



**Laverton Community
Integrated Services
Annual Report**

2018



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 **Ethical** *Coaching* **CARE**
UNDERSTANDING *Dignity* *Inclusive*
Advisory **Flexible** *Respect*
Community *Unity* **Synergies**
Socialisation **TRUST** *Friendship* **SAFETY**
RESPECT *Advocacy* **Listen** **PASSION**
Fair Go **Security** *Teamwork* **SUPPORT**
CONFIDENTIALITY *Integrity* **MENTORING**

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

FROM THE Chair

This year sees the completion of our current three year strategic plan and the introduction in September 2018 of our new strategic plan. The new plan first has to be reviewed and comments added by volunteers, staff and partners before it is finalised.

The current strategic plan has achieved all nine goals set in the three years as detailed further in the report.

We know we are providing a best practice service and have the Quality Innovation Performance successful audit, undertaken in December 2017, to endorse that belief. Special recognition to C.E.O. Michael Pernar and Operations Manager Mary Francis who were the key people responsible for this success.

None of this is possible without the combined effort of every one who works and comes in contact with LCIS through the community centre, child care, education, outreach and partner groups - to you the Board offers its heartfelt thanks for the dedication and consistency of service you show every day.

Looking forward to a year of growth and committed communication.

Raebene Passarini

Board Chair

Strategic Update 2015 - 2018 Strategic Plan

01

To commit to regular Professional Development for Board members for Best Practice and Governance

Result: Goal achieved

Board members have continued to access conferences and study days as they have become available throughout the year; annual Board evaluations are completed; strategic planning days continue to be allocated and attended; a total of 104 hours has been accumulated in the 2017 - 18 year for Board development.

02

To enhance childcare enrolments through improved marketing strategies

Result: Goal partially achieved

Childcare maintained enrolments above 90% for two of the three years of the plan. During this year, enrolments for casual and long day care fell below 80% and a new marketing strategy was devised and implemented in March 2018 with good effect. This area will continue to be monitored on a quarterly basis.

Our paid staff contribute a combined 1541 hours per week to keep LCIS functioning; while our 42 volunteers contribute an average of 199 voluntary hours each week

03

To maximise Education Centre Enrolments through budget reviews and improved marketing strategies

Result: Goal achieved

The restructure of the service and effective recruitment, together with successful ongoing accreditations, successful marketing materials and strategies has seen the continued growth and success of this program.

04

To monitor and review overall program relevance to the community needs and future demands and trends by increased community contact and consultation

Result: Goal achieved

The Board has access to community forums, volunteer forums, results of volunteer and community surveys. The Board has the ability to work with any member of LCIS by invitation to the People, Partnerships & Community Sub Committee of the Board.

05

To continue to review and develop Social Enterprise Projects that meet the mission, vision and values of the Organisation

Result: Goal achieved

The Board and CEO consistently review each program according to relevance to the organisations core values and actively seek out projects and project partners based on these values. Examples of this practice include the L2P program, Emergency and Crisis Relief funding, exploration of available sites for development in the Laverton area; identification of partners; active relationships with key people in Council and Government.

06

Seek to form new business partnerships for business growth that meet with the mission, vision and values of the organisation

Result: Goal Achieved

LCIS has, and will continue to seek, partners that complement our organisational mission, vision and values to complete work related projects examples of which include; housing, emergency relief, education, employment and community projects. This year we have formed successful partnerships with Bendigo Bank, Wyndham Council and Toyota for various projects.

07

To monitor existing programs and proposed programs and services for risk

Result: Goal achieved

Board, in consultation with the CEO, has adopted a risk matrix, reporting schedule and risk register to capture events as they occur and to plan for events that might occur. This register is overseen by the Leadership and Management Board Sub Committee and reviewed quarterly at Board meetings. The CEO reports monthly on general events and immediately to the Board Chair if a critical event occurs. This ensures risk is being monitored and assessed in all areas of the organisation.

08

To seek regular community and stakeholder engagement on our performance and service provision

Result: Goal achieved

The ongoing use of Compliment, Complaint, Suggestion and Incident reports across every level of the organisation continues to be well utilised and the results are reported at Board level by the CEO two monthly.

09

To fund additional hours for a Grant/Tender writing position within the organisation to improve income revenue for programs and services

Result: Goal achieved

Position was appointed and has evolved over the three years to become the Operations Manager role.

Our Outreach programs contribute 477 hours of work each week with an average of 569 activity programs available. All of this ensures we provide a strong and capable service to an average number of 1347 people who access our services every week

This three year plan is now complete and will be updated in September 2018 with the next three year plan and associated goals. At present the proposed September 2018 - 2021 strategic plan is being reviewed by volunteers, staff and partners.



CEO

REPORT



The 12 months covered in this report provided challenges as every year for LCIS has. The year was critical in that many contracts were coming to a conclusion and creating a sense of “limbo” throughout the organization. There were also significant staffing changes and I would like to take the opportunity to farewell and acknowledge Kate Kirner, Laverton Community Children’s Centre [LCCC] manager since 2006, the year the Centre opened. In turn, I would like to welcome Donna Goetz who has taken on the mantle to lead the fantastic team of educators we have. The increasing enrolments are testament to their professionalism.

The Laverton Community Education Centre [LCEC] also acquired a new manager in Bill Daly. Bill has revitalized LCEC with a focus that has a team working in unison and delivering high quality programs. LCEC has faced challenges, from audits to changes in government policy, however, throughout all the challenges, the team, led by Bill have risen to those challenges and maintained contracts as well as expanded our programs.

The Laverton Community Centre [LCC] also welcomed Mary Francis in the role of

Operations Manager. Mary was instrumental in the latter part of last year to ensure the organization continued to be accredited under the Australian Service Excellence Standards [ASES] for another three (3) years. I’m proud to say that we were successful.

All in all LCIS has continued to adhere to our vision...*“to deliver high quality services that are inclusive and responsive to what the community needs and wants”*, underpinned by our values of Diversity, Community and Support!

The next year will provide its own challenges and I am sure LCIS will confront them as we always have, with passion and determination.

In closing, I would like to thank the Board for all their work and support throughout the year and acknowledge the dedication of Bill Lidgett who is stepping down from the Board after many, many years! Lastly, I would like to thank all LCIS staff and volunteers for their hard work and commitment to our community.

Michael Pernar - CEO



OPERATIONS MANAGER REPORT

Laverton Community Integrated Services continues to move, grow and adapt with the changing landscape that is the community sector. This year has once again demonstrated our capacity to do this.

LCIS has farewelled some long term staff this year and has seen an abundance of staff take maternity leave as they grow their own families. With these changes come new faces to the organisation in either permanent or temporary capacity and we are delighted to welcome them all on board.

We have been active advocates in basic human rights and were thrilled to see Australia embrace marriage equality in December of 2017. We also campaigned relentlessly, along with the entire Neighbourhood House sector for an increase to the Neighbourhood House funding allowing existing and new houses to continue to provide essential service and support for their local communities.

It is not however all sunshine, we continue to see increasing amounts of women and children approaching all of our services who are directly impacted by Family and Domestic Violence. To this end we participate in local networks, work closely with peak bodies, seek continuous improvement and staff development. We are actively looking for partnerships to create a localised and holistic set of services.

Throughout a year where we undertook both accreditation and strategic planning LCIS considers our Mission, Vision and Values and how we can best serve our community. We are proud to have met all accreditation standards in full demonstrating a best practice methodology. We also reviewed our Values and are able to report that our stakeholders (internal and external) support these and believe them to be fair and accurate representations of us and our work. For me, I maintain my passion and excitement for LCIS as an organisation and believe that local communities are best served by local organisations that are connected to both their people and place. I am happy to serve on the committee of Governance for Network West and continue to actively participate in a range of other networks, professional developments, partnerships with local businesses and other organisations. I look forward to another year of hard work, change and growth.

Mary Francis

Operations Manager

LCIS delivers services on behalf of;

- Hobsons Bay City Council
- Wyndham City Council
- Vic Roads,
- Department of Social Services
- Department of Health and Human Services
- Department of Justice
- Department of Education
- Office of Multicultural Affairs

Neighbourhood Houses:
**WE DELIVER!
WILL YOU?**



A Fond Farewell

Laverton Community Integrated Services is nothing without the tireless support, time and expertise of volunteers and as this year draws to a close we lose perhaps one of the most valuable of all time – Bill Lidgett.

Bill is the outgoing Vice Chair of the Board and an avid Emergency Relief volunteer. Bill has volunteered with LCIS for more than 13 years, in this time he has been instrumental in the development of community based relationships, our Christmas food hamper drive and the ongoing support of our emergency relief program.

Due to Bills profession as a minister he has been ideally suited to mentoring staff members and volunteers alike across all facets of the organisation. He has run memorable training and professional development sessions over the years with a clear standout being the group session run on 'Organisational and Interpersonal Relationships.'

Bill recently received a nomination for Victorian Senior of the year that has been endorsed by all the staff and volunteers of LCIS past and present, Colin Campbell Multicultural North West Liaison Officer MFB, Anne Knight O.A.M, Rev Sani Vaeluaga, Chris Lancaster, Ian Spencer and many more local folks. Bill is famously known to say "it is better to build fences at the top of the mountain than to clean up the mess at the bottom – in his time with us he has done both.

Thank you Bill, for your time and service to the community.

"BILL IS THE ACTIVE 'GRANDFATHER' IN THE GROUP THAT RUNS OUR WEEKLY CHURCH BASED PLAYGROUP. THIS IS A VERY MULTICULTURAL PLAYGROUP WITH MANY OF THE FAMILIES WHO ATTEND HAVING NO OTHER FAMILY SUPPORT IN THE AREA. BILL IS A SKILLED LISTENER WHO IS ALWAYS WILLING TO PROVIDE ADVICE, REFERRALS AND SUPPORT AS NEEDED."

"BILL HAS A REAL 'HEART' FOR THE POOR AND DISADVANTAGED IN OUR COMMUNITY."

Board Attendance Record

2018 Board Attendance				
Name	Board Attendance	Volunteer Hours	Position	Sub Committee
Raelene Passarini	11 out of 11	52	Chair	Leadership & Management
Bill Lidgett	11 out of 11	192	Vice Chair	People, Partnerships & Community
Ken James	5 out of 11	22	Treasurer	Service Provision
Ian Spencer	10 out of 11	48	Secretary	Leadership & Management
Louise Matthey	11 out of 11	25	Ordinary Board Member	Leadership & Management
Mary Cigognini	3 out of 4	24	Ordinary Board Member	Leadership & Management
Robynne Duggan	10 out of 11	9.5	Ordinary Board Member	Service Provision
Ben John	9 out of 11	10	Ordinary Board Member	People, Partnerships & Community
Bianca Foster	2 out of 4	6	Ordinary Board Member	People, Partnerships & Community
Board attendance and volunteer hours are from July 2017 to June 2018: Positions are from October 2017 AGM				

The LCIS Board has three Sub-Committees which meet five times a year on alternate months. Leadership and Management (LM) is one of those Sub-committees. The Leadership and Management Sub-committee are responsible for writing and reviewing;

- Governance policies
- Strategic Plan
- Risk Matrix and Risk Register
- The Mission, Vision and Values
- Budget allocation
- Marketing strategies and ways we can maintain LCIS quality in the community and
- Ensuring the operational policies meet compliance

In March the Board along with the CEO undertook strategic planning whereby the next three years goals were clearly outlined. As part of this process. LM presented a draft of the Risk Matrix and Risk Register. All draft documents were then presented to the Board, at the next available full Board meeting, to be reviewed, discussed and passed before the next stage of work can continue.

All LCIS Sub-committees work closely together. This enables us to provide clear guidance documents in order for LCIS staff and volunteers to maintain a quality service to the community.

LEADERSHIP & MANAGEMENT Sub-Committee



FINANCE Sub-Committee

The finance sub-committee is responsible for;

- writing and/or reviewing finance based Policies
 - Reviewing monthly financial reports
- Liaising with external auditors to produce annual financial statements
 - Ensuring that LCIS maintains its Deductible Gift Recipient (DGR) status
 - Ensuring that all financial reporting to relevant authorities, including Australian Charities and Not-for-profit Commission (ACNC), is completed and compliant

As a registered charity we are required to provide all financial information to ACNC and comply with a set of governance standards (which cover things such as working towards charitable purposes, being accountable to members and making sure board members are aware of their financial and other duties to their charity). LCIS can be viewed on the ACNC charity register www.acnc.gov.au clicking on the 'find a charity link' and entering our ABN 46 782 938 0229.

An excerpt of this years audited financials can be found at the end of this report or for a copy of this year's complete audited financials please contact our C.E.O. Michael Pernar pernam@lcis.org.au

People, Partnerships & Community Sub-committee



The Committee has had limited time this year to develop our processes and goals as several of our meetings were taken over by essential Board business and our membership reduced to 2.

We have been working on the re-launching of the “500 Club” in a new and more supportive format, including offering more options. The number of our ‘patrons’ is far below target. This partnership with people who have generously been giving \$500 per year is in need of re-development. We have let these ‘patrons’ down in that we have not kept them informed of how and where their gift has been used, nor have we adequately acknowledged, publicly and personally, the value to the organisation and generosity of their gifts. So we offer them our sincerest apology along with our deepest thanks. We have also failed in the promotion of the ‘club’ so that people would see the benefits and be excited with the vision and join the club, but we look

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 partnership with. The responsibilities of the subcommittee are how we exercise and carry out the business we undertake with others and the governance parts of the policies that are developed around these programs, without moving into the operational aspects of the programs.

forward to a new launch and a fresh and vigorous partnership.

We value the support we get from our local Hobsons Bay Council and the Bendigo Bank. We are building the partnership we have with the local Uniting and Anglican Churches as we look at new possibilities for future joint ventures. At present that is based on the food relief they provide and the accommodation for Emergency Relief (E.R.) in Altona. Another valued partner is with the local fire brigade and especially the support we receive from L.F.F. Colin Campbell, the local MFB Multicultural Liaison Officer. His support has enhanced many of our projects and hope-for outcomes. These latter partnerships are particularly valuable in the E. R. and Crisis Work we undertake across the Hobsons Bay region.

Many partnerships are also very evident and a key feature in the Children’s Centre, Education Centre, Community Café, Youth Foundation and the L2P program. The valuable contribution from our team of loyal volunteers who are the “People” who help grow the “Partnerships” we have in the local “Community”.

One of the key considerations that we, as

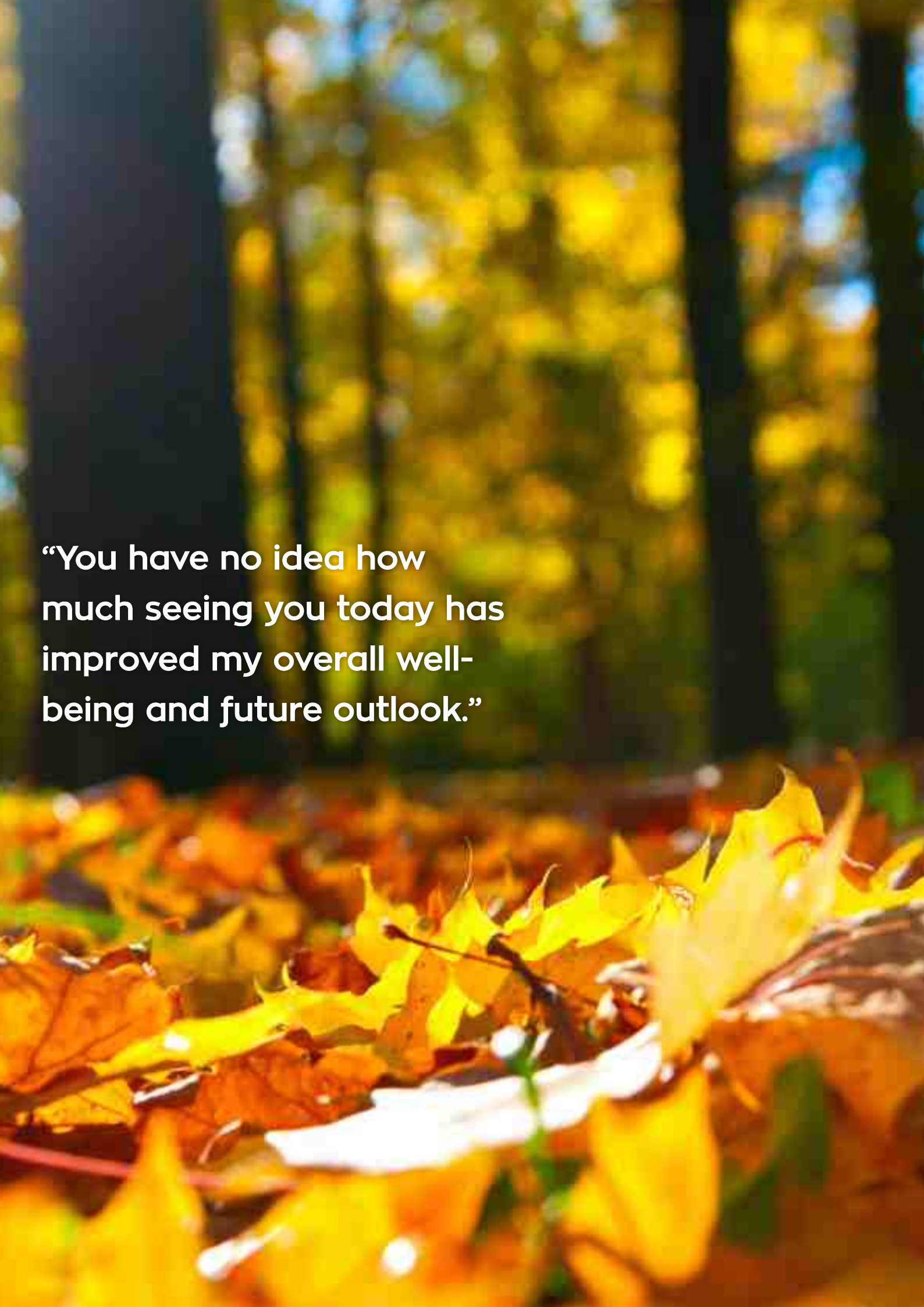
a committee, are very aware of is the need to keep people well informed. So we are continuing to look for new ways to communicate with the local community, with our stakeholders and with those who are supporting us. The development of our Website is intrinsic to this enhanced communication. This need for communication clarity and growth is a key feature of our work as we move into the future.

For more information about LCIS please access our website www.lcis.org.au



Lynne, Lorraine & Carmela.

Some of the Community Centre’s hard working Crisis and volunteer support staff.



**“You have no idea how
much seeing you today has
improved my overall well-
being and future outlook.”**

The Laverton Community Centre (LCC) has had a year of growth and change. LCC has had long term staff move onto new projects and other staff off on maternity leave. We have worked with various educational partners to host Students undertaking work placements even offering a permanent position for one exceptional student.

Our Community Centre participates in multiple Networks over the year to provide both advocacy and support to our community members. This includes participating on large scale campaigns such as the Neighbourhood House funding reforms Community Service Industry Planning hosted by Victorian Council of Social Services (VCOSS) and Department of Health and Human Services (DHHS). Some of the other Networks we regularly attend are;

- Network West
- Community Information and Support Services
- Hobsons Bay Interagency
- Volunteer West

This year also saw LCC participate in many community events with some of the highlights being;

- R U Ok Day in partnership with Hobsons Bay City Council
- Christmas hamper food drive
- Homeless week Cook up
- Community Lunches with Department of Justice
- 40 weeks of Community Café
- The inaugural Battle of the Badges clash

We are always looking for ways to ensure we operate under best practice and exceed industry standard so we undertook the considerable task of accreditation. We are proud to say we are recognised under the Australian Service Excellence Standards (ASES) of Community Services.

Volunteers play a significant role in the delivery of projects and programs across the organisation, particularly within the Community Centre. Our volunteers assist the ER worker, reception, café staff, driving and much, much more. We have created a volunteer program that is of the highest standard ensuring recruitment, training and on-going support of volunteers is at the forefront.

To this end we also make sure our volunteers are recognised for their efforts and held two major events. A Christmas function at the Laverton Hub and a Volunteer Appreciation night as part of National Volunteer Week.

If you or anyone you know would like to participate with us as a volunteer please log onto our website and follow the volunteering tab. Follow us on Facebook for up-to-date information on Volunteer information sessions.

A huge THANK YOU to our two major sponsors of the 2017 Christmas hampers. Without them we could not have provided for more than 50 families in need.





Laverton Youth Foundation is a service for young people in Hobsons Bay and Wyndham. It was established in 2007 by the Bendigo Community Bank branches in Altona, Laverton/ Altona Meadows and Point Cook along with the Victorian Government's Office for Youth.

The project works in partnership with local organisations and businesses to facilitate youth-led projects for disengaged young people aged 12 – 25. The Foundation aims to ensure young people have social connectivity, community involvement and engagement, an opportunity to have new experiences, training and education to support employment, independence and social skills.

2017 saw the return of the Urban Arts Collective, a Friday drop in held after school at Laverton P-12 College and Wood Street Art Space as well as MeetUp, a social group held on a Wednesday at Headspace Werribee. Both of these groups provide a safe space for young people to socialize, learn new things and access support if needed.

Activities such as bowling, archery, bare foot bowls and art activities provide participants with a chance to try new experiences and meet like-minded peers. The school holidays bring the opportunity to go further afield on full day excursions to places like Queenscliff, Whitton Oval, Werribee Open Range Safari and even the tobogganing on Mount Buller!

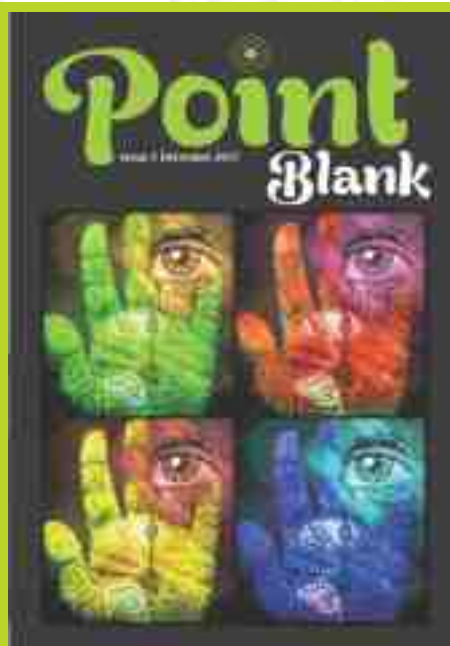
Laverton Youth Foundation partnered with Altona Yacht Club to bring back the week long Learn to Sail Scholarship which gave 12 young people the chance to learn new skills including how to rig the boats, tie knots, sail and even capsize!

2018 kicked off with a bang at the annual Summer Camp, held this year at Lady Northcote YMCA Camp near Bacchus Marsh. The 16 young people and 2 Youth Leaders enjoyed a jam-packed 3 days of team building activities including team games, strawberry picking, archery, high ropes and raft building. Summer Camp was followed up with a trip to the Australian Open, where the young people got to cheer on some world class tennis players in over 20 different courts and enjoy all the activities on offer for the day.

After a positive pilot last year, the Vietnamese Cooking Lessons, delivered by Little Mekong Restaurant returned in 2017, taking place in Laverton P-12 College. Following on from that, a successful grant bid

to Wyndham City Council, allowed for the program to be further developed into Multicultural Cooking Classes.

The first of these workshops, run from Manor Lakes Community Learning Centre has just concluded, with 6 young people completing the course and finishing the program by cooking for 27 of their friends, family and community members at the Community Cook.



A huge THANK YOU goes to the partners who make it all possible

- | | |
|-------------------------------|--------------------------|
| ■ Bendigo Community Bank | ■ MFB |
| ■ MiCare | ■ Little Mekong |
| ■ Hobson's Bay Youth Services | ■ Vietnamese Restaurant |
| ■ Wood Street Art Space | ■ Laverton Community Hub |
| ■ Headspace | ■ Altona Yacht Club |
| ■ Western Bulldogs | ■ White Lion |
| ■ Wyndham Youth Services | ■ Werribee Tigers and |
| | ■ Wyndham CEC |



The program provides knowledge and skills to enhance the employability of the participants; helping to further their hospitality careers through hands-on learning. Participants not only gain valuable practical experience preparing and cooking delicious foods from different countries around the world, they also complete Level One Barista & gain an Accredited Unit 'Use Hygienic Practices for Food Safety', as well as receiving education on Fire Safety in the Kitchen from the MFB.

At the end of the course, the participants will receive a pack of essential kitchen items, including knives, chopping boards, kitchen utensils, apron, notepad and fire blanket to ensure they have the tools to practice the recipes safely at home for friends and family.

Following on from the success of last year, Refugee Week 2018 #WithRefugees started with an End of Term celebration at Wood Street Art Space where 34 young people attended to enjoy cultural games, quizzes, food and videos. Many of the young people and staff donned traditional clothes from their background or heritage to celebrate diversity and acceptance.

The next celebration took place in the Youth Resource Centre, Hoppers Crossing, where more than 650 members of the community from across the West came together to enjoy a day of free activities, performances by local young people and of course the Multicultural Runway. The event was supported by more than 100 young people, who oversaw every aspect of the day, including serving food and helping with the stalls, MC'ing, musical performances, sharing stories of their journey to Australia, showcasing cultural dances & modelling their traditional outfits on the catwalk.

Lastly, Point Blank Youth Magazine is a magazine written for young people by young people. The latest edition is available online on our website on www.lcis.org.au/point-blank/ or a hardcopy can be requested from Laverton Youth Foundation. Any young people who are interested in writing or drawing for the next edition can contact lavertyouthfoundation@lcis.org.au for more information.

For all enquiries about the Laverton Youth Foundation or to register your interest as a volunteer, sponsor or donor please go to www.lcis.org.au and follow the Youth Foundation link. You can call directly on 0487 905 979 or (03) 8368 0177, or email an enquiry to lavertyouthfoundation@lcis.org.au



KIARA CROWLEY-POLLOCK. 19 YEARS

I ACCESSED THE COOKING AND FOOD HANDLING COURSE

THE IMPACT IT HAD WAS REMIND ME JUST HOW MUCH I

LOVED COOKING AND GAVE ME AN OPPORTUNITY TO

LEARN NEW SKILLS AND EVEN GO ON TO GAIN MY FOOD

HANDLING CERTIFICATE.

THANKS AGAIN FOR HAVING

THIS COURSE AVAILABLE



“

Much gratitude to the Crisis Intervention Support worker who had faith and trust and supported me throughout my decision to leave my violent relationship and to enable me to keep my children safe.

”

Emergency Relief

Laverton Community Centre provides essential Emergency Relief (ER) and Crisis Intervention programs within Hobsons Bay and the Greater Western Region. This is done in partnership with the Department of Social Services, Hobsons Bay City Council and Community Information and Support Service Victoria (CIS Vic).

Our ER service is provided 6 times a week whilst Crisis Intervention is provided on 8 occasions. Both of these programs run from various sites to be as accessible as possible – we go to where the need is rather than expecting it to come to us!

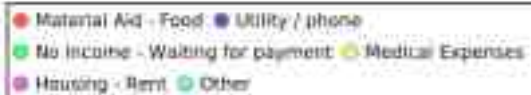
ER provides assistance with food vouchers, food parcels, assistance with scripts, myki and fuel vouchers. This year saw an increase in demand for our services with most clients still struggling to put food on the table and meet the demands of ever increasing utility bills.

Crisis Intervention

Crisis Intervention Service (CIS) run by Laverton Community Centre is a free and confidential service. The crux of the program is to provide a set of robust referral pathways to engage clients with a range of supports.

This year saw more than half of the clients presenting for Emergency Relief also requiring the services of Crisis Intervention. This highlights the often overlooked, but complex cases that are accessing ER services and the ongoing need to have the two programs run side-by-side.

Reasons for seeking assistance



Clients that disclosed disability



demographic of clients who access CIS. This presents an uncertain future for this group as the NDIS rolls out in October 2018. This may mean that some people have reductions in the services available to them making them more reliant on ER and CIS.

Disturbingly we also saw a record high percentage of clients presenting to crisis workers in regards to family violence often citing “a lack of localised service provision and the accessibility of existing supports.”

Once again Mental Health issues are overwhelmingly represented as a key

Client – “I had walked in to LCIS in desperate need and not knowing what to do. Was at wits end with not knowing how I was going to survive nearly having my utility been cut off. One of the crisis workers made a few phone calls and had put me on a payment plan which I had no idea about and also assisted with filling out the Utility relief hardship grant. I was also assisted with food vouchers and food: God bless her; am deeply grateful for her empathy and support.”

For all enquiries about ER call LCIS directly on (03) 8368 0177. For enquiries regarding Crisis Intervention please call (03) 8368 0170. If you wish to email us please do so via community@lcis.org.au



A BRIEF HISTORY

At the start of 1974 the Laverton Community Centre & Neighbourhood House was established by the Laverton Rotary Club, who moved a 3-bedroom house from Aviation Road to 12 Crown Street, to become what is now known as the Laverton Community Education Centre. A series of meetings took place to decide what to use it for with the Rotary Club and a grant of \$10,000.00 from the Whitlam Government. Two or three open meetings were held and a committee was formed. After a short time it was evident that space was number one priority. Several members used their homes as guarantee to obtain a loan from the National Bank. In order of priority. A dry toilet block at the rear of the building dividing wall to be removed to make the main room bigger and a side door to allow for some office space. Some fund raising activities were required such as Raffles, Art Shows, Bingo, Street Stalls & Dances. After the first loan was paid off, we still had no space so embarked on building the south side of the extension, with a second loan.

There was another house next to the kindergarten, where the present Hub stands and when the council decided to build the new 'Civic Complex', the house had to go, so for a short time we had the use of it and Mr. Cottie's old house became our Opp. Shop. When the new Civic Complex was finished it was to be ours, for classes, community

support etc. Council set fees so that with small classes it was impossible to meet the costs involved, so once again we had to extend 12 Crown Street, with a new toilet block, kitchen and child minding room.

1988 Saw Laverton Community Centre tender and win, what is now referred to as the Financial Wellbeing and Capacity Building Grant, in other words the Emergency Relief program.

In December 1999 Hobsons Bay City Council (HBCC) decided to close the Laverton Child Care Centre at 15 Crown Street due to it no longer being viable. We applied to have our existing license of 11 extended to 25 places plus playgroup and took over the management in February 2000.

In 2004 the Civic Centre was once again given to us upon community request and we took over the management of the building. This gave us the opportunity to transfer the Community Centre branch of the organisation out of Crown Street and into the Civic Centre. With the new council building came the opportunity to use 12 Crown Street as a dedicated Education Centre and we applied, successfully to become a Registered Training Organisation (RTO). We also started our first ever community café in the Civic Complex as an extension of Emergency Relief offering hot meals to those in need.

Hobsons Bay City Council and Department of Human Services collaborated in building a brand new 116 place childcare centre in 2006 as part of the Community renewal project. We took over the management in 2007 and proceeded to offer the community based childcare service that still runs today.

In 2010 HBCC as part of the 'Community Renewal Program' commenced building, what is known today as, The Laverton Community Hub. While this work was being done the Community centre moved into portable classrooms housed at the Laverton Football oval. It was also during this time that the Community side of the organisation



12 Crown Street with Childcare Caravan



Fundraising Team

expanded to include the Laverton Youth Foundation in partnership with the Bendigo bank.

2011 saw us enter into a more professional and structured environment necessary to hold government contracts and to be considered as serious in the community services landscape. We became an incorporated entity, thus, 16th February 2011 Laverton Community Integrated Services (LCIS) was born. Further to this we gained DGR status in December 2011 and in December 2012 we received Public Benevolent Institution (PBI) status giving us and our benefactors all the rights associated with charitable status.



By the time the Laverton Hub was completed in 2012 we were well and truly ready to move out of the portables and into a community hub style building, keen to share and work with like minded organisations. We moved the Laverton Community Centre and Operations of Laverton Community Integrated Services in 2013 and continued offering Emergency Relief, Crisis Intervention and the Laverton Youth Foundation.

2014 had HBCC open up the tender process for Crisis Intervention for which we successfully applied. This runs with huge success still to this day and is complimented by the existing Emergency Relief program and provides essential supports for Hobsons Bay residents.

In 2016 we added once more to our services by undertaking a partnership between HBCC and Wyndham City Council to administer the Wynbay L2P program.

Today LCIS employs more than 50 members of staff and works with 42 volunteers, we deliver a massive 1541 hours of programs each week.

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.

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

We deliver a range of programs across all three business arms and hold service delivery based contracts with;

- Hobsons Bay City Council
- Wyndham City Council
- Vic Roads,
- Department of Social Services
- Department of Health and Human Services
- Department of Justice
- Department of Education
- Office of Multicultural Affairs
- Community Information & Support Victoria
- Bendigo Bank
- And many more...

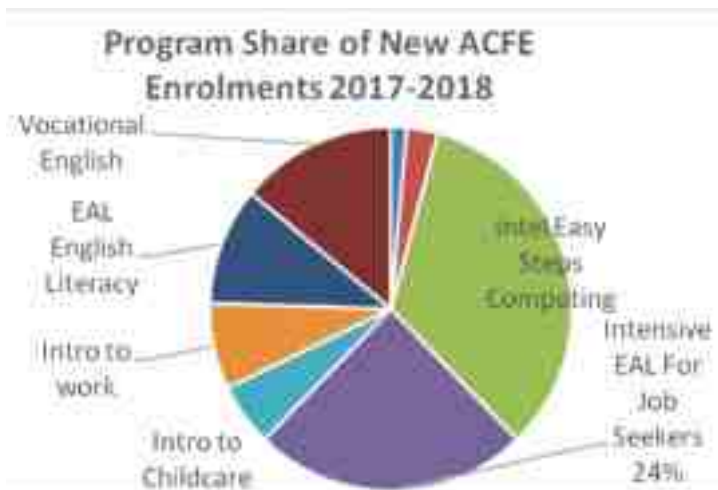
As for the future.... well we can't wait to see

2017-2018 has seen major changes at the Centre. We have introduced new programs, recruited new staff, engaged new delivery venues, accessed new streams of income, initiated a major strategic NDIS market research and development project and undertaken a major refurb of the office to reduce congestion and increase efficiency.

ACFE Pre-Accredited Programs

Our pre-Accredited programs are designed for learners to gain the confidence and skills they need to access further (accredited) training, commence a pathway to work and/or to improve social and community participation. ACFE programs at LCEC include English language programs at our Crown St premises and at Altona Meadows library, Intel Easy Steps computer course, Introduction to Childcare, Get Ready for Work and Hospitality for Independent Living. In the last financial year we delivered our full allocation of ACFE Students Contact Hours, requested (and gained) an increase in those hours during the year.

In addition, the Centre secured funding through the ACFE Family Learning Support Program (2017) and the Flexible Family Support Scheme to support our students who need childcare in order to return to study.



VET ACCREDITED PROGRAMS

Our VET Accredited programs are funded by the Victorian Department of Education and Training's Skills First Program with the exception of a small number of full fee paying students. A particular focus of delivery over the last two financial years has been in 22302VIC Certificate I in Work Education for young people with permanent cognitive impairment or intellectual disability. Delivery in 2017-2018 occurred at the Education Centre, Laverton Community Hub, Iramoo Community Centre in Wyndham, GITTC in Corio and Centre Ringwood Community Centre. Most of these students commenced at the end of 2016-2017. The programs are winding up at this time and will be fully completed in September. They will be replaced by a new program combining Certificate I in Work Education with social and community participation and health & well-being programs for school leavers with a disability to be launched in November. In June the Centre also commenced an adult literacy and numeracy program (22235VIC Certificate I in General Education for Adult - Introductory) at Rosewall Neighbourhood House in Corio.

The Centre continues to deliver Certificate III and Diploma courses in Early Childhood Education & Care (CHC30113 * CHC50113). The teachers on this program have built solid relations with local children's Centre's and most students who completed during the year gained employment.

I came to Australia 36 years ago from Cambodia. Because of the troubles in my country I didn't go to school. I didn't learn to read or write. I'd never even held a pen. I had to work as soon as I got here so I couldn't learn English. Then I started coming to Laverton Community Education Centre. Learning English and learning how to read and write has made a huge difference in my life.

Maly Choun, Skills for Education and Employment Program



CHC33015 Certificate III in Individual Support (Ageing and ACC) continues to attract steady demand. As with children's services, good industry engagement and quality teaching and learning are producing strong employment outcomes for graduates.

Skills for Education & Employment (SEE)

The SEE program is funded by the Australian Government Department of Education and Training to provide up to 800 hours English language training for unemployed job-seekers. Laverton delivers this program as part of the Learning for Employment consortium which is made up of seven Learn Local providers across the west of Melbourne. The Centre delivers three courses for SEE students: 22250VIC Course in EAL, 22250VIC Certificate I in EAL (access) and 22251VIC Certificate II in EAL (Access). The SEE contract was renewed from 1 July 2017 for a further three years.

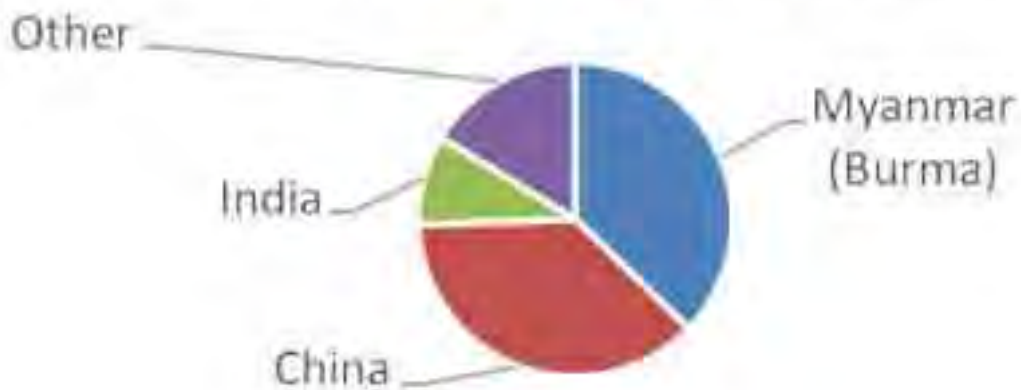
Adult Migrant Education Program (AMEP)

LCEC initially took over an outreach program formerly delivered by AMES at St Martin de Porres Primary School in Laverton in Semester 2, 2017. In February 2018 LCEC commenced delivery at the Education Centre and the Laverton Community Hub. The Centre delivers three courses for AMEP students: 22250VIC Course in EAL, 22250VIC Certificate I in EAL (access) and 22251VIC Certificate II in EAL (Access).

It was really wonderful experience for me Learning at Laverton community College. I had flexibility to learn and earn while I was studying. Staff was very supportive. As it was closest to where I was living which made it really convenient. A lot thanks to everyone who is part of this.

Amanvir Kaur, Diploma of Early Childhood Education & Care

Commencing AMEP Students by Country of Birth 2017-2018



Short Courses

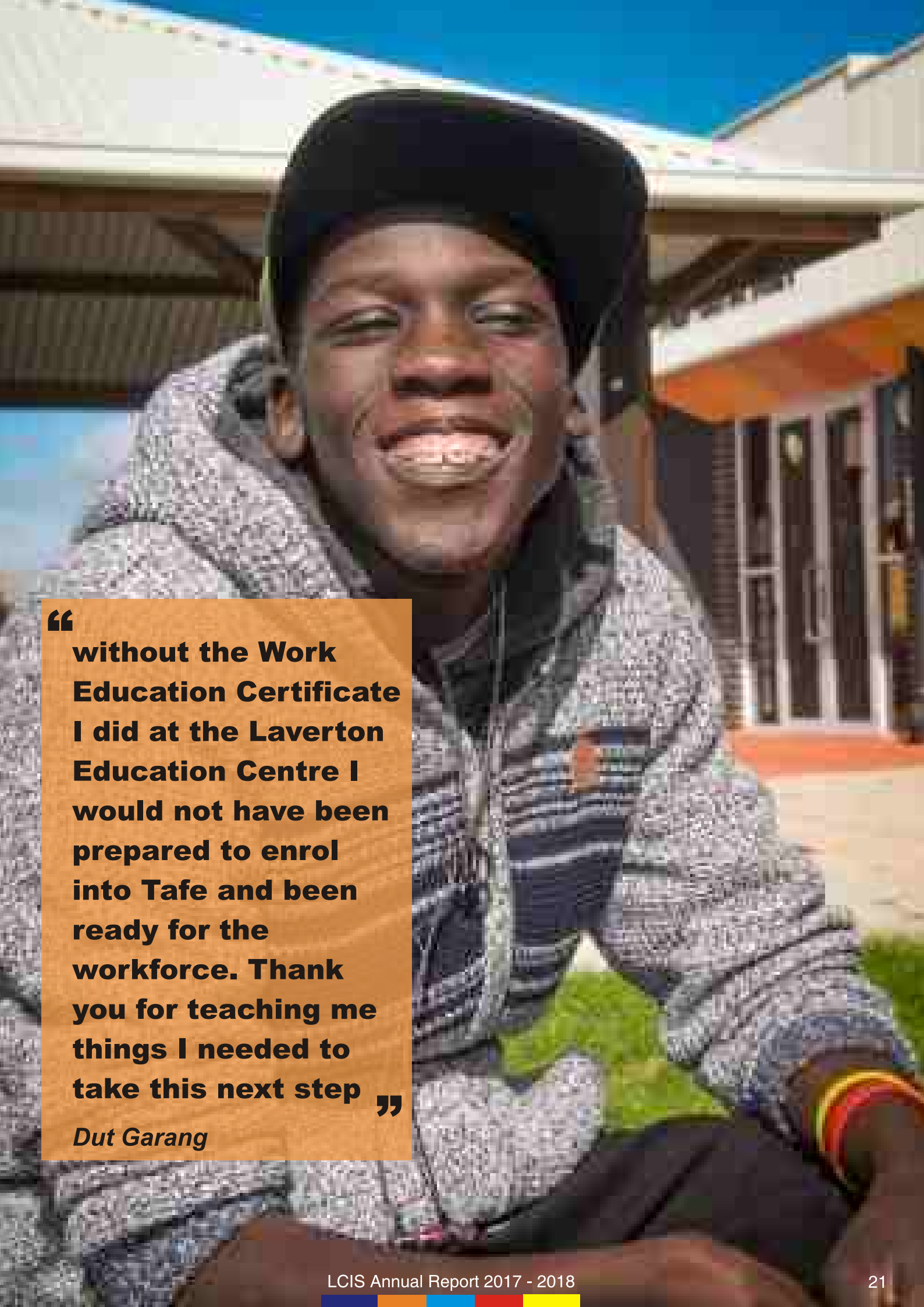
The Education centre delivers short courses in First Aid, Safe Food Handling, Responsible Service of Alcohol, Coffee-Making and Customer Service in Hospitality. In 2017-2018 there was substantial growth in enrolments in these courses as a result of a concerted and consistent marketing campaign and development of new delivery models. The programs are delivered at Laverton Community Hub and through fee-for-service arrangements with external community, education and government organisations, including Rosewall Neighbourhood House, Department of Justice and Regulation, Wyndham Youth Services, Laverton Youth Foundations and Manor Lakes Secondary College.

Taste of harmony



Taste of Harmony is an annual collaboration between the Metropolitan Fire Brigade (MFB) multicultural liaison team and staff and students of the English language program at Laverton Community Education Centre. The event aims to build harmony and understanding in a multicultural context through sharing of food from different cultures. Students from Laverton Community Education Centre plan the event, develop and document recipes, prepare the recipes and present them. This is part of an ongoing collaboration between the centre and the MFB aimed at promoting fire awareness and knowledge of emergency services amongst migrant communities.

This year in October Taste of harmony played host to a visiting delegation of local government representatives from Japan who have identified this event and the collaboration between LCEC and MFB as a model of community engagement with emergency services.



“without the Work Education Certificate I did at the Laverton Education Centre I would not have been prepared to enrol into Tafe and been ready for the workforce. Thank you for teaching me things I needed to take this next step ”

Dut Garang



Adult Learners Event Week

Adult Learners' Week (ALW) is an annual national event held in the first week of September to celebrate all formal and informal adult learning and raise awareness of adult learning opportunities. On September 7 the Education Centre hosted an ALW Morning Tea at the Laverton Community Hub. Current and past students gave presentations and talks about the positive impact that returning to study has had on their lives. The event was a great success, attracting a large gathering including many valued partners of LCEC.



Grants – CAIF10: Positioning Learn Locals as Competitive NDIS Providers in Western Melbourne

In April the Education Centre was successful in applying for a Capacity and Innovation Fund (CAIF) grant from the Adult Community and Further Education Board. The grant is supporting a research and development project to position LCEC as a competitive NDIS service provider in preparation for the NDIS rollout in the Western Melbourne region in October. NDIS is the lead organisation, managing the project and employing project staff, and has engaged Williamstown Community Education Centre, Wyndham Community & Education Centre and Yarraville Community Centre as partners.

For up to date information on our courses please access our website <http://lcis.org.au/courses> or call our friendly intake team on (03) 9369 2726. Like us on Facebook to see and share our photos, videos and information about our course, students and programs.

L2P LEARNER DRIVER MENTOR PROGRAM

L2P is a community-based program that recruits volunteers to provide supervised driving experience to learner drivers under 21 years of age who find it difficult to meet the mandated 120 hours of driving practice due to family, economic or other circumstances. The LCIS WynBay program is specific for youth in Wyndham and Hobsons Bay municipalities.

This project would not be possible without the support of;

TAC – provides the L2P Program funding
Bendigo Community Bank – generously funded the purchase of the L2P vehicles
KIA Motors – discounted the purchase price of the L2P vehicles
Werribee and Altona Nth Police Station – provide a safe space for each vehicle to be stationed at
Werribee Car Wash – keep our cars washed and looking their best free of charge
Vic Roads – Provide support and governance of the program
Wyndham and Hobsons Bay Council – assist with professional networks, referrals and marketing of WynBay L2P
Washington's Driving School – provides discounted professional lessons, training for instructors/mentors, professional advice on cars, training and general program support including staff becoming mentors

The WynBay L2P program officially launched June 2017 at the Wyndham City Council which was a great success. Since the program launch WynBay L2P has been;

- establishing networks and building the program development
- presenting to organisations / networks / schools in the area

- Distributing promotional material for Learners and Mentors
- Facilitating a training session at the Laverton Community Hub on behalf of all the L2P Western Region Cluster for mentors to be fully trained in sessions 2 and 3 of the Vic Roads Training

Over the last year the WynBay L2P program has worked with

- 26 fully trained mentors
- 39 learners and
- A waitlist of learners from both municipalities
- Continued to recruit mentors

The next year will see a consolidation of efforts ensuring we continue to have learners out on the roads logging hours towards completion and an ongoing push to recruit and train mentors.

For all enquiries about the WynBay L2P program or to register your interest as a mentor please go to www.lcis.org.au and follow the L2P link.

You can call directly on 0487 612 756 or (03) 8368 0177 or email an enquiry to l2p@lcis.org.au

Melissa

"Thank you so much for your generous support with having my 3 children in the L2P Program! I couldn't have done it without you. I am a single parent and couldn't afford lessons for my triplets at the age of 17 years old and in need of getting their license."



Fun

Plants



Laverton Community Children's Centre (LCCC) provides access to quality child focused programs. The program compliments all services provided by Laverton Community Integrated Services, national and Victorian frameworks and current research on children's learning and development.

The year provided great success for many individual children and families, with continued and further community connections and external professionals.



Laverton Community Children's Centre continues to retain educators and team members, who are the core of providing quality programs for children and families. The educators all have extensive knowledge base and both varied and complimenting skills. These include a connection and clear understanding of varying cultures and languages other than English spoken. There are currently 13 languages spoken by educators throughout the services.

The diversity in languages and extensive understanding of varied cultures not only depicts the local community, but engages and supports mutual understanding and respect for culture, language and values.

continue to explore and extend our methods of communication with families and the wider community. Some key goals include utilising social media to share information and promote the service and the programs offered. In addition we plan to explore options on how we share children's progress and development, along with program intent and children's experiences. The value of uploading data in a shared closed group or with an individual is it can be shared with their family, translate information and it is shared promptly, promoting further conversations amongst families and educators, embedding a true collaborative approach. This would provide families with a visual and written account of activities.

Art

Play

music

English



KINDERGARTEN

Kindergarten has continued to be especially popular within the community, and the children. The educator teams and children have had robust discussions about appropriate risk taking and safety. These conversations have prompted carefully planned experiences such as having an open fire in the kindergarten yard.

The kindergarten team continues to work closely with local schools and support children's transition to school. This transition included visits to prep class rooms, and sharing classes with the 2018 prep class. Transitions have also been a strong focus of the teams planning too. The transition reports are now developed and shared electronically, via the Department of Education and Training. This enables the team to upload the information shared efficiently and confidentially.

ALTERNATIVE / OCCASIONAL CARE

Alternative has continued to provide education and care to families in a shorter day, mixed age environment. The families and children have benefited from small group sizing enabling educators to provide specialized support to varied children's needs, whilst working with external professionals and families to provide the best possible outcomes.

Joel has enjoyed his time to the fullest here & has started doing many new things since he has begun. We are simply amazed to see our son growing & learning so many new things. All the credit goes out to the awesome educators who are full of love and kindness. "Thanks heaps to everyone in the centre for your contribution in making this place so beautiful"

(Joel's mum)

LONG DAYCARE

The long daycare environment continues to provide extended hours learning and care for children in five rooms across the service. The long day care environment continues to be a busy hub of enquiry and investigation for children and educators. There continues to be a strong focus on play based learning that has been emphasized through children's interest in environment and this has been implemented by growing plants and vegetables and digging and exploring in the outdoors.

Long day care educators have explored their own learning and professional development, by attending a variety of professional training and networking, along with guidance from the educational leader, Mimma who works with each room to explore their program, strengths, weaknesses and challenge their professional thinking to provide progressive educational programs.

OTHER SERVICES

Laverton Community Children's Centre continues to strengthen relationships within the organization, including the Laverton Community Education Centre accessing a room within the service two days a week. The trainer and students are sharing spaces, and we have shared goals of students viewing practice within each of the rooms, educators delivering information about program delivery and the Children's Centre continues to prioritize Laverton Community Education Centre students for placements. There will also be a shared goal of providing shared training and seminars to both educators and students to further opportunities. Laverton Community Children's Centre also continues to play host to; Allied health providers, Psychologist, Autistic playgroup, Hobsons Bay Toy library program and visiting Child and Maternal Health nurses.





COMMUNITY EVENTS

Laverton Community Children's Centre prides itself on being an active part of the local community. The educators and families participated in Laverton Festival by providing a play area for children with sand, in a tent area, and a number toys/ equipment. There was also an opportunity to present information about the programs and the services provided. The service had a Laverton Community Children's Centre Art Show children's art was proudly displayed throughout the centre with music and opportunities to network with families, educators and children.

CONTINUOUS IMPROVEMENT

The National Quality Standards guide practice and program delivery and are used as the base to assess the service. The service is scheduled for an Assessment and Rating visit, the process includes self-assessment, strategies to collaborate with families and the community, along with a visit from Authorised Officer. The department of Education and Training will provide a report to support continuous improvement.



GRANTS/TENDERS

Grants and tenders have continued to be sought to minimize expenses to families, whilst enabling purchases and experiences. The service continues to seek grants via Hobsons Bay Council, small business and larger companies to provide additional programs to support children's learning, education and care. Laverton Community Children's Centre successfully received grants, from Hobsons Bay Council and the Department of Education and Training.

Special Thanks

This year The Laverton Children's Centre said a farewell to original Centre Manager Kate Kirner. Kate was with the organisation for 11 years and in this time was an active advocate for quality childcare and highly qualified staff. The Children's Centre grew to be the vibrant community asset that it is today under her expert leadership. Kate will be missed by the staff, children and families.

As with all endings come new beginnings and we are thrilled to welcome Donna Goetz on board who brings years of experience, passion for quality childcare and standards and has quickly settled into the Coordinator role. We look forward to growth under her leadership. For all enquiries regarding Laverton Children's Centre or to organise a no obligation tour please email LCCAdmin@lcis.org.au or call on (03) 9360 0964.



My son Noah came to this centre when he was seven months old. We never had to look for another place to put him in care & this was one of the first places we looked at. He is 21 months now & loves coming here. He jumps out of my hand as soon as he sees Jess. All the staff are warm & welcoming & it feels like a second home. (Noah's mum)



“Thanks heaps to everyone in the centre for your contribution in making this place so beautiful”

Joel's mum

LAVERTON COMMUNITY INTEGRATED SERVICES INC.

Consolidated Statement of Comprehensive Income for the year ended 30 June 2018

	Note	2018 \$	2017 \$
Income			
Childcare Fees		1,488,594	1,537,646
Grants		1,874,364	1,990,764
Course Fees		14,345	6,025
Tuition Fees		29,760	32,648
Fee Concessions		9,012	8,574
Dividends Received		4,918	2,258
Donations		84,972	35,943
Fundraising Income		1,380	404
Projects		2,673	6,048
Sponsorship Income		-	30,182
Student Fees		4,200	3,986
Venue Hire		3,205	2,500
Interest Income		6,945	7,842
Other/Miscellaneous Income		64,866	54,960
Total Income		3,589,234	3,719,780
Expenditure			
Accounting & Audit Fees		20,053	22,913
Administration		70,129	70,352
Advertising & Promotion		21,289	9,820
Amortisation		27,378	27,378
Bank Charges		3,510	5,049
Café/Centre Supplies		29,966	29,410
Cleaning		69,245	69,329
Depreciation		32,857	15,576
Equipment		17,091	18,421
ER Expenses		22,391	14,372
Food		84,479	75,769
Hire of Labour		16,955	16,759
Insurance		5,287	5,275
IT Maintenance		12,869	20,025
Kitchen Supplies		45,214	43,974
Other/Miscellaneous expenses		87,643	72,776
Office Supplies		14,684	31,707
Professional Development		297	7,942
Project Costs		50,896	38,122
Registrations		16,016	8,381
Rent		-	15,850
Repairs & Maintenance		20,270	17,489
Resources		11,963	41,015
Student Support		182,329	190,878
Superannuation		214,227	183,373
Travel		798	3,188
Tutor Fees		162,508	329,026
Utilities		20,158	17,979
Venue Hire		43,570	20,916
Wages, Salaries & Employment		2,379,091	2,041,136
Total Expenditure		3,683,163	3,464,200
Net Surplus/ (Deficit) attributable to the Association		(93,929)	255,580

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 2018**

	Note	2018 \$	2017 \$
ASSETS			
Current Assets			
Cash & Cash equivalents	2	741,021	861,789
Receivables	3	212,842	149,012
Total Current Assets		<u>953,863</u>	<u>1,010,801</u>
Non Current Assets			
Investments	4	22,471	22,471
Property, Plant & Equipment	5	894,313	560,918
Total Non Current Assets		<u>916,784</u>	<u>583,389</u>
Total Assets		<u>1,870,647</u>	<u>1,594,190</u>
LIABILITIES			
Current Liabilities			
Payables	6	204,020	135,941
Sundry Creditors	6	6,000	19,300
Provision for Employee Entitlements	7	122,946	109,652
Total Current Liabilities		<u>332,966</u>	<u>264,893</u>
Non Current Liabilities			
Provision for Employee Entitlements	7	146,273	137,195
Loan - Hobson's Bay Council	8	269,473	301,300
Loan - Motor Vehicle	8	12,827	-
Loan - Other	8	18,900	21,000
Total Non Current Liabilities		<u>447,473</u>	<u>459,495</u>
Total Liabilities		<u>780,439</u>	<u>724,388</u>
Net Assets		<u>1,090,208</u>	<u>869,802</u>
EQUITY			
Asset Revaluation Reserve	6	580,000	265,665
Accumulated Funds		510,208	604,137
		<u>1,090,208</u>	<u>869,802</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 2018**

	Accumulated Fund \$	Asset Revaluation Reserve \$	Total Equity \$
Balance as at 1 July 2016	348,557	265,665	614,222
Surplus/ (Deficit) attributable to the Association	<u>255,580</u>	<u>-</u>	<u>255,580</u>
Balance as at 30 June 2017	604,137	265,665	869,802
Surplus/ (Deficit) attributable to the Association	(93,929)	-	(93,929)
Increase in asset revaluation reserve		314,335	314,335
Balance as at 30 June 2018	<u><u>510,208</u></u>	<u><u>580,000</u></u>	<u><u>1,090,208</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.

MEMBERSHIP

Firstly it is critical that the general public is aware of the dedicated support LCIS receives from our members. This is done via a financial contribution to the organisation and allows us to do some of the 'extra' work we do.

There are four categories of membership offered by LCIS

- **Full Membership** – Any person, who applies, is approved by the Board and pays annual subscription.
- **Life Members** – any member nominated by the board who has provided 10 or more year's consecutive service.
- **Patron** – an individual who is granted full membership via payment of The 500 Club
- **Associate Member** – an organisation who is granted full membership via payment of the 500 club.

Life Members

- | | | |
|------------------|---------------------|---------------------|
| • Bettie Bruce | • Anne Robinson | • Peter Undy |
| • Colin Hammond | • Michael Pernar | • GuiseppeInserra |
| • Liela Ibbotson | • Mary Hall | • Robyne Duggan |
| • Alan King | • Alex Jelicko | • Brendan Singleton |
| • Roma Mason | • Wynette McCaskill | • Kate Kirner |
| • Sheila McGuire | • Michael Prager | • Wen Jiang |



500 Club Members

- Dorothy Howell
- Edward and Necia Morton
- Martin Inserra
- Bill and Claire Lidgett
- Ken James and Associates
- Laverton/Altona Meadows Uniting Church
- St Clements Laverton Anglican church

Secondly its important that we take the opportunity to inform our members about the day-to-day work that happens at LCIS. Our Facebook page is kept current and often has useful links, content, pictures, local news and our website www.lcis.org.au has detailed content describing all of our services and programs. We are also proud to report on the following;

- Our board generously donates at least 20 hours per month on overseeing the governance of LCIS
- 1541 hours per week are worked by paid staff across the entire organisation
- We currently have 42 volunteers who work 199 hours per week
- On average 1347 people accessed the services of LCIS each week.
- In addition we also provided 477 hours each of outreach programs (i.e. programs or services delivered at non-LCIS sites)

This is just some of the great work that our members support and could not be achieved without their generosity.

A GREAT BIG THANK YOU TO EACH AND EVERY ONE OF YOU

