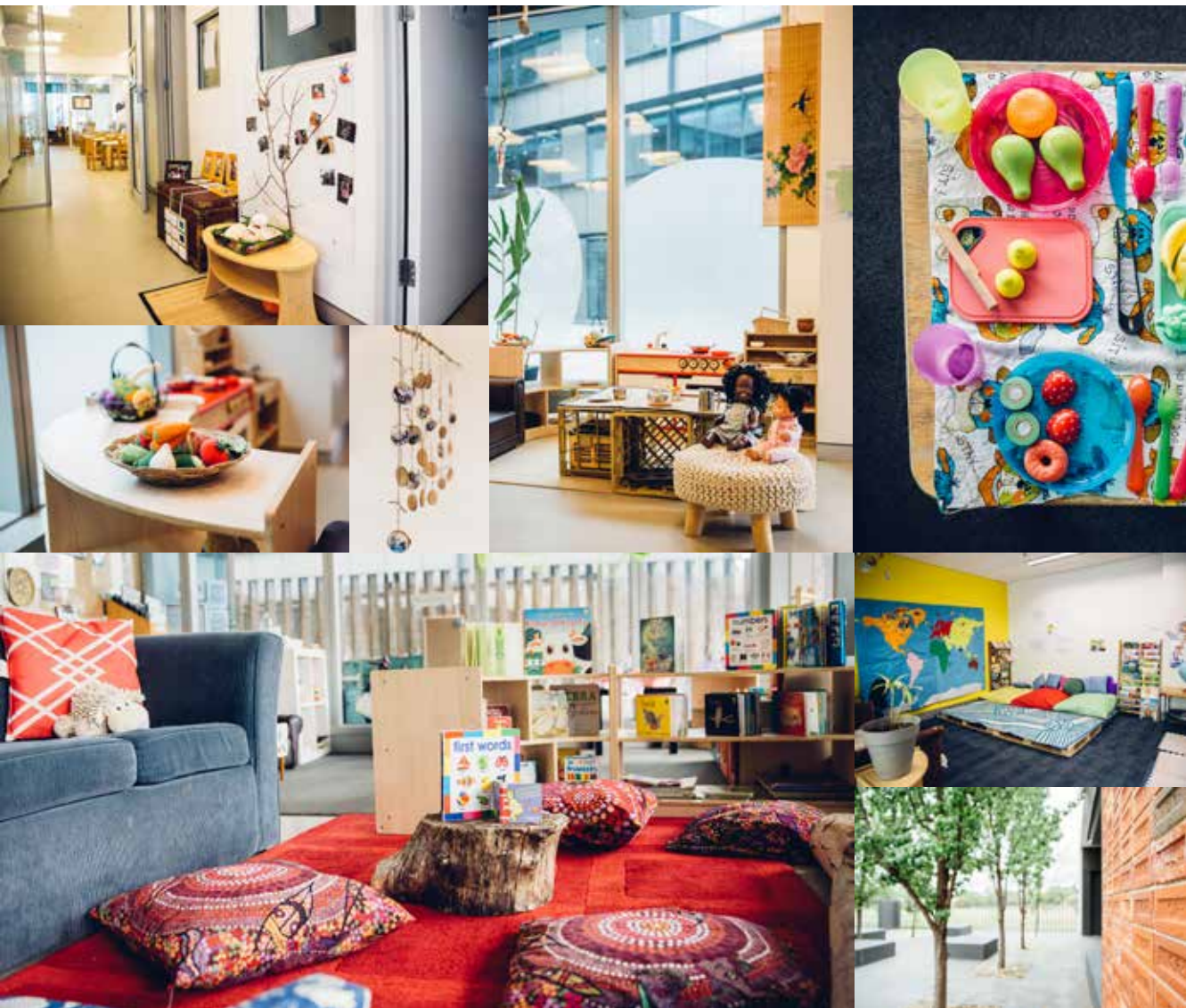
COMMUNITY SERVICES #1

enable • enhance • enrich

Annual Report 2018



Community Services #1 (CS#1) provides emotional and practical support to over 2,000 children, women and men every year. Our programs and services across Canberra include early childhood services (child care), transport services, social support groups, Food Pantry, housing support, community breakfasts, Mixed Bag singing group, aged care services, training and health care services (medical and nutrition support for those most vulnerable in our community).

Established in 1987 (formerly known as Southside Community Services), CS#1 works in accordance with its mission and vision: to enable people and enrich lives through community services that enhance quality of life. Our breadth of programs is supported by a dedicated team of staff and volunteers.

Our Vision, Mission and Values

Our vision

"Enabling people and enriching lives"

Our mission

"Community Services that enhance quality of life"

Our Values

- Diversity and Inclusion
- Respect
- Integrity
- Creativity

Board of Management

President	Tony LoPilato
Vice President	Carol Flynn
Secretary	Mark Roddam
Ordinary Member	Luke Jones
Ordinary Member	Adrian Makeham -Kirchner
Ordinary Member	Jason Duarte
Ordinary Member	Martin Carrick
Ordinary Member	Genevieve Butler

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What to write on your leaf:
• Why you like working for Community Services #1?
• How has Community Services #1 helped you? Career wise? Training opportunities?
• A good memory of working for CS#1
• What has been our biggest achievement?
Community Services #1

Overview of services

Community Service #1 (CS#1) is a community based, not-for-profit, non-government organisation that has been providing a wide range of services to families and individuals living in the local area and wider ACT region for more than 30 years.

We manage and deliver a range of community services including community development, family support services, children's services and aged care. Our services are designed to meet community needs and are partly or wholly funded by Commonwealth and ACT Government grants, client contributions and donations.

Community Services #1 Incorporated:

- Manages a budget of over $12m
- Has over 180 staff members
- Provides programs for all age groups from early childhood through to family and individual support and seniors in the community.

Our services include:

- Five early childhood centres
- Family and individual support
- Aged Care services including Home Care Packages
- Social support groups
- Regional assessment services
- Venue hire
- Community mini-bus service
- Special care transport
- Community development
- Case coordination
- Assistance with care and housing for seniors.

President's Report

The annual report provides an opportunity to reflect on the achievements of CS#1 over the last 12 months and to acknowledge that the organisation has performed extremely well under difficult operating conditions in relation to changes in funding of early childhood education services, aged care and more. Government agencies are always undertaking changes and CS#1 has been responsive and flexible to these changes, while ensuring that community needs are being met.

The management, staff and volunteers of CS#1 are to be congratulated on their efforts in providing quality services to the community throughout this period.

During the 2017-18 financial year, a number of significant events and achievements took place, with some still continuing and developing including:

1. The organisation has made surplus of $227,497 during the financial year compared to a small loss in the previous financial year.
2. We became a Company Limited by Guarantee which provides us with the opportunity to operate outside Canberra.
3. Ongoing support of the National Aborigines and Islanders Day Observance Committee (NAIDOC) Week Prison Artworks Exhibition with ACT Government Corrective Services as part of NAIDOC celebrations.
4. All CS#1 managed Community venues are showing increased levels of community use and engagement.
5. CS#1 continued to work with other ACT Community organisations and groups to deliver community programs in a timely and efficient way.
6. CS#1 is a proud founding member of the ACT Children First Alliance (the Alliance), a network of longstanding not-for-profit providers of children's services in the ACT. The Alliance was established to develop and communicate a shared vision for early childhood education and care (ECEC) in the ACT and to ensure that all children have access to ECEC.
7. CS#1 increased our brand awareness through community events, social media growth, partnerships and website traffic hits to build our name as a "go-to" organisation.
8. As an organisation, we are continually striving to ensure that the organisation remains strong and implements efficient business practices, where programs are breakeven or better.
9. We continued to build a positive culture in the organisation, where staff feel involved, responsible and associated with CS#1 and its future. We conducted a staff survey and the response was overwhelmingly positive, including that 98 per cent of our employees have a good working relationship with their colleagues.
10. Governance matters associated with CS#1 are always being reviewed, to achieve best practice standards for the Board and CS#1.
11. The Board will continue to make business decisions that are best for the organisation in terms of profitability and exposure for CS#1.

A fresh and innovative strategic planning process is underway to develop our new five year strategic plan. This has included consultation with over 70 individuals and groups (including Government, staff, clients, families and children) to understand the community's needs and hopes for Canberra in the years ahead. This will inform our Board to develop a plan that will deliver services and programs to meet these needs. Over the next 12 months, the Board will start to define the new plan.

Unfortunately this year the Board made the tough decision to cease operating our Registered Training Organisation, Optimum Training and Development (RTO 88016). This decision was not made lightly however it was felt that this was the best decision for the organisation going forward.

In conclusion, I extend my heartfelt thanks and gratitude to the CS#1 staff for their professional and enduring efforts in providing fantastic services to the people within our community for whom the organisation exists to assist, improve and enhance their quality of life. I would also like to recognise the contribution of our volunteer Board members who contribute their time, professionalism and range of skills, talents and perspectives to bear on matters of governance and accountability.

Lastly I would like to thank our funding bodies, stakeholders, partners and volunteers who without their support, CS#1 services would not be available to those in need.

Tony LoPilato
President

CEO's Report

The last financial year has been one of consolidation and planning for the long term future of CS#1.

One of the major pieces of work this year has been the strategic plan consultation. I have been working in conjunction with the CS#1 Board to hear from all aspects of our community. We have also been working on introducing a new IT system to upgrade and modernise our organisation, as well as upgrades to some of our facilities.

I am pleased that we have ended the year with a surplus; this has been achieved through the hard work and dedication of our finance and leadership team.

We have been very busy this year and have had a number of significant achievements across our programs and services. Some of these include:

- Founding member and Co-Chair of the Children First Alliance. The alliance supports building a shared vision for early childhood education and care in the ACT and released a five-point policy paper in September 2017. It has also advocated to the ACT Government on the importance of universal access to early education for three year olds (which the Government has committed to including in the next Budget).
- Three-year re-accreditation for our Community Home Support Programs to continue to provide services to people over the age of 65 years.
- Inaugural CS#1 All Staff Survey conducted.
- Inaugural Open Day held to showcase our organisation to the Community.
- Successful Trivia Night held.
- Continuing to build strong alliances with other regional service providers in the ACT.
- Continuing to advance our brand and reputation within the community and the ACT and Commonwealth Government.
- Establishment of first ever corporate sponsorships.
- Increased number of clients supported in the community.
- Continuing to meet the needs of clients, families and children through the introduction of new programs and initiatives (including new social groups, extended hours of services and a wellness program for our children in our centres).

CS#1 is able to achieve these successes through the hard work of our committed and talented team and with the support of our partners within the community and Government.

I would like to take this opportunity to thank all of you - our wonderful staff, Board and volunteers who strive to provide the highest quality services and care to all our clients, children, trainees and the broader community. The time, care and effort each of you put into your roles is extraordinary.

To the Executive team and Board, thank you for your ongoing hard work, dedication and leadership which underpins our team and success.

Amanda Tobler
CEO

People and Culture

The focus for the People and Culture team in 2017-18 was strengthening our workforce through embedding our organisational culture, compliance and policy frameworks.

We undertook our first formal staff engagement survey and asked our employees what they thought about CS#1's work environment, their career development, engagement with their work, employee benefits, and relationship management. We also invited employees to share their thoughts on shaping CS#1's future.

Over 60 per cent of our workforce participated in the 53-question 2018 CS#1 Staff Satisfaction Survey. The results were very positive – all questions showed more than 55 per cent of respondents either 'agree' or 'strongly agree' with the positively phrased statements, with most questions attracting positive responses from more than 70 per cent of respondents.

The survey also helped us identify areas for future focus. Based on the results, CS#1 has already enhanced employee engagement, particularly with the Executive Team, and will focus on raising internal awareness of some of the non-financial benefits of working here in 2018-2019. The results are being incorporated into all People and Culture program improvements.

This year we continued supporting our employee's wellbeing. We partnered with OzHelp to deliver their online Workplace Tune Up, an early intervention program that helps people identify areas for improving their health and wellness and provides coaching support to set and work towards health and wellness goals. We also partnered with HESTA, one of CS#1's valued corporate sponsors, to provide employees with greater access to superannuation information and support to help them plan for their future.

We continued to prioritise strengthening CS#1 workforce capability this year. We have strengthened relationships across our programs, particularly in support of designing workforce structures that meet and evolve with their business needs, and improving our recruitment and on boarding programs to enhance our ability to attract and retain the workforce we need, when we need it.

We have continued embedding our improved policy framework that provides the guidance to CS#1 in developing, implementing and reviewing policies, which ensures that CS#1 meets all its legal obligations and achieves its purposes and objectives.

Highlights

Highlights include the inaugural CS#1 All Staff Survey, embedding our Quality Assurance Framework, prioritising wellness for CS#1 staff, strengthening strategic partnerships to better support achieving CS#1 strategic goals, and building greater efficiencies into operational work.

The year ahead

- Implement Wellness Strategy and Program in partnership with the ACT Government's Healthier Work program
- Implement strategic workforce planning, including organisational succession planning
- Continue to strengthen CS#1 capability, including conducting an organisational skills audit and developing professional development plans.

- Continue engaging CS#1 staff members on key improvement areas identified in 2018 All Staff Survey
- Design enabling reports for workforce planning, injury management and non-leave hours owing liability
- Continue implementing systems, including creating efficiencies in processes and recordkeeping.

Workforce snap shot 30 June

Gender

Female	162
Male	21
Total	**183**

Employment type

Full-time	83
Part-time	82
Casual	18
Total	**183**

Employment Type by Gender

Full-Time Male	6
Part-Time Male	9
Casual Male	6
Full-Time Female	77
Part-Time Female	73
Casual Female	12

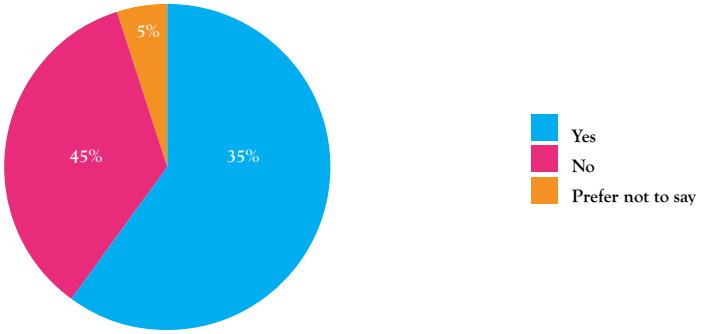
Employment Location

In Education & Care Services	136
In Head Office	47
Total	**183**

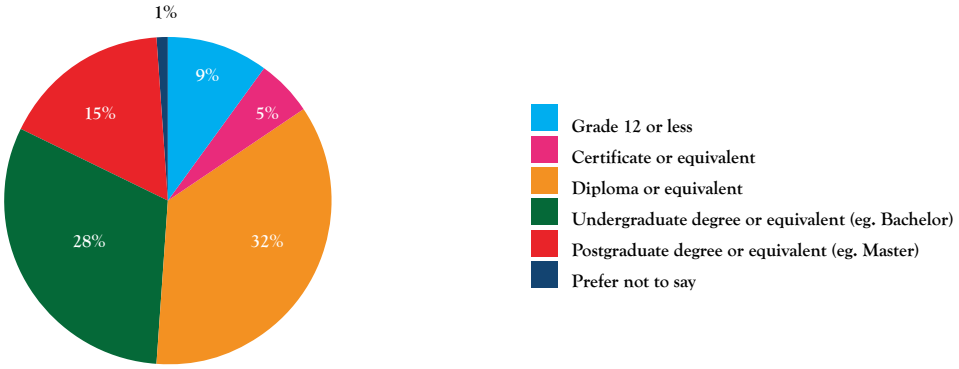
CS#1's workforce is more culturally diverse (only 35 per cent born in Australia) and highly educated (89 per cent hold a qualification higher than Year 12 certificate) than the broader Canberra community, according to the 2016 Australian Census.

All staff survey highlights

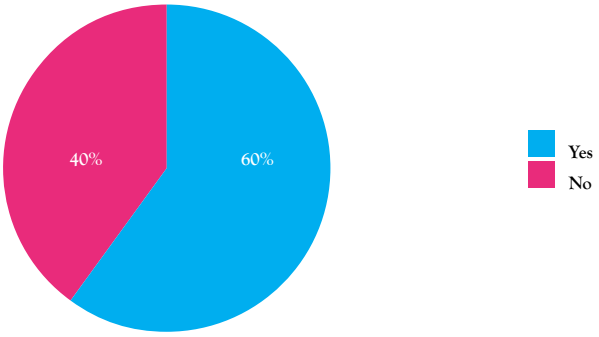
Were you born in Australia?



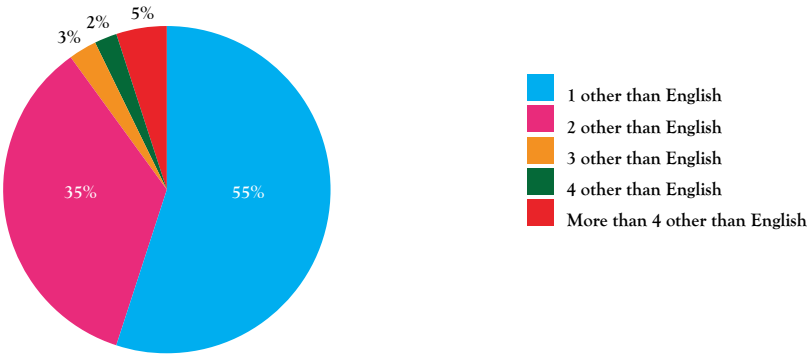
What is your highest qualification level?



Do you speak any language other than English?

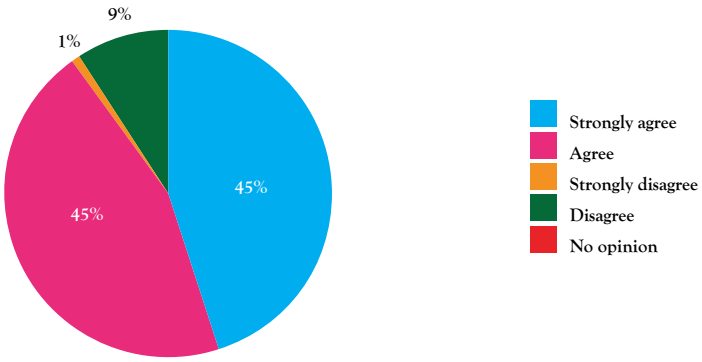


How many other languages do you speak?

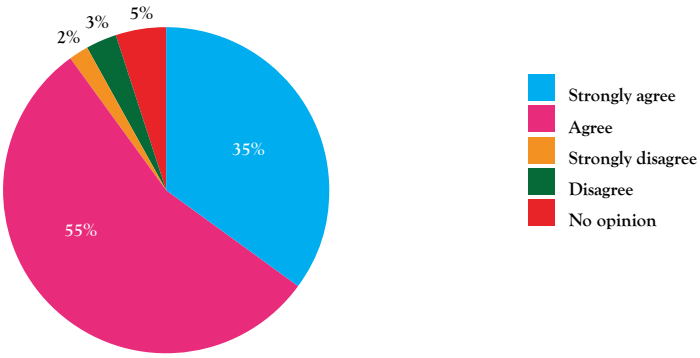


In recent years, CS#1 has prioritised building a positive workforce culture.
We were thrilled that 10 satisfactions questions – mainly focused on CS#1 culture – attracted positive responses from more than 90 per cent of respondents.

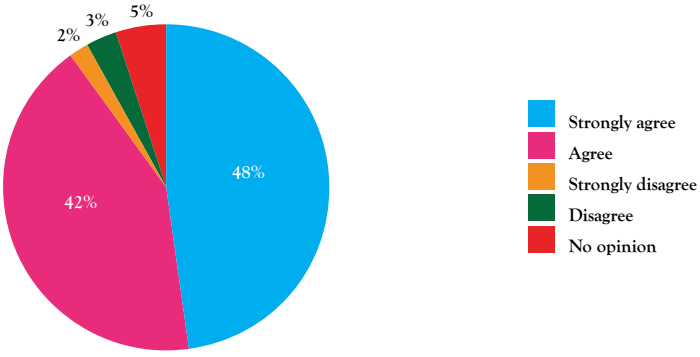
The work of CS#1 positively impacts the lives of people in the community.



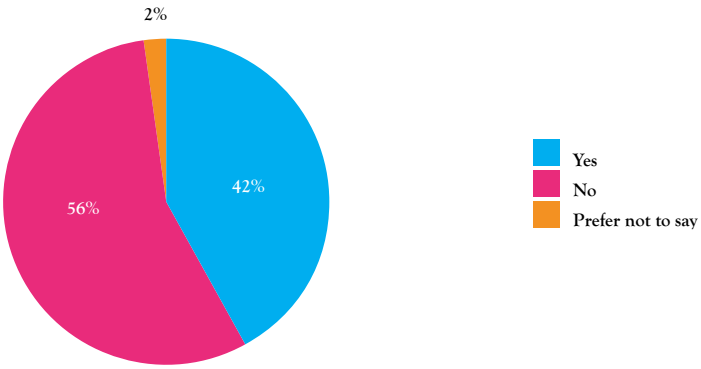
I am able to make decisions affecting my daily tasks.



I respect my immediate supervisor as a competent professional.



My work colleagues and I have a good working relationship



Business and Infrastructure

The last year has been a busy one for our Business and Infrastructure (B&I) team. We have had many updates and changes over the year.

As the support for the agency in terms of infrastructure, we focused on the Information Technology and Facilities this last year. Our IT updates included moving external providers, creating an internal IT and Administration Manager role and purchasing new computers and laptops. We also created new hot-desking areas for staff whose roles are not full time in the office, which ensures all employees have access to new technology at work.

Related to Facilities, we've created a new in-house position for a Maintenance and Support employee who has assisted with creating numerous new resources for the children in our early learning centres and worked hard to complete our Head Office updates, including our reception area remodel, new carpeting, updated painting, and an overhaul to our staff break room.

Additionally, the Head Office space and seating throughout the building was reviewed and redesigned. This allowed us to better use the space within Head Office and created new and refreshed meeting rooms.

Within the Financial Section of our Annual Report, you will see the positive surplus from the financial year. This was achieved through a team effort, by focusing on our families' and clients' needs and leveraging cost savings in all programs. Well done to the entire management team for their continued gain in financial understanding and their work to support the organisation's overall financial health.

Highlights

Highlights for the B&I team include a team restructure, complete head office refresh and IT upgrades as well as ongoing general finance and maintenance.

The Year Ahead

We continue to focus on facilities updates and enhancing our IT support throughout the organisation.

Community Development

The CS#1 Community Development program strives to build community capacity by empowering community members and creating stronger and more connected communities.

CS#1 undertakes a strengths-based community development approach by identifying strengths and resources within the community, rather than problems and deficits. The Community Development team continues to collaborate with other community providers as well as other CS#1 programs to development interesting and diverse opportunities for the Canberra community.

The Community Development program offers a range of services to the community including:

- Paint and Play
- CS#1 Food Pantry
- Mixed Bag Singing Group
- Community lunches and outings
- Social Programs such as a Walking Group, a Scrabble Group and a Community Exercise Program
- Individual support and referral to services for vulnerable community members.

Highlights

- We participated in a NAIDOC Community Festival in collaboration with 10 other community service organisations.
- We hosted the NAIDOC 2018 Prison Artworks Exhibition in our gallery in collaboration with ACT Corrective Services.
- Collaborating with St Vincent de Paul to provide emergency food hampers.
- The CS#1 Food Pantry is now open on Friday's as a drop in service and was accessed approximately 1250 times during the financial year.
- Over 540 children have participated in our Paint and Play program.
- Establishment of a MinuteClinic that provides a Nurse Practitioner for vulnerable clients reluctant to attend or seek medical assistance.

The Year Ahead

We will continue to consult with the community and other organisations to develop and implement additional programs such as an African Drumming Circle, a Men's Discussion Group and a Nutrition Program. We are also hoping to establish a second Singing Group.

Aboriginal dot
painting

Transport

Most people accessing transport services with CS#1 for the first time are often in a period of crisis due to medical reasons. Our transport fleet has been there to facilitate access to the services they need to get through this period. Over the last 12 months, we provided approximately 17,000 trips. This transport was for clients from the Commonwealth Home Support, Community Assistance and Support Programs as well as transport provided on our Community Bus.

At the end of the 2017-18 financial year, we had over 600 clients receiving services. As well as accessing medical services and therapy, our services also support people by ensuring they are able to access shopping and social outings. This helps to improve the lives of those that are experiencing isolation.

Highlights

During 2017-18, CS#1 commenced weekend transport to assist clients attending medical appointments. CS#1 also collaborated with a number of other organisations to provide transport to Canberra events – such as the RSL for Anzac Day. Our Transport team was also nominated and a finalist in the COTA Positive Ageing Awards.

The Year Ahead

We are looking to extend our partnership with St Vincent de Paul to provide transport to Oaks Estate, as well as develop and promote services for areas without bus services such as The Causeway and Narrabundah Lane.

Regional Assessment Services (RAS)

My Aged Care refers clients to CS#1, and our RAS assessors identify their support needs. These are determined by undertaking holistic face-to-face assessments. During the assessment, our assessors work with clients to develop a Support Plan which identifies their strengths and difficulties, which areas they would like to improve and what aged care services they require to achieve their goals. The outcome of the assessment may include referrals to Commonwealth Home Support Program services such as transport, social support, domestic assistance, personal care, home maintenance, meals, home modification, nursing care and flexible respite care.

The process aims to assist clients to return to a level of functionality so they can continue living independently in their homes and community.

Highlights

Due to a number of staff changes, delivering RAS assessments and meeting the deadlines required for the key performance indicators continued to be very challenging. However our RAS Assessors are fully committed to the program's success and to providing the quality service, and during 2017-2018, the CS#1 assessors completed 808 assessments and 606 Support Plan Reviews.

The CS#1 RAS contract with Community Options Australia was extended until 30 June 2019.

The year ahead

All assessors have now fully implemented the new National Screening Assessment Form, which together with Support Plan Reviews no longer being completed by the assessors, will assist with meeting the new key performance indicators.

All of the assessment team are looking forward to the introduction of the new My Aged Care Learning Environment to enhance their professional development.

Commonwealth Home Support Program

The Commonwealth Home Support Program (CHSP) is funded through the Australian Government Department of Health. This funding provides assistance to support people aged over 65 years to remain in their homes.

Community Services #1 provides the following services:

- Domestic Assistance
- Home Maintenance
- Personal Care
- Transport
- Goods and Equipment
- Social Support Individual
- Social Support Groups
- Specialised Support Services, and
- Assistance with Care and Housing.

CS#1 providers some programs internally and some are brokered to other providers.

During 2017-2018 we provided the following services:

- Domestic Assistance (41,481 hours)
- Home Maintenance (321 hours)
- Personal Care (806 hours)
- Transport (10,530 trips)
- Goods & Equipment ($3,648)
- Social Support Individual (835 hours)
- Social Support Group (16,858 hours)
- Specialised Support Services (1,272 hours), and
- Assistance with Care and Housing (1,567 hours).

Highlights

The Australian Aged Care Quality Agency audited our Commonwealth Home Support Programs in January 2018 and it is pleasing to report that all 18 Home Care Standards were met.

The Year Ahead

We will continue to engage with culturally and linguistically diverse clients throughout the ACT and are working on expanding our services to support these communities. Traditionally our home support services have been brokered to other providers however we will be continue to increase our Home Support Workers to enable us to provide full services to our clients.

Home Care Packages

This year the Home Care Package (HCP) program moved to a fully operating program that is generating revenue for CS#1. CS#1 has attended and hosted HCP information sessions and seminars which assisted in adding new clients and exceeding all budget expectations.

Highlights

- The Australian Aged Care Quality Agency audited our Commonwealth Home Support Programs (including Home Care Packages) in January 2018 and all 18 Home Care Standards were met.
- Appointment of a new full time HCP Coordinator.

The Year Ahead

We will continue to focus on growing the Home Care Packages program and increasing the number of clients on Home Care Packages. We will also undertake a comprehensive review of our current clients as well as systems and processes.

Community Assistance and Support Program

The Community Assistance and Support Program (CASP) is funded through the Health Directorate of the ACT Government. The funding is aimed at supporting people aged under 65 who have short-term medical issues and require support around their home to aid in their recovery.

CS #1 is funded to provide the following services:

- Domestic Assistance
- Home Maintenance
- Care Coordination
- Transport, and
- Social Support.

In 2017-2018 we provided the following services:

- Domestic Assistance (260 hours)
- Home Maintenance (24 hours)
- Care Coordination (1,310 hours)
- Transport (1,638 hours), and
- Social Support (1,919 hours).

Highlights

We identified the growing need for care coordination and have delivered over 1,300 hours in 2017-2018.

The Year Ahead

We will continue to engage clients through our existing channels and explore other opportunities to engage with the community such as mental health groups.

Optimum Training and Development (RTO 88016)

Optimum Training and Development continued to provide CHC30113 Certificate III in Early Childhood Education and Care and CHC50113 Diploma of Early Childhood Education and Care in 2017-18. The BSB51915 Diploma of Leadership and Management was added to our scope of qualifications with the first successful student completing the course in early 2018. The Optimum team continued to provide flexible and supportive training to approximately 100 students.

Highlights

Highlights include the first round of students completing the new BSB51915 Diploma of Leadership and Management and Optimum developing and delivering new, non-accredited training that focused on soft skills for employees within the ECEC sector. Optimum also provided training for Job Readiness through funding from the Skills Canberra ACE Grant.

Children and Youth

This time of year provides us with the opportunity to reflect on the past 12 months, and what comes to mind is how much growth we have seen. Over the last eight years, Katherine Hellwig has led the Children and Youth (C&Y) team and she is overwhelmed at how responsive we have become at withstanding the challenges of the day-to-day business, but also remaining focused in our belief to strive for greater outcomes for children and families. Some approaches we have used to achieve this belief is the introduction of Curriculum Coordinators across our services to enable our leadership team to implement our curriculum in a holistic manner. We have also trialled closed Facebook pages to strengthen our communication and advocacy work with families. CS#1's association as a founding member of the Children's First Alliance has facilitated the discussion with prominent stakeholders across the ACT around achieving these outcomes.

The greatest success stories within our services are the many milestones each child has achieved throughout the year, the obvious being first steps or first words but the more complex milestones are the lifelong lessons, supporting children to follow their curiosities or seeing them demonstrate their resilience to complete an activity. These milestones can only been achieved through the wonderful care, support and focus on educational teaching practices that our CS#1 educators deliver each day.

The Children & Youth focus was set early in the new financial year to explore other ways to diversify from our usual target group of six weeks to six years of age, and enhance opportunities that lever off existing services. This enabled a partnership with Forrest Primary school to deliver the pre-school afterschool care program at Forrest Early Childhood Centre. This program is continuing into the new financial year with other opportunities to collaborate being explored.

The below individual highlights are only a small sample that showcase the many learning opportunities and advocacy work the Children and Youth team have delivered over the course of the year:

Acacia Children's Education and Care Centre

- Implementing glass and crockery in our mealtimes to support children to develop their sense of independence, viewing the children as capable and competent learners.
- Creating a flourishing vegetable and herb garden and selling produce to our families and the community.
- Development of a Centre acknowledgment of country involving baby-sign language and actions to ensure all children across the service can be involved and participate.
- Federal Minster Simon Birmingham attending Acacia to announce the transition to the new Child Care Subsidy.

Binara Early Childhood Centre

- Achieving a result of Meeting National Quality Standard
- Binara became an ACT Sustainable Business and was nominated for an Innovation Excellence award
- The centre implemented a closed Facebook page that allowed the centre to build stronger partnerships with families.
- In March Ms Elizabeth Kikkert MLA, Shadow Minister for Families, Youth and Community Services and Ms Elizabeth Lee MLA, member for Kurrajong visited the centre to further learn about the importance of early years learning.
- Several educators have been highly supported in completing a qualification in the education and care sector
- Binara was successful in tendering for a nature play grant that will allow the centre to extend and develop the outdoor area to incorporate natural resources with a focus on Aboriginal and Torres Strait Islander perspectives.

Narrabundah Children's Cottage

- Mandy Watson commenced as the new Director
- The Cottage continued to embed the 'Grow together program', which has resulted in educators and children now maintaining the garden
- In consultation with the families at the Junior Campus, an indoor physical play space was created for children to utilise
- Successfully trialled a one drop off point to support families who have children attending both campuses
- Commenced trialling an After Preschool program pick up for children attending the Narrabundah Early Childhood School.

Birralee Education and Care Centre

- Acacia and Birralee pre-school children continued to join to together to learn about Aboriginal perspectives with Duncan Smith who is a leader of the Ngunnawal people
- Exploring the concepts of peaceful caregiving in the nursery room with the aim to implement into practice
- Birralee educators participated in the practitioner enquiry on parental engagement with the aim to implement policy change across all CS#1 services
- Successful in trialling a new way of supporting parents/guardians with transitions from one room to the next with a show afternoon
- Hosting Ms Candice Burch MLA, to learn more about the Children's First Alliance which CS#1 is a founding member.

Forrest Early Childhood Centre

- Established the 'Return it recycle program' with the Forrest community and extended out to CS#1 Head Office site. From the money raised, we purchased new outdoor tables for the nursery yard

- Completed the refurbishment of the nursery outdoor area and commencing the toddler outdoor space
- Introduced a new Curriculum Coordinator position to provide greater support to the Forrest team
- The establishment of Spanish and music classes for the children with our educator Rosey.

The Year Ahead

During 2018-2019, the Children and Youth team, along with the Centre Directors will continue:

- To strengthen partnerships with the aim of exploring service delivery opportunities.
- To adopt and enhance the service delivery for children and families.

FINANCIALS

Community Services 1
(formerly Community Services #1 Incorporated)

ABN: 53 806 922 954
ACN: 626 552 734

Financial Statements

For the Year Ended 30 June 2018

Community Services 1

ABN: 53 806 922 954

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For the Year Ended 30 June 2018

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Independent Auditor's Report

Community Services 1

ABN: 53 806 922 954

Board Report

For the Year Ended 30 June 2018

On 1 June 2018 Community Services #1 Incorporated changed its legal structure from an association to that of a company and became Community Services #1 Limited. On 6 June 2018 Community Services #1 Limited changed its legal name to Community Services 1.

The Board presents the financial statements of Community Services 1 (the Company) for the financial year ended 30 June 2018 and reports as follows.

Board members

The names of the Board members of the Association throughout the year and up to 1 June 2018 are:

Tony LoPilato (President)	
Carolyn Flynn (Vice President)	
Mark Roddam (Secretary)	
Luke Jones	
Adrian Makeham-Kirchner	
Jason Duarte	
Martin Carrick	Appointed 25 August 2017
Genevieve Butler	Appointed 25 August 2017

The names of the Board members of the Company from 1 June 2018 to the date of this report are:

Tony LoPilato (President)
Carolyn Flynn (Vice President)
Mark Roddam (Secretary)
Luke Jones
Adrian Makeham-Kirchner
Jason Duarte
Martin Carrick
Genevieve Butler

Principal activities

The principal activity of the Company during the financial year was to encourage and coordinate a range of child, family and aged support services, early education services, training and community development and services of a benevolent nature.

No significant change in the nature of these activities occurred during the year.

Community Services 1

ABN: 53 806 922 954

Board Report

For the Year Ended 30 June 2018

Objectives

The principle objectives of the Company, for which it was established, are to advance social or public welfare so that:

- Individuals and families are relieved of poverty, distress or disadvantage.
- People are supported and protected across the whole of life.
- People are supported to build and achieve goals for their future.
- Individuals, communities and stakeholders are engaged to create connections and opportunities for people to undertake meaningful roles.
- Resilient communities are built.

The Company recognises that it may be constrained to pursue only some of those objectives to the exclusion of others from time to time or pursue some objectives with differing priorities.

Strategy for achieving the objectives

- Provide innovative community, training and early education services that are responsive, flexible and accessible to individuals and families.
- Attract, train and retain quality staff.
- Increase community awareness, participation and partnerships.

Operating result

The result for the financial year ended 30 June 2018 was a surplus of $227,497.

Signed in accordance with a resolution of the Board:

Tony LoPilato, Chair

Dated: 6/11/18

Carolyn Flynn, Vice Chair

6/11/18

Community Services 1

ABN: 53 806 922 954

Statement of Comprehensive Income

For the Year Ended 30 June 2018

	2018	2017
Revenue	$	$
Fees	**10,011,559**	10,617,303
Grant and subsidy income	**1,860,212**	1,928,381
Interest income	**66,470**	72,541
Donations and fundraising	**23,795**	24,682
Other income	**165,226**	220,619
	12,127,262	12,863,526
Expenses		
Administrative and other expenses	**333,034**	398,661
Bad and doubtful debts	**72,797**	11,263
Cleaning and gardening	**65,006**	89,926
Client support expenses	**258,727**	212,867
Computer expenses	**188,558**	160,248
Consumables	**248,431**	246,680
Depreciation	**81,372**	112,041
Employee expenses	**9,125,795**	9,894,528
Insurance	**356,307**	350,322
Legal fees	**23,968**	61,028
Loss on disposal of property, plant and equipment	**-**	5,428
Operating and program expenses	**103,531**	159,270
Repairs and maintenance	**79,696**	57,715
Staff training and welfare	**21,503**	125,460
Superannuation	**826,806**	905,975
Utilities	**114,234**	110,314
	11,899,765	12,901,726
Surplus/(deficit) for the year	**227,497**	(38,200)
Other comprehensive income	**-**	-
Total comprehensive income for the year	**227,497**	(38,200)

Community Services 1

ABN: 53 806 922 954

Statement of Financial Position

As At 30 June 2018

	Note	2018 $	2017 $
ASSETS			
CURRENT ASSETS			
Cash and cash equivalents	2	**502,550**	456,339
Trade and other receivables	3	**419,004**	469,927
Other assets	4	**75,323**	68,445
Financial assets	5	**2,881,557**	2,832,304
TOTAL CURRENT ASSETS		**3,878,434**	3,827,015
NON-CURRENT ASSETS			
Property, plant and equipment	6	**62,777**	124,159
TOTAL NON-CURRENT ASSETS		**62,777**	124,159
TOTAL ASSETS		**3,941,211**	3,951,174
LIABILITIES			
CURRENT LIABILITIES			
Trade and other payables	7	**698,970**	700,981
Employee entitlements	8	**775,531**	791,864
Other liabilities	9	**374,785**	593,901
TOTAL CURRENT LIABILITIES		**1,849,286**	2,086,746
TOTAL LIABILITIES		**1,849,286**	2,086,746
NET ASSETS		**2,091,925**	1,864,428
EQUITY			
Retained earnings		**2,091,925**	1,864,428
TOTAL EQUITY		**2,091,925**	1,864,428

Community Services 1

ABN: 53 806 922 954

Statement of Changes in Equity

For the Year Ended 30 June 2018

2018

	Retained Earnings	General Reserve	Asset Revaluation Reserve	Total
	$	$	$	$
Balance at 1 July 2017	**1,864,428**	**-**	**-**	**1,864,428**
Total comprehensive income for the year	**227,497**	**-**	**-**	**227,497**
Balance at 30 June 2018	**2,091,925**	**-**	**-**	**2,091,925**

2017

	Retained Earnings	General Reserve	Asset Revaluation Reserve	Total
	$	$	$	$
Balance at 1 July 2016	1,515,465	307,493	79,670	1,902,628
Total comprehensive income for the year	(38,200)	-	-	(38,200)
Transfers	387,163	(307,493)	(79,670)	-
Balance at 30 June 2017	1,864,428	-	-	1,864,428

The general reserve recorded funds set aside for future purposes. The asset revaluation reserve recorded revaluation increments on property, plant and equipment. The reserves are no longer required and have been transferred to retained earnings.

Community Services 1

ABN: 53 806 922 954

Statement of Cash Flows

For the Year Ended 30 June 2018

	Note	2018 $	2017 $
CASH FLOWS FROM OPERATING ACTIVITIES:			
Receipts from customers and grant funds		**12,104,979**	13,180,627
Payments to suppliers and employees		**(12,058,263)**	(13,194,486)
Interest received		**68,738**	60,935
Net cash provided by/(used in) operating activities		**115,454**	47,076
CASH FLOWS FROM INVESTING ACTIVITIES:			
Payments for term deposits		**(49,253)**	(56,832)
Purchase of property, plant and equipment		**(19,990)**	(7,120)
Net cash provided by/(used in) investing activities		**(69,243)**	(63,952)
Net increase/(decrease) in cash and cash equivalents held		**46,211**	(16,876)
Cash and cash equivalents at beginning of year		**456,339**	473,215
Cash and cash equivalents at end of financial year	2	**502,550**	456,339

Community Services 1

ABN: 53 806 922 954

Notes to the Financial Statements

For the Year Ended 30 June 2018

1 Summary of Significant Accounting Policies

Basis for Preparation

The financial statements are general purpose financial statements that have been prepared in accordance with Australian Accounting Standards (Reduced Disclosure Requirements of the Australian Accounting Standards Board), the Corporations Act 2001 and the Australian Charities and Not-for-Profits Commission Act 2012.

The Company is incorporated in the Australian Capital Territory under the Corporations Act 2001. Up to 1 June 2018, the Company was an association under the Associations Incorporation Act 1991 (ACT).

A number of new or revised Australian Accounting Standards are effective for the first time in the current financial year. These standards have had no material impact on the entity.

The financial statements are presented in Australian dollars which is the entity's functional and presentation currency. The amounts presented in the financial statements have been rounded to the nearest dollar.

The financial statements have been prepared on an accruals basis and are based on historical costs modified by the revaluation of selected non-current assets, and financial assets and financial liabilities for which the fair value basis of accounting has been applied.

The following is a summary of the material accounting policies adopted by the Company in the preparation of the financial statements. The accounting policies have been consistently applied, unless otherwise stated.

Accounting Policies

(a) Income tax

The Company is exempt from income tax under Division 50 of the Income Tax Assessment Act 1997.

(b) Property, plant and equipment

Each class of property, plant and equipment is carried at cost or fair value less, where applicable, any accumulated depreciation and impairment.

The carrying amount of property, plant and equipment is reviewed at the end of the reporting period to ensure it is not in excess of the recoverable amount of these assets. The recoverable amount is assessed on the basis of the expected net cash flows that will be received from the assets' employment and subsequent disposal. The expected net cash flows have been discounted to their present values in determining recoverable amounts. An asset's carrying amount is written down immediately to its recoverable amount if the asset's carrying amount is greater than its estimated recoverable amount.

Subsequent costs are included in the asset's carrying amount or recognised as a separate asset, as appropriate, only when it is probable that future economic benefits associated with the item will flow to the Association and the cost of the item can be measured reliably. All other costs (e.g. repairs and maintenance) are charged to the statement of comprehensive income during the financial period in which they are incurred.

Increases in carrying amounts arising on revaluation of assets are credited to a revaluation reserve and recognised in other comprehensive income. Decreases that offset previous increases of the same asset are charged against the revaluation reserve and recognised in other comprehensive income. All other decreases are charged to the profit or loss.

The asset's residual values and useful lives are reviewed and adjusted if appropriate, at the end of the reporting period.

Community Services 1

ABN: 53 806 922 954

Notes to the Financial Statements
For the Year Ended 30 June 2018

1 Summary of Significant Accounting Policies (continued)

(b) Property, plant and equipment (continued)

Gains and losses on disposals are determined by comparing proceeds with the carrying amount. These gains and losses are included in the profit or loss. When revalued assets are sold, amounts included in the revaluation reserve relating to that assets are transferred to retained earnings.

Depreciation

Property, plant and equipment is depreciated on a straight-line basis from the date that management determine that the asset is available for use.

The depreciation rates used for each class of depreciable asset are shown below:

Fixed asset class	Depreciation rate
Plant and equipment	10-50%
Motor vehicles	10-25%

At the end of each annual reporting period, the depreciation method, useful life and residual value of each asset is reviewed. Any revisions are accounted for prospectively as a change in estimate.

(c) Leases

Leases of fixed assets where substantially all the risks and benefits incidental to the ownership of the asset, but not the legal ownership, are transferred to the Company are classified as finance leases.

Finance leases are capitalised by recording an asset and a liability at the lower of the amounts equal to the fair value of the leased property or the present value of the minimum lease payments, including any guaranteed residual values. Lease payments are allocated between the reduction of the lease liability and the lease interest expense for the period.

Lease assets are depreciated on a straight-line basis over their estimated useful lives where it is likely that the Company will obtain ownership of the asset, or otherwise over the term of the lease.

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

Lease incentives under operating leases are recognised as a liability and amortised on a straight-line basis over the life of the lease term.

(d) Financial instruments

Initial recognition and measurement

Financial instruments are initially measured at cost on trade date, which includes transaction costs, when the related contractual rights or obligations exist. Subsequent to initial recognition these instruments are measured as set out below.

Financial assets at fair value through profit or loss

A financial asset is classified in this category if acquired principally for the purpose of selling in the short-term or if so designated by management. Gains and losses arising from changes in the fair value of these assets are included in the profit or loss in the period in which they arise.

Community Services 1

ABN: 53 806 922 954

Notes to the Financial Statements

For the Year Ended 30 June 2018

1 Summary of Significant Accounting Policies (continued)

(d) Financial instruments (continued)

Loans and receivables

Loans and receivables are non-derivative financial assets with fixed or determinable payments that are not quoted in an active market and are subsequently measured at amortised cost using the effective interest rate method.

Held-to-maturity investments

Held-to-maturity investments are non-derivative financial assets that have fixed maturities and it is the Company's intention to hold these investments to maturity. They are subsequently measured at amortised cost using the effective interest rate method.

Available-for-sale financial assets

Available-for-sale financial assets are non-derivative financial assets that are either not suitable to be classified into other categories of financial assets due to their nature, or they are designated as such by management. Available-for-sale financial assets are reflected at fair value. Unrealised gains and losses arising from changes in fair value are recognised in other comprehensive income and accumulated in the financial assets reserve.

Financial liabilities

Non-derivative financial liabilities are recognised at amortised cost, comprising original debt less principal payments and amortisation.

Fair value

Fair value is determined based on current bid prices for all quoted investments. Valuation techniques are applied to determine the fair value for all unlisted securities, including recent arm's length transactions, reference to similar instruments and option pricing models.

Impairment

At the end of each reporting period, the Company assesses whether there is objective evidence that a financial asset has been impaired. In the case of available-for-sale financial instruments, a significant or prolonged decline in the value of the instrument is considered to indicate that an impairment has arisen. Impairment losses are recognised in the profit or loss.

(e) Impairment of non-financial assets

At the end of each reporting period, the Company reviews the carrying values of its tangible and intangible assets to determine whether there is any indication that those assets have been impaired. If such an indication exists, the recoverable amount of the asset, being the higher of the asset's fair value less costs to sell and value in use, is compared to the asset's carrying value. Any excess of the asset's carrying value over its recoverable amount is expensed to the statement of comprehensive income.

Where it is not possible to estimate the recoverable amount of an individual asset, the Company estimates the recoverable amount of the cash-generating unit to which the asset belongs.

Community Services 1

ABN: 53 806 922 954

Notes to the Financial Statements
For the Year Ended 30 June 2018

1 Summary of Significant Accounting Policies (continued)

(f) Employee benefits

Provision is made for the Company's liability for employee benefits arising from services rendered by employees to the end of the reporting period. Employee benefits that are expected to be wholly settled within one year have been measured at the amounts expected to be paid including on-costs and are disclosed as current liabilities. Employee benefits payable later than one year have been measured at the present value of the estimated future cash outflows to be made for those benefits. In calculating the present value of future cash flows in respect of long service leave, the probability of long service leave being taken is based upon historical data. Contributions are made by the Association to employee superannuation funds and are charged as expenses when incurred.

(g) Provisions

Provisions are recognised when the Company has a legal or constructive obligation, as a result of past events, for which it is probable that an outflow of economic benefits will result and that outflow can be reliably measured.

(h) Cash and cash equivalents

Cash and cash equivalents comprises cash on hand, deposits held at call with banks and other short-term highly liquid investments with original maturities of three months or less.

(i) Revenue and other income

Revenue from the rendering of services is recognised upon the delivery of the services to the customers.

Revenue from the sale of goods is recognised upon the delivery of goods to customers.

Interest revenue is recognised on a proportional basis taking into account the interest rates applicable to the financial assets.

Grant revenue is recognised in the statement of comprehensive income when the Company obtains control of the grant, it is probable that the economic benefits gained from the grant will flow to the Company and the amount of the grant can be measured reliably.

If conditions are attached to the grant which must be satisfied before the entity is eligible to receive the contribution, the recognition of the grant as revenue is deferred until those conditions are satisfied.

When grant revenue is received whereby the Company incurs an obligation to deliver economic value directly back to the contributor, this is considered a reciprocal transaction and the grant revenue is recognised in the statement of financial position as a liability until the service has been delivered to the contributor, otherwise the grant is recognised as income on receipt.

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

Community Services 1

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Notes to the Financial Statements

For the Year Ended 30 June 2018

1 Summary of Significant Accounting Policies (continued)

(j) Goods and services tax (GST)

Revenue, expenses and assets are recognised net of the amount of goods and services tax (GST), except where the amount of GST incurred is not recoverable from the Australian Taxation Office. In these circumstances the GST is recognised as part of the cost of acquisition of the asset or as part of an item of the expense. Receivables and payables in the statement of financial position are shown inclusive of GST.

Cash flows are presented in the statement of cash flows on a gross basis, except for the GST component of investing and financing activities, which are disclosed as operating cash flows.

(k) Comparative figures

Comparative figures have been adjusted where necessary, to conform to changes in presentation for the current financial year.

Critical Accounting Estimates and Judgments

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

The Board members do not believe that there were any key estimates or key judgments used in the development of the financial statements that give rise to a significant risk of material adjustment in the future.

2 Cash and Cash Equivalents

	2018	2017
	$	$
Cash on hand	**3,020**	3,630
Cash at bank	**499,530**	452,709
	502,550	456,339

3 Trade and Other Receivables

	2018	2017
	$	$
Other receivables	**507,297**	497,627
Provision for impairment	**(89,816)**	(27,700)
GST receivable	**1,523**	-
	419,004	469,927

4 Other Assets

	2018	2017
	$	$
Prepayments	**75,323**	68,445

Community Services 1

ABN: 53 806 922 954

Notes to the Financial Statements

For the Year Ended 30 June 2018

5 Financial Assets

	2018 $	2017 $
Held-to-maturity financial assets	**2,881,557**	2,832,304

The held-to-maturity investments are made up of term deposits with interest rates between 1.1% to 2.6% and initial terms to maturity between seven days and twelve months.

6 Property, Plant and Equipment

	2018 $	2017 $
Plant and equipment		
At cost	**470,545**	464,191
Accumulated depreciation	**(428,303)**	(390,657)
	42,242	73,534
Motor vehicles		
At cost	**361,030**	361,030
Accumulated depreciation	**(340,495)**	(310,405)
	20,535	50,625
	62,777	124,159

Movements in Carrying Amounts

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

	Plant and Equipment $	Motor vehicles $	Total $
Balance at the beginning of year	**73,534**	**50,625**	**124,159**
Additions	**19,990**	**-**	**19,990**
Depreciation expense	**(51,282)**	**(30,090)**	**(81,372)**
Balance at the end of the year	**42,242**	**20,535**	**62,777**

7 Trade and Other Payables

	2018 $	2017 $
Trade payables	**255,519**	116,815
GST payable	**-**	20,438
Other payables and accruals	**443,451**	563,728
	698,970	700,981

Community Services 1

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Notes to the Financial Statements

For the Year Ended 30 June 2018

8 Employee Entitlements

	2018 $	2017 $
Provision for annual leave	**723,687**	732,220
Provision for long service leave	**51,844**	59,644
	775,531	791,864

9 Other Liabilities

	2018 $	2017 $
Income in advance	**11,995**	126,596
Bonds liabilities	**362,790**	467,305
	374,785	593,901

10 Financial Risk Management

The Company's financial instruments consist mainly of deposits with financial institutions and account receivable and payable.

The Company is not subject to any significant credit or interest rate risk. Liquidity risk is managed by monitoring cash flows and ensuring that adequate funds are maintained to meet short term liabilities.

The totals for each category of financial instruments, measured in accordance with AASB 139 as detailed in the accounting policies to these financial statements, are as follows:

		2018 $	2017 $
Financial Assets			
Cash and cash equivalents	2	**502,550**	456,339
Trade and other receivables	3	**419,004**	469,927
Held-to-maturity investments	5	**2,881,557**	2,832,304
Total financial assets		**3,803,111**	3,758,570
Financial Liabilities			
Financial liabilities at amortised cost			
- Trade and other payables	7	**698,970**	700,981
- Other liabilities	9	**374,785**	593,901
Total financial liabilities		**1,073,755**	1,294,882

Net fair values

Financial assets and financial liabilities are carried at their net fair value at the end of the reporting period. The carrying values of the financial assets and financial liabilities approximate their net fair values due to their short term maturity or market interest rate. No financial assets or financial liabilities are traded on organised markets in standardised form.

Community Services 1

ABN: 53 806 922 954

Notes to the Financial Statements

For the Year Ended 30 June 2018

11 Related Party Transactions

(a) Key Management Personnel

Key management personnel is defined by AASB 124 "Related Party Disclosures" as those persons having authority and responsibility for planning, directing and controlling the activities of the Company, directly or indirectly, including any Board member of the Company.

The totals of remuneration paid to the key management personnel of the Company during the year are as follows:

	2018	2017
	$	$
Total key management personnel compensation	**773,302**	712,881

In addition to the above compensation, the Company has paid insurance premiums of $22,669.37 for its Business Insurance which incorporates directors' and officers' liability insurance. It is not practical to obtain details of the components of the insurance premium that relates to key management personnel.

(b) Related Parties

Other than the compensation paid to the key management personnel which is separately disclosed above, there were no other related party transactions during the year.

12 Contingent Liabilities and Contingent Assets

The Company has no contingent liabilities or contingent assets at the end of the financial year.

13 Events After the Reporting Date

These financial statements were authorised for issue by the Board on the date of signing the attached Statement by Members of the Board. The Board has the right to amend and re-issue the financial statements after they are issued.

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

14 Company Details

The registered office and principal place of business of the Company is:
Community Services 1
63 Boolimba Crescent
Narrabundah ACT 2604

Community Services 1

ABN: 53 806 922 954

Statement by Members of the Board

The board of Community Services 1 (the Company) declare that:

1. The financial statements and notes are in accordance with the Australian Charities and Not-for-profits Commission Act 2012 and;

   (a) comply with Australian Accounting Standards - Reduced Disclosure Requirements, and other mandatory professional reporting requirements; and

   (b) give a true and fair view of the financial position as at 30 June 2018 and of the performance for the year ended on that date of the Company.

2. At the date of this statement, there are reasonable grounds to believe that the Company will be able to pay its debts as and when they become due and payable.

This declaration is made in accordance with a resolution of the Board by:

Tony Lo Piccolo

Dated: 6/11/18

CAROL FLYNN

6/11/18

Nexia Australia

Auditor's Independence Declaration
Under Subdivision 60-40 of the Australian Charities and Not-For-Profits Commission Act 2012 to the Members of Community Services 1

I declare that, to the best of my knowledge and belief, during the year ended 30 June 2018 there have been no contraventions of the auditor independence requirements as set out in any applicable code of professional conduct in relation to the audit.

Nexia Duesburys (Audit)
Canberra, 6 November 2018

G J Murphy
Partner

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Nexia Australia

Independent Auditor's Report
To the Members of Community Services 1 (formerly Community Services #1 Incorporated)

Report on the Audit of the Financial Statements

Opinion

We have audited the financial statements of Community Services 1 (the Company), which comprise the statement of financial position as at 30 June 2018, the statement of comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies and the statement by members of the board.

In our opinion, the accompanying financial statements of Community Services 1 are in accordance with the Australian Charities and Not-for-profits Commission Act 2012, including:

(i) giving a true and fair view of the Company's financial position as at 30 June 2018 and of its financial performance for the year then ended; and

(ii) complying with Australian Accounting Standards – Reduced Disclosure Requirements and Division 60 of the Australian Charities and Not-for-profits Commission Regulation 2013.

Basis for opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the Auditor's Responsibility for the Audit of the Financial Statements section of our report. We are independent of the entity in accordance with the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 Code of Ethics for Professional Accountants (the Code) that are relevant to our audit of the financial statements in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

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

Other information

The board is responsible for the other information. The other information comprises the information in the Company's board report and annual report for the year ended 30 June 2018, but does not include the financial statements and the auditor's report thereon.

Our opinion on the financial statements does not cover the other information and we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated.

If, based on the work we have performed, we conclude that there is a material misstatement of the other information we are required to report that fact. We have nothing to report in this regard.

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Board's responsibility for the financial statements

The board of Community Services 1 are responsible for the preparation of the financial statements that give a true and fair view in accordance with Australian Accounting Standards – Reduced Disclosure Requirements and the Australian Charities and Not-for-profits Commission Act 2012 and for such internal control as the board determines is necessary to enable the preparation of the financial statements that give a true and fair view and are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the board is responsible for assessing the entity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the board either intend to liquidate the entity or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibility for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of the financial statements.

A further description of our responsibilities for the audit of the financial statements is located at The Australian Auditing and Assurance Standards Board website at: http://www.auasb.gov.au/auditors_responsibilities/ar4.pdf. This description forms part of our auditor's report.

We also provide the board with a statement that we have complied with relevant ethical requirements regarding independence, and to communicate with them all relationships and other matters that may reasonably be thought to bear on our independence, and where applicable, related safeguards.

Nexia Duesburys (Audit)
Canberra, 6 November 2018

G J Murphy
Partner

Acknowledgments

We are grateful for the support and contributions that we have received this year from our funding bodies, individuals, businesses and the community.

On behalf of CS#1 and the community we would like to thank and acknowledge the following individuals, services and organisations:

- ACT Council of Social Service
- ACT Government – ACT Corrective Services
- ACT Government – Chief Minister, Treasury and Economic Development Directorate
- ACT Government – Health Directorate
- ACT Government – Community Services Directorate
- ACT Property Group
- ACT Territory and Municipal Services
- Adrian Makeham-Kirchner
- Anglicare NSW South, NSW West & ACT
- Annie DeSmet
- ANU School of Music
- Attorney-General's Department
- Australian Red Cross – ACT/SE NSW
- Australian Services Union
- Australian Skills Quality Authority
- Belconnen Community Services
- Canberra Baptist Church
- Canberra Environmental Centre
- Canberra Raiders Club
- Care Financial Services
- Caterina Giorgi (For Purpose)
- Carol Flynn
- Charter Australia433
- Communities@Work
- Community Options Australia
- Department of Education and Training
- Department of Foreign Affairs and Trade
- Department of Health
- Department of Industry, Innovation and Sciene
- Department of Social Services
- Dragica Nesic
- Foodbank NSW/ACT
- Genevieve Bulter
- Good Things Foundation
- Goodstart Early Learning ACT
- Gryphons Restaurant
- Guild Insurance
- Hepatitis ACT
- HESTA Superannuation
- Home Nurse Services
- HR Network (hosted by ACTCOSS)
- Jason Duarte
- Jessica Light
- Joanna Hu
- Jobs Australia
- Karralika
- Legal Aid ACT
- Lilli Weisegger
- Luis Bonilla
- Luke Jones
- Manuka Occasional Care Centre MOCCA
- Mark Roddam
- Martin Carrick
- Marymead

- Meridian Lawyers
- Nexia Australia
- Northside Community Services
- OzHelp
- Partners in Health
- Share the Dignity
- Slaven Mazda Group
- St Vincent De Paul
- Sue Lindsay
- Tess Reyes
- The Smith Family
- Tony LoPilato
- Vivian Singleton
- Wendy Mouat
- Woden Community Services
- YMCA of Canberra

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