



Laverton Community Integrated Services Annual Report

2016 - 2017



Our Mission

LCIS Inc provides co-located, community integrated services reflecting social, educational and community need through high quality, responsive service delivery overseen by a Volunteer Board and operationalised by a Chief Executive Officer and qualified, caring Staff and Volunteers.

Our Vision

To deliver high quality services that are inclusive and responsive to what the community needs and wants.

Our Values

DIVERSITY

Recognising that people are different and individual in every way and are all entitled to be treated with dignity and respect at all times

COMMUNITY

Our community is firstly the people living in Laverton and surrounds then secondly; government services and other providers are part of the wider community for service provision and policy development

SUPPORT

That the Organisation provide services relevant to each business area; children and families, education, counselling and emergency relief and that this support is provided in a caring and confidential manner at all times

Another year has drawn to a close and the LCIS team is to be congratulated.

It has been successful through the team work of the people within the organisation - our fantastic volunteers and dedicated staff. I would like to thank in particular volunteer Dorothy "Dot" Howell for her tireless efforts again this year - Dot finds ways to bring to people, to fund raise and to turn her hand to what ever is required - THANK YOU Dot. We also farewelled staff member Ellen Warren who has returned to New Zealand to be with family.

Our year has been successful financially as well, with a record profit posted at the end of the 2016 - 2017 financial year. These funds are returned directly to services provided to the Laverton community as is our core mission and the driving influence of a not for profit organisation.

2017 sees the last year of action for our current strategic plan and we are already working towards the next 3 years goals. Be prepared to be involved in the planning in the first half of next year as a service user, volunteer, partner or staff member - your input is vital to the overall success of the organisation.

The 9 strategic goals set back in 2015 were:

- Goal One: Board Professional Development
- Goal Two: Childcare Centre Enrolments and Marketing
- Goal Three: Education Centre Enrolments, Budget, Marketing
- Goal Four: Program relevance to Community need and future demands and trends
- Goal Five: Developing Social Enterprise Projects
- Goal Six: Forming new Partnerships for business growth
- Goal Seven: Overall Risk Assessment of current/ new business
- Goal Eight: Greater community and stakeholder engagement
- Goal Nine: Human Resources - funding a Grant/Tender position

I am pleased to say that the only goal still to be totally completed is Goal One, which will be addressed in the remaining 6 months of the current plan. In closing, I thank the volunteer Board and CEO's dedication to the organisation that is LCIS. They have had to adapt to a new leadership style and responsibilities over the past three years and are now seeing the benefits of all their hard work. They are a dedicated team and to be congratulated for all that has been achieved.

Warm Regards

Raelene Passarini
Chairman, LCIS Board

Board Members

Your 2016 - 2017 Board Representatives:

Chair:	Raelene Passarini
Vice Chair:	Bill Lidgett
Secretary:	Louise Matthey
Treasurer:	Ken James
Members:	Ian Spencer
	Trevor McGinley
	Ben John
	Robyne Duggan

LCIS Board Members Hours for

Financial Year July 2016 to June 2017

Name of Board Member	Board Meeting Attendance	Additional Hours
Raelene Passarini (Chair)	11/11	35
Bill Lidgett (Vice-Chair)	9/11	146
Ken James (Treasury)	7/11	24
Louise Matthey (Secretary)	11/11	60
Robyne Duggan	10/11	0
Ian Spencer	9/11	25.5
Bianca Foster (October 2016)	5/8	5
Mia Jamieson (October 2016)	4/8	240.5
Ben Jon	11/11	17.5

CEO REPORT

The organisation has witnessed sustained growth and transformation over the last year. Many changes were implemented and strategies initiated to enable the organisation to address the constant challenges it faces in a dynamic community sector that is forever evolving. To survive and thrive, we have had to restructure the staffing at the Education Centre and the Community Centre. I welcome the additions of Bill Daly, our new Education Centre Manager, Richelle Yow, in the newly created position of Education Compliance Officer and Mary Francis in the newly created position of Operations Manager.

At the end of 2016, LCIS successfully applied for a “standard” contract to deliver “Skills First” training on behalf of the State government – Victorian Training Guarantee. This contract [that needs to be re-applied for at the end of 2017] means that we may have over 200 students enrolled, this number was easily achieved! One can imagine the amount of compliance that is required in the heavily regulated area of education.

LCIS also secured a contract to deliver Emergency Relief services on behalf of Community Information and Support Victoria [CISVic] across Altona, Altona North and surrounding areas. This contract compliments the work of our Crisis Intervention Service workers that deliver their crucial services across the City of Hobsons Bay.

Our Childcare Centre continues to deliver the highest standard of care. Led by Kate Kirner, our staff compliment of Early Childhood Educator professionals continue to impress with their dedication and passion. The feedback from the 130 families that utilise the Centre is humbling, well done all!

Management continues to seek opportunities and partnerships that will deliver on our strategic direction to deliver, or attract, the services that the community needs and wants. We are in a unique situation in that we have a strong body of volunteers that are dedicated and passionate in what they do, from our Board members, to our Café and Emergency Relief programs, to the crucial administrative personnel that ensure our programs are delivered at the highest levels possible. As I say each year, without our volunteers, we could not do what we do and would be limited in growth. I thank each and every one of you!

The reason that this organisation can grow exponentially is due to all the above! I am proud of the team we have at LCIS across all our business arms and the leadership there of. It gives me great confidence moving forward and increasing our footprint and brand, not just in Hobsons Bay, but across the Western Region of Melbourne.



Operations Manager

Report Laverton Community Integrated Services Inc.

2016

2017

Report 2016 - 2017

Prepared by Mary Francis

The LCIS board voted to add additional support to the C.E.O and the senior leadership team by creating position for an Operations Manager. I am honored to have been the successful candidate for this role and commenced on the 12th May 2017. My prior background is in training, non-for-profit, social enterprise and management. I look forward to working with the team here and leveraging on the excellent reputation and hard work to grow the organisation as our communities needs grow and change.

2016/2017 has been a time of massive change and political unrest on a world wide scale. We have seen the Brit's vote to exit the EU resulting in Brexit and a controversial Donald Trump win the presidency in shock result in the United States. Globally there have been multiple occurrences of terrorism attacks whilst closer to home we have seen those with mental health and drug issues cause grief and destruction. 2016 brought with it a Federal election resulting in the appointment of Malcolm Turnbull to the top job in the narrowest of margins seeing the political climate in Australia once again shift.

All is not doom and gloom though, there has been plenty to celebrate; 2016 Rio Olympic Games was a terrific worldwide event where Australia continued to excel in the pool, the Western Bulldogs achieved something no other AFL team has and won the 2016 grand final after finishing 7th on the AFL ladder. 2017 has been all about women's sport with the commencement the women's AFL competition a huge success. Finally, we celebrated 100 years of proud ANZAC traditions at home and overseas.

Closer to home some of the things LCIS has achieved are;

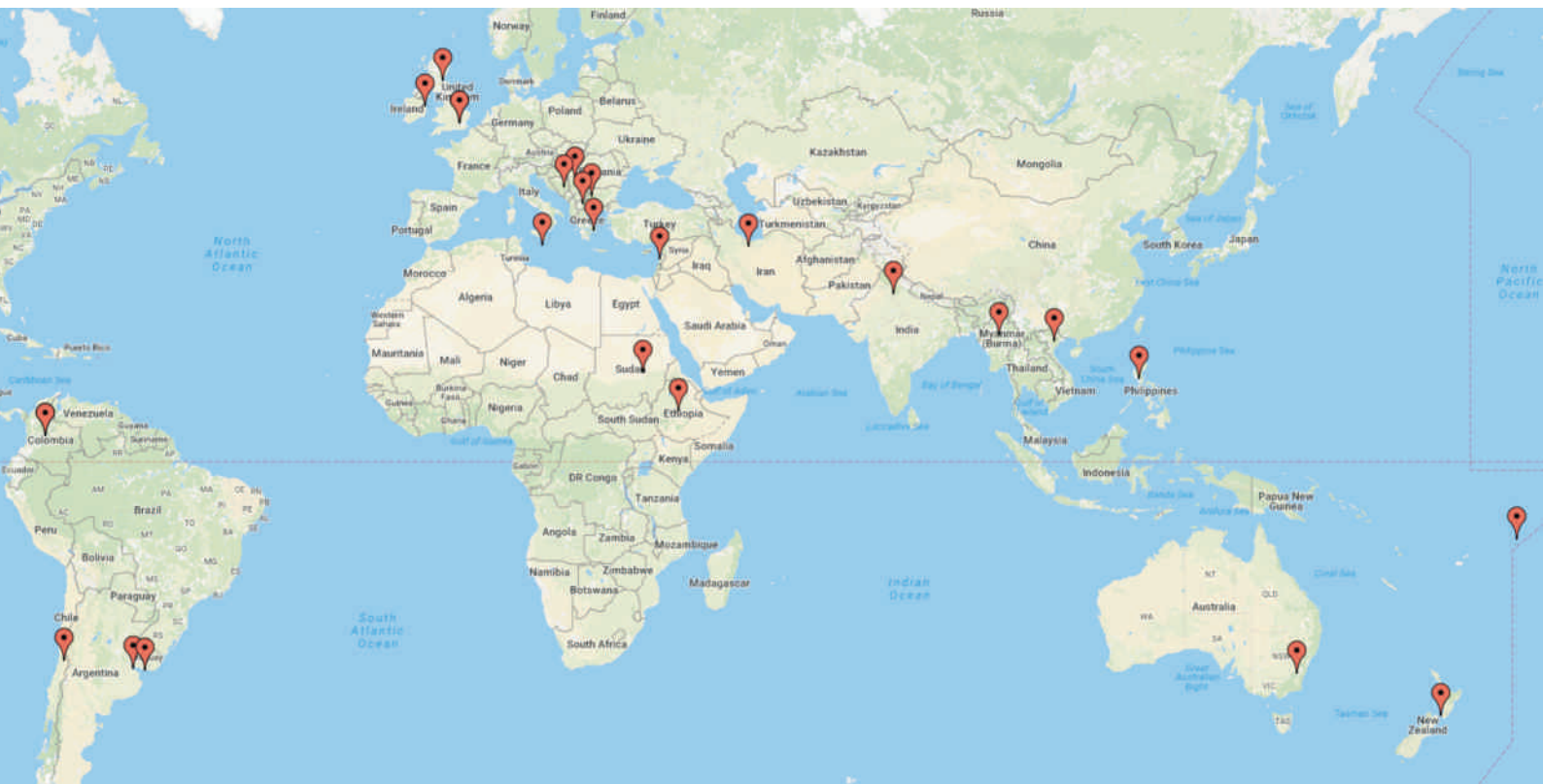
- We received more than \$140,000 in grants last year (not including service greements/contracts)
- Our volunteers raised over \$5,000
- The Cafes provided more than 3100 meals
- 500 Club memberships raised \$2150
- LCIS has 55 registered and active volunteers
- Clients that received assistance from our ER program were born in 26 different countries
- We distributed over 10,000kg of fresh produce provided from partnering organisations such as Food Bank, SecondBite and Oz Harvest.

- We participated in joint projects with Hobsons Bay Council such as R U OK day? And the Laverton Festival
- LCIS in collaboration with Food Bank held the first Laverton Farm to Family Market event
- We attended more than 50 network meetings driving forward service, action and recommendations

Moving forward, LCIS is committed to supporting staff, volunteers, women, children and families who are at risk of, or suffering from, domestic violence. We continue to look for collaborative partnerships and professional networks to further support his aim and actively seek innovative ways to service our community of Laverton, Hobson's Bay and the greater Western region.

Mary Francis

Country of Birth of ER Clients



Leadership & Management - Board Sub Committee

Report 2016 - 2017

This is one of three sub-committees of the Board. The sub-committees meet in alternate months to the Board meeting. The focus of this sub-committee is Governance and in the 2016/2017 year this sub committee reviewed and implemented measurement of key items in the Strategic Plan. The Board together with key members of the Management team started the year with a facilitated strategy session with "Dangerous Meredith". The "Organisational Zoo" was used as an "ice-breaker" activity, which helped us see many underlying features of LCIS and the business arms' cultures. Each participant was dealt cards from the Zoo, and we considered in groups how well or not the card characters represented LCIS. Not all the cards are "good" characters! Examples of the cards include the Gibbon (centre of fun), Lion (aggressive leader), Owl (eternal mentor), Sloth (sleepy hermit), Mouse (productive back office worker) and Insect (trusted advisor). This helped us see some strengths and weaknesses of LCIS and the business areas on which to act. The balance of the Strategy day considered branding, Key Performance Indicators, management/marketing needs, and business plans of LCIS and the three distinct business arms.

This sub-committee and others worked through the governance policies from the "Master Policy and Procedure" register due for review. The policies have been reviewed, updated and submitted in readiness for accreditation later this year.

We were looking for a way to monitor Key Performance areas with specific Key Performance Indicators such as the number of grant applications, success of grant applications, personal/professional development undertaken, and numbers of complaints and incidents. Overall summaries of these items were provided and reviewed by the sub-committee and reported to the Board. An implementation during the year was to revamp the information provided by the CEO to include the current status of each of these key areas reported to the Board through the CEO's report.

Grants in particular showed a marked improvement during the year mainly through improved information that is now available on grant applications, approvals and results. Examples of successful grants include the Outdoor Garden and Water Play area in the Childcare Centre; computer upgrades in the Education Centre; and the L2P youth driving program. Other achievements facilitated by LCIS using grant funds are the Housing Support worker position, providing assistance for displaced residents of local caravan parks that are closing and; LCIS support to the Boxing Gym, which has led to "champion results" publicised in local media.

In concluding the year, the sub-committee is very pleased to see the improved resourcing and depth of capability introduced into LCIS management and structure during the 2016 - 2017 year.

People, Partnerships & Community - Board Sub Committee

Report 2016 - June 2017

The purpose of the People, Partnership and Community sub-committee is to focus on how well LCIS and its entities are known to the local community it serves, and the organisations it is in business with. The responsibilities of the subcommittee are how we exercise and carry out the business we undertake with others, and the governance or policy direction for the organisation that are developed around these programmes, without moving into the operational aspects of the programs. The committee had a relatively fluid membership during the year which has slowed progress on some fronts.

After much deliberation and planning, the L2P was launched on the 1st of June this year. This program, which covers both the Wyndham and Hobsons Bay areas, is developing well and has received extra funding to cover even more disadvantaged young people. The major risk management issues associated with this program were obvious and had to be kept in clear perspective at all times. A very exciting moment for all when the keys to the cars from Kia were handed over on the launch day.

This program has increased our visibility as an organisation on many fronts, especially with organisations such as TAC and the Victorian Police. LCIS was selected as a State finalist in 2016 Fire Awareness Awards through the LCEC Harmony Day program.

During the course of the year, our organisation was asked to take over the CisVic emergency relief in Altona and Altona North. In Altona we required a new premises and this enabled us to establish a close link with the local Anglican community by working alongside their outreach program "soup and sandwiches" lunch, which has enhanced our presence and visibility in the Altona area.

We have continued our work on evaluating the 500 Club and brainstorming new ideas. We are in the process of updating the brochure so it can reflect all our programs and planning the relaunch of the program. We are encouraging the redevelopment of our website to enhance our community profile in a more exciting and interactive way. With the appointment of an LCIS Operations Manager, we are hoping that our CEO will have more time to do what he does so well, and that is, promote the needs of our local

community, to present the big picture on social needs and make contact with significant and key players in our area and in the region. One of the key considerations that we, as a committee, are very aware of is the need to keep people well informed. Therefore, we are looking at new ways of communicating with the local community, with our stakeholders and with those who are supporting us. We are also looking to improve our communications with prospective supporters and partners.



Laverton Youth Foundation

Report July 2016 - June 2017

The Laverton Youth Foundation is possible because of key partnerships that have supported our efforts to engage at risk youth in and around Hobsons Bay. A very big shout out to; Bendigo Community Bank, MiCare (New Hope Foundation), Hobsons Bay Youth Services, Wood Street Art Space, MFB, Little Mekong Vietnamese Restaurant, the Link Centre, Platform Youth Theatre, pupils from SEDA, Laverton Community Hub, White Lion, Wyndham Youth Services, Western Bulldogs, Werribee Tigers, Wyndham CEC and Youth Leaders from Wyndham Ambassadors for Multicultural Youth.



This year marked the 10 year anniversary of Youth Foundation! Youth Foundation Facilitators and representatives of Bendigo Community Bank from across Victoria as well as local community organisations and young people all came together at Laverton Hub to celebrate. There was good news sharing across the sites and a powerful performance by SEDA pupils who worked together for several months to produce and perform a play highlighting the dangers of risky behaviours.

This year, the Friday night drop in sessions at Wood Street Art Space have been very popular, with participants enjoying activities such as t-shirt tie-dyeing, Hip Hop dancing, excursions to Aquapulse and Youth Hub, Newport and weekly visits from White Lion NOSH van. The group also enjoyed a day out at Parliament House and the Crown Cinema on their school Curriculum day.

The Multi-Cultural School Holiday Programs in Laverton and Wyndham have also been very well supported, with an average of 18 young people attending the Laverton programs and between 30 – 50 participants in Wyndham from 13 different countries taking part! The Laverton program included the Trash to Treasure art project and visits to the RAAF base in Point Cook, Melbourne Zoo and William Ricketts Sanctuary in Dandenong. The Wyndham School Holiday Program had some very healthy activities this year, including a tour of Wyndham's sports facilities, a visit to the Whitten Oval and hiking in the You Yangs. As well as these excursions, 25 young people across Hobsons Bay and Wyndham had a great day out at the Australian Open, getting to see World Number 1, Andy Murray play. Along with the school holiday programs, two summer camps were also organised with Hobsons Bay young people getting the opportunity to go on a team building camp in Bacchus Marsh and the Youth Association of South Sudanese Australians organising a relaxing trip to the Mornington Peninsula. The end of year celebration in December, with more than 50 young people and their families attending, included 3 bus loads of carol singers! They enjoyed festive party games, prizes and food with a goodie bag and Christmas gift provided to everyone.





Work with the Link Centre continued with pupils participating in a graffiti art project and a Mesh Mash program delivered by Wood Street Art Space. During the graffiti art project, the artist and pupils all worked together to produce one continuous piece of art work incorporating elements of one pupils design into the next canvas in line. The Mesh Mash workshops were very well received, with pupils engaging well to master the art of screen printing, designing and producing their own canvas pictures and t-shirts.

Finally, a pilot program delivering Vietnamese cooking lessons proved so successful that it is to continue next year, expanding into Laverton P-12 College kitchen to cope with demand. The 8 week cooking lessons delivered from Little Mekong Vietnamese Restaurant saw the participants learn how to make mouth-watering authentic meals, learn about Fire Safety in the Kitchen as well as receive a cooking pack containing a knife, set of chopping boards, apron and fire blanket and the opportunity to gain the 'Use Hygienic Practices For Food Safety' module. The course culminated in the Community Cook, which saw participants preparing 9 courses for more than 30 members of their community.

Fun FACTS from LCIS:



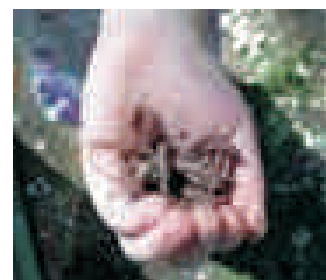
- 131 families enrolled in a variety of early education and care programs
- 70 family members are fluent in more than 1 language
- 158 children come through the doors each week
- Language backgrounds of students;
Karen, Mandarin, Vietnamese, Hakka, Sudanese, China, Arabic, Khmer, Dari, Cantonese

Top 12 countries of birth of our students were:

Australia	165	Phillipines	8
India	14	New Zealand	5
China	13	Indonesia	4
Vietnam	13	Bangladesh	3
England	11	Sudan	3
Burma	8	Thailand	3



- 23,226 meals are prepared and devoured each year by the children who attend our centre (& that doesn't include 2nds)
- All childcare staff have successfully completed a minimum certificate qualification, 24 have successfully completed the Diploma in ECEC, 1 Advanced Diploma and 3 teaching degrees.
- The worm farm produced more than 25 litres of 'poo' with the vegie garden receiving that 25 litres of worm poo. The children planted, harvested, cleaned, cooked and then ATE the vegetables from that same vegie garden!



Valued Partners

Anita's Driving School
APM
Big Paws Little Paws
Big W
Centacom
Bunnings - Cherry St, Werribee
Bunnings, Hoppers Crossing
Butcher's Club, Central Square Altona Meadows
Career Hero
Central Square Fruit and Veg Altona Meadows
Chikiebabes Beauty Salon
Co-Health Laverton
Coles
Community Data Solutions
Each Employment Services
Echo Australia
Ermha 360
ESG (Employment Services Group)
Evologic
EW Tipping Foundation

BUSINESSES

GDP Industries
Gloria Jeans
Interact Australia
IPC Health
Kia Motor's
Little Mekong Café Laverton
Matchworks
Mattel
McCallum
Michelle Sadler Landscaping
Northern Futures
NQR, Werribee
Pinarc
Rebel Sport, Werribee
Rebel Sport, Point Cook
Storage King, Hoppers Crossing
Sunshine Roller Skating
The Reject Shop
Woolworths
TMP Digital Print Services
Washington's Driving School
Werribee Carwash
Woolworths Warehouse

Colleen Gates - Deputy Mayor Hobsons Bay
Henry Barlow – Mayor Wyndham City Council
Jill Hennessy – Member for Altona
Joanne Ryan – Member for Lalor
Kim McAliney – Deputy Mayor Wyndham
Michael and Colin Campbell
Sandra Wilson – Mayor Hobsons Bay

PEOPLE

GOVERNANCE/ACCREDITING ORGANISATIONS

ACEQA - NQS
ACFE
AMEP
ASQA
QIP - ASES
SEE
Volunteering Victoria
VRQA
Consumer Affairs Victoria

COMMUNITY ORGANISATION'S

Access my Supports
 Adult Learning Australia
 Allanvale Private Nursing Home
 Altona Meadows Uniting Church
 Altona Yacht Club
 Anglicare
 Around Laverton Community Newspaper
 Bendigo Community Bank, Altona
 Bendigo Community Bank, Laverton
 Bendigo Community Bank, Point Cook
 Care Connect Victoria
 Caroline Chisholm Society
 CIS Vic
 City on a Hill Church
 Djerriwarrh Community and Education Services
 Domestic Violence Victoria
 Encompass
 Estia Health Aged Care Facility
 First Steps Child Care
 Foodbank
 Gateways Support services
 Grow4Life
 Music Workshop
 Headspace, Werribee

IPC Health
 Karden Disability
 Lady's Benevolent Society
 Latitude
 Laverton Uniting Church
 Louis Joel Arts and Community Centre
 Mambourin
 Manor Court Werribee Aged Care
 Neighbourhood House Victoria
 One Tree Altona Meadows Children's Service
 Altona Meadows Occasional Care
 Cooraminta Children's Centre
 One Tree Altona North
 Rose Grange Early Learning Centre
 Kids Resort ELC
 Point Cook Play and Learn
 The Learning Tree Sanctuary Lakes
 Good Start Early Learning

GOVERNMENT DEPARTMENTS/ORGANISATIONS

Altona Green Primary School
 Altona North Police Station
 AMPS
 Cancer Council
 Country Fire Authority
 Department of Education
 Department of Health & Human Services
 Department of Justice & Regulation
 Department of Social Services
 Hobsons Bay Children's Centre
 Hobson Bay City Council
 HBCC libraries
 Laverton Community Hub
 Laverton P-12 College

Metropolitan Fire Brigade
 Office of Multi-Cultural Affairs
 Seabrook Primary School
 St Martin de Porres Primary School
 Vic Roads
 Victoria Tenants Union
 Victoria University
 Werribee Police Station
 Wyndham City Council
 Werribee Mercy
 Sunshine Hospital
 Centrelink Werribee

Oz Harvest
 RDNS – Bolton Clarke
 SecondBite
 St Eanswyhte's Anglican Church
 St Laurence
 St Stephan's UCA Church
 St Vincent DPaul
 TAC
 UNISON
 VALID
 Walker Close Community Centre
 Westgate Aged Care
 Williamstown Community Centre
 White Lion
 Willowbrae Melton
 Women's Health West
 Woods Street Art Centre
 Wyndham Community
 Education Centre

During 2016-2017 the Education Centre focused on consolidating and strengthening activity in its three activity areas:

1. Skill for Education and Employment (Australian Department of Education and Training)
2. Accredited VET delivery (Skills First, Victorian Department of Education)
3. Pre-accredited (ACFE, Victorian Department of Education and Training)

1. SKILLS FOR EDUCATION AND EMPLOYMENT (SEE)

The Skills for Education and Employment (SEE) program provides language, literacy and numeracy training to eligible job seekers, to help them to participate more effectively in training or in the labour force. Laverton Community Education Centre delivered SEE training throughout 2016-2017 as a member of the Learning for Employment (LFE) consortium of Learn Local providers across the western metropolitan region. Highlights of the year included:

- The LFE consortium's success in winning a renewal of their contract with DET until 2020 in an open and competitive tendering process
- SEE Taste of Harmony event a finalist in the Ordinary People – Extraordinary Achievements category of 2016 Fire Awareness Awards.

Total students	76
Total full-time	22
Total part-time	54
Average hours per student	273

2. ACCREDITED VET DELIVERY

The Centre delivers nationally accredited Vocational Education and Training (VET) full courses and short courses as part of its Skills First contract with the Victorian Department of Education and Training and also as fee for service delivery. Highlights of the year include:

- Success in building volume and capability in children's services accredited training delivery (Certificate III and Diploma of Early Childhood Education and Care)
- Successful entry into the aged care training field with the launch of the Certificate III in Individual Support (Aged Care)
- Expansion of our Certificate I in Work Education supporting young people with a disability to gain employment skills and opportunities in Corio, Werribee and Laverton
- Our successful partnership with Career Hero in the provision of disability support services to these clients.

Total students	138
22235VIC Certificate I in General Education for Adults	10
22250VIC Certificate I in EAL (Access)	7
22302VIC Certificate I in Work Educational	67
CHC30113 Certificate III in Early Childhood Education and Care	22
CHC33015 Certificate III in Individual Support	11
CHC50113 Diploma of Early Childhood Education and Care	15
SITHFAB002 Provide responsible service of alcohol	6

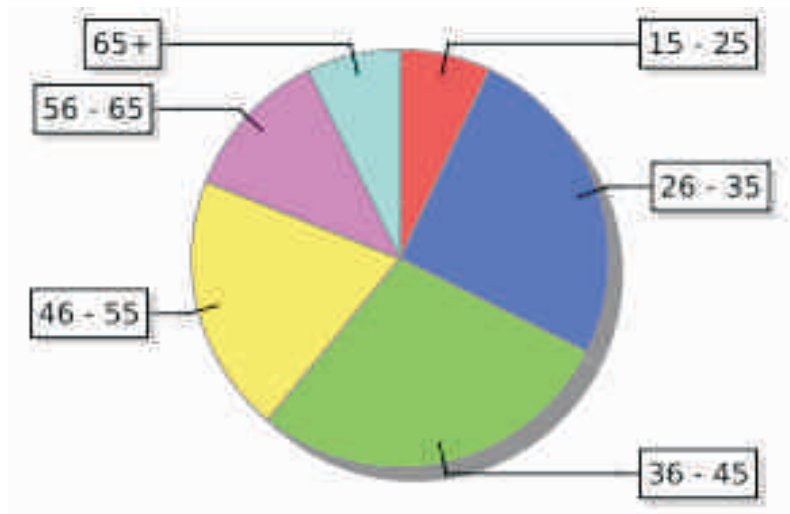
3. PRE-ACCREDITED

Pre-accredited programs are short modular courses designed for learners to gain confidence and skills. They focus on creating pathways to further education and training or a step to employment. Highlights for the year include:

- Successful application for increase in allocation of funded hours to highest level of pre-accredited delivery at LCEC
- Meeting increased demand in response to improved planning and marketing
- Total students during 2016 - 17; 158.

Emergency Relief and Crisis Intervention

Laverton Community Centre services two separate Emergency Relief (ER) and Crisis Intervention contracts. This is done by providing ER from a range of locations across the West and pairing them with Crisis Intervention or Case Management services. We continue to build and maintain existing networks and partnerships ensuring a robust referral system. We worked collaboratively with the following services: ACSO, DHHS- Disability Justice, Co-Health, Werribee Mercy Hospital, WERN, RDNS, Melbourne City Mission Homelessness Services, Unison Housing, Co-Health and Werribee Support and Housing.



We continue to see extreme levels of need in our catchment with more than 550 individuals accessing our service for Emergency relief, 245 of these being new clients to our service. This year we provided over 1100 instances of ER with food assistance making up 67% and 15% requiring assistance with large utility costs.

Crisis Intervention Services at Laverton Community Hub has seen approximately 384 clients between July 2016 and December 2016, (67.37% of all clients seen by Crisis Intervention Services). This is an extremely high increase of service users from the previous year, where 289 individuals were seen for the entire year.

Clients presenting to Crisis Intervention Services continue to have an array of issues being faced. Most commonly the cause for individuals to present to Crisis Intervention Services was for financial support such as; food assistance (38.84%) and inadequate income (25.83%). Similarly a large proportion of people presenting were in need of housing support (23.20%). Secondary reason for presentation is associated with mental health issues and domestic violence.

A major impact on the delivery of the Crisis Intervention program has been the increase in presentations at Walker Close Community Centre in Altona North this year. LCIS is now subcontracted to Community Information and Support Victoria [CISVic] to deliver Emergency Relief in Altona, Altona Meadows east of Merton St, Altona North and Brooklyn from this site. The reintroduction of Emergency Relief from Walker Close is the catalyst for the increase in numbers which is welcome sign given the level of disadvantage in Altona North and Brooklyn. The number of presentations at Altona North have increased from last year (previously 14.7%) to 41.7% supporting the need for this service.

Early January 2017 we had a few clients come in thanking us for delivering to them with a Christmas hamper. One client had burst into tears she was so thankful. Clients wanted to give back to the community by donating toys, bikes, food and clothes and continue to deliver to the centre on a regular basis.

The Crisis Intervention Service continues to provide clients with a service that is both meeting their needs and addressing their concerns with 99.12% of clients reporting they were very happy with the service they received.

We provided ER assistance to our community on more than 1100 occasions

Laverton Community Children's Centre



Laverton Community Children's Centre

Partnerships and professional integrity remain the benchmark. Now, in its eleventh year of service to the community, Laverton Community Children's Centre continues to be a leader in the provision of early years care and education. The continuation and development of the programs comes through engaging with the community, identifying needs based approach and a continuous improvement plan. Education and care programs must be affordable, accessible and relevant.

The early learning programs now include:

- long day care (part time and full time enrolments)
- 4 year old kindergarten (2 groups),
- alternative care (providing short term and respite care)

Complementary programs also include:

- toy library (Thursday & Saturday)
- supported playgroup (children on the Autism Spectrum and their families)
- music therapy (2 days per week)
- additional support educators across all educational and care programs

Sharing the data from Laverton Community Children's Centre:

- 130 families are enrolled in and participating in an educational and care program which supports their child's development and well being
- Supporting families and children who are recent arrivals and refugees
- A higher than average number of children are experiencing hardship and are vulnerable in 2 or more developmental domains as compared to other 'like' communities and municipalities
- 80% of all families and children speak more than one language, English being an additional language
- A fusion of early childhood teachers, educators and administrative professionals make up a team of over 23 staff

Overarching and wrap around services continue to provide investment in the early years programs which are provided on site:

- Sarah Alwyn; Provisional Psychiatrist and Counsellor
- Allied health practitioners from ICP health in Altona Meadows Clinic
- Pre-School Field Officers from Hobsons Bay City Council
- Playgroup Facilitators from Playgroup Victoria
- Victorian Inclusion Agency
- Department of Justice and Regulation - Laverton Area Partnership



Constructing a vision in 2006



Constructing a community team in 2016

Community Awards

Successful grants: Australian Government Inclusion Support Program for the development and implementation of an Innovative Music Therapy program for children aged 3 months - 5 years. Project supports children, families and educators to build strategies to address identified barriers to inclusion.

The Foundation of Graduates to provide inspired landscape environments that include Indigenous, Asian and European plantings which promote environmental awareness, food security and sustainable growth.

Hobsons Bay – Vibrant Grants enables the kindergarten children and teachers to continue with the Laverton Creek Excursion project. The project is in its 2nd year and has expanded to include both kinder groups and we now have comfort items including, porta-loo, gazebo, fishing implements and wet weather gear.



Curriculum and Imagination

“A great start for the children in our community” is more than just a slogan or a logo on a t-shirt. It is a holistic approach which includes gender equity, inclusive practices, curriculum and educational frameworks that encourage strength based learning and participation. Children learn to navigate, take risks, develop empathy, develop social competency and take on intellectual challenges. Early childhood provides limitless pathways to STEM (Science, Technology, Engineering and Mathematics). The foundation of flourishing numeracy and literacy skills in primary education and beyond begins with songs, rhymes, reading, sensory exploration and outdoor adventures, all of which are part of the early years framework; initiated and realised by qualified educators and teachers in a play-based learning environment.



Identity and Teamwork

Confidence, courage and community are all intertwined. Without strong learning platforms, interesting and insightful care environments children's learning can be at a disadvantage later in life. Strong and respectful partnerships are the touchstone for improved outcomes for children and families within the Laverton community. There are lasting stand-outs that meet the criteria including; Laverton Community Integrated Services and affiliated organisations including Laverton Education Centre, Hobsons Bay Council especially departments such as library, ranger's and playgroups, all playing a key role in children's wellbeing. Laverton Working Group - Western Melbourne Children and Youth Area Partnership and allied health services such as IPC health.

INTERVIEW

Helene's Story

The first time I came to Australia in 1997 with my husband and 2 boys aged 5 and 6 years young and we lived in Gladstone Park. In 1998 my husband passed away with rapid cancer and then in 2000 I went home to Lebanon where my parents live and it was the time of the Olympics. At this time I thought I would stay but then I decided to return to Australia in 2001 as there was greater opportunity, work, education, respect for humans and equality. If I have money or no money I can go to the same supermarket, we live with integrity and we look after people who need help.

We settled in Seabrook and we remain in the same house today and my boys are now 22 and 21 years old. One boy is doing music production and my other boy is working (because he doesn't like school).

So around 2002 and 2003 I started English class at the Laverton Community Education Centre for 2 days per week between 9-11am and this suited me as my children were at primary school. I decided to go back to school because I wanted and needed to learn and progress; I raised children and cooked and looked after them but when I am learning I feel that I grow as a person, my teachers were Mary and Judith.

Sometime, back in early 2000, I went to a course on raising teenagers and the teacher was Jelena and she also told me I need to learn driving, I also started gentle exercise class with her and we became friends.

In 2007 I started my Certificate III in Child Care at Werribee VU and I went everyday and I started at 48 years young, I am maybe the second eldest student in the class. The first day was as hard for me as the other students are the same age as my boys, it was a very stressful year but in the end I feel very happy, because I achieved something and I have something for my end. Before I feel broken and I don't have any hope.



I did a placement in a local centre and they asked me to start paid work September 2007 and I worked for 5 years before applying for a job at LCCC 2011. I started as a casual and little bit by little bit I started getting work and in 2010 I commenced my Diploma in Children's Centre and successfully completed at the end of 2010. I now work full time at LCCC.

I feel happy and alive and my self esteem is well and I feel confident now. I can't describe what it is like to work in the baby's room, I feel so happy, sometimes hard work, sometimes stressful but there are so many milestones.

Age is no barrier to learning

Everyone has a story to tell and through all the classes and experiences I have heard different stories, from different countries and different experiences.



WynBay L2P

L2P LEARNER DRIVER MENTOR PROGRAM

TI-ANA - "WITHOUT YOU GUYS, I WOULDN'T BE ABLE TO GET MY LICENSE AND I SEE IT AS A POSITIVE THING!"

WynBay L2P Program provides support for disadvantaged youth aged between 16 – 21 years who need to get 120 hours of driving time in order to get their probationary license through the Hobsons Bay and Wyndham area.

Our supporters in the WynBay L2P Program are; TAC, Bendigo Community Bank, KIA Motors, Vic Roads, Werribee Car Wash, Wyndham and Hobsons Bay Council, Werribee and Altona Nth Police Station– For storing our Lockboxes and providing a car space for each vehicle to be stationed at. We had our official launch for the program in June 2017 at the Wyndham City Council which was a great success. The guests on the day included the Minister for Roads and Road Safety - Luke Donnellan, Local Members of Parliament, Councillors from both Wyndham and Hobsons Bay, VicRoads Program Manager and Director, Victoria Police members, Laverton Community Integrated Services staff, KIA Motors & Bendigo Bank representatives as well as volunteer L2P mentors, Learner Drivers and steering committee members.

Wynbay L2P facilitated a training session at the Laverton Education Centre on behalf of all of the L2P Western Region programs for mentors to be fully trained in sessions 2 and 3 of the Vic Roads Training. This enables the mentors to complete their understanding of road rules, safety and best practice on interaction with young learner drivers.

A comprehensive marketing campaign to attract more mentors and learners to the program has been undertaken. This includes engaging community organisations such as high schools, MFB, Probus, Rotary, Laverton Youth Foundation and other relevant community service providers across both municipalities.



There are two Professional Driving Instructors onboard our L2P Program, Anita's Driving School and Washington's Driving School. They have been an amazing help with providing confidence to our young people to help them on the road, additional support to our mentors and providing us with very affordable lessons to help contribute to the community's program. There are 9 current mentors fully trained and actively participating in the L2P program with another 5 undertaking the screening and induction process. Currently there are 8 learners logging hours on a regular basis with another 31 wait listed looking for mentor matches.

CRYSTAL – "L2P PROGRAM IS A GREAT WAY FOR THE YOUNG PEOPLE TO NOT ONLY LEARN HOW TO DRIVE BUT ALSO CONNECT WITH PEOPLE IN THEIR COMMUNITY"



BRENDAN – "L2P IS AN ESSENTIAL SERVICE FOR THE YOUNG PEOPLE. I THINK THE MENTORS WILL BE A POSITIVE INFLUENCE ON THE YOUNG PEOPLE OF OUR COMMUNITY"

LAVERTON COMMUNITY INTEGRATED SERVICES INC.

Consolidated Statement of Comprehensive Income for the year ended 30 June 2017

	Note	2017 \$	2016 \$
<u>Income</u>			
Childcare Fees		1,537,646	1,393,410
Grants		1,990,764	1,607,897
Course Fees		6,025	5,375
Tuition Fees		32,648	30,901
Fee Concessions		8,574	9,440
Dividends Received		2,258	3,386
Donations		35,943	8,659
Fundraising Income		404	1,377
Projects		6,048	8,824
Sponsorship Income		30,182	-
Student Fees		3,986	3,203
Venue Hire		2,500	2,856
Interest Income		7,842	4,375
Other/Miscellaneous Income		54,960	55,533
Total Income		3,719,780	3,135,236
<u>Expenditure</u>			
Accounting & Audit Fees		22,913	15,789
Administration		70,352	59,612
Advertising & Promotion		9,820	7,257
Amortisation		27,378	27,379
Bank Charges		5,049	4,367
Bookkeeping Fees		8,640	16,528
Café/Centre Supplies		29,410	10,397
Cleaning		69,329	64,495
Consulting Services		10,050	24,280
Depreciation		15,576	13,882
Equipment		18,421	23,269
Food		75,769	50,394
Hire of Labour		16,759	23,816
Insurance		5,275	3,744
IT Maintenance		20,025	12,898
Kitchen Supplies		43,974	47,606
Other/Miscellaneous expenses		89,374	87,981
Office Supplies		31,707	11,083
Professional Development		7,942	-
Project Costs		38,122	33,959
Registrations		8,381	11,955
Rent		15,850	15,805
Repairs & Maintenance		17,489	12,608
Resources		41,015	54,969
Student Support		190,878	-
Superannuation		183,373	166,353
Travel		3,188	180
Tutor Fees		329,026	365,228
Utilities		17,979	18,645
Wages, Salaries & Employment		2,041,136	1,837,888
Total Expenditure		3,464,200	3,022,367
Net Surplus/ (Deficit) attributable to the Association		255,580	112,869

The Statement of Comprehensive Income is to be read in conjunction with the accompanying notes to the financial statements and the auditor report.

LAVERTON COMMUNITY INTEGRATED SERVICES INC.

Consolidated Statement of Financial Position as at 30 June 2017

	Note	2017 \$	2016 \$
ASSETS			
Current Assets			
Cash & Cash equivalents	2	861,789	659,167
Receivables	3	149,012	9,695
Total Current Assets		<u>1,010,801</u>	<u>668,862</u>
Non Current Assets			
Investments	4	22,471	22,471
Property, Plant & Equipment	5	560,918	545,059
Total Non Current Assets		<u>583,389</u>	<u>567,530</u>
Total Assets		<u>1,594,190</u>	<u>1,236,392</u>
LIABILITIES			
Current Liabilities			
Payables	6	135,941	65,837
Sundry Creditors	6	19,300	14,780
Provision for Employee Entitlements	7	109,652	101,758
Total Current Liabilities		<u>264,893</u>	<u>182,375</u>
Non Current Liabilities			
Provision for Employee Entitlements	7	137,195	94,777
Loan - Hobson's Bay Council	8	301,300	322,518
Loan - Other	8	21,000	22,500
Total Non Current Liabilities		<u>459,495</u>	<u>439,795</u>
Total Liabilities		<u>724,388</u>	<u>622,170</u>
Net Assets		<u>869,802</u>	<u>614,222</u>
EQUITY			
Asset Revaluation Reserve	6	265,665	265,665
Accumulated Funds		<u>604,137</u>	<u>348,557</u>
		<u>869,802</u>	<u>614,222</u>

The Statement of Financial Position is to be read in conjunction with the accompanying notes to the financial statements and the auditor report.

LAVERTON COMMUNITY INTEGRATED SERVICES INC.

**Consolidated Statement of Changes in Equity
for the year ended 30 June 2017**

	Accumulated Fund \$	Asset Revaluation Reserve \$	Total Equity \$
Balance as at 1 July 2015	235,688	265,665	501,353
Surplus attributable to the Association	<u>112,869</u>	<u>-</u>	<u>112,869</u>
Balance as at 30 June 2016	348,557	265,665	614,222
Surplus attributable to the Association	255,580	-	255,580
Balance as at 30 June 2017	<u><u>604,137</u></u>	<u><u>265,665</u></u>	<u><u>869,802</u></u>

The Statement of Changes in Equity is to be read in conjunction with the accompanying notes to the financial statements and the auditor report.

Join the 500 CLUB



Christie Davis Design
Dorothy Howell
Martin Inserra
Ken James and Associates
Bill Lidget
Claire Lidgett
Laverton Uniting Church
Altona Meadows Uniting Church
Edward and Necia Morton
St Clement's Laverton Anglican Church

500 Club

Become an active participant of change; see how together we can work towards positive outcomes for the local community.

The key focus of the 500 Club over the 2017/2018 year will be to create a scholarship fund that will provide education, resources and professional development tools to disadvantaged community members, for example homeless, migrants, refugees or recently retrenched facilitating long term and robust career pathways.

The 500 Club invites you, or your organisation, to make a commitment to LCIS to donate \$500 per year for 5 years. This donation is fully tax deductible, you will be part of a patron group that serve your community by supporting LCIS and hold full voting rights at our AGM.

CONSIDER WAYS TO HELP YOUR COMMUNITY

Membership

LCIS invites all community members to take up our annual membership. The cost is \$5 per financial year and gives you full voting rights at our AGM.

The membership's fees contribute to the ongoing costs associated with providing emergency relief with particular focus on the Crisis Christmas Hamper drive. Each year LCIS and our members supplies 50 hampers to the most vulnerable families in the area. These are families who are currently in crisis, affected by domestic violence or who are currently engaged with our crisis intervention team.

The Christmas hampers and Emergency Relief provisions support those who are facing real hardships by providing food, toiletries, school supplies and other essential items at a time of great need.

