which prepares them to work in a Community Information Centre. This financial Year, 1 course was conducted at Lalor Living and Learning Centre and from this, the Information and Referral service received 6 new volunteers. All new volunteers are linked up to a mentor to provide them with ongoing induction and support. All volunteers attend regular training to update skills and are also offered information sessions about services available to clients. Volunteer meetings are held bi-monthly to share knowledge and contribute to the ongoing development of the service.

The majority of enquiries continued to be for Emergency Relief, either for our service or referral to other services in the area. This year Emergency relief took up to 66 % of total enquiries. The following graph indicates other enquiries received throughout the year and income related enquiries along with inquiries for general support services remained high.



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. The computer room is operated by a small team of 3 IT facilitators who provide assistance and support for those who need help using the computer or internet as well as maintaining statistics of service use. This year, over 816 community members accessed the Federation room, amounting to over 1645 hours spent on the computers. The main programs used by clients were Microsoft Office and Internet/email. Through training provided by the Volunteer Resource Service, the Federation room was used to conduct 3 Introduction to Computers training sessions. Furthermore, the Settlement team has been able to use the federation room to assist people from Refugee and Migrant backgrounds with job search opportunities, Homework program and Learner Driver program. Community members accessing the service represented over 30 different ethnic backgrounds and an increase in women accessing the service continues, as does the number of people over the age of 40.

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

Client Services Report

INTERNATIONAL WOMEN'S DAY AWARDS

We had the pleasure of inviting Ms Lynne Jordan, Chief Executive Officer for Family Planning Victoria Inc, to be our guest speaker at the Awards Ceremony this year.

Now in its 11th year, the Whittlesea International Women's Day Awards continue to grow with over 47 nominations being made and more than 90 people attending the Awards Ceremony. This year the event was held at the historic Farm Vigano in South Morang, a nice change in location. The awards provide an opportunity to acknowledge the incredible contribution women make to our local community through their voluntary efforts.



This year's award recipients were:

Whittlesea International Women's Day Award- Lily Isobel Gould (Nominated by Mary Wood)

Young Achiever Award- Elizabeth Xiberras (Nominated by Annette Smith)

Senior Citizen Award- Judy Buckmaster (Nominated by Carolyn Jury)

Rural Women's Award- Helen Angus (Nominated by Danielle Green MP)

Personal Achievement Award- Suzanne Waghorn (Nominated by Cr Kris Pavlidis)

Newly Arrived Women's Award- Rose Deekirikejayamahamudalige Dona (Nominated by Angela Robinson)

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



INTERNATIONAL VOLUNTEER DAY

In partnership with the Office of Harry Jenkins MP, a morning tea was held to celebrate International Volunteer Day in December 2011. The event brought together more than 130 volunteers from the Whittlesea area to enjoy the presentation of the 2011 National Volunteers Awards presented by Harry Jenkins MP. All nominated volunteers were acknowledged for the enormous contribution they have made to the community.

WHITTLESEA VOLUNTEER RESOURCE SERVICE

The Whittlesea Volunteer Resource Service continues to provide support and assistance to people wishing to volunteer in the city of Whittlesea or further afield. The service has grown and expanded significantly over the last 12 months. The number of client queries and referrals has trebled over the past 12 months. The service has also continued to develop strong professional networks and now works closely with more than 40 local organisations to provide a range of different volunteer roles to the community.



VOLUNTEER INFORMATION, REFERRAL AND SUPPORT

In the 2011-12 financial year, the service provided assistance on 1,369 occasions including provision of information, referral and follow-up support. Many community members continue to access volunteering as a pathway to employment and almost half of the clients assisted over the last 12 months see volunteering as a pathway to gain work experience, improve English skills and build up confidence to prepare for the workforce. The WVRS has spent much of our time advocating for increased diversity in volunteer roles across the community, with a particular focus on roles for people with complex needs including disability and mental illness with very positive outcomes.

VOLUNTEER TRAINING

This year the WVRS provided non accredited and accredited training to more than 276 local volunteers and our monthly introduction to volunteering sessions continue to increase in attendance. The WVRS was also dedicated to providing outreach services to deliver information sessions and promote volunteering in educational institutions including local secondary schools and tertiary organisations such as NMIT and to community groups. Training sessions were well attended across the year with the delivery of first aid training, food handling and food safety, working with people with disabilities and emergency response training.

Client Services Report

Promoting Volunteering

The WVRS has been actively engaged with a range of different organisations, community groups, educational institutions, job seekers and people with chronic health issues to promote volunteering. Additionally, the local media was engaged on several occasions to profile local volunteers and promote volunteering across the community.

The program has a holistic approach to assisting people from all backgrounds with a range of different skills and volunteering opportunities continue to grow, as does demand for our services thanks to proactive promotional strategies throughout the year.

One of the biggest achievements this year was working alongside other not for profit organisations to create a number of administration roles to accommodate the high demands for this type of work in the community. With the support of the other organisations, a range of different roles in different schools, libraries and the health sector have also been created to meet the needs of the community.



We continued to facilitate the Whittlesea Partnership on Volunteering and Community Engagement. The focus over the last 12 months was establishing an advocacy kit, which would be used to advocate for resources and promote volunteering in the City of Whittlesea. The network was grateful that Bronwyn Halfpenny, member for Thomastown and Lalor, and a representative from the Department of Planning and Community Development attended a special meeting so that the advocacy kit could be presented by the network. Our network will continue to work through our action plan to address issues across the sector, remain informed about policy changes and updates, and to continue strengthening our volunteer networks across Whittlesea.

COMMUNITY TRANSPORT SERVICE

The Whittlesea Community Transport Service is for people who live in the City of Whittlesea and face transport disadvantage. Our volunteer drivers & assistants pick clients up from home and take them to medical appointments, welfare appointments, education, employment, volunteering and social activities. The majority of our clients are elderly & frail (60+) and rely heavily on the transport service.



Client Services Report

The City of Whittlesea showed their continued support in providing funding towards the Community Transport Coordinator position which ended on the 30th June 2012. We are grateful that the council committed \$50,000 in their 2012/2013 budget to purchase a new 12 seater vehicle which will replace a vehicle that we could no longer afford to lease. The Whittlesea Northern Transport Links (WNTL) partnership provided some funding towards a seniors vehicle and extended funding towards the Health Connect vehicle until January 2013.



Community transport increased steadily again this year.

- Total referrals increased for this period by 30% from 1,522 to 1,965.
- Trips were 31% higher rising from 2,547 to 3,342
- Passengers went from 1,850 to 2,717 an increase of 46%

The Social Enterprise arm of our service, Connect Plus, continued to increase its self-drive bus hires throughout 2011 -2012 by increasing the number of new organisations using this service. The social enterprise has been developed to ensure the long term sustainability of our Community Transport Service. Not for Profit organisations and community groups can hire our vehicles to run programs or activities for a fee. The funds raised from this service are put directly back in to the running costs of our Community Transport Service. Group transport decreased during this financial year due to the end of a contract with a regular service user. As a result, group referrals for the year reduced from 438 to 372. In 2011-12, 2763 passengers were transported compared to 3262 the previous year. Overall, individual referrals continued to increase and our combined number of passengers for the year totalled 5480.

This year, with the help of the Whittlesea Leader Newspaper, WCC launched our “Get Connect Plus a Big Bus” campaign to raise funds towards the purchase of a 24 seater vehicle. This vehicle would not only add to our fleet, but would allow for larger groups to access our hire service, again contributing to the long term sustainability of our community transport service. We held several fundraising activities including our first Trivia Night, hosted by Harry Jenkins MP at Epping Memorial Hall. We also ran a Christmas gift wrapping stall with the support of Epping Plaza where shoppers made gold coin donations to have their Christmas gifts wrapped, and held a sausage sizzle at Bunnings in Mill Park with the help of staff and our transport volunteers. Collectively, these activities raised over \$11,000. A great start towards our \$80,000 goal.



Client Services Report

The year also saw the establishment of a new partnership with the Whittlesea Community Building Initiative (CBI) and the Whittlesea Area Community Care & Assistance (WACCA) group to manage an 8 seater vehicle based in the Whittlesea Township. As a result, we have access to its use for Whittlesea Township residents requiring transport. This in return allows us to reduce our fuel costs when transporting clients from Whittlesea.

Volunteer numbers have also grown as the demand for the service rises. We had 63 volunteers contributing well over 12,000 hours to the service during the year, a significant increase from the 7,500 hours completed last year. Volunteers are an integral part of the service, without them the service would not exist. We thank all of our volunteers for their time and commitment in providing a valuable service that assists so many of our community members.

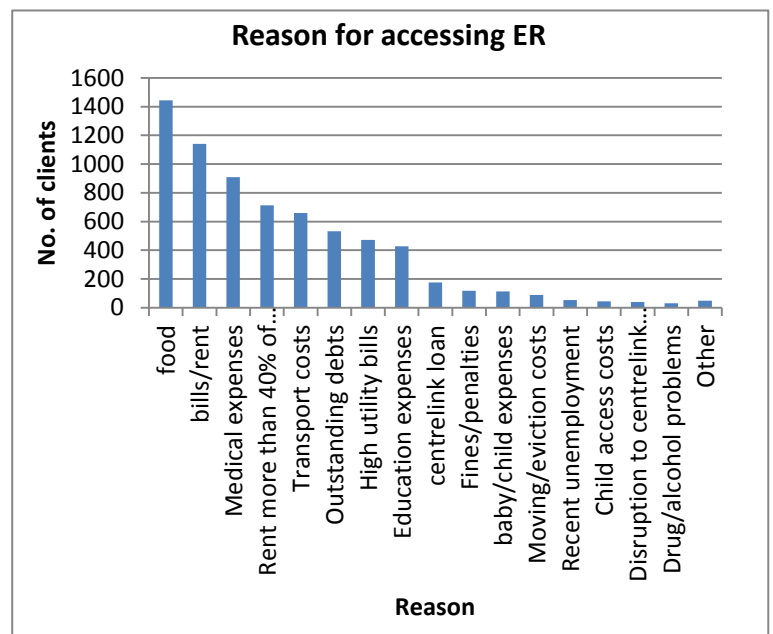


EMERGENCY RELIEF

The Emergency Relief (ER) Service continued to see an increase in demand, and despite assisting 1,489 clients, we were forced to turn away 1,231 people seeking assistance. The main reason for accessing ER continues to be for housing stress and utilities. Other reasons for people accessing the service have included outstanding debts, medical expenses and education costs.

Eight dedicated ER assessors worked with some of the most vulnerable in our community providing emergency relief assistance and making referrals to relevant services. Volunteers continue to access support for clients where possible assisting with a number of Utility Relief Grant applications and accessing extra financial assistance through the Queens Fund. Through the casework service, WCC was also able to access discretionary funds for clients through the Ian and Nelle Clark encouragement fund and the Walter and Eliza Hall Trust. In total, we were able to access \$18,663 in extra assistance for clients.

Overall, we distributed approximately \$136,154 in ER assistance. In addition, our peak body Community Information Victoria continued to distribute phone cards and Telstra vouchers to agencies, which we were able to pass on to clients as part of the ER service.



We continued to facilitate the Whittlesea ER Network this year. Several local ER providers attend the network as well as representatives from the office of Harry Jenkins MP, Epping Centrelink and Plenty Valley Community Health. The network aims to work collaboratively to advocate for and continue to support clients in the City of Whittlesea. As a network we organized our first Christmas drive to assist vulnerable families in the City of Whittlesea during the often difficult period of Christmas. The local community was extremely generous in their donations and with their help, we were able to boost resources for the area over the Christmas and New Year period.

CASE MANAGEMENT SERVICE

The case management service continues to provide case management support to clients who present to the ER service with complex needs. The case work service saw 181 clients with complex needs in 2011-12 and assisted clients with issues including: housing; utilities; family violence; mental health and inadequate income.

Funded through FaHCSIA and the Danks Trust, the case management service has continued to be a useful tool and is now a key component of the ER service delivery model. It provides clients with additional support and advocacy to access specialised services and to work through complex issues. A small team of volunteers and Social Work placement students have been trained and supported to extend the capacity of this service.

TAX HELP

The tax help service continues to run successfully at WCC with many volunteers returning year after year to assist local people with their tax returns. The Australian Taxation Office trains volunteers to assist people on low incomes to complete their tax returns or education expenses claims and this year we assisted 366 people. Fourteen volunteers took part in the service, 8 of whom were returning from previous years. Appointments were made available each day of the week, and our night service on a Thursday evening continued to cater for those that were unable to attend during the day. Our volunteers spoke 9 different community languages, increasing our capacity to assist people with English as a second language. Telephone interpreting services were also made available.



Whittlesea Community Legal Service (WCLS) Report

The Whittlesea Community Legal Service (WCLS) provides services to ensure that those who are unable to afford private legal assistance have access to the law.

Our legal team takes pride in grounding its approach and priorities on the needs and experiences of the local community and throughout 2011-12 legal advice and casework formed the backbone of the team's work. Day-time, evening and outreach appointments were all made available to ensure that our lawyers were accessible to as many in our community as resources allowed.



Number of advice undertaken	1,167
Number of files opened 1 July 2011 to 30 June 2012	379
Number of files open as at 30 June 2012	259
Number of information and referrals	211
Total number of people assisted	1,524

An analysis of our legal statistics gives a more accurate insight into the emerging legal needs of the community. Family law remains the number one reason people seek assistance from the WCLS but we have seen immigration related matters move from third place in our top ten last year to second place in this year. Family violence is fifth behind a myriad of traffic related legal matters and the experience of our staff and volunteers indicate that family violence levels within the community are at acute levels.

Legal issues – Top 10

1	Family Law	614
2	Immigration	75
3	Motor vehicle accidents	63
4	Traffic Offences	55
5	Family/domestic violence	45
6	Neighbourhood disputes	30
7	Credit and debt	23
8	Consumer disputes	21
9	Property related	20
10	Fines and other civil	19

Clients - country of birth – Top 10

1	Australia	614
2	Iraq	75
3	India	63
4	Macedonia	55
5	Italy	45
6	Lebanon	30
7	Turkey	23
8	Iran	21
9	China	20
10	Greece and Sri Lanka	19

Our clients were born in 78 different countries, including Australia, with approximately 59% born overseas.

Outreach

Our commitment to be accessible to all sections of the community has included investing in the provision of outreach services for those who have transport or other barriers to attending at our Epping offices. During the year WCLS services and legal appointments were provided at the following locations in addition to Epping:

- Whittlesea Township at Plenty Valley Community Health
- Mill Park at Mill Park Community House
- Lalor at Anglicare, (for women involved in family law/domestic violence matters)
- South Morang at Kildonan Uniting Care
- Greensborough at Greensborough Family Relationship Centre (GFRC)
- Laurimar Estate (Doreen) at Laurimar Community Activity Centre

We remain grateful to the community services who have offered their facilities for our outreach programs.

THE WCLS AND GREENSBOROUGH FAMILY RELATIONSHIP CENTRE PARTNERSHIP (GFRC)

The family law system attempts to encourage separating parents to agree on arrangements for their children without having to go to court. Family dispute resolution (FDR), as this process is called, aims to provide practical, less stressful and inexpensive way for separating couples to make these arrangements and includes such things as mediation that helps to sort out family disputes.

Our partnership with the GFRC has continued to ensure that local people have access to quality legal advice as they navigate through the dispute resolution process and we have consolidated both our relationship with the GFRC and the services provided there. Information sessions, advice, casework, and assistance during family mediation have been key aspects of the work undertaken and the demand for the services provided by this partnership continues to increase.



DIVORCE WORKSHOPS

Our Do It Yourself Divorce Workshops are a free service where participants are supported and guided by a lawyer to complete the Application for Divorce paperwork which can then be filed in the Federal Magistrates Court of Australia. The workshop helps people to:

- understand the divorce process
- fill out divorce application
- file applications at court
- serve divorce papers
- know what to do on the hearing day

And most importantly provides residents with peace of mind, especially those who cannot afford private solicitors or wish to manage their own application for divorce.

Law Reform

WCLS has been representing the agencies involvement in highlighting the needs of CALD women living with family violence and of the need to improve responses to family violence by agencies and at the community level. Most notably the WCLS has played a key role in researching the issue at a local level, culminating in the production of a major research report and the formulation of a culturally relevant family violence service model for Whittlesea's diverse communities. It is hoped that as local partners and agencies work together to address the blight of family violence in our community that the report and the service model it recommends will help to galvanise government support for investing in prevention and early intervention strategies that more effectively protect women and children from violence.

VOLUNTEERS

The work of the WCLS, as with all other program areas of WCC, depend heavily on the contribution of local people who volunteer their valuable time, skills and expertise to assist others in their community. In the WCLS law students (and others) act as reception and in-take workers, assist as paralegal's and undertake important legal research tasks that ensure we are able to deliver the services you are reading about in this report. We are also very fortunate to have a dedicated and active group of solicitors who volunteer their valuable time so that we can extend the reach of our community legal provision. In particular the contribution of experienced solicitors who volunteer on our weekly Monday night legal service is an invaluable resource to the people of Whittlesea.

To all our volunteers we extend our thanks and appreciation.

It is a testament to the financial responsibility of Whittlesea Community Connections that I am able to report a modest \$11,470 surplus on our operations for the 2011-12 financial year.

Over several years the organisation has taken a deliberate decision to apply some of its accumulated reserves to fund essential projects and programs that were either not funded or under-funded by government. This included underwriting the shortfall in funding for our volunteer resource service and social work casework position as well as funding the Whittlesea Community Transport Service, which continues to have no recurrent government support. The impact of this commitment has been a gradual erosion of our reserves. Through prudent management of funds we have been able to reverse the decline for this year.

Our grant income increased by 6.8%, up by \$104,881 when compared to the previous year. Our fund-raising efforts paid huge dividends with our previous year's performance of \$1,156 rising dramatically to \$28,750. During the year we were determined to increase the financial contribution of our income-generating activities to the agency, finances and our efforts resulted in an 84% increase in self-generated income, up from \$30,505 to \$56,090.

Though we saw a \$6.79% increase in operational expenses, this was matched by the 6.8% increase in grant income.

As a community organisation, the staff and board of Whittlesea Community Connections are committed to minimizing administrative overheads and we will continue to reduce costs whilst delivering high quality services. However, as we try and manage with the limited resources at our disposal, the needs in the community seem to grow unabated. Over the next 12 months it is estimated that the population of Whittlesea will grow by 160 people each and every week. We also anticipate an increase in refugee new arrivals, an increase in financial hardship and an increase in the numbers of people requiring assistance with crisis support (family violence, homelessness etc). In order to maintain our responsiveness it is important that pressure is applied to all levels of government to support the important work that our staff and volunteers do. For our part, we will strive to ensure that the agency remains financially sound in order that we are able to meet the challenges that are undoubtedly before us.

I congratulate the board, staff and volunteers of Whittlesea Community Connections on this excellent year of service and commend the audited financial statements to the 39th Annual General Meeting.

GREG GODFREY, TREASURER

Financial Statements for the Year Ended 30 June 2012

Whittlesea Community Connections Inc. Financial Statements for the year ended 30 June 2012

Operating Statement for the Year Ended 30 June 2012

Revenues	Notes	30 June 2012	30 June 2011
Grants	1	\$ 1,648,286	\$ 1,543,405
Interest		\$ 28,266	\$ 29,212
Fundraising		\$ 28,750	\$ 1,156
Other	1A	\$ 154,313	\$ 105,864
Total Revenues		\$ 1,859,615	\$ 1,679,637
Expenses			
Employee and Labour related Costs	2	\$ 1,327,843	\$ 1,272,830
Telephone		\$ 23,817	\$ 27,782
Postage		\$ 3,686	\$ 2,625
Stationery		\$ 6,315	\$ 7,666
Rental -City of Whittlesea		\$ 12,162	\$ 12,162
Advertising		\$ 1,961	\$ -
Accounting & Audit		\$ 34,643	\$ 29,874
Project Costs		\$ 46,680	\$ 33,178
Staff Training		\$ 20,396	\$ 8,340
Volunteer Training		\$ 1,590	\$ 6,115
Subscriptions & Memberships		\$ 4,933	\$ 3,262
Staff amenities		\$ 1,713	\$ 1,490
Bank Charges		\$ 27	\$ 42
Depreciation		\$ 35,216	\$ 17,151
Emergency Relief Community Support	12	\$ 136,464	\$ 155,855
ER Admin. Expenses		\$ 5,000	\$ -
Printing and Photocopying		\$ 6,300	\$ 17,697
Legal Practising Certificate		\$ 2,590	\$ 2,291
Legal Library		\$ 4,279	\$ 4,073
Information Technology		\$ 13,879	\$ 15,264
Community Transport (leases, fuel and maintenance, insurance excess)		\$ 86,062	\$ 68,097
Other	4	\$ 72,588	\$ 44,773
Total Expenses		\$ 1,848,145	\$ 1,730,564
Change in Net Assets resulting from Operations		\$ 11,470	\$ (50,928)
Current Assets			
Cash	5	\$ 378,489	\$ 468,845
Receivables	6	\$ 38,651	\$ 58,958
Investment-Shares in PCCU	7	\$ 60	\$ 60
Total Current Assets		\$ 417,200	\$ 527,864
Non-Current Assets			
Equipment	8	\$ 60,817	\$ 28,270
Total Assets		\$ 478,017	\$ 556,134
Current Liabilities			
Creditors	9		
GST Liabilities		\$ 9,905	\$ 10,355
Payroll Liabilities (inc. Super and PAYG)		\$ (844)	\$ (12,282)
Deposits for Future Services		\$ 3,500	\$ 1,000
Grants Received in Advance	10	\$ 54,500	\$ 53,276
Grants Carried Forward	10A	\$ 83,942	\$ 169,826
Total Current Liabilities		\$ 151,004	\$ 222,175
Non Current liabilities			
Employee Entitlements	11	\$ 146,952	\$ 165,368
Total Liabilities		\$ 297,956	\$ 387,543
Net Assets		\$ 180,061	\$ 168,591
Equity-Accumulated surplus			
Balance at start of Financial Year		\$ 114,808	\$ 165,735
Transfer to Accommodation (Building) Fund Reserve		\$ -	\$ -
		\$ 114,808	\$ 165,735
Add Change in Net Assets resulting from operations		\$ 11,470	\$ (50,928)
Balance at the end of Financial Year		\$ 126,277	\$ 114,808
Building Fund Reserve		\$ 53,784	\$ 53,784
Total Equity-Accumulated surplus		\$ 180,061	\$ 168,591

Financial Statements for the Year Ended 30 June 2012

Notes to and Forming Part of the Financial Statements For the Year ended 30 June 2012

1. Grants

The Following Grants Received Funded		30 June 2012	30 June 2011
Core Operations			
SGP Employees & Programs-DIAC	\$	310,884	\$ 308,884
General WCC Employees & Programs			
City of Whittlesea (Main Grant)	\$	169,000	\$ 163,200
City of Whittlesea (International Womens' day)	\$	2,000	\$ 2,500
City of Whittlesea (Women in Work)	\$	3,000	\$ -
City of Whittlesea Arabic Womens Group Grant	\$	-	\$ 2,273
City of Whittlesea Arabic Men's Group	\$	3,450	\$ 3,600
City of Whittlesea Community Transport Coordinator Grant	\$	71,500	\$ 69,400
Scanlon Foundation	\$	24,276	\$ -
VMC (Refugee Week Grant)	\$	-	\$ 955
VICNET (Public Internet Access Program)	\$	-	\$ 750
City of Whittlesea Refugee Week	\$	500	\$ -
Emergency Management Project	\$	-	\$ 11,813
Women-in-Work Project (Australian Communities Foundation)	\$	76,467	\$ -
L2P Learner Driver Program	\$	77,600	\$ 82,533
Youth Connections	\$	60,112	\$ 57,207
VMC (Community Strengthening Grant)	\$	3,800	\$ -
Whittlesea Volunteer Resource Service			
City of Whittlesea Grant	\$	72,200	\$ 70,100
FAHCSIA VMP Grant	\$	59,733	\$ 59,733
Whittlesea Community Legal Service	13		
Victoria Legal Aid-State Funds	\$	315,100	\$ 307,059
Victoria Legal Aid -Commonwealth FRC Pilot	\$	57,928	\$ 27,692
Victoria Legal Aid -Commonwealth Generalist	\$	50,852	\$ 50,000
Emergency Relief Program			
FAHCSIA/Emergency Relief Grants	\$	158,135	\$ 168,657
The Queens Fund	\$	10,193	\$ 14,840
Other Philanthropic (Walter Eliza Hall Trust & The Ian & Nelleke Clark F	\$	7,900	\$ 700
Donations	\$	2,245	\$ -
Whittlesea Connect Community Transport Grants			
Marian EH Flack Trust	\$	14,555	\$ -
Community Transport Donations Voluntary and Passengers	\$	7,787	\$ 3,674
Melbourne Community Foundation	\$	-	\$ 11,000
Northern Transport Links Grant	\$	3,186	\$ 28,682
Grants Brought Forward from Previous Financial Year	\$	169,826	\$ 267,980
Unexpended Grants carried forward to next year	\$	(83,942)	\$ (169,826)

Total Grants	\$	1,648,286	\$	1,543,405
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1A. Other Income

Community Directory	\$	836	\$ 818
Community Bus Hire	\$	6,789	\$ 3,102
Service Generated Income	\$	56,090	\$ 30,505
Miscellaneous Income	\$	14,173	\$ 8,904
Sales Returns & Allowances	\$	(147)	\$ -
Scanlon Foundation Ready to Work Project	\$	10,663	\$ -
Scanlon Foundation FV Scoping Project	\$	2,150	\$ -
TAC Little BUGs Bicycle Project	\$	5,000	\$ 12,000
Women's Trust	\$	-	\$ 15,000
Other- Int. Women's Day Donations	\$	602	\$ -
DIAC Complex Casework	\$	-	\$ 9,084
Donations Received	\$	19,698	\$ 11,450
CMY - Homework Support Program	\$	19,887	\$ 15,000
VicRoads-Road Safety Project	\$	9,198	\$ -
Client Brokerage grant from School Focused Youth Service	\$	220	\$ -
Whittlesea Township CBI - Vehicle cost Recovery	\$	9,155	\$ -
	\$	154,313	\$ 105,864

2. Employee & Labour Related Costs

Salaries	\$	1,184,480	\$ 1,117,702
Workcare	\$	14,326	\$ 11,234
Superannuation	\$	102,068	\$ 97,645
Travel Claims Reimbursed	\$	8,292	\$ 11,346
Prov. For LSL, AL Loading, Parental and SL	\$	18,481	\$ 34,390
Recruitment costs	\$	196	\$ 513
Total	\$	1,327,843	\$ 1,272,830

Financial Statements for the Year Ended 30 June 2012

	30 June 2012	30 June 2011
4. Other Costs		
Annual Return Fee/AGM	\$ 781	\$ 1,487
Insurance	\$ 2,057	\$ 1,963
Interpreting & Translations	\$ 974	\$ 1,727
Equipment Purchase	\$ 9,325	\$ 8,220
Room Hire	\$ 5,898	\$ 1,960
Internet fees	\$ 1,053	\$ 813
Volunteer Expenses	\$ 3,749	\$ 1,792
Meeting Expenses	\$ 1,603	\$ 2,541
Refurbishment/maintenance Costs	\$ 5	\$ 880
Federation Room Running Expenses	\$ -	\$ 296
Reference material	\$ 88	\$ 20
Fund-raising expenses	\$ 3,860	\$ 150
Catering	\$ 7,670	\$ 6,222
Sundry Expenses	\$ 4,228	\$ 2,133
School support Costs	\$ 250	\$ 320
Furniture and Fittings	\$ -	\$ 5,906
Police and Work with Children Checks	\$ 1,082	\$ 545
Driving Lessons/VicRoads Costs	\$ 3,056	\$ 2,029
Childcare	\$ 657	\$ 5,735
Unrecoverable debts Written off	\$ 26,250	\$ 34
Total	\$ 72,588	\$ 44,773
5. Cash		
Westpac Bank - ER Account	\$ 3,532	\$ 7,874
CUA Cash Management Account	\$ 101,817	\$ 226,477
CUA Multi-Term Investment Account	\$ 190,556	\$ 179,178
Petty Cash	\$ 651	\$ 1,015
Bendigo Bank - Term Deposit	\$ 57,461	\$ 54,301
Westpac Fundraising/Donations Account	\$ 12,466	\$ -
Westpac Housing Brokerage Account	\$ 12,007	\$ -
Total	\$ 378,489	\$ 468,845
6. Receivables		
Pledges Receivable	\$ 32,308	\$ 26,364
City of Whittlesea-Rec.Service Fees	\$ 3,489	\$ 3,489
Sundry Debtors	\$ 2,205	\$ 28,455
Deposits Paid	\$ 650	\$ 650
Total	\$ 38,651	\$ 58,958
7. Investments		
Shares in Plenty Credit union	\$ 60	\$ 60
8. Equipment		
Federation Room		
Computer Systems	\$ 35,853	\$ 35,853
Less: Accumulated Depreciation	\$ (35,853)	\$ (34,008)
Net Value	\$ -	\$ 1,845
Whittlesea Comm.Legal Service		
At Cost b/f	\$ 30,380	\$ 29,105
Accumulated Depreciation	\$ (29,859)	\$ (25,720)
Net Value	\$ 521	\$ 3,385
Computers		
At Cost	\$ 10,760	\$ 7,090
Accumulated Depreciation	\$ (5,658)	\$ (2,383)
Net Value	\$ 5,102	\$ 4,707
General		
At Cost b/f	\$ 29,040	\$ 26,440
Accumulated Depreciation	\$ (24,382)	\$ (20,079)
Net Value	\$ 4,658	\$ 6,361
Motor Vehicles		
At Cost	\$ 73,855	\$ 13,636
Accumulated Depreciation	\$ (23,322)	\$ (1,667)
Net Value	\$ 50,532	\$ 11,969
Total Cost	\$ 179,887	\$ 112,124
Total Accumulated Depr.	\$ (119,070)	\$ (83,854)
TOTAL EQUIPMENT (NET VALUE)	\$ 60,817	\$ 28,270

Financial Statements for the Year Ended 30 June 2012

	30 June 2012	30 June 2011
10. Grants Received in Advance		
Thomastown and Lalor Shape Your Future - Cultural Bridges Grant	\$ 2,500	\$ -
The Jack Brockoff Foundation - Housing Brokerage Grant	\$ 12,000	\$ 29,000
Scanlon Foundation - Family Violence Project 2012	\$ 40,000	\$ 24,276
Total	\$ 54,500	\$ 53,276
10A. Grants Carried Forward		
City of Whittlesea (Arabic Men's Group)	\$ -	\$ 2,931
City of Whittlesea (Community Transport)	\$ -	\$ 39,681
Victoria Legal Aid-Community Legal Service	\$ 5,860	\$ 27,009
Victoria Legal Aid- FRC Pilot	\$ 1,876	\$ 18,396
VicRoads Road Safety Grant	\$ 3,355	\$ -
TAC - Little BUGs Bicycle Project	\$ 5,000	\$ 12,000
Women-In-Work-Project (MCF)	\$ 7,640	\$ -
Scanlon Foundation-Ready to Work Project	\$ 10,663	\$ 12,939
Scanlon Foundation-FV Scoping Project	\$ 2,150	\$ -
Youth Connections	\$ 16,422	\$ 15,558
Marian and EH Flack Trust	\$ 4,168	\$ -
Centre for Multicultural Youth-Learning Beyond the Bell	\$ 5,960	\$ 12,955
Women's Trust-Women's Worth Project	\$ 15,000	\$ 15,000
L2P Driver Mentor Program	\$ 5,849	\$ 13,358
Total	\$ 83,942	\$ 169,826
11. Employee Entitlements		
Long Service Leave	\$ 82,569	\$ 91,702
Sick Leave	\$ 34,244	\$ 34,244
Annual Leave	\$ 16,836	\$ 12,130
Parental Leave Provision	\$ 13,304	\$ 27,292
Total	\$ 146,952	\$ 165,368
12. Emergency Relief		
Emergency Aid	\$ 136,464	\$ 155,855
Total	\$ 136,464	\$ 155,855
13. Community Legal Service (Recurrent Funds)		
<u>Income</u>		
Victoria Legal Aid	\$ 315,100	\$ 307,059
Commonwealth	\$ 50,852	\$ 77,692
Interest Income	\$ 3,837	\$ 4,669
Miscellaneous Income	\$ 5,973	\$ 1,222
Total	\$ 375,762	\$ 390,641
<u>Expenditure</u>		
Salaries	\$ 299,603	\$ 303,888
Superannuation	\$ 25,779	\$ 26,526
Salary On Costs	\$ 6,549	\$ 3,724
Rent	\$ 5,212	\$ 5,999
Staff Training	\$ 3,416	\$ 4,499
Communications	\$ 14,181	\$ 19,117
Office Overheads	\$ 7,796	\$ 16,481
Insurance	\$ 538	\$ 608
Finance, Audit and Accounting fees	\$ 14,853	\$ 14,548
Library, Resources and Subscriptions	\$ 9,758	\$ 8,533
Travel	\$ 2,000	\$ 3,459
Programming and Planning	\$ 2,996	\$ 3,063
Depreciation	\$ 4,230	\$ 4,994
Total	\$ 396,911	\$ 415,437
Surplus/(Deficit)	\$ (21,149)	\$ (24,796)

Financial Statements for the Year Ended 30 June 2012

	30 June 2012	30 June 2011
CASH FLOWS FROM OPERATING ACTIVITIES		
Receipts from Grants Donations and sundry charges	\$ 1,465,125	\$ 1,502,013
Interest Received	\$ 28,266	\$ 29,212
Other	\$ 154,313	\$ 105,864
Fundraising Income	\$ 28,750	\$ 1,156
Total	\$ 1,676,454	\$ 1,638,245
<i>Payments for employees and administrative expenses</i>	\$ (1,766,811)	\$ (1,712,350)
Net Cash provided by operating activities	\$ (90,356)	\$ (74,105)
CASH FLOWS FROM INVESTING ACTIVITIES		
Purchase of fixed assets	\$ -	\$ 81,216
Net Cash provided by investing activities	\$ -	\$ (81,216)
Net Increase (Decrease) in cash held	\$ (90,356)	\$ (155,321)
Cash at beginning of financial year	\$ 468,845	\$ 624,166
Cash at end of financial year	\$ 378,489	\$ 468,845
NOTES TO STATEMENT OF CASH FLOWS		
(a) Reconciliation of cash		
Cash at bank and in hand	\$ 378,489	\$ 468,845
(b) Reconciliation of net cash provided by operating activities to operating surplus		
Operating surplus	\$ 11,470	\$ (50,928)
<u>Non-cash flows in operating activities</u>		
Depreciation	\$ 35,216	\$ 17,151
Provision for Annual Leave Loading/Sick Leave/Long Service Leave	\$ (18,416)	\$ 34,390
<u>Changes in assets and liabilities</u>		
Decrease/(Increase) in receivables	\$ 20,307	\$ 2,486
<i>Increase/(Decrease) in creditors and provisions</i>	\$ (71,171)	\$ (54,084)
Net Cash outflow from purchase of plant and equipment	\$ (67,763)	\$ 12,744
Equipment Written-off	\$ -	\$ (35,865)
Net cash flow from financing activities	\$ -	\$ (81,216)
Net cash provided by operating activities	\$ (90,356)	\$ (155,321)
Cash at beginning of Financial Year	\$ 468,845	\$ 624,166
Cash at end of Financial Year	\$ 378,489	\$ 468,845
Increase in Cash during year	\$ (90,356)	\$ (155,321)

Notes to and Forming Part of the Financial Statements For the Year Ended 30 June 2012 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 Office Coordinator. 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 endorses 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 2011 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 statement of financial position as at 30 June 2012, and the statement of comprehensive income for the year then ended, statement of changes in equity / statement of recognized income and expenses and cash flow statement for the year then ended, notes comprising a summary of significant accounting policies and other explanatory information and the committee's assertion statement.

The Committee of Management's responsibility for the financial report

The Committee of Management of Whittlesea Community Connections Inc. is responsible for the preparation of the financial report, and have determined that the basis of preparation described in notes to the financial report is appropriate to meet the requirements of the Associations Incorporation Act and the needs of the members. The responsibility also includes such internal control as the Committee of Management determine is necessary to enable the preparation of a financial report that is free from material misstatement, whether due to fraud or error.

Auditors responsibility

Our responsibility is to express an opinion on the financial report based on our audit. We have 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 that presents fairly 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.



Liability limited by
a scheme approved
under Professional
Standards Legislation.



Independence

In conducting our audit, we have complied with the independence requirements of the Australian professional accounting bodies.

Electronic publication of the audited financial report

It is our understanding that Whittlesea Community Connections Inc. intends to electronically present the audited financial report and the auditor's report on its internet website. Responsibility for the electronic presentation of the financial report on Whittlesea Community Connections Inc. website is that of those charged with governance of Whittlesea Community Connections Inc. The security and controls over information on the website should be addressed by Whittlesea Community Connections Inc. to maintain the integrity of the data presented. The examination of the controls over the electronic presentation of audited financial reports on Whittlesea Community Connections Inc. website is beyond the scope of the audit of the financial report.

Opinion

In our opinion the financial report of Whittlesea Community Connections Inc. presents fairly in all material respects, the financial position of Whittlesea Community Connections Inc as at 30 June 2012 and of its financial performance and its cash flows for the year then ended on that date and complies with Australian accounting standards.



Brian J. Egart - CPA

PAG Accounting, a division of Plan Act Grow Pty Ltd

Dated this 23rd day of OCTOBER 2012

Thanks to:

Our Main Funding Bodies:

- City of Whittlesea
- Department of Families, Housing, Community Services and Indigenous Affairs (FACSIA)
- Department of Immigration & Citizenship (DIAC)
- Department of Prime Minister and Cabinet
- Parks Victoria
- Transport Accident Commission
- VicRoads
- Victoria Legal Aid
- Victorian Multicultural Commission/OMAC

Grants/Donations:

- | | |
|-------------------------------------|--|
| • Anonymous | • The Danks Trust |
| • Australian Communities Foundation | • The Ian Potter Foundation Ltd |
| • Centre for Multicultural Youth | • The Jack Brockhoff Foundation |
| • CFA (Country Fire Authority) | • The Marian E.H. Flack Trust |
| • Costa Exchange | • The Queens Fund |
| • Danielle Green MP | • The Sidney Myer Fund |
| • Dinny Jaconis | • The Scanlon Foundation |
| • Office of Harry Jenkins MP | • The Walter & Eliza Hall Trust |
| • Interact Australia | • Thomastown Traders Association |
| • Lalor Bowling Club | • Whittlesea Northern Transport Links |
| • Officeworks-Epping | • The Mercy Foundation |
| • Office of Jenny Mikakos MP | • Ian and Nelleke Clark Encouragement Fund |
| • Office of Lily D'Ambrosio MP | |
| • Office of Rob Mitchell MP | |
| • Office of Bronwyn Halfpenny MP | |
| • Maursz Consulting | |
| • Metropolitan Fire Brigade | |
| • Pam Usher | |
| • Pantellica Cheese Company | |

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