



# Laverton Community Integrated Services Annual Report

# 2019



# Membership

There are four categories of membership offered by LCIS that provide personal satisfaction allowing individuals and organisations to 'give back' to our community through volunteering and assist the organisation financially.

- **Full Membership** – A person who applies approved by the Board and pays an annual subscription
- **Life Members** – A member nominated by the Board who has provided 10 or more years consecutive service
- **Patron** – An individual or organisation who is granted full membership through the '500 Club'
- **Associate Member** – An individual or organisation who is granted full membership through the '500 Club'

## '500 Club' Members

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

## Life Members

- Bettie Bruce
- Colin Hammond
- Liela Ibbotson
- Alan King
- Roma Mason
- Sheila McGuire
- Anne Robinson
- Michael Pernar
- Mary Hall
- Alex Jelicko
- Wynette McCaskill
- Michael Prager
- Peter Undy
- Guiseppe "Joe" Inserra
- Robyne Duggan
- Brendan Singleton
- Kate Kirner
- Wen Jiang
- Bill Lidgett

We take the opportunity to keep the community and our members informed 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](http://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 25 hours per month on the governance of LCIS
- 2412 hours per week are worked by paid staff across the organisation
- 71 volunteers contribute 203 hours per week
- On average, 1402 people access services across LCIS each week
- We provide an average of 1385 hours of programs each week throughout the organisation

This is just some of the great work that our community, volunteers and members support; there is much we could not achieve without their generosity. A great big **THANK YOU** to each and every one of you and a challenge to those in the community who have thought about becoming an active participant but haven't committed yet – Why Not?

- Become a Volunteer; it's rewarding and fun
- Participate with your voice as a voting Member; make change and have a positive impact
- Be an active participant in an Informed and Empowered Community!

Just ask us how or jump onto Facebook and the LCIS web page

# From the Chair



The year has passed too quickly again, and change has been its message. Personally, I have welcomed my third grandchild – our first little girl and moved to a new home after 26 years!

The freshness of a new outlook and a new suburb can never be underestimated. The joy new life brings is welcome and invigorating, full of hope for the future.

So too is the work we undertake as part of the LCIS Board. There are hard times and good times; difficult decisions to make and celebrations to enjoy with people who are committed to the community we live, work and raise our families in.

This past 12 months has seen several new faces join the organisation and bring with them new ideas, new methods and most of all, new energy. Amongst the staff we have welcomed Donna Goetz to Child Care/Education; seen Bill Daly increase the capacity and standards across all program areas in our Adult Learning Facility; watched Mary Francis mature in her role as Operations Manager to the point we didn't notice CEO Michael Pernar take holidays and; expansion of our Youth and Community Programs with increased funding for our L2P driving program and secure ER funding until 2020.

All this comes at a cost and we will post a deficit this year and tighten the budgets for program areas to ensure we are financially responsible for the coming 12 months. In addition, the Board and senior staff have been engaged in three months of strategic planning during the first half of 2019 including a review of our mission, vision, values and future goals. The basis of the work undertaken was then reviewed by stakeholders in the organisation and the final product presented to volunteers, members, staff, contractors – anyone we could think of to get an opinion from. We are proud of the strategic goals set for the organisation for the next three years. The “road show” will be in full swing during the coming year to review our purpose and values again and thank you all for your generous feedback and support.

We welcome your continuing encouragement and engagement for the work that we willingly do for the community – your community – our **empowered** community.

Warm regards

Raelene Passarini **Chairperson, LCIS Board**

# From the CEO

I can only summarise the last 12 months as being phenomenal in relation to the organisations achievements. There were many challenges with procedural audits and existing contracts due for renewal. I am proud to say that all audits were met successfully and contracts renewed so that we may continue to service this great community.

From the onset, I would like to acknowledge the Board for the provision of great governance, our managers, Mary Francis, Bill Daly and Donna Goetz for providing great leadership, the diligence of our employed staff and the tireless effort of our great volunteers in their numerous and varied roles within the organisation.

The last year has witnessed an increase in usage across all services provided by the Community Centre, Education Centre and the Children's Centre, due in part to the new innovative programs and courses that have been implemented as a direct consequence of the "needs" identified through consultation and feedback.

The Board are finalising the next three (3) year Strategic Plan with defined values and outcomes to benefit the organisation moving forward. Extensive consultation with all stakeholders was undertaken in the development of the plan and staff look forward to the implementation.

The organisation's profile and branding has risen considerably within the sector in the past year due to the high standard of programs delivered. LCIS has been interviewed in relation to "exemplar" governance and our L2P program is recognised in the same stead. Our Vocational Education and Training is of the highest quality and our Children's Centre is deemed to "exceed" standards. High standards are a common and reoccurring theme throughout the organisation. We should all be proud!

We look forward to the challenges the next year will bring as we relentlessly work towards the implementation and further development of new programs like the Drink Driver Behaviour Change Program, the recently introduced Three (3) Year Old Kindergarten and the Stepping Forward to Independence Program offered by the Education Centre, just to name a few!

In closing, I would like to acknowledge all of our partners from the various federal and state government funding bodies, Hobsons Bay City Council, Wyndham Council, Community Information and Support Victoria, the local community bank branches of Bendigo Bank and all our colleagues in the various sectors that we operate in.

**"We empower people"**

Michael Pernar **CEO**



# Your Board Executive

## Ian Spencer

I was born in Darwin around the middle of last century, attended primary school in Perth, secondary school and university in Sydney, then married and moved to Victoria. We've lived and worked in Geelong, Melbourne, Warrnambool and Bendigo. We have 3 children and 5 grandchildren. I've been involved in Scouting since I was 9 in every place I've lived.

I have been on the Board of two other "Not for Profit" (or For Purpose) organisations in the past; Great South Coast Group and Bendigo Regional YMCA. The things these organisations had in common with LCIS were a purpose of improving the economic and educational position, and overall well-being, of their local community and the individuals living within the community.

LCIS is a more down-to-earth organisation than the other two, focusing on the "nitty gritty" of helping individuals make the best of their lives and situations. I like that, and it is why I have been a Board member and volunteer for several years. The most satisfying aspect of my time with LCIS has been as an (occasional) Emergency Relief volunteer worker.

I love the fact LCIS is giving young people a boost through the L2P program and the Youth Foundation. I also like that the Education Centre is giving so many people another shot at "grassroots" education and training in a very cost-effective way. Most of all, I love that LCIS supports people who really need a hand, through Emergency Relief and Crisis Support. I just wish LCIS had lots more funding, so even more goods, resources and support could be provided to satisfy local community needs.

Through my study and work, I have developed skills and expertise in risk management, project management, business processes, business systems, teamwork and mentoring. I would be delighted to have further opportunities to apply these skills in my volunteering roles.

All the best,

**Ian Spencer** Secretary, LCIS Board



## Ben John

I am a member of the Laverton Community having lived in the area most of my life. I have been a member of the LCIS board for 3 terms. With a degree from RMIT in Economics and Finance, it is a good fit for me to oversee the finances of the organisation as the Treasurer. Each month I review the financial data and report on the business performance of each area of the organisation to the Board. In my full time employment, I specialise in E-Commerce and Web Marketing and have provided information and key solutions for LCIS in updating their IT systems for marketing, web presence and increasing income streams.

I am looking forward to another exciting year as we launch our new 3 year strategic plan and serving on the LCIS Board in the coming term.

**LCIS = Empowering people**

Best Regards,

**Ben John** Treasurer, LCIS Board

# Board Members

## Louise Matthey

I have been a member of the Laverton Community Integrated Services Inc (LCIS) Board since being invited to join in 2012. I moved to Australia from the UK with my family in 2007. Choosing to settle in the Point Cook area, my family and I have now been in the region for twelve years. My children completed their education at Carranballac P-9 College and then Point Cook Senior Secondary College.

My passion is children and I always aspired to become involved with early childhood education. I was able to achieve that goal by undertaking a diploma in early childhood education, through Laverton Community Education Centre (LCEC), and now work part time in a local kindergarten. I consider this a great personal achievement.

It was my interest in kindergarten teaching that resulted in my invitation to join the LCIS Board. During my time on the Board I have been the Laverton Community Children Centre (LCCC) liaison and Board Secretary. It has been a great privilege to be a member of LCIS, and its hardworking staff who are dedicated to making life better for the local community.

Kind Regards,

Louise Matthey **Ordinary Member**

## Robynne Duggan

My life is busy working full time, helping out my children, spending time with my grandchildren and caring daily for my mum who recently turned 102 years of age.

As a longtime resident of Laverton, I make the time to be a part of the community and for many years now have been an active member of LCIS and the LCIS Board. I took a couple of years off and returned to the Board in 2017 as a Board member. The work undertaken by the organisation benefits the community in so many ways and reaches so many people - it is worth the time and effort. The volunteers we have are amazing and so many programs and services could not be delivered without them. In the future I will need to consider if I can deliver on my commitment to the Board with more grandchildren arriving and the care for my mum never lessening. Family is very important to me - they are my number one priority next to the community I live and breathe.

It is both my privilege and pleasure to be a part of LCIS and Laverton community and I am proud of all that we achieve together.

Cheers,

Robynne Duggan **Ordinary Member**

## Rev Chris Lancaster

I am a new member of the LCIS Board having joined in 2019. I am an active member of the community and lead the local Anglican Parish of Altona/Laverton as the Vicar of St Eanswythe's Church in Altona Meadows. The retirement of Bill Lidgett in 2018 opened up a Board vacancy for me to accept.

I am looking forward to learning and serving on the LCIS Board in the coming term.

All the best,

Rev Chris Lancaster **Ordinary Member**

# Board Performance

Board Member	Meeting Attendance	Volunteer Hours
Raelene Passarini - Chair	10/11	43 hours
Bill Lidgitt - Vice Chair Retired 10/2018	4/4	40 hours
Mary Cigognini - Vice Chair	5/11 Resigned May 2019	20 hours
Ben John - Treasurer	8/11 Treasurer from January 2019	22 hours
Ken James - Treasurer	0/4 Until October 2018 - Associate Member	16 hours
Ian Spencer - Secretary	8/11	26 hours
Louise Matthey - Ordinary Member	10/11	36.5 hours
Robyne Duggan - Ordinary Member	10/11	33 hours
Rev Chris Lancaster - Ordinary Member	6/6 Joined October 2018	28 hours

## Board Membership

Our Board consists of the following:

A Chairperson, Vice Chair, Secretary and Treasurer known as the Executive. The remaining 5 positions that constitute the 9 positions of the Board are known as Ordinary Members.

To become a Board Member, you must also be a Member of LCIS, submit a CV for consideration, have a clear Police and Working With Childrens Check, be able to commit to monthly Board Meetings and a minimum of an additional 20 hours of volunteer time during each year.

New Board Members undergo induction to the Organisation, attend external education on Board Governance and have a "skill set" that complements the needs of the Organisation, (skills, knowledge and experience in areas that are valuable) for example legal, health, child care, quality, education, work safety, marketing, finances.

In addition, we encourage Associate Board Members; people who cannot commit to being a full time Board Member; who have specific knowledge and skills needed for a project or; younger members gaining experience before joining the Board membership in the future. Their commitment is to be available for secondment to the Board for specific projects or to attend meetings to understand and experience Board process.

If you have a desire to serve your Community in this way, please speak to a Board member or our CEO Michael Pernar. Elections are held annually and are for a term of one year.

## Sub Committees

During 2018 - 2019, sub committees met second monthly to work on completing specific Strategic Goals from the 2015 - 2018 Strategic Plan and to commence Strategic Planning for 2019 - 2021.

Sub Committee meetings were replaced by strategic planning sessions in March and April 2019 and suspended in May 2019 due to reduced Board membership.

# Strategic Goals 2019 - 2022



## 1. LCCC is valued and continues to demonstrate best practice

- Strategic use of technology to deliver value for money
- Significant financial health is achieved through robust budgets that are set and delivered; expenses represent optimum return on investment and; strategic use of existing resources
- Continuous improvement practices are embedded into everyday operations

## 2. LCIS offers an increased breadth of services to meet community needs

- Programs and Services offered are based on analysis of community needs, alignment to values and the availability of resources
- A higher rate of success in securing grants and tenders through well-articulated, evidence based applications; contribution to the applications by each business unit
- Strong ongoing relationship with funding bodies based on mutually beneficial exchange of information and resources and enhancement of techniques to meet compliance
- Ongoing commitment to communicate with all stakeholders on as many issues as possible for true community input

## 3. LCIS suite of services and programs is well understood, utilised and delivers tangible benefits to our community

- Strong online marketing strategy that delivers the right message, through the right channel to the right audience
- Expand our public profile through participation in events, conferences, awards and opportunities as they present
- Identify and resolve barriers that exist within our community to access LCIS services

## 4. LCIS is a welcoming space fit for purpose

- The physical space we occupy is safe, maintained and well resourced
- The presentation of our spaces reflects the diversity in the community
- Appropriate financial resources are secured and allocated for maintenance and improvements
- LCEC considers how it presents its physical space to the community

## 5. LCIS is an exemplary place to work for its staff and volunteers

- All policies, procedures, processes and guidelines support organisational values, celebrate success, learn from all feedback and are embedded in daily practice
- Clearly defined performance review processes define why and how each person contributes to organisational success and include goal setting for the year ahead and Position Description reviews
- Purpose and Values are championed in all we do by all our people



# From Operations 2018-2019

What a wonderful year! It has seen the entire team at LCIS (*our paid staff average 2412 hours each week*) work hard to consolidate our existing programs, create partnerships and develop exciting new offerings. Some of the new programs undertaken this year include;

- No interest Loan Scheme - NILS
- 3 Year old kindergarten
- Stepping forward to independence
- WynBay Local Drug Action Team

This year has also seen us undertake intensive reflection across the organisation and work with a range of stakeholders, consultants and team members to review our underpinning principals and has also seen the creation of a new three year plan for LCIS with goals that reflect our direction for the future.

As always we work in collaboration with Hobsons Bay City Council to; deliver programs on their behalf such as Crisis Intervention Services; to share and collaborate on community development and; to promote community engagement. Some of the events and partnerships we supported council in were; RUOk Day, International Women's Day, NAIDOC Week Flag raising ceremony, Interagency Network, Laverton Festival and the Hobsons Bay Crisis and Emergency Relief Committee.

LCIS is also proud of its role in advocating for our community.

This year we participated in;

- Raise the Rate – increase for Newstart funding
- Neighbourhood Houses – We deliver will you?
- No to pokies
- Everybody's home – affordable housing
- Royal Commission into Mental Health
- State School Relief program

I continue into my second year serving Network West as Secretary. Network West plays a vital role in supporting the Neighbourhood Houses within the Western Region, funded by the Department of Health and Human Services under the Neighbourhood House Coordination Program. This role is both rewarding and educational and provides me opportunity to visit many of the wonderful Houses across the West.

Currently we have a record number of Volunteers across the organisation who are providing more than 203 hours each week of dedicated, professional service; that's more than 10,000 hours over the year.

LCIS moves into such an exciting time with our new three year plan and truly wonderful people, it's a privilege to part of it.

**Mary Francis** Operations Manager



# Volunteering

Our volunteer support is a critical component that has a significant effect on the success of the many programs and projects we run. LCIS has a team of 82 volunteers (at 30th June 2019) who volunteer within the organisation. We offer volunteers a wide range of opportunities to support and give back to the community. This includes the Community Café, Emergency Relief, NILS program, Fundraisers, Community Events, Children's Centre, Learner Driver Mentors, administration and so much more. As a result of the efforts of our volunteers, LCIS stands as a resilient and strongly connected community organisation.

Personally, I am privileged to work with such a great team of volunteers. I have seen how volunteering has had a profound effect on their wellbeing and personal satisfaction. Their willingness and commitment is second to none.

Our volunteer program is structured to ensure best practice recruitment processes from induction to maximising volunteer's potential with training and ongoing support as required. Our involvement with Volunteer Victoria and other organisations enables us to stay well informed and access the most updated information in the volunteering sector. Due to the robustness of our program, many of our volunteers have been successful in securing paid positions, including several at LCIS.

Recognition and acknowledgement for all of our volunteer's efforts are celebrated with an appreciation night during National Volunteer Week and an end of year function. This year during Volunteer Week we held two events. The first was a beautiful thank you dinner which was well attended. The second was a walking tour which was joined by Mayor, Cr Jonathan Marsden. This was an opportunity for all volunteers and special guests to see different parts of the organisation, meet each other and have a delicious morning tea provided by the children at the Laverton Children's Centre – they were exceptional hosts!



What do some of our volunteers have to say about their volunteering experience with us:

*'I began volunteering at LCCC earlier this year, and enjoyed working with the children immensely! Later, I was then offered an opportunity to be employed as an educator! Volunteering helped me not only boost my confidence as an educator, but enabled me to be part of a beautiful learning community!'* **Natalie.**

*'Early in 2018 I heard about LCIS needing volunteers and decided to offer my services. I hadn't worked for over 20 years so was a bit apprehensive about doing any work again, even in a voluntary basis. LCIS welcomed me with open arms. There are many opportunities open to volunteer's at LCIS but as my previous career had been in office work, I decided to start there. The volunteer co-ordinator taught me all I needed to know about running the Reception desk for the Emergency Relief program but I wanted to learn more. I am now also assisting clients in ER. Volunteering at LCIS leaves me with a feeling of great satisfaction at the end of each day, just knowing I have helped someone in the community. I really enjoy working here and always look forward to my next shift.'*

**Sue Perrin.**

If volunteering sounds like something you would like to participate in log on to our website and follow the volunteering tab. Follow us on Facebook for up to date information on Volunteer information sessions.

**Sophie Kocer** Volunteer Coordinator

# Program Focus - Emergency Relief

This year the LCIS Emergency Relief (ER) program was delivered in partnership with Community Information & Support Victoria (CISVic) and Department of Social Services (DSS) up to 31st December 2018. As of the 1st January 2019 we deliver ER as part of the CIS Vic Consortia. This means we are now part of a state-wide partnership with 47 other community based agencies that are passionate about supporting, advocating and working with their community. As always, our focus remains on the immediate community we reside in and the wider municipality of Hobsons Bay and the entire western region.

This year we saw more than 1080 clients for ER with the total number of presentations to our services totalling 1750. 76.6% of the clients who accessed our services reported that the primary reason was due to food insecurity. We are able to address this by providing financial assistance and fresh food giving immediate relief. The second most significant reason for ER presentation was utility shock. This occurs due to the increasing prices of power, gas and water. Clients are having to face decisions about paying rent, buying food or keeping power connected.

Our ER program is supported by Foodbank and OZ Harvest who work tirelessly to collect the surplus food from supermarkets, distribute it to agencies across the country that then supports their local communities.

We once again prepared and delivered 50 Christmas hampers for particularly vulnerable families. These hampers are designed to assist those families who, without this support, will not be able to cope with closure of ER and support agencies over the Christmas period – we stay open and continue to support our community. These hampers are made possible by;

- The Metropolitan Fire Brigade (MFB) who delivered the hampers from the back of their firetrucks;
- Bertocchi who once again provided hams;
- Ken James and Associates who provide sanitary and hygiene products;
- Various local Scouts, church, kindergartens and community partners who provided pantry staples and
- Amazing volunteers who spent days packing and preparing.



As an extension of our ER program we run two Community Café's each week; Wednesdays at the Laverton Hub and Friday's from Altona Meadows Community Centre. The community Café is run entirely by volunteers and provides three course meals for people in the community who may not have access to hot meals or who are socially isolated and in need of some company. We have a partnership in place with One Voice Choir Altona and have held many lunches that include a live performance. Not only does the community café provide meals to vulnerable people they also fundraise for other worthwhile causes including; Heart Kids, Pancare, Fight Cancer Foundation and Prostate Cancer Foundation.

## FOOD INSECURITY

The primary reason 76.6% people present to us for Emergency Relief is food insecurity. This means there simply isn't enough money to feed some families.

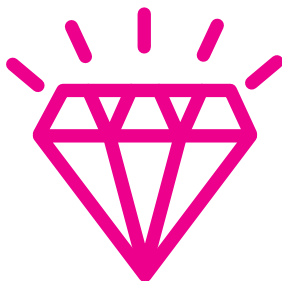


## UTILITY SHOCK

Because of the ever increasing costs of gas, power and water people are having to choose to pay rent/ mortgage or keep the power on. Utility relief makes up 14.7% of Emergency Relief presentations.

## COMMUNITY CAFE

This year our entirely volunteer run cafe served more than 3800 people 3-course lunches, equating to 11,400 individual meals.



## VOLUNTEERS

More than 74 hours each week of volunteer time is given to ensure LCIS can support its community in the Emergency Relief program alone, at a value of \$2960 per week.





# Program Focus - Crisis Intervention

Our Crisis Intervention Service (CIS) is a free and confidential service funded by Hobsons Bay City Council for those who reside within our municipality. The CIS team works with people who require immediate assistance and aims to improve the health and wellbeing of individuals and their families.

Crisis workers listen intently to the main issues and then refer appropriately to the right organisations. Once this is done they follow up to ensure that the client is doing alright and that the other services have assisted them... during the year we facilitated more than 867 referrals.

This year has once again seen an increase in presentations of;

- **Family and Domestic Violence**
- **Mental health issues**
- **Alcohol and Drugs**
- **Homelessness**
- **Financial hardship**
- **Utility shock,**  
**(often coming to see the CIS worker once disconnection has already occurred)**

As a direct response to our team observing these trends they participated in a range of Professional Development; mental health first aid, depression, anxiety, bi-polar, suicidal tendencies, food disorders, PTSD and substance abuse and continue to actively participate in a range of Family and Domestic Violence networks.

## Testimonials:

*A client came in, his power disconnected, with a sick child. He did not know what to do as he had just come out of hospital after surgery. Client had called the utility company with no success. The CIS team member called the utility provider and had power immediately switched on, and assisted the client by securing a payment plan and the utility relief grant scheme. Client was so overwhelmed that he started crying.*

*A client with a child had come fleeing family violence. Her car was packed and she was driving to the country to a friend's house till she had found stable accommodation. Client was distressed and had not eaten for days. The CIS team member was able to provide immediate food relief and financial assistance. She worked with the client to map out the journey and make arrangements with other service providers along the way. Client, "This organisation is the best, I wouldn't know what I would've done without you, you are my angels in disguise."*



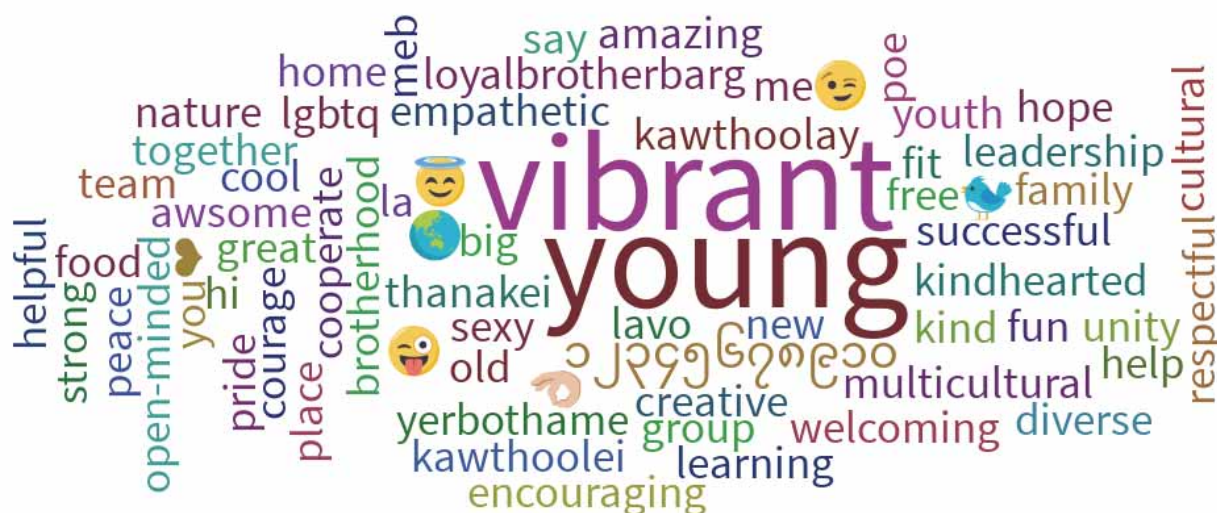
## Program Focus - Youth





This year the Youth Foundation kicked off with some change, Katie (our Youth Facilitator) set off on maternity leave to enjoy some time with her beautiful new daughter, we welcomed the vibrant Emily Hynes into the role for 12 months and she hit the ground running!

- \* **Cooking Program:** supporting young people to develop the skills and knowledge to create healthy meals on a budget further providing opportunity to undertake the Barista, Safe Food Handling and Responsible Service of Alcohol certificates.
- \* **Headspace Meet UP:** A 'drop in' style program for young people who are engaged with headspace. Most young people who attend the program have signs of Anxiety so it is important that the program allows young people to feel comfortable.
- \* **Laverton Drop in/Leadership Group:** In partnership with MiCare and Hobsons Bay UP the young people have choices to engage in skill building such as public speaking workshops in a structured 'drop in' style leadership group. The students will plan 1-2 programs a year to run for other young people during this time including school holiday programs and camps.
- \* **LDAT - Local Drug Action Team:** A new partnership for us, the Alcohol and Drug Foundation (ADF). The aim of the ADF is to take a primary preventative approach engaging young people in external activities to divert them from risk-taking behaviors around the use of Drugs or Alcohol. One of the activities we engaged in included a youth consultation. Some of the questions asked were around issues they felt were present in our community, what kinds of programs/supports they would like to see and how they describe the youth across Hobsons and Wyndham municipalities. (see below)





# Sponsors & Supporters

**This year, Laverton Community Integrated Services is proud to have partnered with:**

Adult Community and Further Education Board  
Alcohol and Drug Foundation  
Altona Meadows / Laverton (AML) Uniting Church's  
Altona Meadows Community Centre  
Altona Meadows Library  
AMES Werribee  
Annecto  
At Work Australia  
Australian Communities Foundation  
Australian Neighbourhood Houses and Centres Association  
Bayside Secondary College  
Bendigo Community Bank  
Bertocchi Smallgoods  
Bolton Clarke  
Brotherhood of St Laurence  
Bunnings  
Campbell Page  
Career Hero  
City West Water  
Club Italia Geelong  
Co-Health  
Come Drive with Me  
Community Information & Support Victoria  
CVGT Australia  
Department of Education and Training  
Department of Employment, Skills, Small and Family Business  
Department of Health And Human Services  
Department of Health Victoria  
Department of Home Affairs  
Department of Human Services  
Department of Justice  
Department of Premier and Cabinet  
Department of Social Services  
Department of Transport  
Djerriwarrh Community and Education Services  
Early Learning Association Australia  
Farnham St Neighbourhood Learning Centre  
Favour and Grace

Foodbank  
Gateways Community Services  
Good Shepherd  
Grill'd Point Cook  
Headspace  
Hobsons Bay City Council  
Hobsons Bay Community Enterprise Foundation  
Hobsons Bay Inter-Agency Network  
Hobsons Bay Refugee Network  
Hobsons Bay UP  
Hobsons Bay Youth Services  
Hobsons Bay Meals on Wheels  
Holy Trinity Anglican Church  
Hoodie Magazine  
Hobsons Bay Toy Library  
Inner Melbourne VET Cluster  
IPC Health  
Jesuit Community College  
Job Prospects Altona Meadows  
Kaniva LINK Neighbourhood House  
Ken James and Associates  
Kia  
Latitude  
Laverton Boxing Gym  
Laverton Community Hub  
Laverton P-12 College  
Laverton Parish  
Learning for Employment  
Lifeworks  
Local Drug Action Team (LDAT)  
Manor Lakes Community Centre  
Manor Lakes P-12 College  
Matchworks Werribee  
Maternal Child Health Nurse  
Max Employment Werribee  
McAuley Community Services for Women  
Melbnet  
Melbourne Zoo  
Metropolitan Fire and Emergency Services Board  
MiCare Settlement Service

# Sponsors & Supporters

Mosaic Lab  
Neighbourhood Houses Victoria  
Network West  
Newport Community Hub  
No To Violence  
One Voice Choir Altona Meadows  
Outlets Co-operative Newport  
Oz Harvest  
Pacific Werribee  
Playgroup Australia  
Point Cook Community Centre  
Point Cook Village  
RACV Foundation  
Rebel Sport Werribee  
Ringwood Community Centre  
Rosewall Neighbourhood Centre  
Salvation Army  
Scouts  
Seabrook Community Centre  
Seabrook Kindergarten  
Share the Dignity  
South Kingsville Community Centre  
St Eanswythe Anglican Church Altona  
St Martin de Porres Primary School  
St Vincent De Paul  
TAC  
Target Distribution Centre Truganina  
Toyota Motor Corporation Australia

Vic Roads  
Victoria Police  
Victoria University  
Volunteering Victoria  
Walker Close Community Centre  
Warringa Park School  
Washington's Driving School  
WERN  
Werribee Carwash  
Werribee Tigers Football Club  
Western Bulldogs  
Western Family Violence Network  
Western Integrated Family Violence Committee  
Westgate Community Road Safety Council  
Westjustice  
Williamstown Community and Education Centre  
Wood Street Arts Space  
Woolworths Limited DC  
WynBay LLEN  
Wyndham Central College  
Wyndham City Council  
Wyndham Community & Education Centre  
Wyndham Disability Support Network  
Wyndham Humanitarian Youth Network  
Wyndham Park Community Centre  
Wyndham Youth Network  
Wyndham Youth Services  
Yarraville Community Centre



It has been an incredible year for Laverton Community Children's Centre (LCCC). The defining moments have been both challenging and exciting.

The team has displayed amazing resilience and commitment to provide flexible delivery of programs and experiences for children. As a team we have challenged our thinking about what quality education looks like for children. Upon critical reflection we have explored theories, researched and have delivered programs that are influenced by the "Reggio Emilia Approach" and concepts such as loose parts play, and furthering children's emotional and physical wellbeing. Educators continue to create environments that genuinely support concepts such as children learning through play; uninterrupted meaningful play with both their peers and educators.

In 2019, after consultation with our team, our families, and external stakeholders we developed a new logo and philosophy of which we are very proud - Nurture-Learn-Grow.

Nurturing seems to be at the core of every early childhood educator at LCCC. Educators take great delight in developing strong relationships with children and their families. Our educators are able to create warm and meaningful connections that empower children to increase their empathy and respect for their peers.

Learning is celebrated with children and educators who embrace their role to ignite and challenge a child's curiosity. Having a stimulating environment plus good nutrition and health helps the brain develop and positively influence on child's physical, social, emotional, cognitive and language skills. Growth at LCCC is inevitable for children developmentally; however educators document and celebrate children's progress. Professional growth is also valued for educators and staff members. Personally my first full year in the role has been incredibly rewarding, in a community that is rich in culture and vibrancy. I genuinely look forward to the next chapter.

**Donna Goetz** Centre Manager





# Program Focus - LCCC



## Program Focus - LCCC

There were some staff changes throughout the year, with two new Early Childhood Trained kindergarten teachers coming on board permanently, along with opportunities for our internal casual educators taking on more permanent roles within the service. This was a great opportunity to participate in training called, “Fostering an effective team.” Individual team members also had varied opportunities to partake in training specific to their role.

2019 was our first year of three year old kindergarten. Three year old kindergarten proved exceptionally popular in fact far exceeding all expectations, and as a result an additional educator was employed to meet the needs of the group. Both four year old kindergarten groups provided a year full of learning and exploration with children taking regular outings within the community.

The children in long day care also had a busy year with children and educators accessing the hub for special events and joining in with community ‘Crafternoon’ with our Golden Age seniors. All long day care rooms had an increase in utilisation, in particular education and care for children under 3 years old has been in high demand.

In addition our Alternative Care program continues to provide support to families who are studying or requiring respite. 2019 was also the year we began to support families with kinder/school age program during school holidays. These children had many adventures heading off to Scienceworks, the movies and also having incursions such as an introduction to first aid for children.





# Program Focus - LCCC



The Children's Centre has embedded our relationships with all arms of the organisation. The Laverton Community Education Centre students who study early childhood are participating in classes on site, have tours through the service and many of the students complete their placement hours in our Children's Centre.

We have also accessed support such as food and baby seats for families, and have been grateful for volunteer participation.

2019 we really focused on the community and moulding programs to suit the families' needs, and embraced our place within a unique and purposeful organisation.

## Did you know?

- 90% of our brain is formed in the first 4 years; quality early childhood supports this information.
- LCCC had over 220 families this year that accessed education and care.
- The majority of our families are accessing programs at LCCC that are funded by either the state or federal government.
- LCCC works very closely with a number of external organisations such as Child Protection, IPC Health, Adult Migrant Education Program (AMEP) along with speech pathologists, OTs and other children's professionals.

## Early learning is the foundation for success!

- Children's brains are wired to learn quickly. It's in the first five years that the foundations for learning, health and behaviour are laid down for life.
- Intentional play-based activities and social interactions help young children develop the cognitive, social and emotional skills necessary for future success inschool, career and adult life.
- Early learning amplifies children's natural skills and abilities, helps them become confident learners, and enhances resilience. All of these factors contribute to improved lifelong outcomes. *(Excerpt from Early Childhood Australia website (2018))*

## Numerous studies have proven that high-quality early childhood education can deliver long-term benefits. For example:

- Children who attend a quality early childhood program in the year before school are up to 40 per cent ahead of their peers by the time they reach Year 3 in primary school *(Warren & Haisken-DeNew, 2013).*
- A research study from the UK found that children who attended quality early learning had higher grades in school. The longer they spent in early learning and the higher the quality, the better their grades were and the more likely they were to continue academic studies *(Waldren, 2017).*



2018-2019 has been a very good year for Laverton Community Education Centre (LCEC). It has been a period of refinement and consolidation of our quality and administrative system and processes and substantial growth in our student enrolments. Together with the staffing structure changes introduced in 2017-2018, LCEC is now unequivocally an education provider that is unified, skilled, student-centred and focused on growth with security. I'd like to thank all teaching and administrative staff for the efforts they have made over the 2018-19 financial year to bring about this very satisfactory outcome.

In 2018-19 we delivered a Capability and Innovation Funding (CAIF) Grant to position Learn Locals as competitive providers of education and training to people with a disability. This complemented the roll-out of the National Disability Insurance Scheme. A key outcome of the project was the establishment



of the Western Learning Network with Yarraville Community Centre, Wyndham Community and Education Centre and Williamstown Community and Education Centre. The aim of the network is to promote the disability-specific and all-ability programs at the four Learn Local providers within the Western Melbourne NDIS region. The network utilises web-based, social media and email communications

to raise awareness of Learn Local providers in the increasingly busy disability marketplace. The CAIF funding was generously provided by the Adult Community and Further Education Board.

We also received an Organisational Responsiveness Grant to assist us to manage any adverse impacts on our Skills First enrolments from the Victorian Government's Free TAFE Initiative. It is a reflection of the quality of our programs that we experienced no impacts on our enrolments from the Free TAFE Initiative. Indeed, we experienced substantial growth in Certificate III in Individual Support, and this course was on the Free TAFE Course list in 2019.

We very much appreciated the generous support provided through this grant by the Victorian Department of Education and Training. The grant built systems for improved tracking of our VET graduate outcomes, investigated new qualifications to expand our Skills First delivery and to review our partnerships. All this work positions us for further secure growth in 2019-2020.

Live to Learn

**Bill Daly** Education Centre Manager, LCEC



## LCEC delivers 5 basic program streams:

1. VET Accredited/Skills First courses
2. Adult Community and Further Education (ACFE) - Pre-accredited courses
3. Skills for Education and Employment (SEE)
4. Adult Migrant English Program (AMEP)
5. Short full fee paying courses in hospitality - Safe Food Handling and Responsible Service of Alcohol

Over 2018-2019, LCEC delivered the following Skills First funded accredited Vocational Education and Training (VET) programs:

- Diploma in Early Childhood Education and Care
- Certificate III in Early Childhood Education and Care
- Certificate III in Individual Support (Ageing/Home and Community)
- Certificate I in Work Education
- Certificate I in General Education for Adults (Introductory)

The largest number of commencements for the year was in Certificate III in Individual Support which prepares people to work in the aged care sector, one of the fastest growing sectors in Australia. Our early childhood education and care qualifications, another key employment growth sector, also attracted strong enrolments.

Our focus on early childhood education and aged care has ensured that our students, predominantly female and in transition points in their lives, have been able to secure employment in these growth sectors.

The Victorian Department of Education and Training conducts independent annual student satisfaction surveys of Skills First students across all providers. In 2018 our results were outstanding. LCEC students have a much higher level of satisfaction with our courses than the state average. Highlights included:

- Students who would recommend LCEC as a training provider are 18 points above the state average
- Students reporting a positive perception of teaching are 12.5 points above the state average
- Students reporting a positive perception of assessment processes are 10 points above the state average
- Students satisfied with generic skills and learning experiences are 29 points above the state average
- Students who achieved their main reason for training are 10 points above the state average
- Students who undertake VET Accredited courses; 58% are born in a country other than Australia



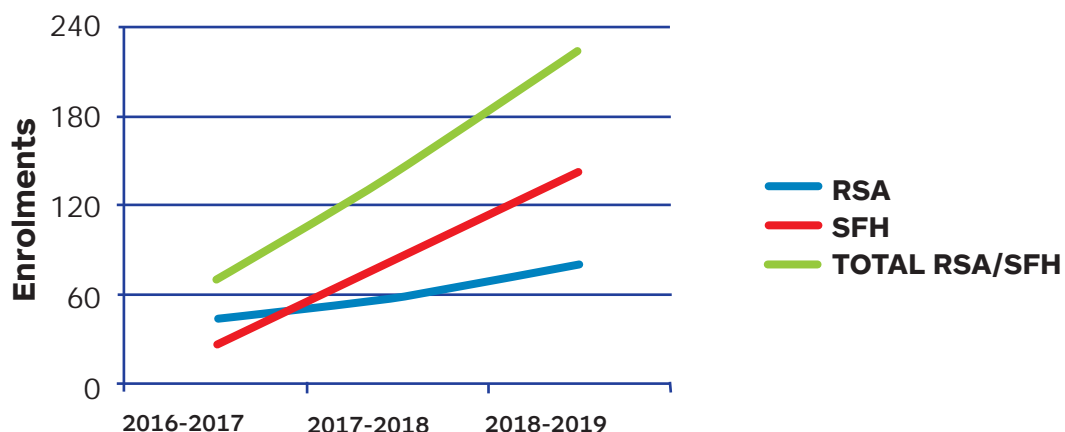
# Program Focus - LCEC

- Enrolments in our Pre-Accredited ACFE courses remained consistent with the highest course enrolments for Disability and English as an Additional Language.
- Student contact hours for ACFE in the past 3 years has **increased** from an average of 5,000 hours per annum in 2017 to just under 20,000 hours per annum in 2019.
- The Skills Consortium delivered over 650 hours of SEE Programs and has provided courses in all three areas to 84% female students from a vast array of countries including: Vietnam, China, Myanmar, Thailand and Eritrea just to name a few of the most popular countries students attending are from.
- AMEP offers Adult Migrant English Programs funded by the Australian Department of Home Affairs and delivered 510 course hours during 2018-19.
- AMEP participants are more recent arrivals to Australia and were predominantly from China and Myanmar; other countries of origin for participants included Ethiopia and Thailand.

As in previous years our students are predominantly female; women building a new career after migration to Australia, raising families or experiencing loss of employment due to structural changes in the labour market.

LCEC delivers two short courses that aim to give people a starting point to enter employment in the hospitality industry, another employment growth area. These courses are delivered monthly in the café space at the Laverton Community Hub as part of the Kick Start your Hospitality Career program. We also deliver these programs at other Learn Local providers, Neighbourhood Houses, community organisations and sporting clubs. In 2018-2019 we have expanded delivery into rural and regional Victoria. **Since 2016-17 we have increased enrolments in these programs by over 300%.**

## Safe Food Handling and RSA enrolments 2016-2019



# Program Focus - Youth



# Program Focus - Youth

The LCIS TAC L2P Program is funded by the Transport Accident Commission (TAC) and managed by the Department of Transport (DoT, formerly VicRoads), supported by the Victorian Government.

The program is unique in that it allows young people (aged 16 to 21 years) who are disadvantaged to learn to drive when they may otherwise not be able.

The primary objectives of the TAC L2P Program are:

- Improve road safety by facilitating participation in the GLS
- Increase equity of opportunity for all young Victorians to obtain a driver's licence

The secondary objectives of the TAC L2P Program are:

- Improved access to employment opportunities
- Enhanced mobility for the young person
- Opportunities to reduce social isolation

The Wynbay TAC L2P Program has existed since 2016. We have experienced rapid growth over the past 12 months as the amount of young people requiring support across the Hobsons Bay and Wyndham City municipalities continues to grow.



## HIGHLIGHTS FROM WYNBAY PROGRAM 2018-2019

- 28 learners successfully gained their Probationary Licence
- 78 learners participated in the program
- More than 2500 hours logged by learners
- More than 250 hours of professional lessons undertaken by professional instructors
- 46 Mentors (27 from Wyndham and 19 from Hobsons Bay)
- 63 learners on the waiting list

## Testimonials from learners

**Allisa:** "I would like to say a massive thank you to everyone who supported me to get my hours to become a safe road user. Thank you so much for the opportunity the Wynbay L2P Program has given me. A special thank you to Graham, my mentor for giving up many of his hours to help me learn to drive."

**Skye:** "Working with the L2P program was so helpful it changed the way I drove and helped me become more confident while not stressing about my driving. Barry my mentor guided me through and helped me practice my parking and driving over and over again till I got it right, which is something I will never forget."

**Rahama:** "The Wynbay L2P Program has been an absolutely amazing program which has enabled me to get my license. I would like to thank Alma who was my first ever mentor to give her time and teach me how to drive and also a big thank you to Naheed for allowing me to be in the program and finding me a mentor so I could get my 120hrs and get my license."



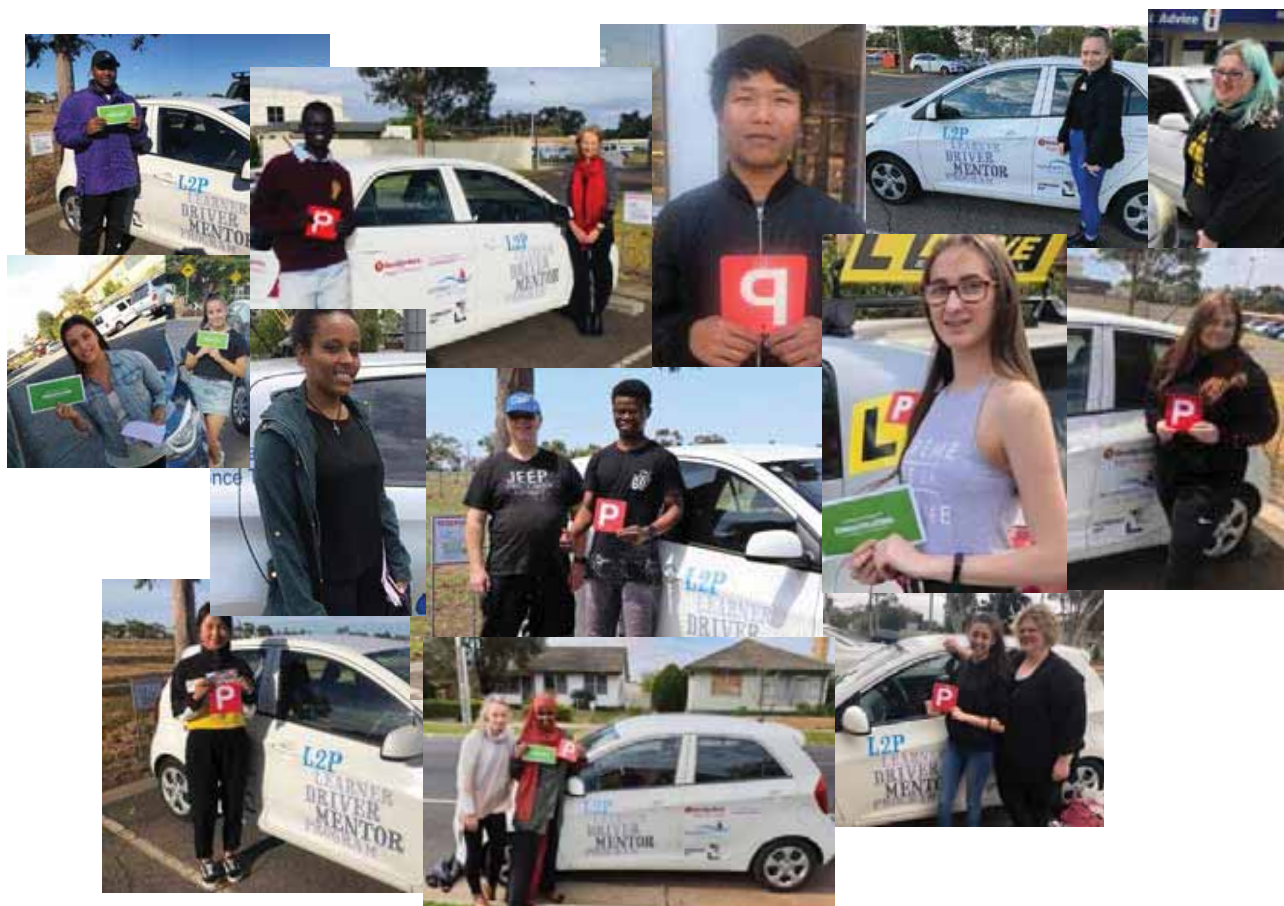


# Testimonials from mentors

**Kerry Clayton:** The L2P program is one that could arguably be described as a building block of the lives of those who seek to achieve; achieve independence; achieve a goal that will further enable life opportunities. The L2P program is an enabler, a vehicle through which more than just learning to drive may result. Whilst my interest in becoming an L2P mentor was based on my inherent love of driving, my day job as an educator and a desire to support young people to further their skills to achieve other goals was also a strong motivator. Overall it has been a rewarding experience.

**Norman Johnson:** I believe the L2P program is a good platform for disadvantaged youth. It gives young people a way to obtain their license that can help them in their pathway to future success/endeavours. It is rewarding for me to be a part of this program.

**Tony Cutroni:** Being a mentor in the Wynbay TAC L2P program is a very rewarding experience. In addition to teaching another person to drive, the program forces a mentor to be aware and obey all the driving laws and consequently be a better driver. Mentors also work closely with a professional driving instructor and attend professional development days which are presented by senior VicRoads personnel.



# Audited Accounts

LAVERTON COMMUNITY INTEGRATED SERVICES INC  
ABN 46 782 938 029  
CONSOLIDATED STATEMENT OF COMPREHENSIVE INCOME  
FOR THE YEAR ENDED 30 JUNE 2019

	2019 \$	2018 \$
<b><u>Income</u></b>		
Childcare fees	1,593,401	1,488,594
Grants	1,891,986	1,874,364
Course fees	20,270	14,345
Tuition fees	38,630	29,760
Fee concessions	5,262	9,012
Dividends received	4,773	4,918
Donations	32,993	84,972
Fundraising income	1,560	1,380
Lease income	33,927	33,927
Projects	4,232	2,673
Student fees	4,295	4,200
Venue hire	6,127	3,205
Interest income	5,352	6,945
Other/miscellaneous income	32,221	30,939
<b>Total income</b>	<b>3,675,029</b>	<b>3,589,234</b>
<b><u>Expenditure</u></b>		
Accounting and audit fees	15,032	20,053
Administration	80,611	70,129
Advertising and promotion	11,333	21,289
Amortisation	27,378	27,378
Bank charges	3,125	3,510
Café/centre supplies	12,189	29,966
Cleaning	78,655	69,245
Compliance costs	25,932	20,007
Depreciation	39,076	32,857
Equipment	5,763	17,091
ER expenses	18,822	22,391
Food	87,522	84,479
Hire of labour	30,400	16,955
Insurance	4,965	5,287
IT maintenance	12,418	12,869
Kitchen supplies	51,467	45,214
Other/miscellaneous expenses	76,536	68,731
Office supplies	16,080	14,684
Project costs	32,508	50,896
Registrations	15,691	16,016
Rent	41,536	-
Repairs and maintenance	15,220	20,270
Resources	10,865	11,963
Student support	-	182,329
Superannuation	251,013	214,227
Tutor fees	38,472	162,508
Utilities	20,510	20,158
Venue hire	42,621	43,570
Wages, salaries and employment	2,796,483	2,379,091
<b>Total expenditure</b>	<b>3,862,223</b>	<b>3,683,163</b>
<b>Net surplus/(deficit) attributable to the Association</b>	<b>(187,194)</b>	<b>(93,929)</b>

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  
ABN 46 782 938 029  
CONSOLIDATED STATEMENT OF FINANCIAL POSITION  
AS AT 30 JUNE 2019

	Note	2019 \$	2018 \$
<b>ASSETS</b>			
<b>CURRENT ASSETS</b>			
Cash and cash equivalents	2	707,554	741,021
Trade receivables	3	140,281	212,842
<b>TOTAL CURRENT ASSETS</b>		<b>847,835</b>	<b>953,863</b>
<b>NON CURRENT ASSETS</b>			
Investments	4	22,471	22,471
Property, plant and equipment	5	835,738	894,313
<b>TOTAL NON-CURRENT ASSETS</b>		<b>858,209</b>	<b>916,784</b>
<b>TOTAL ASSETS</b>		<b>1,706,044</b>	<b>1,870,647</b>
<b>LIABILITIES</b>			
<b>CURRENT LIABILITIES</b>			
Trade payables	6	180,861	204,020
Sundry creditors	6	7,875	6,000
Provision for employee entitlements	7	303,723	246,091
Other provisions		10,000	
<b>TOTAL CURRENT LIABILITIES</b>		<b>502,459</b>	<b>456,111</b>
<b>NON-CURRENT LIABILITIES</b>			
Provision for employee entitlements	7	41,297	23,128
Loan - Hobson's Bay Council	8	237,646	269,473
Loan - motor vehicle	8	4,828	12,827
Loan - other	8	16,800	18,900
<b>TOTAL NON-CURRENT LIABILITIES</b>		<b>300,571</b>	<b>324,328</b>
<b>TOTAL LIABILITIES</b>		<b>803,030</b>	<b>780,439</b>
<b>NET ASSETS</b>		<b>903,014</b>	<b>1,090,208</b>
<b>EQUITY</b>			
Asset revaluation reserve		580,000	580,000
Accumulated funds		323,014	510,208
		<b>903,014</b>	<b>1,090,208</b>

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  
ABN 46 782 938 029  
CONSOLIDATED STATEMENT OF CHANGES IN EQUITY  
FOR THE YEAR ENDED 30 JUNE 2019

	Accumulated funds \$	Asset revaluation reserve \$	Total equity \$
Balance as at 1 July 2017	604,137	580,000	1,184,137
Surplus/(deficit) attributable to the Association	(93,929)	-	(93,929)
<b>Balance as at 30 June 2018</b>	<b>510,208</b>	<b>580,000</b>	<b>1,090,208</b>
Surplus/(deficit) attributable to the Association	(187,194)	-	(187,194)
<b>Balance as at 30 June 2019</b>	<b>323,014</b>	<b>580,000</b>	<b>903,014</b>

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

# Audited Accounts



