COMMUNITY SERVICES #1

enable · enhance · enrich

2020

ANNUAL REPORT

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Community Services #1 (CS#1) has provided 1.2 million hours of emotional and practical support to children, youth, women and men over the past year.

Our programs and services are delivered across Canberra and include early childhood services, transport services, social support groups, a food pantry, housing support, community development and aged care.

Our Purpose, Mission, and Future

Purpose

Connecting people to enrich lives.

Mission

Providing services that enhance quality of life.

By 2029

Community Services #1 is a leading Australian agency working with people of all ages to strengthen our communities.

Our supporters

Community Services #1 are incredibly grateful for support from our Sponsorship Partners.

Board of Management

President	**Tony LoPilato**
Vice President	**Carol Flynn**
Ordinary Member	**Luke Jones**
Ordinary Member	**Adrian Makeham - Kirchner**
Ordinary Member	**Jason Duarte**
Ordinary Member	**Martin Carrick**
Ordinary Member	**Benjamin Graham**
Ordinary Member	**Julia Sission**
Ordinary Member	**Genevieve Butler (till Jan 2020)**

Overview of services

Community Services #1 (CS#1) is a community-based, profit for purpose, 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:

- manages a budget of nearly $14m
- has over 200 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:

- Seven early childhood education and care centres
- Family and individual support
- Aged Care services including Home Care Packages
- Social support groups
- Regional Assessment Services
- Venue hire
- Community mini-bus service
- Community 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. This year has been unlike any other with great moments and moments where we stood with the world to fight a common enemy.

This year has seen us starting to implement our new Strategic Plan that we launched in mid-2019 and working towards delivering our new purpose, mission and 10 year goal.

Our Purpose

Connecting people to enrich lives.

Our mission

Providing services that enhance quality of life.

By 2029

Community Services #1 is a leading Australian agency working with people of all ages to strengthen our communities.

The new purpose, mission and outcomes can been seen in the design of the programs that has been delivered throughout the year and has been embedded into the program design for our new Wellbeing Hub that will be launched later in 2020.

The CEO and Executive Team have ensured that we are working towards our 2029 goal with building new relationships and partnerships with like-minded organisations in NSW, with the hope next year to co-design programs and to apply for tenders together.

I wish to acknowledge that the organisation has performed exceptionally well with all services continuing to operate during the height of the COVID-19 pandemic in Canberra. We have always undertaken challenges and CS#1 has been responsive, flexible and pro-active to these changes, while ensuring that community needs are being met and this has never been truer than this year. Many of our Community Support Services had to change the way they delivered services, while ensuring they met the needs of the community. To meet community needs, we as an agency must be financially strong and this will be so going forward. Being financially strong gives us the opportunity to attract appropriately skilled staff and to see ourselves as a 'happening' agency.

During the 2019-20 financial year, a number of significant events and achievements took place, with some still continuing and developing, including:

1. The organisation has made a surplus of $317,268 during the financial year and thus a continuation of the strong surplus made in the previous financial year. The surplus has been achieved due to the various financial measures and incentives provided by both the Commonwealth and ACT Governments and very appreciated by our organisation.
2. We have continued to provide services of the highest quality every day during the smoke, fires, hail storm, drought and COVID-19.
3. The Board have continued to support our new program 'The Wellbeing Hub' which is set for an official launch later in 2020.
4. We have built new partnerships both in ACT and NSW, and other agencies are genuinely interested in working or collaborating with us.
5. We have built stronger relationships with our Government and Sector partners through COVID-19 and thus are seen as a "go to agency".
6. We successfully won the tender to operate the Mawson Primary School Out of School Hours program with the program starting in February 2020 which gave us the opportunity to showcase our skills, professionalism and flexibility to get things done.
7. We successfully supported the ACT Government in providing the Safe and Supervised Services at Mawson Primary School as part of their COVID-19 response.
8. We have begun a 3 year project to upgrade our ICT systems, to ensure we meet future needs and demands.
9. 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.
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.

This year also saw Katherine Hellwig our Executive Director for Children and Youth whom had been with the agency for 22 years decide to take a new opportunity. I wish to thank her for her years of service, she worked tirelessly to ensure that our Early Education and Care Services provided the highest quality care. She will be missed by staff, families and children alike and I wish her all the best in her future endeavours.

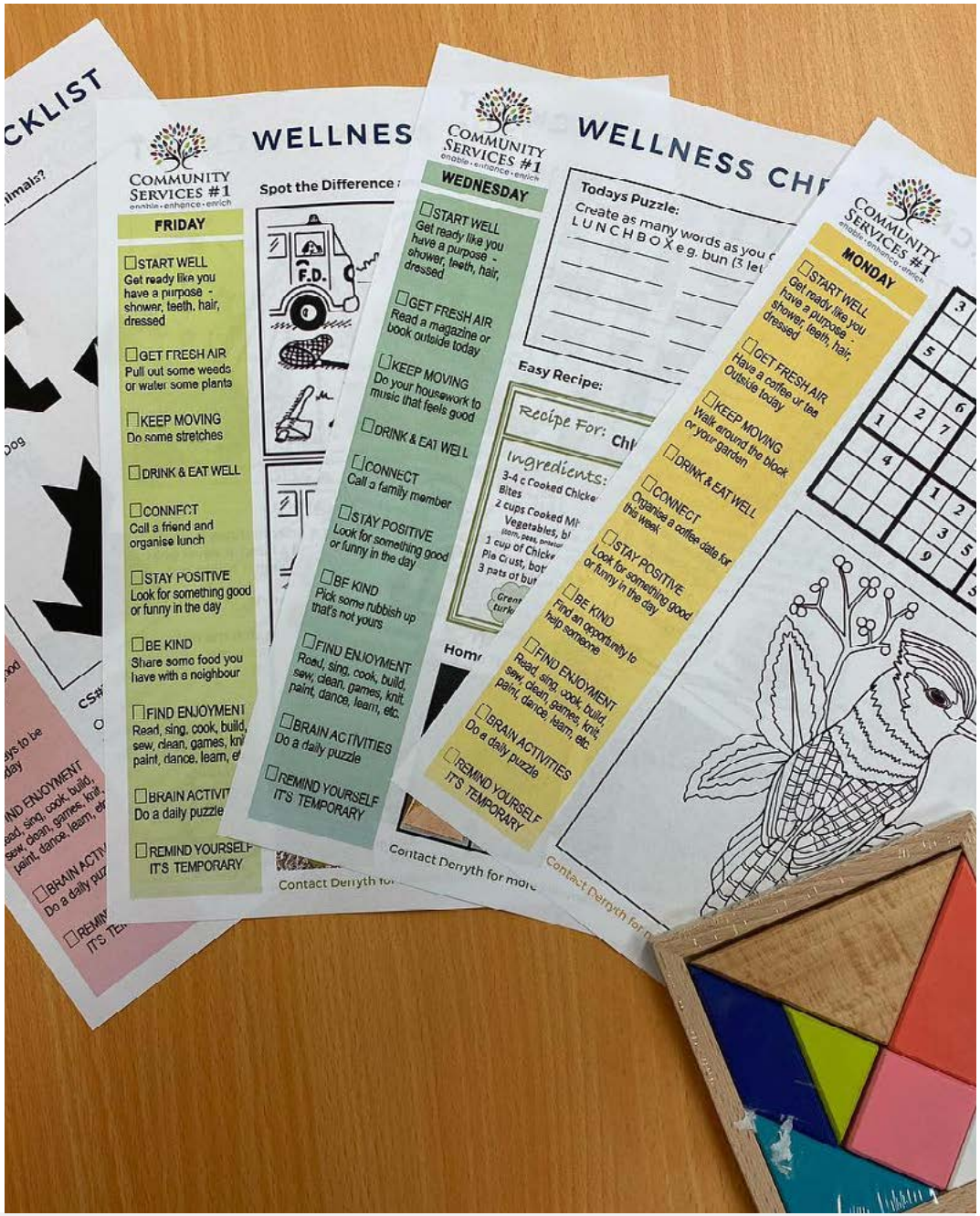
In conclusion I would also like to recognise the contribution of our volunteer Board members who provide their time, professionalism and range of skills, talents and perspectives to bear on matters of governance, accountability and provide a strong contribution to the community, especially in the most trying of circumstances, that are totally unprecedented.

With COVID-19, I wish to reiterate the fantastic efforts of the Executive Team and the Board in relation to this crisis who ensured that all the services were maintained to the best and highest practice standards. With this type of attitude CS#1 will prosper for a very long time and thus be a BIG asset to the community.

I would like to whole heartedly thank our staff who throughout the year continued to provide the highest quality services both in our centres, in client's homes and through new mediums like Zoom.

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

Tony LoPilato
President | Community Services #1



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Message from the CEO

The 2019/ 2020 year has been one of unprecedented issues that have affected Canberra and Global Communities – from smoke haze, fires, hail storms and of course COVID-19.

These issues have changed the way we live our daily lives and they have also brought us together as local, national and global communities in shared purpose and problem.

Community Services #1 through this time has adapted to the ever changing needs, requirements and restrictions.

Our services have continued to operate in new ways and we are proud that we have continued to provide, care, support and education to over 2,500 children, individuals and families in our community.

The resilience and community of our staff across the organisation has been amazing and I am so proud of each and every one of them.

This year has shone a light on the work that we have done throughout the COVID-19 pandemic as all of our services have been deemed essential services for children, families, seniors and the community.

Our Strategic Plan that was launched last year was tested and it has helped guide our work and we have truly lived up to our purpose of "Connecting people to enrich lives".

Our Board have continued to invest in our new incentive by creating a Wellbeing Hub to support children, young people and their families to enjoy physical and mental health, have strong social connections, participate in their communities and feel safe.

We had hoped to formally launch the Wellbeing Hub in late June however this has now been postponed to November, however we will continue to build the programs and staff. Our financial position is solid due to the support of our staff, families and additional Government support.

We have begun to implement our new Strategic Plan and this has enabled us to explore new ideas, programs and partnerships.

This year we farewelled Katherine Hellwig who was the Executive Director of Children and Youth and who had been with us for over 22 years. I would like to personally thank Katherine for her significant contribution and work over her many years in varies roles. I wish her and her family all the best in their future and I know that we would not be the Organisation that we are today without Katherine.

This year more than any I would like to thank our community and government partners and providers. We have pulled together and worked and supported each other to ensure that not only is the Canberra Community supported and that the services we are providing are of the best quality.

Saying thank you to our wonderful staff and volunteers does not seem enough as your resilience and commitment to Community Services #1, our clients, families and children has been amazing. I know that as a team we have pulled together and supported each other and I am so proud to lead such an incredible group of people.

Lastly, to the exceptional Executive Team and Board we have mastered the art of Zoom meetings, met the challenges of the year and come out stronger. I thank each of you for your support to myself, each other, to our staff and the community. Your commitment, tireless energy and sense of humour has ensured that we have continued to be open every day, providing services of the highest quality and that we will continue to flourish as an Organisation for the years ahead.

Amanda Tobler

CEO | Community Services #1

Celebrating Daffodil Day

CS#1 highlights of the year

Community Support Services

Domestic Assistance to over 65yrs (CHSP)

5000+ hours

Social Support Individual to over 65yrs (CHSP)

1200+ hours

Domestic Assistance to under 65yrs (CASP)

630+ hours

Care Coordination to under 65yrs (CASP)

1000+ hours

During the COVID restrictions we:

Made 100's of Welfare calls

Created Wellness Packs that were home delivered

Started Out Reach Activities on Wheels

Feedback from clients:

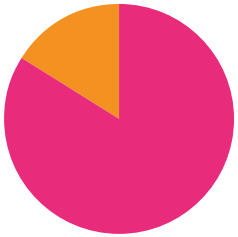
- Client stated she was very happy with services provided by her home support worker - she said she is very hardworking and does a very good Job. She then requested during this time with COVID-19 if home support worker could please wear a mask and gloves when providing domestic assistance services as she and her husband are vulnerable to illness.
- Clients daughter that said 'my dad really enjoyed the company of his home support worker.
- This home support worker is efficient & dedicated and goes above & beyond.
- Client advised that she found our new support worker very lovely and helpful.

CEO update

141 | **External meetings held**

27 | **MLA's met**

Our Workforce

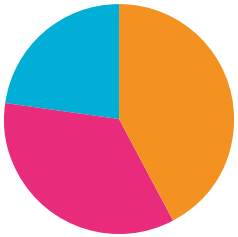


Gender

Female	84%
Male	16%

Male

Male Full Time	8
Part Time	10
Casual	14

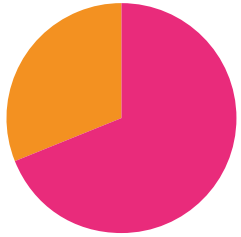


Female

Female Full Time	71
Part Time	59
Casual	38

Staff Members

Full Time	39.5%
Part Time	34.5%
Casual	26.0%



Employment Location

Education and Care Services	138
Head office	62

Children's Services

Over 516 children enrolled

500 families enrolled

Two services are 'Exceeding National Quality Standards'

Three services are 'Meeting National Quality Standards'

Communication Team update

Social media posts published

500+

Followers across Facebook, Instagram and Twitter

1,700+

Community Support Services

During 2019-2020, Community Support Services (CSS) continued to provide services and activities to over 600 clients in the community, however due to natural disasters; weather conditions and COVID-19 our method of delivery and some of our services had to change.

During January, bushfires, smoke and hailstorms affected not only our clients and staff, but three fleet vehicles were off the road for a period of time and two were eventually written off.

We commenced welfare checks for all clients, providing them with information for dealing with the heat and smoke and ensuring they had support during the bushfires. Late January also saw our first clients self-isolating due to COVID19. As restrictions were announced, our face-to-face activities reduced and our social support groups ceased. This had an enormous impact on our senior and vulnerable clients so alternative activities were created. Regular welfare calls, Wellness Packs, Activities on Wheels and access to delivery of frozen ready to heat meals, fresh vegetables and food hampers from the Canberra Relief Network all assisted with us staying in contact with and being able to support our clients.

Activities on Wheels- mobile library

May, one of our Pantry volunteers

Highlights

- The development and success of new activities during the COVID19 pandemic including our Activities on Wheels (which has books, audio books, DVD's, games and magazines for clients to borrow), Wellness Packs (which include puzzles, recipes and activities to keep clients engaged) and our Community Cookup recipe book (which included recipes from our clients, volunteers and staff).
- A number of groups including Yoga, Mixed Bag Singing Group and our Strum for Fun group were offered virtually.
- Successful application of a Community Services Directorate Community Support and Infrastructure Grant to support our ACT Seniors.

Community cookup recipe book launch | Minister Susan Orr, Joan Corkhill and Amanda Tober

Virtual Mixed Bag Singing Group

Rotary Club of Canberra Sunrise generously donated funds to enable us to purchase two mobile freezers to help us make food deliveries.

ABC and Foodbank Christmas Hampers

Amanda Tobler choosing some of the artworks for 2019 Exhibition

- Receiving an ACT Health COVID-19 Stimulus Grant to support ways to connect with clients.
- $10,000.00 to assist with purchasing a new vehicle from the Stronger Communities grant supported by Alicia Payne.
- Rotary donation, which allowed us to purchase mobile freezers for our Food Pantry.
- Due to the generosity of staff, corporate sponsors and community donations, we were able to provide over 120 Christmas Hampers to the community.
- The extension of the Regional Assessment Services (RAS) contract with Community Options Australia until 30 June 2022.

The 2019 NAIDOC Community art Exhibition

- The extension of our federally funded – Commonwealth Home Support Program (CHSP) with the Department of Health until 30 June 2022.
- Mixed Bag Singing Group being a finalist in the 2019 Chief Minister's Inclusion Awards for Excellence in Inclusive Services and Disability Support.
- Engagement with Service Providers and Networking Groups to facilitate our expansion into NSW.
- An increase in our volunteer program, which has allowed us to extend hours and activities within our programs.
- Our continued participation in a NAIDOC Community Festival and the NAIDOC Prison Artworks Exhibition held in the CS#1 Gallery.

The Year Ahead

During 2020-2021, the CSS team will:

- Continue to consult with the community and other organisations to develop and implement new programs across the ACT and into NSW.
- Continue to diversify service delivery due to the changing environment.
- Implement a Social Impact Framework.
- Expand programs run through the CS#1 Wellbeing Hub.

Wellbeing Hub

The Wellbeing Hub will be launched in November 2020 to support children, families and young people. It aims to empower individuals and families to enjoy physical and mental health, have strong social connections, be able to participate in their community, and feel safe.

The Wellbeing Hub will be both a physical space and a virtual centre for services and supports. It will ensure clients can come to one place and access multiple services, which are delivered by CS#1 and partners.

Needs assessment data:

- Total of over 100 people
- 30+ face-to-face interviews
- 5 focus group discussions, including 19 staff, 12 primary school students, parents and community
- 2 x surveys with 48 respondents

Needs assessment

The program design was informed by a needs assessment that used a literature review, in-depth interviews, focus group discussions and surveys. The process included a triangulation of data from government stakeholders, peer organisations, community members, including children.

This revealed gaps in mental health and wellbeing services for children in the 8-12 year old age group and their families, and for young people.

Program launch

The Hub will include a Children and Family Program and a Youth Program. The Children and Family focused program aims to ensure families feel connected and supported in their community, and can access services that empower and inform them to nurture their wellbeing, both as individuals and as a family unit. It includes three projects:

1. Playing for Wellbeing

Playing for Wellbeing is designed to enhance children's social awareness, relationship building skills, responsible decision making, self-awareness and self-management. A range of age appropriate activities are offered through both our Playing for Wellbeing sessions in our centres as well as our Paint and Play community program.

2. Learning for Wellbeing

Learning for Wellbeing is a project run in partnership with schools. It is designed to help children feel connected to their family and community, have a sense of confidence, an increased ability to regulate their emotions and connect with peers in a healthy and rewarding way. It commenced in the second half of 2020.

3. Growing Healthy Kids

Growing Healthy Kids aims to address the increasing rates of food stress and social isolation of low-income families and their children in the ACT. It will do this by ensuring parents have a greater network of support, feel empowered, informed and more confident in their roles. It will begin at the end of 2020.

The Youth Wellbeing program aims to ensure young people are empowered to realise their own potential in communities that respect and support them to achieve their goals. It will begin with one project:

4. Lead Well

The Lead Well project will enable groups of young people to identify issues that affect them and design and implement responsive projects. Lead Well aims for young people to be instrumental in enhancing the wellbeing of vulnerable people in their communities, be valued and respected by their communities and experience greater confidence in their own abilities.

Community Development

Community Development's focus on wellbeing, particularly through empowering communities and enhancing social connections, led to it being moved into the Wellbeing Hub's program. This was an important step in focusing the strategic direction of Community Development, which is informed by our understanding of wellbeing. The Community Development Program continues to run social wellbeing groups and work in communities to identify and respond to issues of concern to residents.

Mixed Bag preforming at the CS #1 Family Fun day in November 2019

Children's Services

With the introduction of the Wellbeing Hub, the Children and Youth team underwent a review in early 2020 and has been renamed Childrens Services.

This year has many achievements and new initiatives to celebrate.

We were successful in winning the Tender for the Mawson Primary Out of School Hours Care (OSHC) program. This is our first OSHC program and we were successful in ensuring that we were operational within six weeks of being awarded the Tender. This service is supporting over 70 children in before school, after school care and a holiday program.

We continue to work with the other members of the Children's First Alliance to advocate for the needs of children in early education and care in our community and this has seen us being part of the ACT Government roll out a Universal Access trial for vulnerable 3 year old children in the ACT.

Like no other, 2020 has been a year of upheaval and local and world events that have affected our Early and Education and Care team, from smoke and fires, to the hail storms that saw one of centres damaged and of course the COVID-19 pandemic.

COVID-19 has seen many changes to how we support and educate children across of all of our centres.

Mawson OSHC Art time

Some of the changes have included:

- Increased specific cleaning of all centres
- Adhering to advice from local and federal health authorities to ensure that our hygiene standards meet best practice
- Support the children to understand COVID-19 and implement hygiene practices through fun and educational activities
- Installing hand sanitisers in each centre
- Ensure we have a stock pile of personal protective requirements if and when required
- Ensure we have a COVID-19 Safe Plan for each centre
- Restricting excursions and incursions in line with government health advice
- Supporting staff and families with timely and factual information

While the first half of 2020 has been a challenging one, the reliance and dedication of our staff team has been amazing. This has lead us to have so many achievements in this area including:

- Mawson Primary School was one of the selected nine school hubs for term 2, which provided care for children of essential workers and vulnerable children who could not participate in home schooling during the COVID-19 pandemic. We are proud that CS#1 was identified as a key

Lee Maiden, Yvette Berry, Amanda Tobler and Erin Uphill

CS #1 Children riding the light rail

Joyful Moments seniors at Binara Early Childhood Centre

support to this service, and CS#1 provided the care and supervision for children in attendance throughout the term.

- Redeployment of 30 staff to the Mawson School Hub Safe and Secure Site.
- Maintaining centres opened and all children who wished to attend were within a safe and secure centre.
- Providing expert guidance and advice to the ACT Government on matters pertaining to Early Education and Care.

Katherine Hellwig (former Executive Director, Children & Youth Program) who had been with CS#1 for 22 years made the decision in June to explore new opportunities and on behalf of all of the children, staff and families who came into her care during her time of service, we say thank you and good luck.

While the year has been busy and challenging, we are proud to say that no staff member has lost their job due to COVID-19. A focus that has been important to us during the pandemic was ensuring meaningful employment for all staff members. We are very proud that we have been able to continue to provide this to our dedicated staff during this difficult time.

I am also proud the way the team has pulled together to ensure that our services have remained open and are of the highest quality and the children in our care are receiving the best education and care available.

Corporate Services

The 2019-20 annual reporting year started exactly to plan and ended up being a story of two semesters.

Highlights

July to December 2019

Corporate Services implemented our new team structure, focusing on positioning and enabling CS#1's capability for the future.

We commenced developing new strategies and frameworks to enable CS#1 Strategic Plan 2019-24 outcomes. We implemented QuickBooks as CS#1's accounting software package. We updated CS#1's telephony and migrated the Organisation to Office 365. We continued to build efficiencies into operations.

We rolled out our Silver Healthy Me, Healthy Us program in September 2019, continuing our new year's program as we'd finished the old; focused on social and emotional health. CS#1 signed the National Communication Charter, committing to raise awareness of suicide and reducing the associated stigma. We committed to the ACT Government's Mentally Healthier Workplaces Pledge.

January to June 2020

2020 has seen Corporate Services' efforts concentrated on providing targeted, responsive enabling support. With fires, hail and COVID-19, our priority was supporting our workforce and ensuring CS#1 decision makers – our Board, CEO and Executive Team – had the right information regarding financial modelling, safety, workplace relations and temporary Government supports including JobKeeper and sector-specific supports.

January was a flurry of excitement and activity as everyone did their bit to get the Mawson Out of School Hours Care (MOOSHC) service up and running by the first week in February: attracting, recruiting and onboarding the total MOOSHC team; ensuring ICT equipment and supports were in place; establishing and managing the new budget; ensuring compliance of workspace and practices.

Reptile visit at Mawson OSCH

On the back of the January fires and Canberra hailstorm, CS#1 brought our EAP provider into all locations to support staff through this difficult time. These sessions occurred in March and attracted early talk of rising anxiety, regarding the new coronavirus causing havoc in Asia and Europe.

CS#1 was presented the opportunity to run the ACT Government's School Hub at Mawson Primary school. We were given three weeks to plan the redeployment of 15% of our Children Services workforce to staff the newly established Hub. To accommodate the rapid redeployment implementation, we redesigned our onboarding process to enable all redeployees to engage fully and prepare for their new role without disrupting usual early education services.

Engaging staff using online video-conferencing has proven highly successful with our diverse non-centralised workforce. Participation in All Staff meetings is at an all-time high and staff feedback is that online video-conferencing meetings is the preferred way to learn information and engage with the CEO and Executive Team; engaging staff using online video-conferencing is our new normal.

Since mid-March COVID-19 has seen all CS#1 teams in a highly reactive and responsive state, ensuring continuation of services to community while managing safety of our staff and clients. For all of its cons, COVID-19 has shown us what an amazing workforce we have and how quickly and effectively we can enact new programs and supports for ourselves and our community.

The Strategy and Innovation Team which comprises of Business Development, Communications, Marketing and the CEO office has been kept busy this year. The team has been agile and flexible in the face of a year of considerable change while ensuring that the Governance, communications and development of tenders, and future programs were maintained.

The team has been part of supporting the incubation of the Wellbeing Hub idea, ensuring that the project was evidenced based, supported by the Board, staff and the Community. We are excited to see that it has now moved into the implementation and launch phase of the project.

This year has seen a substantial increase in successful tenders with the introduction of a part-time tender/grants writer.

Communications and Marketing has never been more important than this year, with the communications team meeting nightly for weeks during the March lockdown due to COVID-19, to ensure that our families, clients, staff and external stakeholders were kept up to date with information about our services during this time.

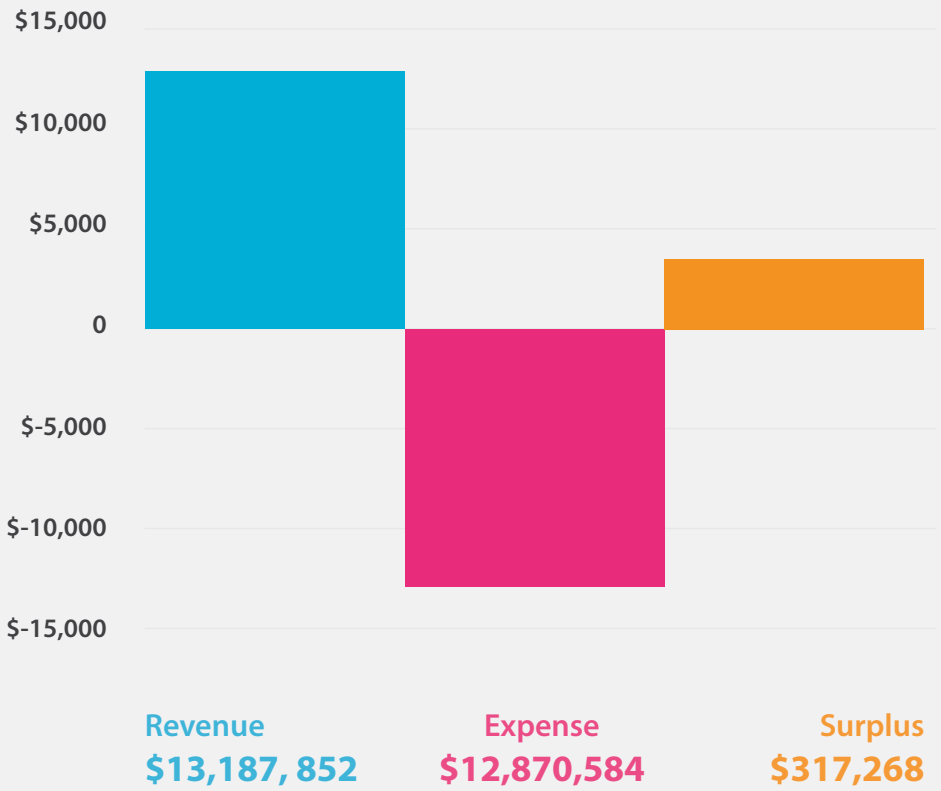
We have had a significant increase in our Facebook followers and website traffic with our Facebook page reaching 45,364 people during the months of January - March 2020.

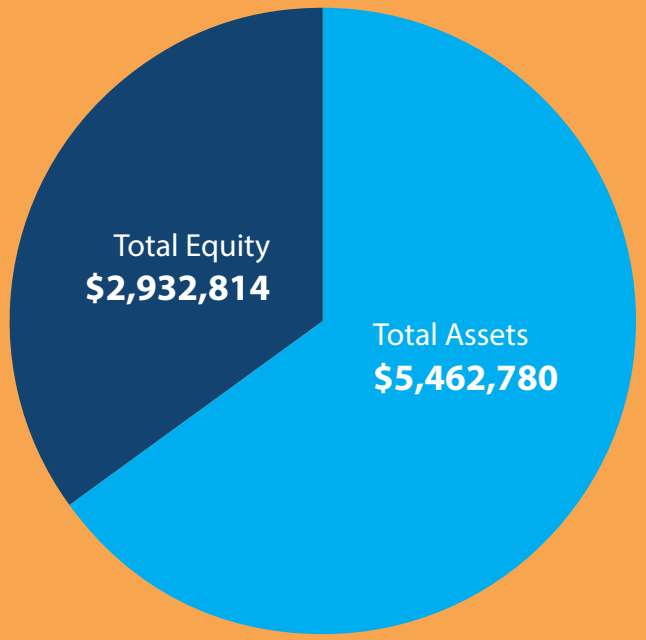
The team continues to work on new ideas, new partnerships and future programs and projects and is looking forward to 2020/21 and the opportunities it will bring.

The year ahead

- Continue to develop and implement the CS#1 Workforce Strategy, ICT Strategy and Compliance Framework to support the CS#1 Strategic Plan 2019-24 outcomes
- Continue to focus on building a resilient workforce and implement our Mentally Healthier Workplaces Pledge action plan
- Conduct our second CS#1 Staff Satisfaction Survey
- Continue workforce structure reviews across CS#1 programs
- Continue to build efficiencies into operations.

Financials


$15,000
$10,000
$5,000
0
$-5,000
$-10,000
$-15,000
Revenue
$13,187, 852
Expense
$12,870,584
Surplus
$317,268


Total Equity
$2,932,814
Total Assets
$5,462,780

Acknowledgements

We are grateful for the support and contributions 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:

ABC Giving Tree
ACT Council of Social Service Inc.
ACT Education
ACT Government – Chief Minister, Treasury and Economic Development Directorate
ACT Government – Community Services Directorate
ACT Government – Corrective Services
ACT Government – Health Directorate
ACT Government – Healthier Work
ACT Jewish Community
ACT Property Group
ACT Government - Territory and Municipa Services Directorate
Anglicare NSW South, NSW West & ACT
Annie De Smet
Arun Bhavnani
Attorney-General's Department
Australian Red Cross – ACT/SE NSW
Australian Services Union (ASU)
Barbara Krstinic
Capital Region Community Services
Books R Us
Brad McInnes
Bruce Harvey
Canberra Baptist Church
Canberra Environmental Centre
Canberra Raiders
Canberra Raiders Club
Canberra Relief Network
Care Inc. Financial Services
Canberra Period Project
Carolyn Tow
Caterina Giorgi and Amy Ferguson – For Purpose
Christee Hampson
Communities@Work
Community Options Australia
Dendy Canberra
Department of Education and Training
Department of Health
Department of Industry, Innovation and Science
Department of Social Services
Directions ACT
Dinner's Ready
Dragica Nesic
Eastlake Football club
Ergosmart Consulting
Ernesto Rios
FERST Training Solutions
Foodbank
Forrest Primary School
Gillespie Group
GIVIT
Goodstart Early Learning ACT
Gryphons Caffe Bar Restaurant
Guild Insurance
Harry Boyd
Hands Across Canberra
Henrietta Lee
HESTA Superannuation
HR Network (hosted by ACTCOSS)
Jane Ridley
Jason Dziki
Jim Ardaiz
Joanna Hu
Joanna Gudgeon
Jobs Australia

Katia Medina
Kathy Barrett
Karralika
Kartika Dewi
Laura Pelaez
Legal Aid ACT
Lilli Weisegger
Lisa Anderson
Lizbeth Mina Avendano
Lorraine Robertson
Luis Bonilla
Manuka Occasional Care Centre (MOCCA)
Marymead
May Tang
Maureen Domashenz
Mauro Kolobaric
Mina Bachmann
Narrabundah Early Childhood School
National Dinosaur Museum
Nexia Australia
Northside Community Services
Oz Harvest
OzHelp Foundation
Partners in Health
Phillip Mazda
Renee Furnen
Resilient Results
Rainbow Paws Program
Rotary e-Club
Rotary Club of Canberra Sunrise
Share the Dignity
Spotlight
Shoes for the Plant Earth
South Canberra Netball Association
Sophie Hummelstad
St Vincent de Paul Society
Stephen O'Shea
Style Curator
Sue Lindsay
The Lab.
The Period Project
The Teddy Bear Shop
Tracey Millar
The Smith Family
Toshiba
Volunteering and Contact ACT
Wellways
Westpac Canberra
YMCA Canberra
Vivienne Singleton
Wai Li
Wendy Mouat
Woden Community Service

On behalf of the Board, Executive Team , families, clients, children and the Canberra community, we would like to thank and acknowledge all the staff who worked throughout the COVID-19 lockdown.