

Celebrating

40 years



Annual Report 2012-13

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

Our VISION

Whittlesea is a place 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.

MISSION

Whittlesea Community Connections offers services and programs to address disadvantage in the community, and to promote community participation and involvement

Contents

Committee of Management 2012-13	3
Staff	4
Volunteers	6
President's and CEO's Report	11
Settlement Programs Report	12
Client Services Report	17
Whittlesea Community Legal Service Report	21
Financial Statements	24
Auditor's Report	29
Funders and Supporters	31

Committee of Management 2012-13

Maureen Corrigan OAM	President	Electorate Officer Richard Wynne MP; 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); Director Maursz Consulting Pty Ltd.
Greg Godfrey	Treasurer	Dip. Financial Planning; Financial Information Services Officer - Centrelink
Martin Booth	V. President/Public Officer	BBSc (Psychology, La Trobe University); Certificate IV in Training and Assessment; 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; Treasurer, Lalor Living & Learning Centre Committee of Management; CoW Cultural Bridges working group Member
Sebastian (Dinny) Jaonis	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 City of Whittlesea Disability Network; Committee Member-Norparrin Early Intervention Centre, Concord School Parents & Friends Committee; Volunteer-Northern Hospital (CAHU)
Raziye Baftiyar	Ordinary Member	Bachelor of Social Work; 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.
Jennifer Giakimis	Volunteer Representative	WCC volunteer since 2008 as Community Information worker and Front desk reception.
Nessie Sayar	Volunteer Representative	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.
Joy Chatfield	Co Opted 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. I was a Company Director for more than 30 years, and have represented on many Board of Managements in the past

Staff

Jemal Ahmet	CEO
Edmond Babatunde	Driving Program Coordinator
Sam Charlesworth	Women in Work Community Enterprise Worker (From Aug 12)
Deepty Cusima	Community Information & Resource Worker
Sulaika Dhanapala	Principal Solicitor (to Feb 13)
Rani Flory	Community Lawyer/Project Worker
Peta Fualau	Team Leader Client Services
Caterina Galati	Emergency Relief Coordinator & Case Manager
Vanessa Galea	Coordinator of Volunteers & Administration of Legal Service
Chris Howse	Principal Solicitor (From Jan 13)
Sudha Kuganesan	Youth Connections Worker
Jonathan Lee	Community Lawyer
Stephen Lewis	Community Transport Coordinator
Ann Lightowler	Community Lawyer
Lily Lim	Youth Worker (New Arrivals)
Grozda Nedeljkovic	Settlement Support Worker & Migration Advisor
Michelle Newton	Community Participation & Employment Worker (New Arrivals)
Kate O'Sullivan	Team Leader Settlement Programs (From July 12)
Jennifer Oliver	Outreach Community Lawyer (to Feb 2013)
Ben Rodgers	Acting Team Leader Client Services
Chris Ryan	Outreach Community Lawyer
Dalal Sleiman	Settlement Support Worker (Arabic Speaking Communities)
Jane Yang	Volunteer Resource & Training Worker
Kim Yee	Office Coordinator

Staff – casual workers

Fawzia Abukalam	Women in Work Child Care Worker
Jiyar Arif	Women in Work Child Care Worker
John Arnold	Connect Plus Driver
Noosha Behshad	Learning Support Program Tutor
Vaithilingam Ganeshanathan	Accountant
Bayadir Hashim	Women in Work Child Care Worker
Krishantimala Joseph	Women in Work Child Care Worker
Meenakshi Kataria	Women in Work Child Care Worker
Nagwa Kori	Women in Work Child Care Worker
Rachel Kori	Women in Work Child Care Worker
Nazar Kunda	Arabic Men's Group Facilitator
Peter Leek	Connect Plus Driver
Howid Madir	Women in Work Child Care Worker
Ahlam Mina	Women in Work Child Care Worker
Gemila Nur	Women in Work Child Care Worker
Manel Rouma	Women in Work Child Care Worker
Nafiso Said	Women in Work Child Care Worker
Veda Sayakoummane	Learning Support Program Tutor
Nadarajah Sribalachandran	Account Clerk
Sherien Tadros	Arabic Women's Group
Rosa Vasseghi	Settlement Services Worker

Volunteers

Abdelmessih, Hany	Tax Help
Abdo, Souliman	Legal Service Solicitor
Abdul, Farrah	Legal Service Day Team
Abondio, Rhiannon	Legal Service Day Team
Ahilaeswaran, Abarna	Tax Help
Alderson, Elaine	Volunteer Resource Service
Alex Yang	Volunteer Resource Service program
Almeida, Candice	Legal Service Solicitor
Amanat Azfar	Settlement Team, Supervisor Driver
Amarasekera, Bhanuka	Legal Service Day Team
Andrew Goldberg	Settlement Team, Supervisor Driver
Arabitzas, Perri	Legal Service Day & Night Team
Arnold, John	Community Transport Service
Arnold, Rhonda	Community Transport Service
Baddeley, Barbara	Community Information Team, Administration, Settlement Team
Barsoom, Rafid	Community Transport Service
Behshad, Noosha	Settlement Team, Learning Support Program
Beiers, Julie	Legal Service Day Team
Bell, Stephen	Settlement Team, Learning Support Program
Bithell, Cathy	Community Transport Service
Booth, Martin	Community Information Team
Brad Jacobs	Settlement Team, Supervisor Driver
Carl Reid	Settlement Team, Supervisor Driver
Cesario, Nicole	Legal Service Day Team
Challenger, Dorothy	Community Transport Service
Chen, Chiry	Legal Service Day Team
Chen, Yanwei	Legal Service Day Team
Chew, Stephen	Settlement Team, Learning Support Program
Ciuffetllie, Dino	Administration
Clear, Denis	Community Transport Service
Cohen, Charles (Alby)	Community Transport Service
Cove, Norm	Community Transport Service
Crawford, Robyn	Community Information Team & Legal Service Day Team
Cronan, Sallee-Anne	Legal Service Day Team
Cruz, Jamila	Legal Service Day Team
Cvetkovski, Saso	Community Information Team, Federation Computer Room
D'vaz, Melanie	Community Information Team
Daricili, Belinda	Legal Service Day & Night Team
Darleen Brook	Settlement Team, Supervisor Driver
Das, Asha	Settlement Team, Women in Work mentor
Dasanayaka, Chamila	Community Information Team, Tax Help
David Gordon	Settlement Team, Supervisor Driver
David Jiang	Volunteer Resource Service program
De'Angelis, Robert	Legal Service Solicitor
Dellios, Paul	Legal Service Solicitor
Denunsio, Tony	Emergency Relief
Dhanapala, Sulaika	Legal Service Solicitor

Dharmase, Tharaka	Tax Help
Dimoska, Lidija	Community Federation Room
Doruk, Ezel	Settlement Team, Ready for Work Facilitator
Duncan, Suzi	Settlement Team, Refugee Support Group
Edres, Salah	Emergency Relief
El Mehdi, Raja Ould	Community Information Team
Falefai, Carol	Community Information Team
Faulkes, Michael	Legal Service Day & Night Team
Faumuina, Ruth	Community Information Team
Filiz, Zeynap	Legal Service Day Team
Fitzgerald, Bernie	Community Information Team
Fouras, Yanoula	Settlement Team, Women in Work Mentor, Learning Support Program
Francis, Tanya	Legal Service Solicitor
Frank Torcasio	Settlement Team, Supervisor Driver
Fu, Isabell	Legal Service Day Team
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
Giakimis, Jenny	Community Information Team
Gill Harsharan	Settlement Team, Supervisor Driver
Godsall, Sydney	Community Transport Service
Goldbergs, Andrew	Community Transport Service
Gonzalez, Alicia	Tax Help
Grealy, Lisa	Legal Service Day Team
Grech, Christine	Community Information Team
Grivicic, Suzana	Legal Service Solicitor
Gupta, Parul	Legal Service Day & Night Team
Guthrie, Marnie	Settlement Team
Hamdan, Emma	Tax Help
Hansra, Sim	Legal Service Day Team
Hao, Xincai (Robin)	Community Information Team
Harmer, Trevor	Community Information Team
Hawkins, Gary	Community Transport Service
He, Xiaoying	Tax Help
Helgesen, Carl	Community Transport Service
Hotchin, Sha	Legal Service Solicitor
Iliopoulos, Mary	Settlement Team, Refugee Support Group
Jaconis, Sebastian (Dinny)	Community Information Team, Emergency Relief; Committee of Management
Jain, Ankur	Settlement Team, Learning Support Program
Joan Lewis	Women in Work Settlement Team,
Johal, Raminder	Legal Service Day Team
Jones, Dennis	Community Transport Service
Joseph, Rinu	Tax Help
Judy Franklin	Settlement Team, Supervisor Driver
Julie Heather	Settlement Team

Kalkan, Serenay	Legal Service Day Team
Karasmanis, Andrew	Legal Service Day Team
Kaur, Rosie	Legal Service Day Team
Ken Wen	Volunteer Resource Service program
Khadem, Farideh	Settlement Team, Women in Work mentor
Khanna, Devesh	Legal Service Day Team
Khodeda, Hezna	Settlement Team
Kholer, Whilelmina	Legal Service Day Team
Konas, Daphne	Settlement Team, Learning Support Program
Kouros, Despina	Legal Service Day Team
Kumar, Rakesh	Tax Help
Kumari, Sneha	Settlement Team, Learning Support Program
Lam, Jessica	Legal Service Day Team
Lam, Naomi	Community Information Team
Le, Phuong	Legal Service Day Team
Leek, Peter	Community Transport Service
Lewis Stephen	Volunteer Resource Service Program
Lewis, Christine	Emergency Relief
Liberatore De Marco	Settlement Team, Supervisor Driver
Lim, Nina	Settlement Team, Learning Support Program
Liu, Sally	Settlement Team, Learning Support Program
Loizou, Alexandra	Legal Service Day Team
Lopez, Monica	Legal Service Day Team
Luong, Kim	Settlement Team, Learning Support Program
Lyell, Christopher	Settlement Team, Learning Support Program
Lynette Dobby	Settlement Team, Supervisor Driver
MacDonald, Jan	Settlement Team
Main, Barry	Community Transport Service
Main, Margaret	Community Transport Service
Majeed, Ali	Legal Service Day Team
Makari, Nermeen	Tax Help
Makwanya, Portia	Legal Service Day Team
Malavisi, Italo	Community Information Team
Mansoor, Jenefer	Community Information Team
Marcus, Sarah	Legal Service Solicitor
Mary F Micallef	Volunteer Resource Service Program
Mather, Jeevi	Settlement Team, Learning Support Program
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
Menezes, Namrata	Legal Service Day Team
Mercedes Flores Diaz, Gloria	Settlement Team, Learning Support Program
Mian, Haseeb	Legal Service Solicitor
Michael Little	Settlement Team, Supervisor Driver
Mohan, Rohit	Tax Help
Moran, Shaun	Legal Service Day Team
Murgano, Peter	Community Transport Service and settlement team

Murray, Peter	Community Transport Service
Naidu Hom	Settlement Team, Supervisor Driver
Nangle, Rebecca	Volunteer Resource Service
Nezhad, Asso	Tax Help
Nguyen, Christopher	Settlement Team, Learning Support Program
Nguyen, Huynh	Settlement Team, Learning Support Program
Nhieu, Trang	Tax Help
Njako, Nathalie	Settlement Team, Learning Support Program
Norman Dykes	Settlement Team. Supervisor Driver
Notarianni, Sarah	Legal Service Solicitor
O'Meara, David	Legal Service Day Team
O'Regan, Jamie	Legal Service Day Team
Or, Vivien	Legal Service Day Team
Ozmanian, Tosn	Community Information Team
Ozougwu, Gloria	Legal Service Solicitor
Ozturk, Ogaz	Legal Service Day Team
Pascoe, Shaun	Legal Service Solicitor
Pavlovski, Igor	Legal Service Day & Night Team
Payne, Rowan	Legal Service Day Team
Peake, Rolf	Volunteer Resource Service, Committee of Management
Pensi, Sofia	Women in Work mentor
Peter Hudson	Settlement Team, supervisor Driver
Petrucelle, Madeleine	Community Transport Service
Popov, Vladimir	Legal Service Day Team
Potenza, Natalie	Legal Service Day Team
Prendergast, Trevor	Community Transport Service
Rafiq, Randa	Legal Service Day Team
Randla, Thomas	Legal Service Solicitor
Rao, Chandana	Settlement Team, Women in Work Mentor
Reid, Carl	Community Transport Service
Robert EL Azar	Settlement Team, Supervisor Driver
Roberts, Alan	Emergency Relief, Community Information Team, Case work
Roberts, Carol	Emergency Relief, Community Information Team
Roberts, Michelle	Community Information Team, Emergency Relief
Roussel, Alex	Settlement Team, Learning Support Program
Roussel, Emma	Settlement Team, Learning Support Program
Rushton, Jemila	Settlement Team, Learning Support Program
Saban, Nermin	Legal Service Day Team
Saleh, Michael	Legal Service Day Team
Santos, Marian	Settlement Team, Refugee Support Group
Sarenac, Jelena	Legal Service Day Team
Sayakoummane, Veda	Settlement Team, Learning Support Program
Sayar, Nessie	Community Information Team, Emergency Relief & Community Transport Service, Women in Work mentor
Scokley, Alex	Community Transport Service
Sema Rafoo	Settlement Team, Supervisor Driver
Sert, Egemen	Legal Service Day Team
Sethichaiyen, Vinny	Settlement Team, Learning Support Program

Sherman, Amy	Legal Service Day Team
Shine, Matthew	Settlement Team, Learning Support Program
Side, Christian	Legal Service Day Team
Sidharth Dhananjayan	Settlement Team. Supervisor Driver
Sidrak, Shoukry	Tax Help, Community Information Team
Sinclair, Anna	Legal Service Day Team
Sleiman, Naima	Settlement Team
Sribalachandran, Nadarajah (Bala)	Community Information Team, Federation Computer Room
Stanford, Cassandra	Settlement Team, Learning Support Program
Stanly Thomas	Volunteer Resource Service program
Steans, Amanda	Legal Service Day Team
Stephen Mutusva	Volunteer Resource Service Program
Stojanova, Nadia	Legal Service Day Team
Stuart Newland	Settlement Team, Supervisor Driver
Subasingha, Rasanga	Settlement Team, Refugee Support Group
Tadros, Sherien	Settlement Team, Emergency Relief
Taha, Emily	Legal Service Day Team
Taig, Chris	Legal Service Day Team, Community Information Team, Emergency Relief
Tat, Pinar	Legal Service Day Team
Te, Darachel	Community Information Team
Tee, Eia Lee	Tax Help
Terolli, Valbona	Community Information Team
Thanapalan, Jeyakumary	Women in Work
Thompson, Cara	Legal Service Day Team
Timpano, Mia	Legal Service Day Team
Tina Battaglia	Settlement Team, Supervisor Driver
Toshack, Lisa	Community Information Team
Townsend, Tony	Community Transport Service
Treadwell, Andrew	Settlement Team, Refugee Support Group
Trimmer, Ashley	Legal Service Day & Night Team
Trizia Martins	Settlement Team, Supervisor Driver
Tsantevski, Lidija	Community Information Team
Waldie, Owen	Settlement Team, Community Transport Service
Walia, Charanjit	Community Information Team
Walpole, Gary	Community Transport Service
Webb, Norm	Community Transport Service
Whelan, David	Settlement Team, Supervisor Driver
Whelan, Lauren	Legal Service Day Team
White, Matthew	Legal Service Day & Night Team
Widjojo, Liulianna (Lily)	Community Information Team
Wijesinha, Ranjit	Emergency Relief
Yang, Freya	Legal Service Day Team
Yurtsever, Elif	Settlement Team, Women in Work Mentor
Zaki Karim	Legal Service Day Team
Ziabari, Mayda	Legal Service Day Team

From the President and CEO

Whittlesea Community Connections this year turned 40 years old.

The last 40 years have been truly remarkable. A small unfunded organisation was created in 1973 by a group of Whittlesea residents and community activists concerned with the lack of help available in the area for those in need.

At that time the population of the Whittlesea LGA would have been approximately 30,000 people and most of the area would have been farming or rural. The Whittlesea CAB was created and without any funding or paid employees it set about the task of informing and empowering the community. This was truly a volunteer effort in every sense of the word and those pioneer residents of this municipality have a great deal to be proud of. Their commitment, community spirit and sheer determination have been an inspiration throughout the 40 years since.

40 years on and the population of Whittlesea is estimated to be almost 170,000 and still growing rapidly. WCC now has funding from all 3 levels of government and employs over 23 paid staff as well as a large group of casual workers. But its commitment to volunteering and community engagement is as strong today as it ever was. More than 230 volunteers regularly contribute to the work of the agency and we are respected as leaders in the field of volunteering and community engagement in our area and beyond.

The current group of people involved in the agency and where it is today should also be proud of their achievements and their contribution to the WCC legacy. With that in mind, we would like to give recognition to our entire staff team, who are all highly dedicated to our overall vision of supporting and connecting Whittlesea residents with the resources and services they need and deserve.

But a staff team is only one part of an important equation. The support and encouragement of an equally dedicated group of local people managing the organisation at a board level is also vital. Our thanks go to all board members for their unfailing support of the agency, its work and place within the community.

None of the work we do would be possible without the contribution of all these people – volunteers, staff and board members. To our staff, clients, families, communities and partners, thank you for your dedication, and support not only over the last 12 months but over the past 40 years.



MAUREEN CORRIGAN, PRESIDENT AND JEMAL AHMET, CEO

Staffing Changes

During the year staff movements meant we farewelled Jennifer Oliver our Outreach Lawyer who relocated to Gippsland with her young family and Sulaika Dhanapala our Principal Solicitor who is now focusing on her private legal practice. Additions to our team include Kate O'Sullivan who joined us as our Settlement Services Team leader; Chris Howse who has taken over from Sulaika as our Principal Solicitor and Ben Rodgers who comes on board as our Acting Team Leader for Client Services whilst Peta Fualau is on maternity leave. We look forward to amazing things from all our newcomers over the coming years.

Key Milestones for 2012-13

Extensive work undertaken by our team in partnership with Stockland property developers and Thomastown West Primary School will see the establishment of a brand new community hub for Thomastown based at the primary school and operated by WCC.

This hub has been made possible by the generous donation of the building and the cost of its relocation by Stockland.



Once active, the hub will house a range of services and programs designed to support the school and broader community. Playgroups, homework clubs, settlement and legal services and adult education programs will all run from the site. WCC has put together a multi-agency partnership that includes the Smith Family, Preston Reservoir Adult Community Education (PRACE) as well as Thomastown West Primary School for the hub. We look forward to achieving some great outcomes for the community in the future.

You will read later on in this report of the success in obtaining increased legal funding from both the State and Federal governments. We congratulate both governments for their confidence in our organisation and we are excited at the prospect of growing our work with those in our community who need legal assistance. Over the next financial year we will be increasing the number of lawyers we employ and expanding the reach of our legal services to the community.

Settlement Services and Programs

The Settlement Team at WCC provide a comprehensive range of programs and services for supporting Whittlesea's newly arrived migrants and refugees. These services and programs include:

- The Settlement Grants Program
- The Women-in-Work Childcare social enterprise
- Driver Education Programs
- Settlement Youth Work and the Youth Connection Program
- Learning Support Programs
- Social support groups.

A majority of our clients and service users are refugee/protection visa holders and a smaller number are from family and other visa streams. Our settlement staff addressed a range of issues with clients, including:-

- Youth and educational issues
- Financial and income support
- Employment and volunteering
- Social participation, sport and recreation
- Accommodation
- Health
- Driving
- Language learning and assistance
- Transport
- Migration and citizenship support.

The Settlement Grants Program (funded by Department of Immigration and Citizenship)

Settlement Grants Program service users and clients came from Iraq, Iran, Sudan, Sri Lanka and Afghanistan. A number of new arrivals also came from other Arabic and African speaking countries. The vast majority were referred to the service via word of mouth or self-referral, reflecting a continued relationship between the local community and WCC.

- Casework, referral, advice and support to 387 refugees and other new arrivals
- 963 individual client contacts
- 277 group sessions
- Over 2,565 referrals to mainstream and specialist services

Settlement Youth Programs

WCC's Settlement Youth Work supports newly-arrived young people to re-develop connections to education, training, family and community. Young people engage with our services to access support with a range of complex issues including: disrupted education; driver skills; migration issues; homelessness; and family relationship breakdown. In addition to complex casework support, a range of different activities are offered for young people including soccer programs, after school activities, bike education and learning support.

This year, the Youth Connections program provided 41 young people with intensive support to assist in developing personal skills and attributes that promote wellbeing and support positive life choices. Under the auspices of NMIT TAFE and funded by the Department of Education and Workplace Relations, the Youth Connections program helps young people who have not completed, or are at risk of not completing Year 12 or equivalent qualifications and have barriers to participating in education, training or employment. The Youth Connections program also offered group activities including kick boxing and self-defence classes, and the Parachute Project; a theatre program for young women aimed at increasing self-esteem, confidence

and encouraging young women to express themselves creatively.

Financial support from CMY's Learning Beyond the Bell program enabled WCC to operate a number of learning support programs (LSP's) throughout Whittlesea. These are in high demand and there is a great deal of enthusiasm from both participants and volunteers. We currently coordinate LSP's 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. This year, English Conversation classes have also been included in the LSP programs to support young people gain confidence and increase their English language skills.

- 20 volunteers from Latrobe University and the Australian Catholic University and internally through the Whittlesea Volunteer Resource Service participated in the program
- More than 600 hours of tutoring was provided

Thomas [not his real name] was referred to youth connections through his language school, as he was starting to show signs of depression, started skipping school and was disengaging from school at a very rapid rate. He was an unaccompanied refugee minor who was fending for himself with very little support who was also suicidal at times. Through continuous support from our Youth Connections worker he has now completed Cert-3 in ESL and has secured a full-time job. He has plans to attend university part-time and get his Youth Work qualifications so he can continue supporting other young people who are in similar situations as him.



Settlement Employment Programs

SGP Employment Program

The SGP employment program linked clients to work placements at the City of Whittlesea and other organisations to gain valuable local experience and employment related references for their resumes.

- 82 people from newly arrived backgrounds were supported through the program with some linked to volunteer opportunities and training to support a pathway to employment.
- 12 clients were successful in securing a job.

Women in Work Social Enterprise

The Women in Work Social Enterprise provides support for local women to gain a qualification and enter the workforce. The program continues to grow with increasing demand for our services.

- 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 grown significantly and provided 284 childcare sessions for 28 programs.
- In 2012-13 twelve women began the Cert 4 in out of school care
- 9 women have completed their book work and are

currently completing placements

- 2 women have successfully completed their Certificate 4.

The Work Ready Program

The Work Ready Program provided training and work placement opportunities to a group of young people from a refugee background. This program gave young new arrivals an edge in the job market and readied them for work.

Training on occupational health and safety, work culture and life skills in preparation for work placement activities gave 'real-life' exposure to work and employment. After the program the young people receive job search and application support.

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 who work to address barriers to employment for people from a non English speaking background. In 2012 the network were working towards organizing the What Employers Want Breakfast which was held previously and was a great success.



Settlement Driver and Road Safety Programs



Bike education program

Little BUGs supports newly arrived refugee families and young people to understand and participate in safe road use as cyclists. The project introduces and develops the safe use of cycling as a sustainable transport option for young people. The program involved the Thomastown English Language School, volunteers from Whittlesea Bicycle Users Group (WBUG) and WCC, Bike n Bean, Gold Cross Cycles and Epping Police. The program has operated at the primary school, the local Traffic School, a Bike Shop and in local parks. Additional sessions for parents were provided in various languages other than English.

L2P

Funded by Vic Roads, The L2P program assists disadvantaged young people to acquire 120 hours of driving practice in order to acquire their probationary license.

In the last 12 months:

- 68 young people accessed the program, made possible by our dedicated volunteers who offered a total of
- 1,571 hours of their time to mentor those who otherwise would not be able to access driving support.
- 7 young people acquired their probationary license

The learner permit program, promotes road safety awareness among newly arrived refugees. Each program ran for 5 days, providing practical support and training before participants take their Learner Permit test at Vic Roads on the final day. Of the 23 participants who participated in both programs, 20 successfully passed their learner permit test.

Drive-4-Life - 2012-2013

Drive 4 Life was funded by Whittlesea council and is focused on newly arrived single mothers who are looking for work.

- 10 participants were supported by
- 5 dedicated volunteers
- 6 passed their licence test
- 4 are in the process of acquiring their license.

RACV-Driving program-2012-2013 - funds given by RACV allowed us to purchase formal driving lessons for newly arrived refugees. In the last 12 months 5 newly arrived participants benefited from the program.



Settlement Social Support Groups

Arabic Speaking Women's Group

The multi-faith and multicultural Arabic Speaking Women's Group is thriving and the women meet on a weekly basis. Membership of newly arrived women is growing rapidly and many women who attend the group are isolated and have limited social contacts and networks.

The group has had another very busy year with a range of visitors from local organisations providing information about health, women's safety, legal and human rights and Emergency Planning and Evacuation.

The group was also consulted as part of the City of Whittlesea's Housing Strategy.

Arabic Speaking Men's Group

The Whittlesea Arabic Speaking Men's Group meets on a weekly basis and now has 18 members. Settlement information sessions were provided to the group and covered topics such as housing, immigration and information and support from the Australian Electoral Commission. The group aims to expand its programs by seeking funding to support further activities and excursions.

Refugee Support Group

Meeting each Saturday, the Refugee Support Group brings emerging 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, increasing confidence and greater sense of community inclusion amongst emerging refugee communities.

The Harmony Newsletter

The Harmony - edited by a dedicated team from the community. The Arabic language newsletter provides information to Arabic speaking communities who remain the largest and most diverse of newly-arrived communities in the City of Whittlesea. This year, the Harmony printed 250 copies each month and distributed them amongst the community. In addition, 50 copies each month were distributed electronically. The newsletter is a great opportunity to promote available services, community events and important aspects of Australian history and culture.

Whittlesea Multicultural Issues Network (WMIN)

WMIN met regularly throughout the year and provided an important opportunity for service providers to come together to share resources and discuss issues facing newly arrived migrant and refugee communities in the local area.

The network continued to invite guest speakers to the network to discuss a range of issues and is currently planning for 2014.

Refugee Week

Sponsored by the MFB, CFA Victoria Police and the City of Whittlesea, WCC ran the Refugee Week Awards in June 2012. 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 2012 winner of Whittlesea Refugee Week Awards, **Alireza Adibnia** made a significant contribution to supporting the asylum seeker community volunteering with the Red Cross and the Edmund Rice Centre.

The recipient of the Encouragement Award was **Rouya Hashimpour** who volunteers her time tirelessly with the Kurdish Women's Society participating in community workshops, activities and events.

Dalal Sleiman - Congratulations to one of our own team members who received a life time achievement award for her commitment and hard work in the establishment of the Chaldean Women's association 5 years ago and her tireless work advocating on behalf of those from refugee and migrant backgrounds.



Client Services

CLIENT SERVICES MANAGES A VARIETY OF WCC PROGRAMS AND SERVICES, INCLUDING THE INFORMATION AND REFERRAL SERVICE, WHITTLESEA VOLUNTEER RESOURCE SERVICE, COMMUNITY TRANSPORT AND EMERGENCY RELIEF AND CASEWORK.

INFORMATION AND REFERRAL SERVICE

WCC's community information service exists to connect people to each other, to the services they need and to organisations available to support them. This year the service connected

- 5,544 people to services and programs across the area
- 60% of inquires came over the phone
- 40% in person at our office at Epping Plaza
- 66% of people were female
- 34% male
- 39% of people were from CALD backgrounds.

The Information and Referral Service ran training and information sessions to support volunteers and recruited new Community Information Volunteers through a Community Information Course run at Lalor Living and Learning Centre.

FEDERATION PUBLIC ACCESS COMPUTER ROOM

A key public program, the Federation Public Access Computer Room provides access to computers and the internet to local people for free. 587 people accessed the room in 2012/2013.

WVRS WHITTLESEA VOLUNTEER RESOURCE SERVICE

The Whittlesea Volunteer Resource Service (WVRS) is a key activity for WCC, with 2,291 residents assisted to meaningful volunteer opportunities in 2012/2013.

The WVRS' work of connecting individuals and agencies was highly productive:

- More than 20 people each month attended Volunteer Information Sessions;
- Over 50 local organizations were supported in volunteer recruitment and training;
- Over 550 community members were reached at local events, expo's at NMIT, local government and LaTrobe University; strong media promotion through local newspapers, local government newsletters, including event promotion, good news stories and comments regarding volunteering issues.

Importantly, WVRS convened the Partnership on Volunteering and Community Engagement meetings, bringing together local volunteer involving organisations to promote and advocate for volunteering in the City of Whittlesea.

During the period, the WVRS conducted the following key activities:

Advocacy: Proposed changes to the existing federal government funding model sparked the formation of a Metro VRC group. The response included meeting with local Members of Parliament and state government staff. The success in advocating for retention of existing services cemented the desire for better collaboration and resource sharing between members. Through 2012/2013, the group has met bi-monthly to progress actions around locally focused VRCs.

Program strengthening: The philanthropic trust RE Ross Foundation approved a grant for WCC to undertake the Geelong Volunteers Volunteering with Standards program. The grant is in partnership with Volunteers Banyule and Darebin Information, Volunteer and Resource Service, and provides the foundation to deliver regional training to volunteer managers in 2013/14.

Program expansion:

- A pilot program with City of Whittlesea supported senior citizen groups, placing skilled finance volunteers with group treasurers. 5 volunteers were placed with groups, and further opportunities will be explored.
- In 2012/2013, the WVRS has doubled its Computer Training Courses, with volunteer tutors hosting classes four times each week. There is consistently a waiting list for both participants and tutors to be involved.
- **Recognition:** The International Volunteer Day BBQ celebration for volunteers in partnership with Harry Jenkins's Office to recognize volunteer contributions attracted over 80 people. National Volunteer Week saw WVRS partner with local agencies, with 60 entries into a competition to win dinner at a local restaurant.

WVRS is successful despite significant challenges. It is an underfunded service, with WCC supporting a significant portion of the program from retained funds. Other challenges include:

- A concentration of agencies in particular areas, increasing costs in time and money people have to access opportunities;
- The lack of social infrastructure results in people volunteering with services not in our area. Additionally, some agencies present in our area are centrally managed, leading to a lack of grassroots local connections that can support volunteer connections and opportunities;
- The demographics of the area results in people's complex need reducing overall community resources.

Client Services

Despite these challenges, WVRS achieves significant social connection and results for local people with just one worker and a dedicated small team of volunteers. In the future, focus will be to maintain a strong volunteer profile, increasing both the number of volunteers and number of

opportunities through creating real, meaningful local volunteer opportunities. Fostering and growing partnerships and projects with other groups to share resources will strengthen the case for support from government and other funding bodies.

CASE STUDY

Maria [not her real name] just moved back to Australia after living in Italy for more than 20 years. After many attempts at gaining a job interview without any success, she turned to WVRS for volunteering opportunities. After discussing her interests and skills, WVRS matched her with a local school program to work with children and parents, which was something she really enjoyed. Her commitment and skills were highly valued by the school and, inspired, she returned to WVRS after a few months, seeking another volunteer role to build up more experience for her study. We referred her to a local hospital, and for a period she volunteered for both organisations. Through volunteering, she built up more confidence and felt more connected with her community. As the experience was advantageous for her, she encouraged her son take up volunteering to gain local experience and improve his English. She introduced her son to WVRS and we worked with another organisation to create a tailored volunteer role for him.

After 6 months of volunteer work in the hospital, she was offered a casual position. She came back to WCC and thanked our service for pointing her in the right direction.

COMMUNITY TRANSPORT

Whittlesea Connect Transport Service relies on passionate support from volunteers. Drivers, transport escorts and administration support in 2012/2013 resulted in 5,245 people receiving transport to crucial medical and social appointments.

Work included partnering with the Whittlesea CBI, City of Whittlesea and WACCA to provide accessible transport to residents of the Whittlesea Township; supporting transport volunteers with training such as Wheelchair hoist training, first aid, food and handling and working with elderly clients; and maintaining compliance with the Bus Safety Act.

Program development: Sustained advocacy led to successful Home and Community Care funding of \$75,000 from the Department of Health. Aged and Disability Services at the City of Whittlesea will auspice the funds, and assist WCC during the start-up phase of becoming a HACC service provider. This is extremely beneficial, as recurrent funding gives WCC confidence to continue the much needed and appreciated service

Fundraising: Fundraising for the larger 24 seat bus was successful, with donations from individuals and businesses in the community including contributions from Bertocchi, Lalor Bowling Club, Epping Aged Care and Costco raising \$6,350. The 2012 Trivia night raised \$10,000. Giftwrapping on Mother's Day at Epping Plaza involved 15 WCC volunteers and raised over \$500. Efforts continue to secure an additional \$15,000, with discussions between Whittlesea YMCA and WCC looking positive. To operate a larger vehicle, WCC will become an accredited bus operator in 2014;

Partnerships: The Whittlesea Northern Transport Links (WNTL) project funded by DPCD and based at City of Whittlesea has completed. The project has led to higher awareness of Community Transport within different departments at Council, with Community Transport included in the Transport Strategic Plan. The project funded WCC for the Senior Shuttle, and Health Connect. WCC volunteers and staff participated in a forum on Community

Transport held at CoW, reinforcing the necessity of the service in the community.



Emergency Relief and Casework

EMERGENCY RELIEF AND CASE MANAGEMENT

During 2012/13 WCC distributed \$128,777 in discretionary funds to support 1,696 vulnerable Whittlesea community members in financial crisis. 29% of these clients had not used the service previously and less than 10% had used it for more than 3 years. In particular, thanks to the Queens Fund, the Walter and Eliza Charitable Trust, and Ian and Nelleke Clark Foundation for their continued support in helping us to meet the needs of those in financial hardship.

Emergency Relief Service highlights included the following key activities:

- Provision of 1,696 instances of financial assistance, however we turned 2,495 away - an increase of just over 100% to the previous year.
- Emergency Relief accounted for 85% of total community information enquires to WCC during this time. Impacts on ER include:
 - Reduced eligibility for Centrelink benefits for single mothers;
 - Increasing rental and utility costs
 - Higher number of Asylum seekers in Community Detention without adequate government support;
 - Problem gambling rates
 - High incidence of Family violence

Our social work case service provided 820 interventions to compliment the emergency relief service. Assistance is provided through helping people to navigate the service system, referrals, emotional support and advocacy.

WCC employs one social work qualified caseworker and takes social work students each year to expand the reach of casework. WCC also continued to attend the Case Managers Network meeting run by Community Information Victoria and Emergency Relief Victoria Network meetings.

WCC convened the Whittlesea ER network to progress its action plan and better coordinate activity across the municipality. Guest speakers to the network included Adult Migrant Education Service, Kildonan Financial Counseling, Home Energy Saver Scheme among others.

The Christmas Appeal drive is now a regular annual event for the network and was very successful this year. Action Plan items are being progressed. Carey Grammar primary school donated \$1,100 and conducted a food run which was distributed through the ER network. We developed policy for changes to Melbourne's public transport ticketing system, due to the introduction of MYKI.

Housing Brokerage project

Addressing housing affordability continues to be a priority for client services. The Housing Brokerage project supports people to access the private rental market through provision of an upfront small brokerage loan. A steering committee ensures good governance, and includes representatives of internal WCC programs, Plenty Valley Community Health and a local Ray White Real Estate agent. To date, loans have been provided to seven residents. Community Information sessions were given to 100 residents, including the Arabic Speaking Men's Group, and the Northern Group of Ray White Real Estate Agents.

WCC identified women leaving family violence situations, people with mental health issues, and newly arrived refugees as target client groups. Many of these clients present with a range of complex issues which impacts their ability to access and maintain private rental. These issues, combined with a lack of formal support structures and a competitive housing market often entrenches the cycle of recurring homelessness and has a detrimental effect on both physical and mental health.

Feedback from key stakeholders has demonstrated the need for this program to be continued and enhanced by further and additional funding. By providing flexible brokerage funds for people to access private housing the project has contributed to the prevention of homelessness. The project, at this stage, also seems to be sustainable as all but one HBP client has been able to keep to their repayments plans - thus enabling fresh loans to be made to others at risk of homelessness.

WCC now has greater confidence to explore ways in which to expand HBP into the future. WCC has applied for funding to complete a formal evaluation, which will be shared with Community Information & Support Victoria (CISVIC), government departments and other organizations.

Case study

Sarah presented to our agency seeking accommodation that was affordable for her situation. She had a history of family violence and had been through many challenges in her past, but was now at a relatively stable point in her life. She was able to secure a rental property, however could not put together rent in advance. The local housing service had run out of funding for rent in advance and no other service could assist with this. She did not have strong links with family or friends and Sarah was afraid if she was not able to move into the property she would become homeless.

We assisted Sarah with a housing brokerage loan of one month's rent in advance and also with navigating the service system. Sarah is gradually repaying the loan and reports that she is travelling well and feels independent in her property.

Client Services

OTHER ACTIVITIES

In addition to the programs and services outlined above, the Client Services team achieved the following:

Fundraising: developing untied financial resources continues to be a priority for WCC, as it allows us to better respond to community. Activities focused on raising funds for the

- Gift-wrapping: Partnerships with Epping Plaza developed, and we were supported by dedicated volunteers to provide gift-wrapping for Valentine's Day, Mother's Day, and Father's Day is planned.
- Trivia Night 2012: A success trivia night attracted 300 people, and WCC raised \$10,000 for Community Transport. Much thanks to our donors and volunteers who supported the night.
- BBQs: Volunteers

Events: WCC has a strong commitment to supporting local events.

- International Women's Day. 80 people attended a lunch, with awards given to local women making a difference in the local area in March. This year's award recipient was [Colleen Geddes](#), who was nominated by Doreen Power, CEO Plenty Valley Community Health
- International Volunteer Day: was held in conjunction with Harry Jenkins's office in December 2012.

Art Connect: an exhibition was held by a local artist, Lorraine Nelson with over 50 people attending the opening. Planning has commenced to further develop support and opportunities for local artists.

Tax Help: a group of highly passionate volunteer accountants assisted over 400 low income residents to submit their tax returns in 2012/2013.



Whittlesea Community Legal Service

The Whittlesea Community Legal Service (WCLS) aims to address the barriers that prevent people from accessing the justice system. WCLS achieves this by providing a range of legal services that include

- Casework
- Community legal education and
- Law reform

WCLS's strategy is to respond to the needs of Whittlesea's communities by providing information, legal advice and education and by focusing on providing legal services to those who need it the most. We pride ourselves on taking our lead from the local community and forming our priorities and activities based on those needs.

During 2012/13 WCLS was supported by the state government through funding administered by Victoria Legal Aid and by funding from the Commonwealth Attorney General's department.

This financial year has seen us build on our performance on previous years. We exceeded our target for the number of legal cases we opened by 18% and the number of cases closed (finalised) by 86%. We also overshot our target for provision of legal advice by almost 93%.

▪ Legal referrals made	1,585
▪ Legal advice and information given	1,241
▪ Cases opened	389
▪ Cases finalised	354
▪ Cases open as at 30 June 2013	293

WCLS clients and service users came from 74 different countries with almost 52% being born overseas.

1. Australia	488
2. Iraq	54
3. India/Macedonia	43
4. Italy	34
5. Iran	26
6. Greece	21
7. Sri Lanka	20
8. Lebanon/Philippines	16
9. England	15
10. China/New Zealand	13

Top 10 countries of Birth

Outreach and Monday night services

WCLS is committed to ensuring that geographic location is not a barrier to accessing the services we provide. We understand that in Whittlesea it is not always easy for some to travel to receive the support and services that they require. For this reason we allocate significant effort and resources to make our legal work truly accessible to all in the community. During the year our lawyers provided regular outreach services at the following locations within the Whittlesea Council area:-

1. Whittlesea Township (at Plenty Valley Community Health)
2. Mill Park (at Mill Park Community House)
3. Lalor (at Anglicare for women involved in family law/violence)
4. South Morang (at Kildonan UnitingCare)
5. Greensborough (at Greensborough Family Relationship Centre)
6. Doreen (at Laurimar Community Activity Centre)

The coming year will also see us further extend our legal services to the Thomastown area as we utilise the Thomastown West Community Hub based at Thomastown Primary School.

A key component of our outreach program is our arrangement with the Greensborough Family Relationship Centre. Through our partnership with the GFRC we provide information sessions, advice and casework for separating couples. Our work provides an important opportunity for parents to agree arrangements for their children without resorting to the courts and avoiding long-protracted disputes. 457 advice and information activities were provided during the year, 128% above target.

As part of our strategy to remove access barriers to legal services, a weekly Monday night service is provided for those unable to access day-time appointments. Statistics show 216 advice activities were provided by our night-service volunteer solicitors. Additionally, there were 110 matters representing 50 problem types that were referred to other agencies during the period. Additionally 192 referrals were received by the Night Service from other agencies. We exceeded our night-service advice and referral targets by 81%.

Whittlesea Community Legal Service

Law- Reform- Whittlesea CALD Communities Family Violence Project

We followed-on from the extensive work we carried-out last financial year on documenting the need for integrated responses to family violence. WCC, through its legal service, has continued to play a leadership role in the implementation of new prevention and early intervention family violence model aimed at supporting Whittlesea's multicultural communities tackle the prevalent issue of family violence.

Along with our partners from the Whittlesea Community Futures Partnership a steering group has been formed consisting of:-

- Whittlesea Community Connections
- City of Whittlesea
- Whittlesea Community Futures Partnership
- The Salvation Army Crossroads Youth and Family Services
- Plenty Valley Community Health
- Kildonan UnitingCare
- Northern Family and Domestic Violence Service, Berry Street, Victoria
- Victoria Police

The project has achieved important success in gaining 3 year funding from the Scanlon Foundation as well as one-off funding from the Victorian Women's Trust and Victoria Legal Aid. These funds will enable us to begin to roll-out 2 of the 6 elements of the model – supporting the social connection of women from CALD backgrounds and engaging with community and religious leaders.

VLA funding, in particular, will allow us to recruit a project worker for a year and will have significant impact in accelerating the roll-out of the integrated model as well as increase our capacity to attract more resources for the project.

Family violence is both prevalent and preventable and WCC is committed to ensuring that we play our part in eliminating it from our community.

Funding and capacity-building

Sustained advocacy to increase funding for our legal service has eventually paid-off with a significant investment in our team announced in the last days of the Labor Government. An injection of \$480,000 of new money over the next 4 years is significant for such a vital and under-funded legal service.

This funding success will at last enable us to employ a family law specific lawyer. Family law accounts for approximately 60% of all our activities and to have a specialist lawyer role focusing on building our family law work is long overdue.

Our representations to Victoria Legal Aid on the legal needs of our growing community have also paid off with an announcement that our State funding will also increase on a recurrent basis by \$50,000 per annum from next financial year.

With the injection of these new state and commonwealth funds we will be increasing our staffing from next financial year by at least 2 new lawyers.

Community Legal Education

The provision of community legal education is a key service for WCLS. Community legal education works by providing information to people about the way the legal and justice system operates and by providing important information about legal rights and responsibilities.

During the year we provided 59 community legal education sessions (almost 5 per month) covering a range of legal matters including family law, family violence and wills.



The Attorney General Mark Dreyfus (centre) with WCC staff, volunteers and Committee members on his visit to announce the increase in commonwealth funds to WCLS

Whittlesea Community Legal Service

Volunteering

Without volunteers the work of WCLS would be severely diminished. The rate of community participation in our service is a source of pride for the team. Approximately 40 active volunteers help provide our legal services. Volunteers are involved as para-legals assisting with research and casework, legal receptionists and in-take workers and as volunteer solicitors.

During the year, 35 volunteers were recruited including 9 volunteer solicitors to assist with our night service work. Our volunteers not only enable us to be better at what we do, but they are an invaluable resource to the broader community. To all our volunteers, past and present, we extend our thanks and appreciation.



Financial Statements for the Year Ended 30 June 2013

Whittlesea Community Connections Inc.
 Financial Statements for the year ended 30 June 2013
 Operating Statement for the Year Ended 30 June 2013

Revenues	Notes	30 June 2013	30 June 2012
Grants	1	\$ 1,666,516	\$ 1,648,286
Interest		\$ 23,420	\$ 28,266
Fundraising		\$ 18,722	\$ 28,750
Other	1A	\$ 162,449	\$ 154,313
Total Revenues		\$ 1,871,106	\$ 1,859,615
Expenses			
Employee and Labour related Costs	2	\$ 1,346,088	\$ 1,327,843
Telephone		\$ 26,819	\$ 23,817
Postage		\$ 2,623	\$ 3,686
Stationery		\$ 8,025	\$ 6,315
Rental -City of Whittlesea		\$ 12,162	\$ 12,162
Advertising		\$ 909	\$ 1,961
Accounting & Audit		\$ 37,249	\$ 34,643
Project Costs		\$ 46,174	\$ 46,680
Staff Training		\$ 13,556	\$ 20,396
Volunteer Training		\$ 2,066	\$ 1,590
Subscriptions & Memberships		\$ 5,852	\$ 4,933
Staff amenities		\$ 2,007	\$ 1,713
Bank Charges		\$ 151	\$ 27
Depreciation		\$ 41,752	\$ 35,216
Emergency Relief Community Support	12	\$ 130,116	\$ 136,464
ER Admin. Expenses		\$ 6,000	\$ 5,000
Printing and Photocopying		\$ 14,464	\$ 6,300
Legal Practising Certificate		\$ 2,764	\$ 2,590
Legal Library		\$ 1,385	\$ 4,279
Information Technology		\$ 12,780	\$ 13,879
Community Transport (leases, fuel and maintenance, insurance excess)		\$ 75,770	\$ 86,062
Other	4	\$ 38,205	\$ 72,588
Total Expenses		\$ 1,826,917	\$ 1,848,145
Change in Net Assets resulting from Operations		\$ 44,189	\$ 11,470
Current Assets			
Cash	5	\$ 533,230	\$ 378,489
Receivables	6	\$ 67,110	\$ 38,651
Investment-Shares in PCCU	7	\$ 60	\$ 60
Total Current Assets		\$ 600,401	\$ 417,200
Non-Current Assets			
Equipment	8	\$ 65,990	\$ 60,817
Total Assets		\$ 666,391	\$ 478,017
Current Liabilities			
Creditors	9		
GST Liabilities		\$ 13,484	\$ 9,905
Payroll Liabilities (inc. Super and PAYG)		\$ 823	\$ (844)
Deposits for Future Services		\$ 5,500	\$ 3,500
Grants Received in Advance	10	\$ 69,275	\$ 54,500
Grants Carried Forward	10A	\$ 171,787	\$ 83,942
Total Current Liabilities		\$ 260,870	\$ 151,004
Non Current liabilities			
Employee Entitlements	11	\$ 181,270	\$ 146,952
Total Liabilities		\$ 442,140	\$ 297,956
Net Assets		\$ 224,250	\$ 180,061
Equity-Accumulated surplus		\$ 224,250	\$ 180,061
Balance at start of Financial Year		\$ 126,277	\$ 114,808
Add Change in Net Assets resulting from operations		\$ 44,189	\$ 11,470
Balance at the end of Financial Year		\$ 170,467	\$ 126,277
Building Fund Reserve		\$ 53,784	\$ 53,784
Total Equity-Accumulated surplus		\$ 224,250	\$ 180,061

Financial Statements for the Year Ended 30 June 2013

Notes to and Forming Part of the Financial Statements For the Year ended 30 June 2013

1. Grants

The Following Grants Received Funded	30 June 2013	30 June 2012
Core Operations		
SGP Employees & Programs-DIAC	\$ 303,192	\$ 310,884
General WCC Employees & Programs		
City of Whittlesea (Main Grant)	\$ 262,279	\$ 169,000
City of Whittlesea (International Womens' day)	\$ 2,000	\$ 2,000
City of Whittlesea (Women in Work)	\$ -	\$ 3,000
City of Whittlesea Arabic Men's Group	\$ -	\$ 3,450
City of Whittlesea Community Transport Coordinator Grant	\$ -	\$ 71,500
Scanlon Foundation	\$ 40,000	\$ 24,276
City of Whittlesea Refugee Week	\$ -	\$ 500
Women-in-Work Project (Australian Communities Foundation)	\$ 69,181	\$ 76,467
L2P Learner Driver Program	\$ 78,500	\$ 77,600
Youth Connections	\$ 57,431	\$ 60,112
VMC (Community Strengthening Grant)	\$ -	\$ 3,800
Whittlesea Healthy Futures CALD Nutrition Program	\$ 771	\$ -
Shape Your Future Grant	\$ 2,800	\$ -
Shape Your Future Grant for Cultural Bridges Group	\$ 2,500	\$ -
Parks Victoria	\$ 1,364	\$ -
Whittlesea Volunteer Resource Service		
City of Whittlesea Grant	\$ -	\$ 72,200
FAHCSIA VMP Grant	\$ 60,369	\$ 59,733
Whittlesea Community Legal Service		
Victoria Legal Aid-State Funds	\$ 336,803	\$ 315,100
Victoria Legal Aid -Commonwealth FRC Pilot	\$ 57,994	\$ 57,928
Victoria Legal Aid -Commonwealth Generalist	\$ 52,354	\$ 50,852
Victoria Legal Aid - FV Project Grant	\$ 67,653	\$ -
Emergency Relief Program		
FAHCSIA/Emergency Relief Grants	\$ 158,928	\$ 158,135
The Queens Fund	\$ 8,374	\$ 10,193
Other Philanthropic (Walter Eliza Hall Trust & The Ian & Nelleke Clark Fund)	\$ 1,085	\$ 7,900
Donations	\$ 4,667	\$ 2,245
Housing Brokerage Project		
Sydney Myer Fund	\$ 10,000	\$ -
Ian Potter Foundation	\$ 34,000	\$ -
The Jack Brockhoff Foundation	\$ 12,000	\$ -
Mercy Foundation	\$ 2,500	\$ -
Whittlesea Connect Community Transport Grants		
Marian EH Flack Trust	\$ -	\$ 14,555
Community Transport Donations Voluntary and Passengers	\$ 32,618	\$ 7,787
Northern Transport Links Grant	\$ 45,000	\$ 3,186
City of Whittlesea Grant for Purchase of mini-bus	\$ 50,000	\$ -
Grants Brought Forward from Previous Financial Year	\$ 83,942	\$ 169,826
Unexpended Grants carried forward to next year	\$ (171,787)	\$ (83,942)
Total Grants	\$ 1,666,516	\$ 1,648,286

1A. Other Income

Community Directory	\$ 1,327	\$ 836
Community Bus Hire	\$ 12,053	\$ 6,789
Service Generated Income	\$ 85,081	\$ 56,090
Miscellaneous Income	\$ 9,719	\$ 14,173
Sales Returns & Allowances	\$ -	\$ (147)
Scanlon Foundation Ready to Work Project	\$ -	\$ 10,663
Scanlon Foundation FV Scoping Project	\$ -	\$ 2,150
TAC Little BUGs Bicycle Project	\$ 1,614	\$ 5,000
Other- Int. Women's Day Donations	\$ 900	\$ 602
Donations Received	\$ 6,998	\$ 19,698
CMY - Homework Support Program	\$ -	\$ 19,887
VicRoads-Road Safety Project	\$ 9,970	\$ 9,198
Client Brokerage grant from School Focused Youth Service	\$ -	\$ 220
Whittlesea Township CBI - Vehicle cost Recovery	\$ 18,247	\$ 9,155
Housing Brokerage Client Repayments	\$ 1,540	\$ -
Project Management Fees	\$ 15,000	\$ -
	\$ 162,449	\$ 154,313

2. Employee & Labour Related Costs

Salaries	\$ 1,165,521	\$ 1,184,480
Workcare	\$ 17,475	\$ 14,326
Superannuation	\$ 101,423	\$ 102,068
Travel Claims Reimbursed	\$ 7,537	\$ 8,292
Prov. For LSL, AL Loading, Parental and SL	\$ 52,573	\$ 18,481
Recruitment costs	\$ 1,559	\$ 196
Total	\$ 1,346,088	\$ 1,327,843

Financial Statements for the Year Ended 30 June 2013

	30 June 2013	30 June 2012
4. Other Costs		
Annual Return Fee/AGM	\$ 1,290	\$ 781
Insurance	\$ 2,628	\$ 2,057
Interpreting & Translations	\$ 7,070	\$ 974
Equipment Purchase	\$ 1,304	\$ 9,325
Room Hire	\$ -	\$ 5,898
Internet fees	\$ 667	\$ 1,053
Volunteer Expenses	\$ 1,759	\$ 3,749
Meeting Expenses	\$ 1,293	\$ 1,603
Refurbishment/maintenance Costs	\$ -	\$ 5
Reference material	\$ 284	\$ 88
Fund-raising expenses	\$ 194	\$ 3,860
Catering	\$ 7,143	\$ 7,670
Sundry Expenses	\$ 1,880	\$ 4,228
School support Costs	\$ -	\$ 250
Police and Work with Children Checks	\$ 1,655	\$ 1,082
Driving Lessons/VicRoads Costs	\$ 6,157	\$ 3,056
Childcare	\$ 462	\$ 657
Housing Brokerage Client Loans	\$ 4,420	\$ -
Unrecoverable debts Written off	\$ -	\$ 26,250
Total	\$ 38,205	\$ 72,588
5. Cash		
Westpac Bank - ER Account	\$ 2,300	\$ 3,532
CUA Cash Management Account	\$ 229,710	\$ 101,817
CUA Multi-Term Investment Account	\$ 200,588	\$ 190,556
Petty Cash	\$ 219	\$ 651
Bendigo Bank - Term Deposit	\$ 60,337	\$ 57,461
Westpac Fundraising/Donations Account	\$ 30,911	\$ 12,466
Westpac Housing Brokerage Account	\$ 9,167	\$ 12,007
Total	\$ 533,230	\$ 378,489
6. Receivables		
Pledges Receivable	\$ 60,767	\$ 32,308
City of Whittlesea-Rec.Service Fees	\$ 3,489	\$ 3,489
Sundry Debtors	\$ 2,205	\$ 2,205
Deposits Paid	\$ 650	\$ 650
Total	\$ 67,110	\$ 38,651
7. Investments		
Shares in Credit Union Australia (CUA)	\$ 60	\$ 60
8. Equipment		
Whittlesea Comm.Legal Service		
At Cost b/f	\$ 30,380	\$ 30,380
Accumulated Depreciation	\$ (30,284)	\$ (29,859)
Net Value	\$ 96	\$ 521
Computers		
At Cost	\$ 10,760	\$ 10,760
Accumulated Depreciation	\$ (10,348)	\$ (5,658)
Net Value	\$ 412	\$ 5,102
General		
At Cost b/f	\$ 29,040	\$ 29,040
Accumulated Depreciation	\$ (25,136)	\$ (24,382)
Net Value	\$ 3,904	\$ 4,658
Motor Vehicles		
At Cost	\$ 120,780	\$ 73,855
Accumulated Depreciation	\$ (59,206)	\$ (23,322)
Net Value	\$ 61,574	\$ 50,532
Total Cost	\$ 226,812	\$ 179,887
Total Accumulated Depr.	\$ (160,822)	\$ (119,070)
TOTAL EQUIPMENT (NET VALUE)	\$ 65,990	\$ 60,817

Financial Statements for the Year Ended 30 June 2013

	30 June 2013	30 June 2012
10. Grants Received in Advance		
Thomastown and Lalor Shape Your Future - Cultural Bridges Grant	\$ -	\$ 2,500
The Jack Brockhoff Foundation - Housing Brokerage Grant	\$ -	\$ 12,000
Scanlon Foundation - Family Violence Project 2013	\$ 30,000	\$ 40,000
HACC Volunteer Coordination (CoW)	\$ 10,000	\$ -
HACC Service Set-up grant (CoW)	\$ 18,749	\$ -
WNTH - Health Connect Transport	\$ 10,526	\$ -
Total	\$ 69,275	\$ 54,500
10A. Grants Carried Forward		
The Jack Brockhoff Foundation	\$ 9,149	\$ -
WNTH - Drive for Life Program	\$ 5,000	\$ -
Victoria Legal Aid-Community Legal Service	\$ 5,289	\$ 5,860
Victoria Legal Aid-FV Project	\$ 67,653	\$ -
Victoria Legal Aid- FRC Pilot	\$ 380	\$ 1,876
VicRoads Road Safety Grant	\$ 5,264	\$ 3,355
TAC - Little BUGs Bicycle Project	\$ -	\$ 5,000
Women-In-Work-Project (MCF)	\$ 26,943	\$ 7,640
Scanlon Foundation-Ready to Work Project	\$ 5,000	\$ 10,663
Scanlon Foundation-FV Scoping Project	\$ -	\$ 2,150
Scanlon Foundation-FV Project - Phase 2	\$ 39,440	\$ -
Youth Connections	\$ 7,670	\$ 16,422
Marian and EH Flack Trust	\$ -	\$ 4,168
Centre for Multicultural Youth-Learning Beyond the Bell	\$ -	\$ 5,960
Women's Trust-Women's Worth Project	\$ -	\$ 15,000
L2P Driver Mentor Program	\$ -	\$ 5,849
Total	\$ 171,787	\$ 83,942
11. Employee Entitlements		
Long Service Leave	\$ 96,246	\$ 82,569
Sick Leave	\$ 38,524	\$ 34,244
Annual Leave	\$ 18,443	\$ 16,836
Parental Leave Provision	\$ 28,057	\$ 13,304
Total	\$ 181,270	\$ 146,952
12. Emergency Relief		
Emergency Aid	\$ 130,116	\$ 136,464
Total	\$ 130,116	\$ 136,464
13. Community Legal Service (Consolidated Funds)		
<u>Income</u>		
Victoria Legal Aid	\$ 404,456	\$ 315,100
Commonwealth	\$ 110,348	\$ 50,852
Interest Income	\$ 3,198	\$ 3,837
Miscellaneous Income	\$ 2,644	\$ 5,973
Total	\$ 520,646	\$ 375,762
<u>Expenditure</u>		
Salaries	\$ 349,246	\$ 299,603
Superannuation	\$ 31,242	\$ 25,779
Salary On Costs	\$ 17,709	\$ 6,549
Rent	\$ 4,713	\$ 5,212
Staff Training	\$ 1,860	\$ 3,416
Staff Recruitment	\$ 542	\$ -
Communications	\$ 13,614	\$ 14,181
Office Overheads	\$ 8,599	\$ 7,796
Insurance	\$ 462	\$ 538
Finance, Audit and Accounting fees	\$ 14,460	\$ 14,853
Library, Resources and Subscriptions	\$ 6,133	\$ 9,758
Travel	\$ 2,030	\$ 2,000
Programming and Planning	\$ 3,234	\$ 2,996
Family Violence, Rural Regional, Remote (RRR) and Homelessness Projects to be carried forward to 13/14	\$ 67,653	\$ -
SACS ERO extra for future years State to be carried forward to 13/14	\$ 4,661	\$ -
Depreciation	\$ 1,993	\$ 4,230
Total	\$ 530,010	\$ 396,911
Surplus/(Deficit)	\$ (9,363)	\$ (21,149)

Financial Statements for the Year Ended 30 June 2013

	30 June 2013	30 June 2012
CASH FLOWS FROM OPERATING ACTIVITIES		
Receipts from Grants Donations and sundry charges	\$ 1,710,986	\$ 1,465,125
Interest Received	\$ 23,420	\$ 28,266
Other	\$ 162,449	\$ 154,313
Fundraising Income	\$ 18,722	\$ 28,750
Total	\$ 1,915,576	\$ 1,676,454
<i>Payments for employees and administrative expenses</i>	<i>\$ (1,760,835)</i>	<i>\$ (1,766,811)</i>
Net Cash provided by operating activities	\$ 154,741	\$ (90,356)
CASH FLOWS FROM INVESTING ACTIVITIES		
Net Increase (Decrease) in cash held	\$ 154,741	\$ (90,356)
Cash at beginning of financial year	\$ 378,489	\$ 468,845
Cash at end of financial year	\$ 533,230	\$ 378,489
NOTES TO STATEMENT OF CASH FLOWS		
(a) Reconciliation of cash		
Cash at bank and in hand	\$ 533,230	\$ 378,489
(b) Reconciliation of net cash provided by operating activities to operating surplus		
Operating surplus	\$ 44,189	\$ 11,470
<u>Non-cash flows in operating activities</u>		
Depreciation	\$ 41,752	\$ 35,216
Provision for Annual Leave Loading/Sick Leave/Long Service Leave	\$ 34,318	\$ (18,416)
<u>Changes in assets and liabilities</u>		
Decrease/(Increase) in receivables	\$ (28,459)	\$ 20,307
Increase/(Decrease) in creditors and provisions	\$ 109,866	\$ (71,171)
Net Cash outflow from purchase of plant and equipment	<i>\$ (46,925)</i>	<i>\$ (67,763)</i>
Net cash provided by operating activities	\$ 154,741	\$ (90,356)
Cash at beginning of Financial Year	\$ 378,489	\$ 468,845
Cash at end of Financial Year	\$ 533,230	\$ 378,489
Increase in Cash during year	\$ 154,741	\$ (90,356)

Notes to and Forming Part of the Financial Statements For the Year Ended 30 June 2013 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 2012 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 2013, 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 2013 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. Egan CPA
PAG Accounting, a division of Plan Act Grow Pty Ltd

Dated this 23rd day of OCTOBER 2013

Funders and Supporters 2012-13

Thanks to:

Our Main Funding Bodies:

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

Grants/Donations:

- | | |
|--|--|
| • Alphington Aged Care | • Office of Andrew Giles MP |
| • Anonymous | • Office of Bronwyn Halfpenny MP |
| • Australian Communities Foundation | • Office of Craig Ondarchie MP |
| • Bank of Melbourne | • Office of Harry Jenkins MP |
| • Bertocchi Smallgoods | • Office of Jenny Mikakos MP |
| • Carey Baptist Grammar School | • Office of Lily D'Ambrosio MP |
| • CFA (Country Fire Authority) | • Office of Rob Mitchell MP |
| • Centre for Multicultural Youth | • Pam Usher |
| • Costa Group | • Parks Victoria |
| • Costco Wholesale Australia | • RACV |
| • Dalal Sleiman | • Rotary Club of Whittlesea |
| • Danielle Green MP | • Samia Badawi |
| • David Tingate of Plaza DJ | • Scotch College Melbourne |
| • Dinny Jaconis | • Seventh-Day Adventist church (Vic Conf) Ltd |
| • Epping Aged Care | • St Monica's College |
| • Lalor Bowling Club | • Stephanie Preston |
| • Lalor/Thomastown Combined Pensioners Association | • Stockland Property |
| • Layla Darwood | • The Ian Potter Foundation Ltd |
| • Leader Community Newspapers | • The Queens Fund |
| • Living Water Community Church | • The Sidney Myer Fund |
| • Maria Candiloro | • The Scanlon Foundation |
| • Maursz Consulting Pty Ltd | • The Mercy Foundation |
| • Maysoon Sleiman | • The Ian and Nelleke Clark Encouragement Fund |
| • Metropolitan Fire Brigade | • The Pacific Shopping Centre (Epping Plaza) |
| • Mercy Foundation | • Veda Sayakoummane |
| • NEAMI | • Victorian Multicultural Commission/OMAC |
| • NMIT New Age Insurance Brokers | • Victoria Police (Mill Park Branch) |
| • Oneforce Recruit | • Whittlesea Northern Transport Links |
| • Officeworks-Epping | |



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