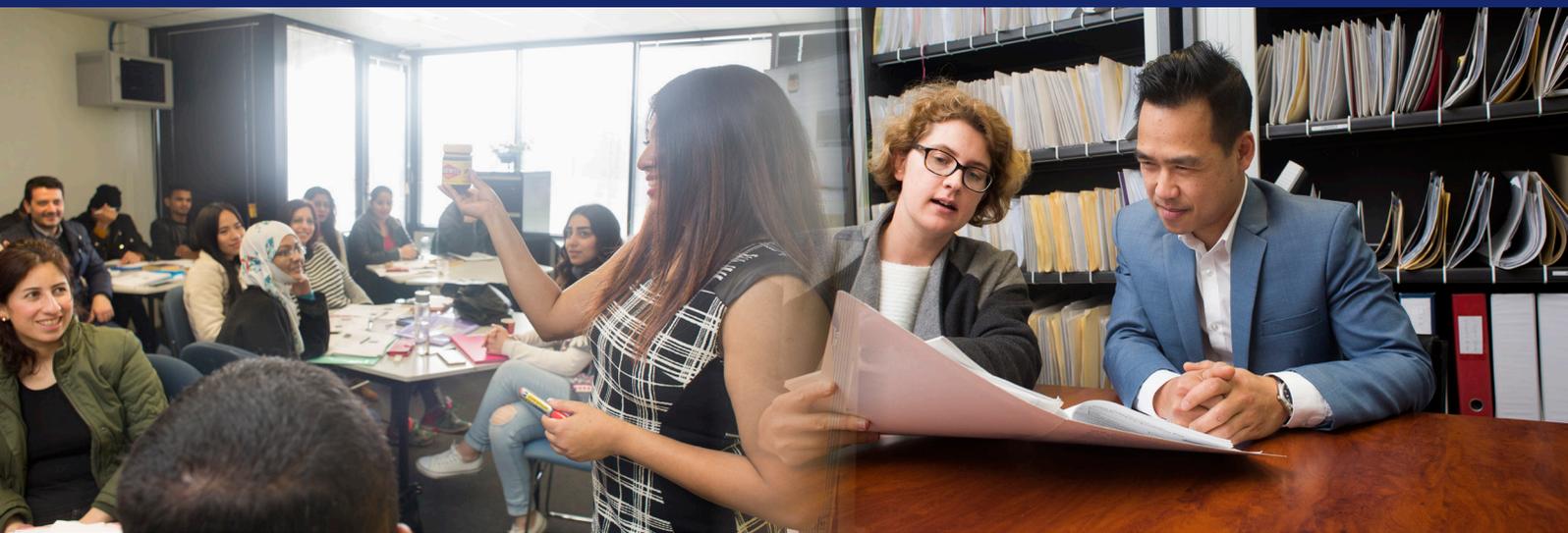




COMMUNITY PLUS SERVICES LTD
ANNUAL REPORT 2016 - 2017





"THE RIVER" by Trevor Barker

Donated to Comm Unity Plus Services Ltd by the artist Trevor Barker, from the Barkingi Clan, Wicannia in New South Wales. "The River" tells the story of the journey of the Maribymong River. The dark colour in the flow represents the hurt of the river through pollution over the centuries, the lighter colour around the edges represents the river calling for help to be clean once again, and the hand prints are the people from the area who can do nothing to change the course except to watch it slowly die.

We pay respect to all Community Elders and people past and present who have resided in Wurrundjeri Land, who have been integral in the learning that has occurred upon this land over time.

Table of Contents

1.	About the Organisation	04
2.	Strategic Plan	05
3.	Chairperson and CEO Report	06
4.	Board Members	09
5.	List of funders and partners	12
6.	Adult Education Program	14
7.	Legal Practice	17
8.	Children's Contact Service	19
9.	Neighbourhood House	20
10.	Corporate Services	21

About The Organisation

Comm Unity Plus Services Ltd (**commUnity+**) is a multi-disciplinary, state-wide agency located in Melbourne's western suburbs. We deliver our programs from various locations in the West, North-West and Inner Melbourne.

commUnity+ delivers a range of early intervention and prevention programs focusing on informing and engaging with our community through high quality adult education, legal (through Brimbank Melton Community Legal Centre) and family support programs, as well as community engagement and development activities.

We also partner with private, community and government agencies to enhance our service delivery and increase access for our communities. Our services are pivotal to building social capital in Melbourne's western suburbs.



To keep up-to-date with the activities and programs of **commUnity+** throughout the year, visit our website: www.comm-unityplus.org.au

or keep in touch via social media on:

Facebook: www.facebook.com/CommUnityPlusServices

Twitter: www.twitter.com/Comm_Unity_Plus

LinkedIn: www.linkedin.com/company/community-west

Strategic plan 2017-2022

Our Vision

Safe and vibrant communities
where people are engaged, respected and in charge of their future

Our Purpose

To **understand the needs** of individuals and communities we serve and provide **effective and efficient services** to increase economic, social and cultural participation.

Our Values

Responsive

We will **listen** to our diverse communities, measure impacts and make **informed decisions** about the services we provide.

Empowering

We will **respect the strength** of our communities and **collaborate** to deliver **holistic** services.

Accountable

We will be **responsible and self-reflective**. We will **acknowledge** and **celebrate** achievements.

Our Objectives

Connect to, engage with and understand the changing needs of our community

Strategies

- Develop community needs and engagement strategies for all programs
- Develop and implement a 'theory of change' including co-design, review and evaluation frameworks for all programs
- Build community strengthening programs and strategies to improve student and client retention

Delivering **integrated** and multi-disciplinary services

Strategies

- Develop an integrated/multi-disciplinary service planning framework and service delivery plan
- Build collaborative partnerships and multidisciplinary approach to assess client needs
- Provide wrap around services to clients with complex needs building on the expertise of all the programs within **commUnity+** and external agencies

Develop a **sustainable** organisation

Strategies

- Ensure all programs are financially sustainable and accountable
- Develop and implement workforce development planning to build skills and knowledge of the staff
- Maximize the operational and infrastructure efficiency to support service delivery

Build the **advocacy skills** of and represent the **voice of our community**

Strategies

- Participate in appropriate policy reform and advocacy networks and research to influence decision makers
- Develop advocacy strategies with community input and participation

Chairperson and CEO Report

The financial year 2016-2017 has heralded a period of significant growth for **commUnity+**, enabling us to deliver innovative programs and increase our reach. As an organisation, we have been able to consolidate and streamline our programs and strategically build partnerships to develop responsive programs.

During this year, the Board and the Management Team developed a new strategic plan for the organisation. This new plan sets out the key priorities of our programs for 5 years and seeks to strengthen our ability to provide holistic services to people across Victoria. Our new vision '**safe and vibrant communities where people are engaged, respected and in charge of the future**' captures our commitment to creating a society that values the diversity of the people in our community and empowers them to be engaged and prosper.

As part of the strategic planning process, we also reviewed and refined our values to both reflect our origins and support what type of organisation we want to be now. Our values are as outlined on the Strategic Plan page.

On behalf of **commUnity+** we would like to acknowledge the ongoing support of our funding bodies. In particular, we would like to thank the State Government of Victoria and the Australian Federal Government for their commitment to growing and developing the Western region of metropolitan Melbourne.

Our Education Program has seen the largest growth of all our services. With our consortium partners, we were successful in securing funding to deliver English language and settlement skills to new arrivals,



James McCarthy
Chairperson

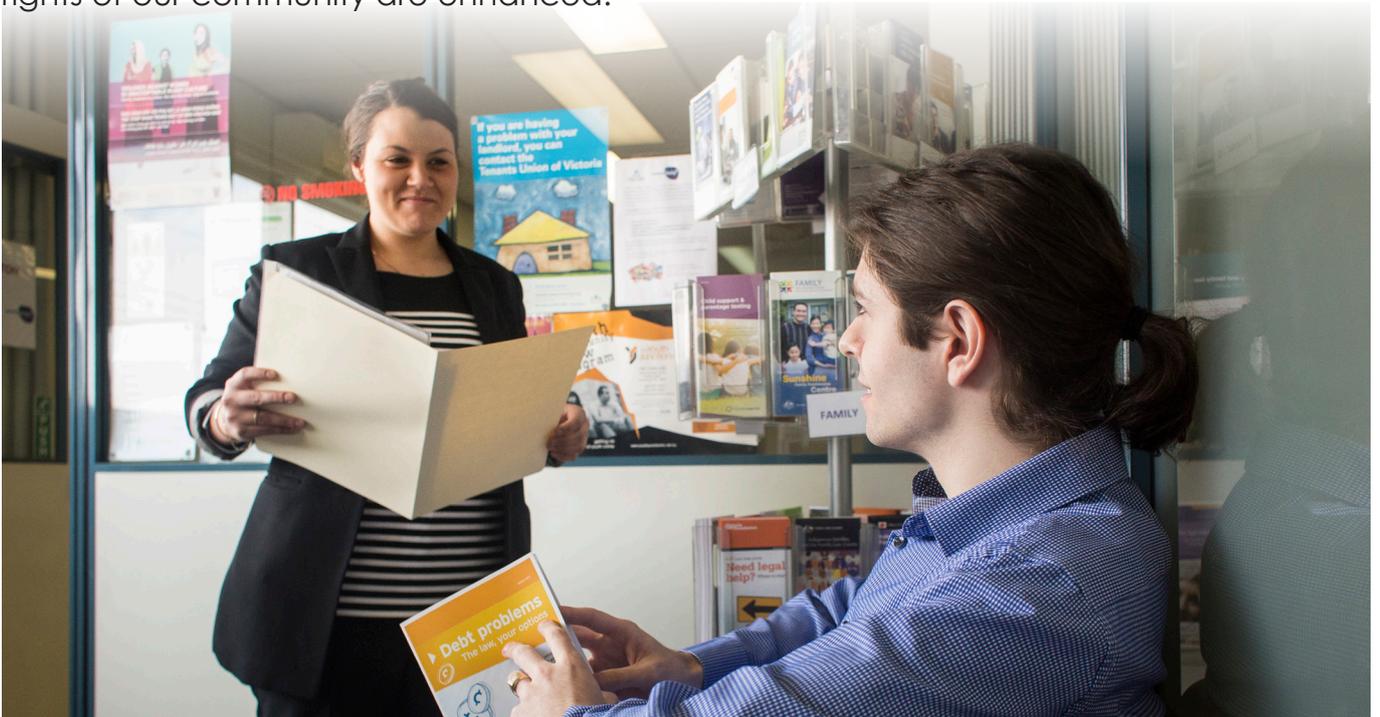


Rachna Muddagouni
CEO

Chairperson and CEO Report

including those arriving due to humanitarian concern in their home countries. This has seen **commUnity+** expand its workforce considerably and has also resulted in the organisation operating in more areas across metropolitan Melbourne. We would like to thank our partner organisations for their support as we take on this new venture.

Our Community Legal Centre continues to advocate and represent some of the most vulnerable members of our community. Our team has undertaken extensive work delivering tailored legal clinics including work at Sunshine Hospital, education sessions in the community and in prisons, and a range of other projects aimed at ensuring that the rights of our community are enhanced.



Our Neighbourhood House and Children's Contact Service have continued to thrive in the new Deer Park Hub. We have been able to provide a greater level of service and reach more people than we expected. Various community groups and organisations have been accessing our venue on weekends, further adding to the value of **commUnity+**.

We would like to congratulate all the funders and the staff of all the program areas who have developed and rolled out interesting, innovative and collaborative projects. The projects have supported the organisation to increase reach and explore a multi-disciplinary approach.

Chairperson and CEO Report

The Corporate team staff have provided excellent infrastructure, financial, human resource and other operational support to enhance the programs' ability to deliver quality services in a timely manner.

The Corporate Services team continued to provide consistent and quality services to programs despite the challenging financial environment. The team has also undertaken new functions to ensure our compliance, reporting and quality improvement mechanisms are well developed and embedded within all program areas. The organisation has met the accreditation processes for all the program areas in a timely manner. The Corporate team has also managed risk and project management functions for all program areas by providing regular training and support with stakeholder engagement work.



On behalf of the organisation, We thank all the staff and volunteers for their ongoing commitment and work. Of particular note is the diligent and hard work of our management team: Simon Roberts, Ben Zika, Andrew Burns, Andrew Wicks, Branka Stevanovic and Melissa McShane-Murphy.

This year we farewelled two Board members. Rachel Peirce and Godefa G'her have been very active members of our Board for the last few years. We thank them for their wonderful contribution and look forward to an ongoing relationship.

We would also like to thank our tireless Board members – Sejla Kadric, Kim Nguyen, Susanne Legena, Nella Buccheri, Hassan Ibrahim and Greg Bowers for their incredible commitment and support to **commUnity+** and to the CEO and Chairperson.

We look forward to another year of embracing the diversity of our community and providing services that respond to their needs. Thank you.

James McCarthy , Chairperson
Rachna Muddagouni , CEO

Board Members

James McCarthy

James has been a board member with **commUnity+** since 2004 when we were known as Community West and has been the chairperson for 9 years and deputy chairperson for 3 years. James is a social worker with over 20 years' experience in the social and human services sector, and is currently working with Eastern Palliative Care.

He is involved with several other organisations and is the current chairperson of No To Violence, C-Collective (an organisation started by James) and was the previous president of Interchange Victoria.

James has a number of other volunteer roles in the community including being a Justice of the Peace and roles with the Office of the Public Advocate.

James has a range of qualifications in areas including; family violence, governance, AOD, mental health and training and assessment. James has maintained a strong connection with the Western suburbs of Melbourne through the many roles he has held that aim to contribute in empowering and growing resilient communities.



Sejla Kadric

Sejla was elected to the **commUnity+** Board in 2012. She is a senior manager and chartered accountant at ShineWing Australia Pty Ltd.

Sejla moved to Australia in 1996 and grew up in the western suburbs. As a Board Member, her financial expertise ensures commUnity Plus has highly developed financial and internal control systems to mitigate any risks.

Sejla has significant experience auditing not-for-profit organisations and understands the structures, rules and reporting obligations of incorporated associations. Sejla was appointed to the Board as Treasurer in 2013.



Kim Nguyen

Kim was elected to **commUnity+** Board in 2013. She has worked extensively in the employment and asylum seeker sector assisting culturally diverse clients find pathways to employment and seek asylum in Australia.

Arriving in Australia as a refugee over 17 years ago, Kim is passionate about the rights of culturally and linguistically diverse communities and advocates to remove barriers to employment. Kim has strong professional networks in Melbourne's north and west which add enormous value to her work with our Board. She strongly believes in integrating compassion, respect and honesty into her daily work.



Board Members

Susanna Legena

Susanne was elected to the **commUnity+** board in 2016. She is Deputy CEO of Plan International Australia and an advocate for foreign aid and community development, gender equality and youth participation.

Susanne has held various executive roles at Plan International Australia including Executive Manager overseeing and leading operations, Deputy CEO and Director of Public Engagement leading policy, advocacy and communications efforts. She has previously served as Chief of Staff to the Victorian Minister for Energy, Resources and Community Development where she contributed to key policies on energy and climate change as well as leading the implementation of A Fairer Victoria a whole of government social policy action plan to address disadvantage and promote inclusion and participation.

Susanne has a Bachelor of Arts in Social Sciences from Flinders University and a Master of Arts (Professional Communication) from Deakin University. She has had a career dedicated to working on social justice issues and commenced working life as a community development worker for an international youth-led student organisation and for several non-government organisations tackling family violence, poverty, youth unemployment and homelessness.



Nella Buccheri

Nella was elected to the **commUnity+** Board in 2016. She is currently the Associate Director of Assignments at Victoria Legal Aid. She has significant experience in criminal law and has over 10 years experience working in the delivery of legal services through her role in the Legal Practice Directorate at Victoria Legal Aid. Nella is responsible for the general oversight of the operations of the Assignments Unit to ensure that strategic objectives and priorities are being met. Nella provides advice to the VLA Board and the Senior Executive on issues relating to eligibility for grants of legal assistance and expenditure.

Nella is a local resident of the Melton area and has a strong interest in social justice. She is very supportive of the work we do in the west and would like to be part of that. Nella is conscious of the issues faced by people in the west, in particular those of new and emerging communities and family violence in the Melton area.



Board Members

Hassan Ibrahim

Dr Hassan Ibrahim joined the **commUnity+** board in early 2017, possessing a strong background in education, resettlement programs and community development.

Hassan is currently the programs and practise specialist at Life without Barriers, working to ensure smooth service delivery to all stakeholders across all programs. Also senior advisor of Refugee & Migrant Education to the New Zealand Ministry of Education.

Holding a Doctorate of Philosophy in Education from Canterbury University, and a Masters in Philosophy in International Development Studies from Massey University New Zealand, Hassan brings his academic understanding and extensive experience within the community development and education sector to **commUnity+**.



Greg Bowers

Greg Bowers joined the **commUnity+** board in early 2017. Greg is currently the Chief Financial Officer at Trust for Nature, Victoria. Trust for Nature is a statutory authority protecting native plants and wildlife on private land in Victoria.

A certified Practising Accountant with a Business degree from Ballarat University, Greg has extensive experience in financial management across a number of organisations including financial and process management at the Australian Crime Commission and PMSC.

A certified TEFL teacher, Greg has worked as an English teacher overseas and is passionate about opportunities that come through adult education. Greg offers **commUnity+** his extensive financial and operational management experience to oversee the next phase of the organisation's growth into the North Western and Inner Melbourne regions.



Funders and Partners

Funders

1. Adult Community and Further Education (ACFE)
2. Brimbank City Council
3. Department of Social Services (DSS)
4. Department of Education and Training (DET), Victoria
5. Department of Health and Human Services (DHHS)
6. Department of Education and Training (Australian Government)
7. Department of Justice and Regulation, Victoria
8. Victorian Legal Aid (VLA)
9. Victorian Legal Services Board and Commissioner

Partners

All Primary and Secondary Schools in the Brimbank and Melton Region

AMES Australia

Angliss Neighbourhood House

Anglicare

Association of Neighbourhood Houses and Learning Centres

Asylum Seekers Resource Centre

Australian Council for Private Education and Training

Australian Vietnamese Women's Association

aXcelerate

Bacchus Marsh Magistrates Court

Bacchus Marsh Maternal and Child Health Centre

Ballarat Court Network

Braybrook Community Centre

Brimbank and Maribyrnong Interfaith Network

Brimbank Early Years Reference Group

Brimbank City Council

Brimbank Libraries

Brimbank Melton Local Learning & Employment Network

Brimbank Neighbourhood House Partnership Group

Brimbank North West and Melton Moorabool Star Weekly

Brimbank Social Justice Coalition

Bunnings Warehouse

Central Highlands Community Legal Centre

Campbell Page

Caroline Chisolm Society

Catholic Care Parenting Order Program

Centrelink

Centre for Innovative Justice

Centre for Multicultural Youth

Commonwealth Bank

Community Legal Centres (Western Region and state wide centres)

Consumer Action Law Centre

Cohealth

CRS Australia

Dame Phyllis Frost Centre

Deakin University

Derrimut Community Centre

Djerriwarrh Community and Education Services

Djerriwarrh Health Services

Duke Street Community House

Each Employment

Ebejeer & Associates Lawyers

Energy and Water Ombudsman of Victoria

Family Mediation Centre

Federation of Community Legal Centres

Financial and Consumer Rights Council

Financial Counselling Australia

Good Shepherd Youth & Family Service

Greek Elderly Citizens' Club of Manningham

Headspace

Health Justice Partnerships Network

IPC Health

IT ConneXions

ISIS Primary Care

Job Prospects

Jobs Australia

Justice Connect

Funders and Partners

Lander & Rogers Lawyers
Lead West
Laverton Community Integrated Services Inc.
Learning for Employment Consortium
Landmark Printing
Life without Barriers
Maddocks Lawyers
Mambourin Enterprises
Magistrates' Court (Bacchus Marsh and Sunshine)
Matchworks
Maurice Blackburn Lawyers
Max Employment
Melbourne City Mission
Melbourne Remand Centre
Melton City Council
Melton Health
Melton Police
Men's Referral Service
MacKillop Family Services
Migrant Resource Centre North West
Mind Works
Moorabool Shire Council
National Association of Community Legal Centres
Network West Neighbourhood House Network
North Balwyn Senior Citizens' Club
Northern Community Legal Centre
No to Violence
Parent Education Network
Playgroup Victoria
Relationships Australia (Victoria)
RMIT University
Salvation Army Children's Parenting Support Service
Salvation Army Employment Plus
Salvation Army Social Housing Services
Sarina Russo Employment Access
Seniors Rights Victoria
Social Security Rights Victoria
Spectrum Migrant Resource Centre
Stepping Up Consortium
Sunshine Magistrates Court
Sunshine Family Relationships Centre
Sunshine Library
Supreme Court Victoria
The Design Bus
Think West
U3A
Victoria Law Assistance Forum
Victoria Law Foundation
Victoria Legal Aid
Victoria Police (Western Region)
Victorian Children's Contact Service Network
Victorian Cooperative for Children's Services to Ethnic Groups
Victorian Council of Social Service
Visy Hub
Volunteer West Network
Wesley Mission
West Metro Regional Aboriginal Justice Advisory Committee (RAJAC)
Western Family Violence Network
Western Health (Sunshine Hospital)
Western Region Indigenous Family
Western Suburbs Law Association
Westgate Community Initiative Group
Women's Legal Service
WRISC Family Violence Support
Violence Regional Action Group
Women's Health West
Victorian Employers' Chamber of Commerce and Industry (VECCI)
Victorian Government Solicitor's Office (VGSO)
Victoria University
Violence Regional Action Group
Williamstown Community Education Centre
Wise Employment
Western Integrated Family Violence Network
Women's Health West
Wyndham Community and Education Services
Yarraville Community Centre
Youth Junction
Youth Law
Youth Now

Adult Education

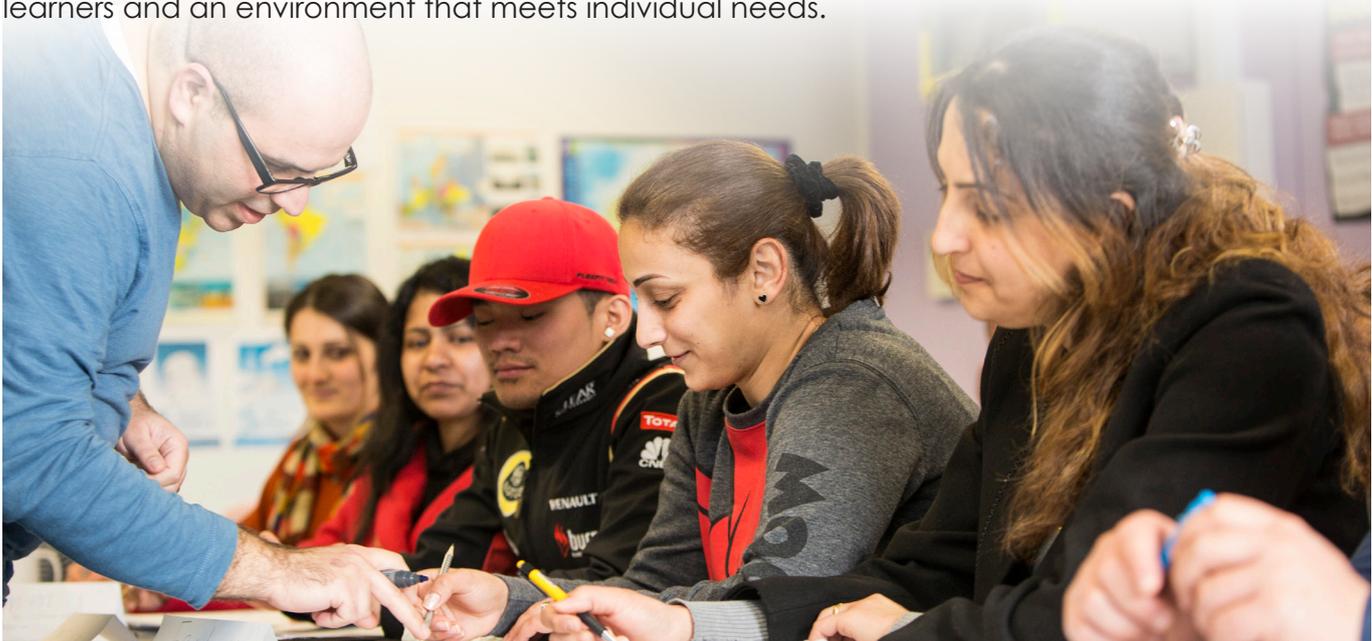
In 2016-2017, the Adult Education Program at **commUnity+** welcomed over **1200** adults seeking language, literacy, and digital literacy and numeracy programs.

Number of new learners by program



This year the Education Program demonstrated its ability to provide quality training and manage compliance and RTO governance.

Our programs are delivered by a committed team of trainers along with administration, student trainers, volunteers and coordinators, providing adult learners with an environment where students feel welcome and safe. This is achieved through classes that are co-designed with our learners and an environment that meets individual needs.



The Skills for Education and Employment (SEE) Program

The Skills for Education and Employment (SEE) program is funded by the Department of Education and Training.

commUnity+ supports eligible jobseekers and voluntary participants in the SEE program to improve their language, literacy, digital literacy and numeracy skills for education and employment, in either part-time or full-time training.

As a member of the Learning for Employment consortium, during 2016-2017 **commUnity+** actioned 439 referrals, with

350 students joining existing classes across the Westgate and Calder Service Delivery Areas in St Albans, Deer Park, Watergardens, Broadmeadows and Coburg.

Our Education program established strong relationships with existing and new jobactive providers across Brimbank, Hume and Moreland as well as Centrelink staff.

Some students from our classes helped trial the Immigration Museum's new curriculum resource for Victorian English as an Additional Language (EAL) students.

Adult Education

The Adult, Community and Further Education (ACFE) Program

This year, the ACFE program continued its focus on improving employment, digital literacy and life skills through our pre-accredited courses. The program aims to improve employability and engagement for adult learners.

New initiatives established this year were:

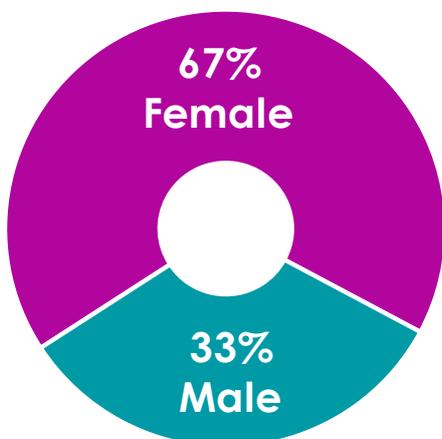
- The Learner Engagement A-Frame Program (LEAP) program. This initiative

helped **commUnity+** deliver short courses to clients with disabilities at Mambourin and Allara..

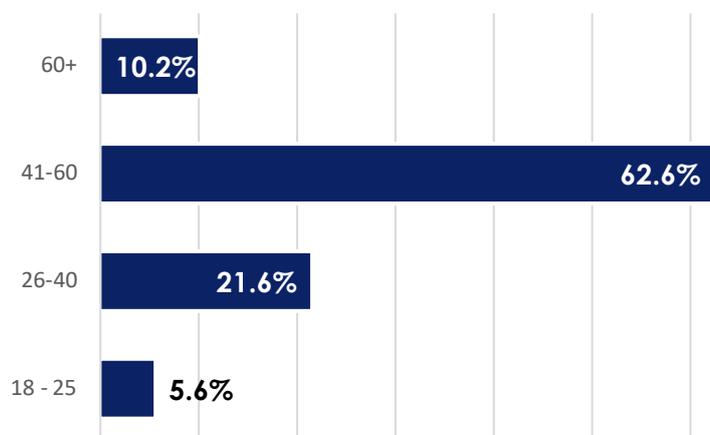
- The Asylum Seekers Language and Literacy. Through this program, **commUnity+** supported, providing 100-hour language and literacy programs to asylum seekers at Life Without Barrier.



New ACFE students by gender



New ACFE students by age



Adult Education

Skills First Program

In 2017, **commUnity+** successfully secured a VET Funding Contract to deliver Government subsidised, nationally recognised training through the Victorian Government's Skills First Program. The Standard Contract allowed the Education Program to continue developing relationships with new, emerging community groups, local schools and jobactive providers and industries to meet the needs and expectations of adult learners.

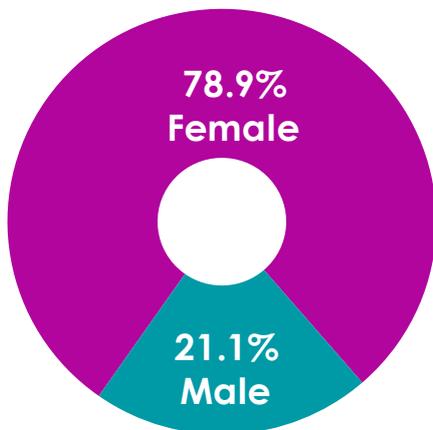
Our Learning Link program continued engaging with local schools to allow parents with limited English skills to learn within the school community.

During the year our education program continued to work with the following networks:

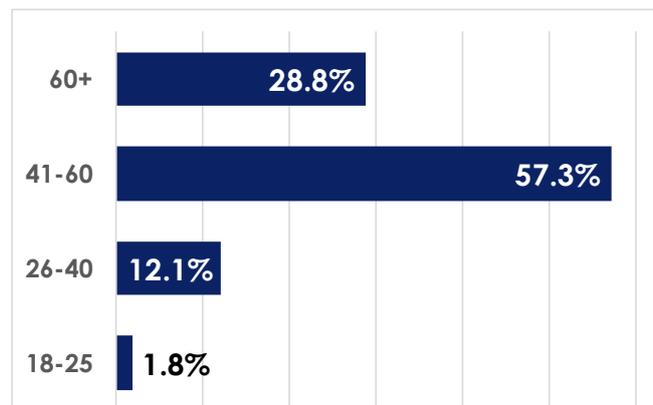
- Learning for Employment Consortium
- ThinkWest Cluster
- Brimbank Learning and Employment Steering Committee (BLESC).
- Brimbank/Melton Local Learning & Employment Network (BMLLN)
- Migrant Resource Centre

These networks provides valuable opportunities to share information and manage the quality and compliance of our programs.

New Skills First students by gender



New Skills First students by age group



We thank all our trainers, program coordinators, lead trainers, administration team, corporate team and volunteers for their hard work throughout the year.

"True compassion does not come from wanting to help those less fortunate than ourselves but from realizing our kinship with all beings."

Pema Chödrön

Legal Practice



It's been an exciting year for the Brimbank Melton Community Legal Centre (BMCLC), delivering legal assistance and legal education to the Brimbank, Melton and Bacchus Marsh communities. We have also been involved in some important law reform initiatives around issues that affect our clients.



Family violence assistance

Assistance for people navigating the legal system after incidents of family violence has again been a significant focus for BMCLC. Our strategy to address family violence has focussed on assistance to women who would not ordinarily seek out legal assistance. We also work to address other problems that can flow from family violence, such as debt, parenting and family law issues and infringements and fines.

We outreach a solicitor at pre and ante-natal programs delivered at the Sunshine Hospital and the Darley Maternal Child Health Centre. Our specialist solicitors train health staff to assess family violence risk, spot legal issues and make appropriate referrals. Lawyers provide expert advice around

family violence, family law, infringements, debt and a number of other legal issues in a confidential health centre setting.

The family violence duty lawyer service at the Bacchus Marsh Magistrate's Court assists affected family members with advice and representation at court hearings. We also provide advice and casework at specialist family violence legal clinics at our offices in St Albans and Melton. Our work in the Western Family Violence Network and the Melton Family Violence Network and through regular consultations with the Sunshine and Ballarat Courts has informed the Victorian Government's response to the Royal Commission into Family Violence.

Legal Practice

Infringements assistance and law reform

We provide advice and, where appropriate, court representation to clients facing considerable penalties for unpaid fines. We developed a student volunteer clinic model, allowing us to assist more people.

Toll road infringements are a significant problem in Brimbank, which is one of

the municipalities receiving the highest numbers of toll infringements in Victoria. BMCLC has campaigned to reform the laws around toll fine enforcement through partnering with the Centre for Innovative Justice and other legal services providers. We have also engaged the media and directly lobbied state government decision makers.



Vietnamese Lawyer Project

The Vietnamese Lawyer project focuses on developing services for clients who face language and cultural barriers to accessing legal help. The project has been a great success.

The Vietnamese Lawyer project is funded as a non-ongoing project from the Department of Justice, until October 2017. We hope to secure ongoing funding.

Prisoner Assistance

BMCLC delivers regular legal education to women prisoners at the Dame Phyllis Frost Centre with histories of family violence in partnership with Melbourne City Mission. We've also delivered specialist debt legal education to prisoners in English and Vietnamese.

In 2017-18 we'll be running another round of Clean Slate in partnership with Mental Health Legal Centre. The project aims to reduce incarceration by eradicating debts and fines for prisoners before they are released back into the community.

Project partners

We are grateful to all our partners for helping us to deliver our organisational objectives. Of particular note: Australian Vietnamese Women's Association, who host our Vietnamese Lawyer Project; Western Health, in particular the allied health team at Sunshine Hospital; and the Moorabool Maternal Child Health Centre.

Children's Contact Service

The Children's Contact Service (CCS) provides changeover services and supervised visits to high conflict parents with the aim of helping children maintain healthy relationships with all parts of their families.



The Children's Contact Service has continued to provide a high quality, child-focused program. The delivery of the program was made much easier by the move back to Deer Park into the purpose-built centre at Ballarat Road. The design of the centre contributes to a settled and safe experience for all concerned.

The CCS provides services across six local government areas in the western suburbs of Melbourne. It is a massive catchment area and our services are in great demand. The team carries out its duties with great diligence, professionalism and passion.

The CCS team uses strong referral pathways to a range of other services to support post-separation families with parenting and relationship issues, including legal, financial and individual counselling for parents and children.

The CCS continued its stakeholder work in the Victorian CCS network, hosting one meeting at our new site in Deer Park. We also helped organise, along with Victoria Legal Aid, a meeting of the CCS/ Independent Children's Lawyer (ICL) network. Sometimes the Family court appoints an ICL on behalf of the child. The ICL helps the court decide what arrangements are in the best interests of the child or children.

The CCS provides reports on the supervised visits to the court as part of this process. We will continue to support this initiative, as the smooth running of the relationship between ICLs and CCS staff is a vital part of the child-centred practice of this sector.

Children's Contact Centre Activity			
	Number of Active Cases	Number of Individual Clients	Number of sessions
01/01/2017 - 30/06/2017	91	224	1525
01/07/2016 - 31/12/2016	78	171	1379

Neighbourhood house

commUnity+HUB

This past year saw the HUB settle into the new building in Deer Park. The building houses Corporate Services, Adult Education classrooms, Children's Contact Services and a range of **commUnity+HUB** activities for community involvement. It is equipped with modern state-of-art facilities including WiFi, Smart TVs, laptops, air conditioning and heating, and kitchen facilities. Rooms are also rented out to other community organisations and individuals when they are not in use by any of the internal programs. It was a relief to finally have the new, purpose built space to properly run our programs.

The strategy for the **commUnity+HUB** is to make sure we engage with the Deer Park community and deliver programs that are needed and assist with breaking down social isolation. We also want to encourage other organisation to deliver co-located services at the **commUnity+HUB**. coHealth arrived soon after the opening of the building to deliver health and nutrition classes for people suffering disadvantage. We have also delivered a family violence service from Women's Health West and financial counselling from the Circle Alliance Bank.

Our coordinator commenced her role with great energy and re-established a vibrant program of activities including yoga, Zumba, craft group, Rhythm and Rhyme for parents and small children, the Homework Club, Spanish classes, cooking classes and many walking groups.

There have also been regular Community Lunches which attract many adult learners and Deer Park locals and enjoy great support from many local businesses, and a highly successful food drive for Anti-Poverty Week and the Melbourne Period Project.

Many Deer Park locals have used the facilities, and we have had a range of community organisations using the building after hours. For example, there are regular meetings of a Pasifika young women's group and a Sudanese young men's group.

We have kept up our regular participation in Network West, the Neighbourhood House organisation for the west, and the Brimbank Neighbourhood House Network, along with the Brimbank Council's Pasifika Network



and service providers meetings. There has been significant engagement with local organisations including schools and we are working with Cairnlea Neighbourhood House to coordinate our programs better.

We established a Community Advisory Committee, which meets regularly to review the progress of our plan against the recommendations of last year's Neighbourhood House Review.

There is a long way to go to fully realise the potential of the program, but we have come from having no real presence while our building was under construction to establishing a sustainable program that can have a positive impact on the lives of the people of Deer Park.

We'd like to thank the many volunteers and students on placement who have made the program possible, including those assisting with administration tasks at reception, facilitating the walking groups and Spanish classes, and volunteer tutors in the Homework Club.

Corporate Services



The Corporate Services team supports the direct service programs of **commUnity+** by providing a range of operational functions to assist the program areas deliver effective services and ensuring organisational financial viability and future sustainability. Over the last financial year the team has consolidated their services, new team members have joined the team with range of skills set and streamlined the processes to improve response in a timely manner. As we strive for continuous improvement, the 2016-2017 year resulted in more streamlined and sustainable business and corporate services to support program delivery.

The team provided finance, human resources, IT, facilities, administration, communications, compliance and reporting, OH&S, stakeholder engagement and governance services. Some flagship projects included: the development of the new website, comprehensive internal communication strategy implemented, social media strategy development, improved technology access for all our sites, procurement of new offices in the North West and Inner Melbourne region and introduction of new performance management system. By increasing the capacity and efficiency of the Corporate functions commUnity+ has increased the ability of the organisation to meet its strategic objectives.

Throughout the year, Corporate Services staff also provided expert professional services to other community organisations. This included communications support, stakeholder engagement, payroll and bookkeeping services to organisations such as WestJustice, Youthlaw and No To Violence. These services provided an additional revenue stream and gave other organisations access to high level professional services in key areas.

The Corporate Services team continued to provide consistent and quality services to programs despite the challenging financial environment. The team has also undertaken new functions to ensure our compliance, reporting and quality improvement mechanisms are well developed and embedded within all program areas. The organisation has met the accreditation processes for all the program areas in a timely manner. The Corporate team has also managed risk and project management functions for all program areas by providing regular training and support with stakeholder engagement work.

We sincerely thank all the Corporate Services staff and placements for their work throughout the year.

Our Locations

822 Ballarat Road, Deer Park

Corporate Services, Childrens Contact Service, Adult Education Classes, **Community+ HUB** Activities

level 1, 811A Ballarat Road, Deer Park

Adult Education Classes

Suite 2-4 & 6-8, 30-32 East Esplanade, St. Albans

Human Resources, IT&Facilities, Financial Services, Adult Education Classes

Level 1, 358 Main Road West, St. Albans

BMCLC, Adult Education Classes, Adult Education Reception

Level 1, 356 Main Road West, St. Albans

Adult Education Classes

Melton Library and Learning Hub, Level 1, 31-35 McKenzie St, Melton VIC 3337

BMCLC

79 Main Road West, St. Albans

Adult Education Classes

81 Main Road West, St. Albans

Adult Education Classes

Watergardens Town Centre, 399 Melton Highway, Taylors Lakes

Adult Education Classes

14 Gaffney Street, North Coburg

Adult Education Classes

90 Blair Street, Broadmeadows

Adult Education Classes

284 Thompsons Road, Lower Templestowe

Adult Education Classes

Shop 9, 70-80 Pearcedale Parade, Broadmeadows

Adult Education Classes

Lynda Blundell Centre, 185-225 Blair Street, Dallas

Adult Education Classes

Craigieburn Tennis Club, Selwyn Avenue, Craigieburn

Adult Education Classes

Connections Craigieburn, 59 Craigieburn Road, Craigieburn

Adult Education Classes

Shop 8-11, 14 Victoria Square, St Albans

Adult Education Classes



Comm Unity Plus Services Ltd

ABN 75 989 153 699 | ACN 603 318 494 | TOID 3755

www.comm-unityplus.org.au

1800 266 675