COMMUNITY SERVICES #1

enable • enhance • enrich

2021

ANNUAL REPORT

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Acknowledgment to Country

Community Services #1 acknowledges the Traditional Custodians of the land on which we work.

We pay our respect to their Elders – past, present and emerging. We recognise their contribution to creating a thriving community through the continuation of cultural, spiritual and educational practices of Australia's First Peoples.

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Community Services #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, Out of School Hours Care (OSHC), transport service, social support groups, a food pantry, housing support, community development and aged care.

Our supporters

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

Board of Directors

Chair	**Carol Flynn**
Vice Chair	**Tony LoPilato**
Ordinary Member	**Adrian Makeham - Kirchner**
Ordinary Member	**Jason Duarte**
Ordinary Member	**Martin Carrick**
Ordinary Member	**Benjamin Graham**
Ordinary Member	**Julia Sission**
Ordinary Member	**Maria Magro**
Ordinary Member	**Rhonda Maher**

Overview of services

Community Services #1 (CS#1) is a community-based, profit for purpose, company limited by guarantee 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 support, individual support and seniors support in the community.

Our services include:

- Six Early Childhood Education and one Out of School Hours Care Centre
- 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.

Report from the Chair of the Board

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 Annual Report provides an opportunity to reflect on the achievements of CS#1 up to June 2021. As the COVID-19 pandemic continued, it presented us with opportunities that we took on and challenges we met.

During the second year of our Strategic Plan, we met our Purpose and our Mission, despite the disruption. Our partnership with Yourside Australia led to CS#1 becoming the service provider for the Out of Hospital Care program in the Murrumbidgee Local Health District; a major expansion into NSW and part of our ten year goal for working with people of all ages.

Again, I acknowledge the CEO and the Executive Team who with all our staff responded in flexible, responsive and innovative ways to the challenges of COVID-19 to ensure our services continued to meet community needs. This has become how we are and is a resource for our future.

To deliver more services for more clients, we must be financially strong and this year we added to our reserves again. Our financial strength enabled us to support current staff, attract new skilled staff, and expand our programs and reach. During the 2020-21 financial year, significant events and achievements included:

1. The organisation made a surplus of $436,000 during the financial year and continued the surpluses of previous years. This surplus was achieved through the various financial measures and incentives provided by the Commonwealth and ACT Governments and is very much appreciated by the organisation.
2. We delivered our services at the highest quality every day during COVID-19 and cared for our communities.
3. In a new partnership with Yourside Australia, we are the service provider for the NSW Out of Hospital Care program in the Murrumbidgee Local Health District. This major expansion into NSW was assisted by a two day workshop for the Board and Executive Team by Paul O'Dwyer of Twenty Mile March. Getting the program up and running in three months was a major achievement by the CEO and the Executive team.

   Welcome to the new staff in the Murrumbidgee.
4. We officially launched the 'The Wellbeing Hub' and expanded the reach of its programs into primary schools.
5. Marlee achieved "Meeting" a result of the assessment and rating process which allows services the chance to show how well they compare to the benchmarks set by the National Quality Standard (NQS).
6. We were awarded the new provider the OSHC program at the new Throsby School commencing January 2022
7. We completed the first year of our three year project to upgrade our ICT systems by selecting the systems and letting the contracts. We look forward to the new systems enabling us to provide more efficient services for our clients.
8. We continued to build our sector and government relationships and partnerships in the ACT, NSW and the Commonwealth to ensure we are seen as a go to company limited by guarantee able to deliver services.
9. The Board made a number of changes:
   a. After eight years on the Board and seven years as Chair, Tony LoPilato stepped down to the Deputy Chair role. Tony's huge contribution to Community Services # 1 continued through the year.
   b. Carol Flynn, who has been on the Board for six years, was elected to the Chair position. She was Deputy Chair for two years.
   c. We thanked Luke Jones in 2020 as he left the Board after six years, particularly for his work on the Governance Committee and the ICT systems project.
   d. We welcomed Maria Magro and Rhonda Maher onto the Board. Maria's skills in Communications and Governance together with Rhonda's wide experience and skills as a Senior Executive in ACT Health have added to our collective expertise.

The Board continues to work towards best practice for the whole organisation. We make business decisions which ensure CS#1's continued viability as the foundation for providing our high quality services and achieving our purpose, mission and goal.

We said farewell to Libby Mills, our Deputy CEO, who retired after 18 years. We thank her for her major contribution to the organisation as HR expert and holder of the history of the organisation, in addition to her stabilising influence in the Executive Team role. Libby will return to assist us with special projects. We wish her well in her retirement.

Carol Flynn
Board Chair | Community Services #1

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Message from the CEO

Dear Team,

The financial year 2020/21 was a year of continued challenges across the Canberra region, Australia and for the wider global community. COVID-19 continued to affect the lives of so many and the impact of the lockdown of 2021 continued to be felt through the course of the year. During this time we were able to prepare and reflect on the previous year's learnings which enabled us to refine and develop additional community support protocols in the event of another lockdown.

The last two years demonstrated that as a team we can adapt and respond with speed and urgency but it also brought a renewed sense of gratefulness for the times we spend with family and engage in the community. It reinforced to us that the mental well-being, and health and safety of the CS#1 team and the wider Community is paramount.

Some notable milestones during the past year include:

- In a new partnership with Yourside Australia based in Sydney Australia, we established a consortium of ten providers across NSW to tender for the NSW Out Of Hospital Program in 15 Local Health Districts (LHD). The work undertaken for this project included the following:
  - We were successfully placed on 12 LHD provider panels and were selected as the sole provider for the program in the Murrumbidgee LHD.
  - The last quarter of the year was dedicated to designing the roll out, recruiting staff, and building a team and program from scratch to full service in 36 hospitals across the Murrumbidgee from 1st of July 2021.
- This is the first program Community Services #1 has operated in NSW and our vision for the Murrumbidgee is to expand our footprint of services as we have done in the ACT.
- This year the team prepared for the biggest IT upgrade in the organisation's history with all major programmes and systems being overhauled or upgraded. In the coming year we will see the launch of a new client management system, a time in attendance system, a new website, and new hardware. The implementation of the project commenced on 1st July 2021 for the phase 1 programs.
- After 2 years of designing and planning we were able to launch our new Wellbeing Hub and program designed to support children and families.

Sadly, we bid farewell to our Deputy CEO Libby Mills. Libby was part of our family for over 18 years but decided it was time to semi retire. We are extremely grateful that Libby then made herself available to continue to support our Leadership Team as Professional Supervisor and will remain part of the Community Services #1 family for the foreseeable future.

At our recent AGM, Tony LoPilato stepped down as Chair to take up the Vice Chair role in order to support our new Chair Carol Flynn as she transitioned into the role. I want to thank Tony for his support, guidance, and advice during his time as Chair. Tony has a calm and considered approach and I have enjoyed working with him in this role. I would also like to thank Luke Jones - who left the Board this year - for his work on the Board and the IT subcommittee.

I would like to extend my congratulations to Carol on her appointment to Chair. I look forward to working with her as she leads the Board into the next phase of the Community Services #1 journey.

Thank you to our Community and Government partners and providers for their faith and support in the Community Services #1 Team and the services we provide.

To the wonderful staff and volunteers, thank you for your ongoing support and commitment of Community Services #1 and to our clients, families and children. You are all appreciated.

Lastly, to the remarkable Executive Team and Board, for your time, efforts, guidance, and leadership over the last 12 months - thank you. Your commitment to our staff and the community is endless and, you continued to work tirelessly to ensure that we continue to achieve our strategic outcomes and meet our purpose every day.

It is indeed an exciting time for the organisation as we grow, develop, and expand our programs and footprint. I look forward to sharing the journey and challenges the coming year will bring. We have an amazing team across the organisation and I know they will be able to take advantage of the opportunities and meet the challenges head-on.

Amanda Tobler
CEO | Community Services #1

Community Support Services

During 2020-2021, Community Support Services continued to provide services and activities to over 600 clients in the community.

These services and activities included the following:

The Wellbeing Hub

On the 16th of November 2020 The Wellbeing Hub was launched by Minister Rachel Stephen-Smith. The purpose of the launch was to introduce programs to support children, families and young people by doing the following:

- Empowering both individuals and families to enjoy physical and mental health.
- Encouraging strong social connections.
- Providing opportunities for individuals to participate and engage in their community whilst feeling safe.

The launch of the Hub was a culmination of work undertaken over 18 months which consisted of a needs analysis, and a research and design phase to better understand and deliver the high quality programs and outcomes for children and families. Encouragingly, the Wellbeing Hub programs are now integrated into three primary schools and the aim is to increase this in the coming year.

Community Development Program

The teams across the organisation continued to support more clients and provide more hours of services than any year previously. The great work they did was enabled by a new framework for the Community Development Program which guided and supported program design and implementation.

Yourside Partnership in the Murrumbidgee

This year we were selected to support the Murrumbidgee Community with the Out of Hospital Care program in partnership with Yourside Australia. The success was the result of 8 months' work including a rigorous tender and interview process.

The program launched on 1 July 2021 and the new Murrumbidgee team initiated the process of recruiting staff, finalised processes and engaged procurers. We are now planning for the setup of offices in Wagga Wagga, Albury and Griffith NSW.

We look forward to supporting a new community whilst building and expanding the Community Services #1 suite of services.

This is the first of many programs which we hope to run in NSW and which align with our Strategic Plan, Mission and 10 year Goal.

COVID-19

We continued to refine and exercise our COVID-19 plans in the event of another lockdown. CSS Managers encouraged the team to continue to follow COVID safe procedures and follow the guidelines as prescribed by the ACT and NSW Governments.

Processes and Systems

This year the team built additional processes and systems to begin collecting data in order to understand the wider social impact of our programs. This initiative was supported by our Social Impact Manager in conjunction with our stakeholders. Our Social Impact Manager also worked with the ACT Health Directorate to develop a new commissioning process which will be introduced in the coming years to procure new programs in the ACT.

Canberra Relief Network Advisory

We were recently represented on the Canberra Relief Network Advisory Committee. This committee provides advice and guidance to the ACT Government in relation to food insecurity in the ACT and what model of services may be required if we go back into another lockdown, and for the coming years.

There is a lot to look forward to in the coming year as we establish the Murrumbidgee programs and begin to provide home care packages in the Murrumbidgee as well as embedding our new IT system across all programs.

Children's Services

Community Services#1 prides itself on delivering Early Education and Care at six centres across Canberra. They are all unique and there is a model that suits every family.

Together with our Out of Schools Hours Care (OSHC) program at Mawson Primary School, we service 415 families and 521 children across the ACT.

We are excited to announce that in 2022 we will add the OSHC program at Throsby School. This will cater to a school consisting of 125 preschool children and 450 Kinder to Year 6. The establishment of a brand new service is a first for CS#1 and we look forward to having another OSHC program to add to our portfolio.

At Community Services#1 we recognise that each family is unique and brings their own story. Each story contributes to the fabric of Early Education and the fabric of Community Services#1. This diversity enriches us a community.

This year we are proud to have:

- Rebranded Narrabundah Centre to Marlee Early Education and Care Centre.
- Marlee is now a standalone pre-school campus, the sister centre to Narrabundah Children's Cottage. Marlee has a focus on giving children the skills to prepare them for the transition to primary school in a long day care model. This model supports families who require long day care and children's school readiness. Marlee is an Indigenous name meaning elder tree and recognises the rich aboriginal heritage in Narrabundah.
- Alicia Payne MP, Member for Canberra officiated at the launch of Marlee Early Education and Care Centre in April.
- In December we hosted Labor Leader Anthony Albanese at Marlee Early Education and Care to launch the childcare calculator, aimed at making childcare more affordable for second income earners (mainly women), to work fulltime.
- Marlee Early Education and Care centre went through the Assessment and Rating process in February receiving an overall rating of Meeting the National Quality standard. This is an excellent result.
- Robby McGarvey, who was originally based at the Narrabundah Children's Cottage, returned to CS#1 in February after 12 years. Robby is a great community-minded advocate for children and families and we were thrilled to have her return.
- Together with the leadership team, Children's Services met to practice CS#1's reaction to a potential COVID exposure in accordance with the Business Continuity and COVID-19 Close-Clean-Open Plan. This learning has proved invaluable as we continue to navigate the COVID world.
- In May, we hosted the Treasurer MP Josh Frydenberg, who together with Senator Marise Payne, Senator Jane Hume and Alan Tudge MP announced the Morrison Government's investment into Early Education and Care.

- Chloe Jones joined us as the Operations Director-Children's Services. Chloe comes to us with 16 years of experience in children's services and completes the leadership team.
- Our Out of School Hours Care program at Mawson Primary School responded to the needs of the community and increased our licenced places from 75 to 99 this year. We now are operating almost at capacity. Our School Holiday Program has also grown and now accommodates up to 66 children each school holidays.

This year we are looking forward to delivering a new training package to our directors and assistant directors. This will support them with the skills needed to ensure we are delivering exceptional care, supporting our families and growing our business.

We hope to have our intergenerational program back up and running in 2022 allowing children to experience rewarding relationships with senior members of our community.

We are investing in our teams with career progression and the 2022 launch of the 'Emerging Leaders Program'.

We will continue our sports program at our early education centres.

KindyHub will commence in November 2021. This is a secure web based software enabling educators to simplify and streamline documentation and enhance communication with families.

Our dedicated approach to recruitment and commitment to career progression has this year seen three internal promotions to Centre Director as well as two promotions to Assistant Centre Directors.

Our centre directors benefit from professional supervision and this allows staff to explore their professional strengths and areas of opportunities in a safe environment. Professional Supervision is focused on the individual staff member (supervisee) so that they can achieve the best for clients and as a professional.

Number of Children who attended Early Education and Care and OSHC

EEC: 581

OSHC: 175

Total: 756

Number of families in Early Education and Care Centre and OSHC

EEC: 334

OSHC: 108

Total: 442

Early Education and Care and OSHC sessions and hours

EEC Sessions: 65,075

EEC Hours: 683,287.5

OSHC Sessions: 20,598

OSHC Hours: 58,468

Total Sessions: 85,673

Total Hours: 741,755.5

Hours of care for 3 yr old initiative

Sessions: 150

Hours: 1,575

Corporate Services

During 2020-2021, the Corporate Services team continued to support all CS#1 programs as we strive to meet the purpose and mission of our Strategic Plan. The past year has been one of change and growth and it has shown the resilience and professionalism of the team.

Libby Mills (former Deputy CEO and Chief Operating Officer) who had been with CS#1 for 18 years decided it was time to take a step back from her position. Libby finished with the Corporate Services team in May this year and on behalf of all of the staff that have worked under Libby's guidance, we say thank you for everything.

COVID-19, the new ICT rollout, new CS#1 programs and office locations were all added challenges during the year but, the team continued to manage the new business as usual while ensuring all staff were enabled and supported as they managed their day to day tasks.

Highlights

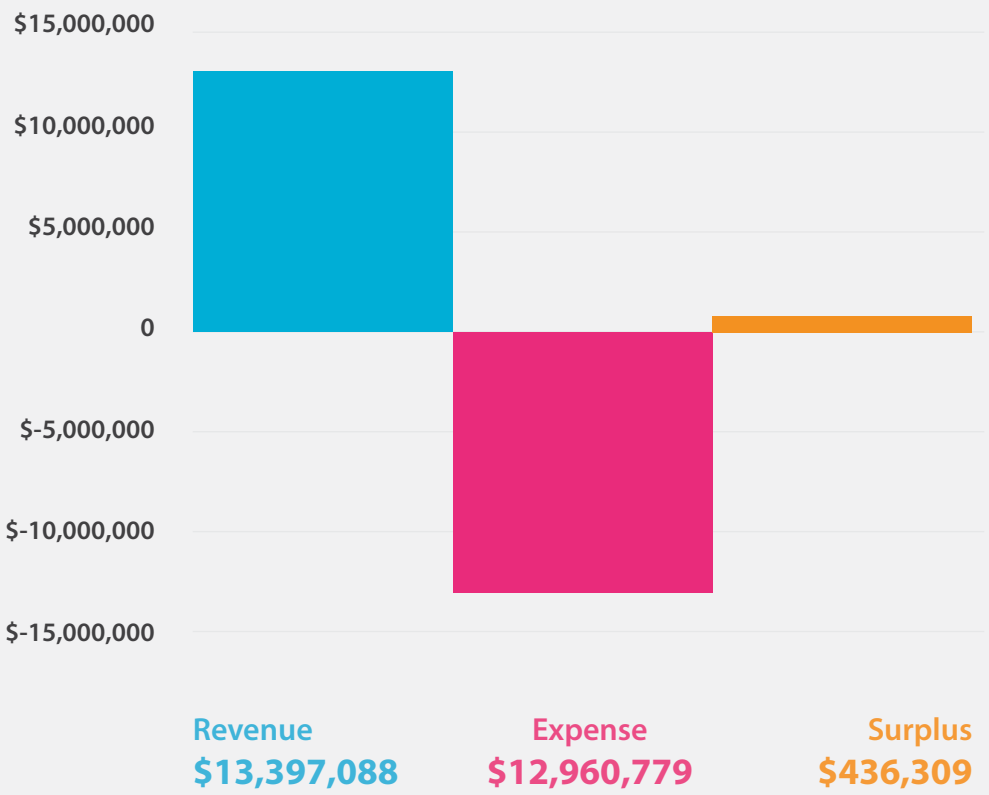
- COVID-19 continued to impact operations - COVID-19 Safe plans for all centres and programs were established, venue hire was reopened to the public and social distancing and hand hygiene became the new norm.
- As we established new programs and a new office outside of the ACT (the Wellbeing Hub in Canberra and the NSW team), we not only required new premises and equipment, working remotely protocols and additional policies and procedures, but recruitment also became a priority. The People & Culture team worked tirelessly to recruit and induct record numbers of staff over a short period of time.
- Our Healthy Me, Healthy Us (HM, HU) program was enhanced and a strategy put in place to increase program recognition and engagement. The ACT Government announced CS#1 as GOLD program participants of the ACT Healthier Workplaces program and ACT Mentally Healthier Workplaces Pledge and Action Plans were also approved by ACT Government. The HM ,HU program has provided staff with many opportunities (and morning and afternoon teas) such as;
  - Completing a baseline staff survey on HM, HU recognition, understanding and participation.
  - Participating in month-long Healthy Lifestyle Challenges.
  - Monthly wellbeing calendars and financial wellness education.
  - Social and emotional webinars and National Communication Charter Awareness which included RUOK, Mental Health Month and Shine a light on World Suicide Day.
  - Bullying, Discrimination, Violence and Harassment training.

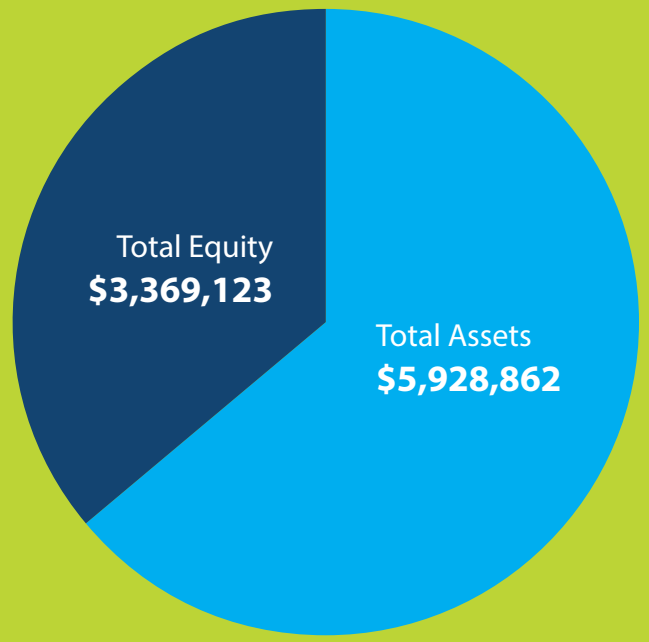
- Our ICT Strategy came to life with the selection and implementation of 4 new systems across the organisation. This included new HR, Rostering and Payroll systems as well as a Client Management System for our Community Support Services program. The ICT strategy enables achievement of our organisational purpose, vison and strategic outcomes and supports our staff to meet business and operational objectives.

The Year Ahead

- Continue the ICT Strategy including further rollout of additional modules for the 4 new systems, a Client Management System for Children's Services and CS#1 website enhancements.
- Develop and implement the CS#1 Workforce development, training, recruitment and retention strategy.
- Create and implement the Organisational Frameworks Package including legal compliance, WHS, procurement, complaints, investigations, staff performance management and policies.
- Conduct our second CS#1 Staff Satisfaction Survey.
- Continue to build efficiencies into Corporate Services operations.

Financials


$15,000,000
$10,000,000
$5,000,000
0
$-5,000,000
$-10,000,000
$-15,000,000
Revenue
$13,397,088
Expense
$12,960,779
Surplus
$436,309


Total Equity
$3,369,123
Total Assets
$5,928,862

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:

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 Government - Territory and Municipal Services Directorate
ACT Property Group
Adam Harcan
Amy Ferguson
Andrea Rios Garcia
Andrew Harcan
Andrew Wren
Anglicare NSW South,
Attorney-General's Department
Australian Red Cross – ACT/SE NSW
Australian Services Union (ASU)
Banksia Village
Barbara Krstinic
Bianca Sturgess
Books R Us
Bunnings Fyshwick
Cameron McKellar
Canberra Baptist Church
Canberra Environmental Centre
Canberra Period Project
Canberra Relief Network
Capital Region Community Services
Care Inc. Financial Services
Carers ACT
Caterina Giorgi
Chris Van Reyk
Communities@Work
Community Options Australia
Department of Education and Training
Department of Health
Department of Industry, Innovation and Science
Department of Social Services
Directions ACT
Dr Stephen Moulding and Dr Susan Bowden PhD
Dragica Nesic
Ella McCarthy
Elliana Abraham
Ergosmart Consulting
Ernesto Rios
FARE Australia
Forrest Primary School
Gillespie Group
GIVIT
Goodstart Early Learning ACT
Gryphons Caffe Bar Restaurant
Guild Insurance
Hands Across Canberra
HESTA Superannuation
Jane Ridley
Jenny Blake
John Cassidy
Karen Cook
Karralika

Kathy Barrett
Katia Medina
Kurt Laurenson
Kurt Laurenson,
Le Tran Vuong
Legal Aid ACT
Lin Shao
Luis Bonilla
Luis Bonilla
Manuka Occasional Care Centre (MOCCA)
Marymead
Mawson Primary School
Melanie Crump
Michelle Low
Murrumbidgee Local Health District
Narrabundah Early Childhood School
National Dinosaur Museum
Nexia Australia
Northside Community Services
Oz Harvest
OzHelp Foundation
Partners in Health
Patricia Tighe
Paul O'Dwyer
Peter Campos
Peter Hill
Phillip Mazda
Rainbow Paws Program
Resilient Results
Romy Flauta
Rotary Club of Canberra Sunrise
Rotary e-Club
Sapphire Coast Aged Care
Seamus Byrne
Share the Dignity
St Vincent de Paul Society
Stacey Taylor
Stephen O'Shea
Su Bastian
Susie Sterh
The Period Project
The Smith Family
Toshiba
Tracey Milla
Tracey Millar
Twenty Mile March
Viviane Botherway
Vivienne Singleton
Volunteering and Contact ACT
Wellways
Westpac Canberra
Woden Community Service
Women's Shed Canberra
YMCA Canberra
Yourside Australia
YWCA Canberra

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.