COMMUNITY
SERVICES #1
enable • enhance • enrich
2022
ANNUAL REPORT

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 1.32 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 NSW in the Murrumbidgee 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	Jason Duarte
Vice Chair	Maria Magro
Ordinary Member	Carol Flynn
Ordinary Member	Nicola Perry
Ordinary Member	Benjamin Graham
Ordinary Member	Rhonda Maher
Ordinary Member	Martin Carrick
Ordinary Member	David Maywald
Ordinary Member	Adrian Makeham-Kirchner

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 and for the past year with Out of Hospital Care in the Murrumbidgee. 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 Centres and 2 Out of School Hours Care programs
- Family and individual support
- Aged Care services including Home Care Packages
- Out of Hospital Care
- Social support groups and seniors groups
- Community transport
- Community development
- Case coordination
- Assistance with care and housing for seniors
- Regional assessment service
- Venue hire.

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.

What a year 2021/2022 was! It was a great privilege to have been elected by the Board as Community Services #1's new Chair, supported by Maria Magro as Vice Chair. I also held the position of Chair of the Risk, Audit & Finance Subcommittee.

Board Changes

This last financial year saw some changes at a Board level with Adrian Makeham-Kirchner stepping down after 5 years and Carol Flynn stepping down as Chair - we thank them both for their service. During the year David Maywald and Nichola Perry joined us, bringing a wealth of knowledge, experience, and passion and bringing the total Board membership to eight.

Achievements

CS#1 expansion

During this challenging time CS#1 in accordance with our strategic plan, successfully expanded our footprint beyond the ACT. In partnership with YourSide, we successfully launched Out of Hospital Care (OHC) services in the Murrumbidgee region for NSW Health. A new office was opened in Wagga's main street, a new team was recruited and eventually after some unanticipated delays we were able to celebrate the office's opening with the presence of the local Deputy Mayor, public officials and media representatives from Prime, Region Media and WIN news. The organisation had ventured into new territory, taking on significant risks – all while maintaining a high level of service delivery. Amanda Tobler and her team deserve due recognition for their relentless work in realising this strategic vision.

Care and Clinical Governance Framework

The Board developed our Care & Clinical Governance Framework. I would like to acknowledge the work of Rhonda Maher in helping put together the document that ensures our early compliance with Aged Care reforms. The organisation has been working on embedding the content of the framework. There will be more to come on how we strive to achieve excellence in consumer-focused care in the Aged Care sector and how we believe we can truly be leaders, demonstrating a culture that is passionate about delivering high quality service.

Community Support

Other major highlights largely undertaken during the peak of COVID in Canberra included the provision of transport to essential medical appointments for clients, and the development of online activities for our communities to maintain social connection and engagement. We provided contactless food hampers for families and individuals in need at the Ainslie Village and O'Connor at the request of the ACT Government. These activities allowed us to maintain a strong connection to our communities and to demonstrate to Government our ability to respond in time of crisis.

Early Education

Despite the challenges in the Early Education sector; a major workforce shortage, significant cost increases, higher rents, and materially lower occupancy levels our Child Care continued to provide high quality care for children. This year we opened a new Out of School Hours Care program at the new Throsby School.

Challenges during 2021/22

It's difficult not to overstate the challenges experienced by the organisation during FY2021/22. The pandemic delivered uncertainties, lockdowns, restrictions, and staffing shortages resulting in the forced closures of some of our early education and care centres. We were not the only community organisation to be effected - these challenges were felt far and wide by many other community non-profit organisations.

Recognition must go to the wonderful and dedicated educators, staff, and executives who continued to manage the expectations of families, communicated with stakeholders, and went above and beyond to deliver for our community.

Financial Stability

The financial stability of the organisation is the single most important objective of the Board. It allows us to work out how to best serve the communities in which we operate and to expand our service offering. The importance of this was highlighted as the cost of living continued to rise and demand for our services increased. The Federal Government committed to increase funding for early learning and social services (including Aged Care and Disability support), while also supporting wage increases to front line workers. As a Board we welcomed the policies that; supported parents return to work, invested in the social sector workforce, and lifted standards in care for the vulnerable.

Unfortunately Community Services #1 closed the financial year with a sizeable deficit – the only loss in over a decade. The board will focus on expenses, fees, programs, systems, and practices in order to return to surplus and generate new revenue streams while making hard decisions for those services which are no longer delivering.

Looking Forward

CS#1 is committed to serving the community. In the 2022/23 financial year we will continue to look for opportunities to support the community in the ACT and NSW in areas where we have the skills and staff to deliver.

We intend to increase our footprint in NSW by offering Home Care Packages in the Southern Local Health District, this area includes a geographical region from Queanbeyan to Goulburn to Eden.

In Early Education we are exploring ways to offer services that meet the evolving needs of families such as offering more casual bookings and out of school programs.

Acknowledgements

Finally, I'd like to thank the Board for supporting me and the significant number of volunteers, staff, and families, who continue to encourage us to be the best organisation we can be. I look forward to working closely with the Board and the executive to tackle whatever challenges come our way in 2022/2023.

Jason Duarte

Board Chair | Community Services #1

Message from the CEO

The financial year 2021/22 was a year of continued challenges attributed largely to the effects of COVID 19. For the first time since the pandemic began Community Services #1 was forced to temporarily close some services due to a large number of staff contracting COVID-19.

It was an amazing year in many ways because it demonstrated the flexibility and commitment of our staff who continued to provide services across all our programs in the ACT and Murrumbidgee Region.

In the midst of the pandemic we opened a new program in the Murrumbidgee LHD along with our partner YourSide - based in Sydney Australia. The first quarter of the year was dedicated to designing the roll out, opening an office in Wagga Wagga, recruiting staff, and building a team and program from the ground up in 36 hospitals across the Murrumbidgee. At the end of year we had supported more than 1400 people through the program.

The Murrumbidgee team continued to grow and now includes a Manager for Aged Care, a Home Care Packages Officer and our Partnerships Manager now working from the Wagga office.

The year also saw us awarded the new out of school hours care program for Throsby Primary School. The program sustained strong growth with us supporting 65 children in before and after school care and school holiday programs. We feel privileged to be a part of the thriving Throsby School community.

In August 2021 Canberra went into a 10 week hard lockdown. During this time the team 'stepped up' to support the community. We supported clients at Ainslie Village that were in lockdown and isolated for over 6 weeks with a daily meal packs that provided breakfast, lunch and dinner. The food program resulted in us distributing over 5000 hampers and 328 meals to the residents of the Village.

We distributed contactless hampers of food and goods to families who were in isolation and culturally appropriate hampers to multicultural families.

We supported the ACT Government Regus facility with food hampers, a storage hub and meal packs. All while continuing to provide early education and care, in-home aged care and out of hospital care services over a 150 sq. kilometres.

To all our amazing staff - I am so proud of each and every one of you and your work and effort during such a challenging time. To all of the people that took on new roles during the lockdown, to all of the people who worked evenings and weekends and to all of those people who continued to turn up every day to their jobs – and huge thank you. The support and care you provided to our community made it possible for families to eat, stay safe, work and have their loved ones cared for and educated.

To our government and community partners - thank you for your support during the year. And thank you also for the work and support your teams undertook to keep our community safe.

To our new Murrumbidgee partners in Government, Community and private providers - thank you for trusting us to help build a program and services that we are immensely proud of.

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

Thank you to our brilliant Board lead by Jason Duarte as Chair. Thank you for your leadership, guidance, advice and support. The hours that each of you gave to our organisation in 2021-2022 was enormous.

Lastly, thanks goes to the remarkable Executive Team for their leadership and commitment through some incredibly tough times over the last 12 months. Your tireless commitment to our staff, clients and purpose is inspiring.

While the year was rough we have achieved many wonderful things. We expanded our footprint, made new friends, created new programs and expanded the community that we support and serve.

I believe the coming year will hold its own set of challenges and opportunities and I look forward to working with the team to embrace it all.

Amanda Tobler

CEO – Community Services #1

Community Support Services

During 2021-2022, Community Support Services (CSS) continued to provide services and activities to over 600 clients in the community whilst navigating COVID-19 lockdowns and isolation periods.

Although COVID-19 had an impact on the services we could deliver, it also provided opportunity to further develop other services and engage with the community in different ways. Essential services continued for clients with full PPE for staff. Once again our social support groups were put on hold, but the team continued engaging with the clients via weekly check-ins via phone and zoom. Our Chinese social group continued to run via zoom, including participating in health workshops, on topics such as diabetes and cardiac health every week.

Volunteers

As was the experience of many community organisations during the pandemic, CS#1 saw a reduction in volunteer's numbers across the organisation. Our Community Development team worked hard to rebuild our volunteer program using an asset based volunteer recruitment process. Potential volunteers went through a needs and strengths assessment identification which assisted in replenishing and expanding our volunteer base for the pantry and also identifying new groups such as a women's group, English conversation classes and community art classes which are new offerings to our social support group lineup.

Social Impact

In line with CS#1's mission of "Providing services that enhance quality of life", the CSS team worked with the Social Impact Manager to start developing the Social Impact framework by developing program theories for each of the CSS programs. By focusing on the outcomes we want to achieve, staff were able to understand the difference between the services we deliver and the changes people experience because of our services. Now that the program theories have been completed the framework will be implemented across all of CSS during the coming year.

Out of Hospital Care in the Murrumbidgee

This year we commenced services in the Murrumbidgee community with the Out of Hospital Care Program in partnership with Yourside Australia.

The program launched on 1 July 2021 with an office in Wagga Wagga and staff in Albury and Griffith NSW. The OHC team provided services to over 1400 patients during the year supporting them following discharge from hospital by providing short term non-clinical care such as cleaning, meal preparation, home care, and transport to support people transitioning from hospital care to the comfort of their home.

The Community and Wellbeing Hub

The Community and Wellbeing team saw a large increase in demand for food assistance across the ACT during and after the lockdown period with many Canberran's finding themselves in 14 days of home isolation. The team put in long days working through referrals from the ACT Government (ACT Health and the CSD) and other community organisations to assist families and individuals. Emergency food hampers were packed and distributed across Canberra via contactless delivery. There also emerged a need for emergency food relief that catered to the needs of Canberra's Culturally and Linguistically Diverse (CALD) community. The CASP team were kept busy during lockdown with additional funding received to provide seasonal hampers to clients. Hampers provided during this period included Christmas, Easter, Ramadan and Winter Warmers.

We also received additional funding for social support groups. The new groups included a women's Indigenous basket weaving group, as well as youth and LGBTQIA+ African Drumming groups. All groups were well attended and participants were keen to continue identifying that they had increased opportunities for social interaction and improved resilience after the easing of COVID-19 restrictions.

Our Community Development Program continued to organise and promote activities for community members to encourage their connection with, participation in and contributing to community life through gardening, art, cooking, weaving and music groups.

Aged Care Services

In line with the much needed reforms to Aged Care Services, the CSS structure was reviewed and changed to ensure CS#1 had the right team in place to continue to provide quality services to our clients and prepare for the Aged Care Reforms. We commenced reviewing all our Aged Care Services, systems and processes and have implemented changes in our Home Care Package program to ensure we are providing services and quality care for all clients in the ACT and NSW.

These changes included the development of a Care and Clinical Framework led by the Care and Clinical Subcommittee which included members of our Board, Executive and CSS team. The Care and Clinical Framework is now being implemented across all of CSS and CS#1.

While the Aged Care Services team implement changes already made by the government and Aged Care Quality and Safety Commission they are also preparing for future changes to the Support at Home Program. The CS#1 Board and Executive are also participating in the Governing for Aged Care Reforms program to strengthen our Aged Care Services across the organisation.

During the '21-'22 financial year Community Support Services provided the following:

Domestic Assistance to over 65yrs (CHSP):

3500+ hours

Domestic Assistance to under 65yrs (CASP):

760+ hours

Social Support Groups to over 65yrs (CHSP):

8000+ hours

Transport to under 65yrs (CASP):

1300+ hours

The Community Food pantry has served over 3120 low income individuals and families in Canberra, run 2000 hours of supplementary community programs and clocked over 1040 hours of volunteer time serving clients.

Children's Services

Community Services #1 operates 6 Early Education and Care Centres and 2 Out of School Hours Care Programs providing quality care for families, catering to children from birth to 12 years of age. Our services are underpinned by the National Quality Standards which include 7 quality areas that are important outcomes for children.

The past year demonstrated the depth of resilience of our educators and staff throughout children's services. During the lockdown from mid-August to mid October 2021 we provided care for 348 children across our 8 services. Many parents and carers worked from home and continued to use our services, safe in the knowledge that we were committed to providing a secure and enriching place for their children.

Educators across our 6 Early Education and Care Centres and 2 Out of School Hours Care programs adapted to a new way of supporting families and children. We delivered remote learning through digital platforms include storytelling, dance parties and yoga sessions. Book week and science week were celebrated remotely with families engaging with educators online. We prepared at home learning packs that included age appropriate resources. Marlee and Narrabundah Cottage held a playdough program that supplied a drive by playdough station for families to collect for their children.

During the year we delivered our *Core Business Training* package to directors and assistant directors to provide them with the skills and tools to successfully manage their centres, support families and grow occupancy.

The KindyHub app was launched with positive results and gives educators a digital platform to share learning and daily updates with families. A survey showed that satisfaction among families rose at all centres because of this innovation.

In February we successfully launched Throsby Out of School Hours Care at the brand new Throsby School. Initially we had 8 children enrolled in Before School Care and 18 in After School Care. By May when we moved into our permanent space we had 15 children in Before School Care and 35 in After School Care. We welcomed one of our long day care directors to Throsby as an internal transfer. Importantly we have built a strong relationship with the Throsby School and enjoy being an active part of the school community. To further strengthen our ties to the school, our Executive Director of Children's services was asked to join the Throsby School Board.

This year we collaborated with the Department of Education, Skills and Employment and hosted an information session for potential educators. Several of these applicants progressed to centre visits and work placements, currently we have educators who have completed this program and are now valued members of the team.

We continued to work with the ACT Early Childhood Project to host children in the 3-year-old initiative. Our educators attend professional development to ensure these children are warmly received and given the best possible opportunities. We have a total of 24 places across the ACT that accommodate children into this program.

Number of Children who attended Early Education and Care and OSHC

EEC:	352
OSHC:	239
Total:	**591**

Number of families in Early Education and Care Centre and OSHC

EEC:	293
OSHC:	185
Total:	**478**

Early Education and Care and OSHC sessions and hours

EEC Sessions:	51,695
EEC Hours:	542,334
OSHC Sessions:	30,088
OSHC Hours:	93,235
Total Sessions:	**81783**
Total Hours:	**635,569**

Hours of care for 3 yr old initiative

Total Sessions:	**108**
Total Hours:	**1,134**

Corporate Services

It's been a busy year for the Corporate Services team as they continued to support the organisation during times of rapid change. This included adapting to the ever evolving COVID environment, supporting internal restructures, and being instrumental in the staffing and infrastructure set up involved when new programs were added to Community Services #1's portfolio.

Phase 1 of the ICT rollout was completed and all staff have been migrated to the new 'time and attendance' system. Work continues with tightening the interfaces between HR, Rostering and the Payroll systems.

The People and Culture team worked on additional P&C Framework developments, whilst managing recruitment challenges and ensuring wellbeing awareness. The Infrastructure team undertook a review of a number of supplier contracts and tightened fleet management processes, both of which have resulted in significant savings across the organisation.

The Finance team did an amazing job identifying a number of areas for improvement, all of which will feed into the Finance transformation process and will go on to form a key part of the 2022-23 activities.

Highlights

- People and Culture was instrumental in ensuring a safe workplace, whilst supporting personnel who were directly impacted by COVID;
- It was 'all hands on deck' when CS#1 rolled out new programs specifically designed to support the community during the pandemic. Corporate Services staff were among the first to volunteer for temporary redeployment to assist where ever possible.
- Head office staff enjoyed increased internet speeds and capacity following the upgraded NBN infrastructure to Head Office;
- A 2020/21 Staff Survey was completed with a 69% participation rate (up from 30% in 2019).

The Year Ahead

- Continue to push the ICT Strategy forward including finance system transformation;
- Further develop and refine the Organisational Frameworks Packages – with particular focus on Workforce design, Staff Development/Training and Procurement;
- Encourage the reach for best practice and continuous improvement by working to automate processes, strengthen compliance, and build efficiencies across Corporate Services operations.

Care and Clinical Governance Framework

This year has seen the Care and Clinical Board Subcommittee designed and have approved CS#1's first Care and Clinical Framework.

This document is designed to guide the care and clinical governance for CS#1. We provide a range of services to clients requiring an overarching document, which describes how care and clinical care services are managed.

The framework will assist in ensuring that when person-centred care involves clinical components, care delivery will be as safe as possible and of a high quality. Fundamental to CS#1's commitment to safe and high-quality care and clinical care is having systems in place which are integrated into the day-to-day practice of all stakeholders including Board members, Senior Management, Health Professionals, Case Managers, Co-ordinators, Care workers, subcontractors and, where relevant, clients.

CS#1 is committed to delivering excellence in all care related services to all our clients. We are proud of our high quality, safe and compassionate approach.

The changing environment in which we work is complex, and there are significant national reforms being undertaken creating valuable opportunities for us to focus on:

- Engaging with and listening to our clients (including families and carers)
- Respectfully recognising the value of every person and their human rights
- Ensuring our staff consistently demonstrate commitment to safe and quality care that is also aligned with CS#1's purpose, mission, vision and brand
- Measuring and monitoring our performance

CS#1 is committed to a person-centred approach at all levels of our organisation. Our approach includes a focus on shared decision making, involving clients in planning about their own care to the extent they wish, and where they have the capacity to do so.

We firmly believe that a client's perspective brings valuable dimensions to what is safe and quality care services. All CS#1 staff are aware of their personal and individual responsibility and accountability to work in accordance with legislative and regulatory requirements.

CS#1's Care and Clinical Governance Framework is based on fundamental care and clinical governance principles.

During the coming year the operational team will implement and embed the framework across the organisation ensuring that all staff understand the framework and embed it into their everyday work practice. The framework has also been provided to our subcontractors so that they understand the framework and embed it into their work practices.

The framework can been found on our website.

Community Services #1 Culture Statement

Our corporate culture practised by all Board members, staff and volunteers, contributes significantly to the satisfaction of our employees and our success as an Organisation. Our corporate culture defines the basic principles and values of our actions. It guarantees the success of our collaboration – both inward and outward.

Our Culture Statement is upheld by ensuring that:

- We uphold the highest standard of corporate governance, policies, procedures and transparency.
- We make decisions and advocate in the best interest and wellbeing of our people and the community we serve, using evidence and collaboration.
- We care about the growth and development of our people, our clients and our community.
- We pursue excellence through empowering, mentoring and consistent support of all.
- We promote feedback and communicate according to the principles of mutual respect, honesty and integrity.
- We praise, recognise and reward each other formally and informally.
- We build trust through open, honest and supportive communication. We stay true to our word.
- We value our people, our clients and our community.
- We are inclusive, celebrate our diverse backgrounds, and respect and appreciate the perspectives of others.
- We embrace creativity and innovation with passion and energy.
- We inspire fun in our everyday working life and know that humour and laughter are important for the soul.

This year saw us conduct our staff satisfaction survey which commenced on 21 February and closed at midnight on 10 March 2022. The survey asked staff a series of questions about the cultural of our Organisation and the people within.

The Survey consisted of 55 questions, including 10 biographical questions, 42 satisfaction questions (including opportunities to provide extra comments), and 3 questions aimed at shaping CS#1's future operations.

Of the 195 staff eligible to participate in the Survey, 69% of staff participated; 135 staff.

In 2019 it was 30% (62 responses) and 2018 60% (108 responses).

Survey data are presented in comparison with 2018 Satisfaction Survey and 2019 Pulse Survey. However, 2019 Pulse Survey did not include all key focused areas.

- Highest scored statements are:
  - I have a good understanding of CS#1's purpose, mission, culture and strategic outcomes
  - The work of CS#1 positively impacts the lives of people in the community.
  - I understand what is expected of my work
  - I understand how my work directly contributes to the overall success of CS#1's purpose, mission, culture and strategic outcomes.
  - These statements have equally scored 95% of favorable response from participants
- Lowest scored statements are
  - CS#1 staff who question the way things are done are valued. (68%) – Work Environment
  - I am satisfied with the career advancement opportunities and support available to them. (72%) – Career Development
  - Complaints and incidents are dealt with quickly and fairly. (73%) – Work Environment
  - I am encouraged to balance fun with my work responsibilities. (74%) – Work Environment

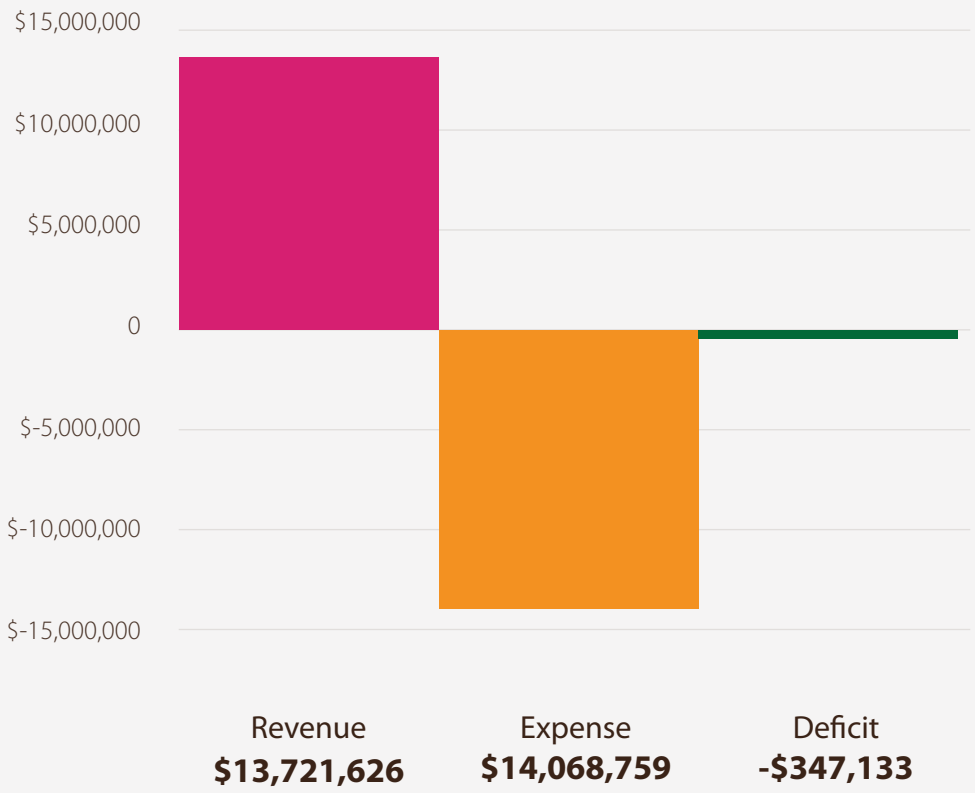
- The below statements have shown more than 10% "improvement" in favorable responses compared to 2019 and 2018:
  - I am satisfied with the work flexibility offered by CS#1 to them in their current role (+27%)
  - I am satisfied with the career advancement opportunities and support available to them. (+22%)
  - I received the training and education I need to do my job well (+18%)
  - I had opportunities to apply their talents and expertise (+17%)
  - Complaints and incidents are dealt with quickly and fairly. (+14%)
  - Staff are treated fairly. (+12%)
  - I understand how I can communicate with CS#1's CEO/Executive if they want to (+12%)
  - CS#1 staff are willing to accept change (+11%)
  - I trust CS#1's CEO/Executive (+11%)

The above statements have improved significantly compared to 2018 and 2019.

- The below statements have shown a "drop" in favorable responses compared to 2019 and 2018: (please click on each statement (link) to review the comparison details)
  - My work colleagues and I have a good working relationship (-7%)
  - My job is stimulating, challenging and rewarding. (-5%)
  - The CEO All staff Email increases my knowledge of what is happening across CS#1 (-5%)
  - Quality services are very important to CS#1 (-4%)
  - CS#1 is inclusive and works to attract, develop and retain a diverse workforce. (-4%)
  - A safe workplace for everyone is important to CS#1. (-3%)
  - I understand what is expected of me in my work. (-2%)
  - I am able to make decisions affecting my daily tasks. (-2%)
  - I have a good understanding of CS#1's purpose, mission, culture and strategic outcomes. (-1%)
  - I understand how my work directly contributes to the overall success of CS#1's purpose, mission, culture and strategic outcomes. (-1%)

While the outcome is positive, we as an organisation need to continue to work on ensuring that every day we are living to our Culture Statement in all that we do.

Financials


$15,000,000
$10,000,000
$5,000,000
0
$-5,000,000
$-10,000,000
$-15,000,000
Revenue
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Expense
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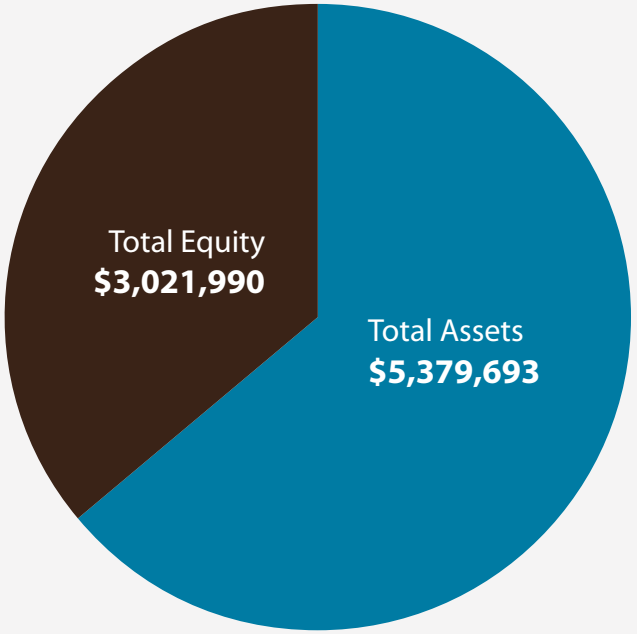
Deficit
-$347,133


Total Equity
$3,021,990
Total Assets
$5,379,693

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 & Economic Development Directorate
ACT Government – Community Services Directorate
ACT Government – Corrective Services
ACT Government – Health Directorate
ACT Government – Healthier Work
ACT Government – Territory & Municipal Services Directorate
ACT Property Group
Adam Harcan
Amy Ferguson
Andrew Harcan
Andrew Wren
Anglicare NSW South
Attorney-General's Department
Australian Red Cross – ACT/SE NSW
Australian Services Union (ASU)
Banksia Village
Barbara Curnow
Books R Us
Bunnings Fyshwick
Canberra Baptist Church
Canberra Environmental Centre
Canberra Period Project
Canberra Relief Network
Capital Region Community Services
Care Inc. Financial Services
Carers ACT
Chris Van Reyk
Communities@Work
Community Options Australia
Department of Education and Training
Department of Health
Department of Industry, Innovation & Science
Department of Social Services
Directions ACT
Dr Stephen Moulding and Dr Susan Bowden PhD
Ella McCarthy
Elliana Abraham
Ergosmart Consulting
FARE Australia
Forrest Primary School
Gillespie Group
GIVIT
Goodstart Early Learning ACT
Gryphons Cafe Bar Restaurant
Guild Insurance
Hands Across Canberra
HESTA Superannuation
Ingrid Brett
Jane Ridley
Jane Smyth
Jenny Blake
Joanne Horan
John Cassidy
Karen Cook
Karen Ferguson
Karralika
Kathy Barrett
Katia Medina

Kurt Laurenson
Legal Aid ACT
Manuka Occasional Care Centre
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 Fu
Patricia Tighe
Paul O'Dwyer
Peter Hill
Rainbow Paws Program
Resilient Results
Rick Smyth
Romy Flauta
Rotary Club of Canberra Sundowners
Rotary e-Club
Sapphire Coast Aged Care
Share the Dignity
St Vincent de Paul Society
Stephen O'Shea
Sue Allenson
Susie Sterh
The Period Project
The Smith Family
Throsby School
Toshiba
Tracey Millar
Twenty Mile March
Viviane Botherway
Volunteering and Contact ACT
Wadu Sumathipala
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.

COMMUNITY
SERVICES #1
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