

Annual Report 2023–24

Strengthening our services
and impact



About commUnity+

Comm Unity Plus Services Ltd (commUnity+) is a multi-disciplinary community organisation that has provided services predominantly across Melbourne's north and west regions for more than 40 years.

Our clients are people facing disadvantage, hardship and social exclusion, with particular focus on members of communities new to Australia. We support vulnerable children and women, and those who need a helping hand to achieve justice and fairness when dealing with governments and the legal system. Our team of dedicated professionals deliver our purpose to support, strengthen and enable individuals and diverse communities in Melbourne's north and west regions to flourish through respecting diversity and strive for social justice.

We endeavour to enable positive change and growth for people through a range of prevention and early intervention programs including Community Education, Children's Contact Services, Neighbourhood House, Legal Services (through Brimbank Melton Community Legal Centre) and community engagement and development activities.

We partner with several community, corporate and government agencies to enhance our service delivery and increase access to our services for our community.

commUnity+ is a company limited by guarantee and is a registered charity endorsed as a Deductible Gift Recipient with the Australian Charities and Not-for-profits Commission.



Locations and services

822-824 Ballarat Road,
Deer Park 3023

Education / CCS / NH /
BMCLC

Level 1 / 90 Taylors Rd,
Keilor Downs 3038

Education / BMCLC /
Corporate Services

354 Main Road West,
St Albans, 3021

Education

356 Main Road West,
St Albans, 3021

Education

30-32 East Esplanade,
St Albans 3021

BMCLC

2/1100 Pascoe Vale Rd
Broadmeadows 3047

Education

46 Grantham St,
Brunswick West 3055

CCS

5 Blucher St,
Glenroy 3046

CCS

Shop 8/166 Whitehorse Rd,
Blackburn, 3130

Education

195-209 Barries Road,
Melton West 3337

BMCLC

75-95 Central Park Ave,
Craigieburn 3064

Education



Acknowledgement of Country

We proudly acknowledge the Wurundjeri Woi Wurrung and Bunurong people as the traditional custodians of the land on which we work and provide services. We pay our respects to Elders past, present and emerging. commUnity+ acknowledges this land was never ceded; that it always was and always will be Aboriginal land.

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Chair report



2023–24 was a year where the incredible diversity, strengths and community mindset of our people was apparent. From the Board to our staff, volunteers and partners, we increasingly aligned with multicultural diversity and the needs and aspirations of the rapidly growing population across Melbourne's West and North. This was recognised in commUnity+ receiving the Victorian Multicultural Award for Excellence in 2023 in the Business Category – something we are so proud to hold.

Migration, cost of living increases and lack of access to enabling community infrastructure across the region exacerbated the needs of people and community groups already experiencing hardship, isolation and vulnerability. Demand across all commUnity+ programs increased commensurate with this.

Over the course of the third year of our 2021–24 Strategic Plan, significant milestones across our five strategic pillars illustrated our impact and deep commitment to our community.

We developed an evidence base to measure our service delivery impact against person-focused outcomes. Clients and participants across all our services overwhelmingly rated that commUnity+ represents them and embraces their culture, values and needs.

Feedback on our education pathways demonstrated the importance of community education, particularly for recently arrived and settled migrants in building confidence, transitioning to further education and supporting their pathway to employment.

The voices of community were strengthened in our governance with a refreshed Board bringing vital skills and diversity to our strategic discussions and decision making. The establishment of the Community Advisory Committee has further added to the Board's capacity to hear and respond to the voices of our community. The Reconciliation Committee who lead the development of commUnity+ inaugural Reflect Reconciliation Plan, have also assisted greatly in our connection to community and to place.

With a backdrop of tightened Commonwealth and State Government fiscal policy, commUnity+ has sustained and strengthened all funding streams for our core programs. We have secured grant funding for cross-program projects, enabling us to better meet the needs of population groups including people experiencing family violence and those settling in high-growth regions such as Melton. Targeted investment has focused on strengthening organisational foundations, facilities and development.

commUnity+ capability continues to grow, including through the establishment of a new community space at our Deer Park hub, the new Glenroy Children's Contact Service, and establishment of several community-focussed partnerships and collaborations. We are proud to partner with Victoria University, Distinctive Options and Good Shepherd through our colocation at the Brimbank, Aquatic and Wellness Centre.

commUnity+ is a special place. I'm constantly delighted to hear life-changing stories from community members who have accessed our services and feel a deep sense of pride and belonging as a result. It illustrates the efforts of our staff and volunteers including our Board and leadership team. There are not enough words to express my admiration for you all, and you have my sincere thanks for your hard work over the past year.

As we prepare to move into a new phase of commUnity+ impact, with the development of our next Strategy underway, I am buoyed by our collective energy towards empowering inclusion and participation, and breaking cycles of disadvantage across communities rich in cultural diversity across Melbourne's West and North.

Jackie Mead
Chair

CEO report



Understanding and responding to individual and collective strengths, aspirations and needs of people, across the communities we serve, and among all our people at commUnity+, has underpinned our impact this year.

In pure terms, commUnity+ service delivery increased across all programs during 2023–24 with more people accessing our programs than ever before. In real terms, the role we play has literally changed the trajectory of people's lives.

Our Community Education portfolio experienced an overall increase in enrolments across all programs with 900 graduating students across our courses. We celebrated our renewal as a Registered Training Organisation for another five years.

Already hosting two Children's Contact Services, in Deer Park and Brunswick West, commUnity+ established its third CCS program at a new permanent Glenroy site. With more families supported across the West and North each year, our team are changing people's and families lives and life outlook for current and future generations.

Community legal services, delivered by our legal team at the Brimbank-Melton Community Legal Centre, has continued to strengthen with all funding renewed and extended, and new programs established including African-Australian Assistance Project, the Orange Door in-reach service project, lawyer-development programs including a community lawyer program, a lawyer secondment program and a legal student volunteer and placement program.

Our organisational commitment to enriching communities through engagement and development was enlivened further in 2023–24 with the creation of a Community Development function. This initiative saw our longstanding Neighbourhood House program recognised as being central to providing positive experiences and improving outlook for all members of the community. Alongside a suite of new community programs and collaborations with other community focused organisations, we conducted our first commUnity+ participant strengths and needs

survey to better understand the aspirations, barriers and challenges experienced by community members who access our services and programs.

commUnity+ core programs continued to be supported through funding from all levels of government, for which we are grateful and remain focused on delivering measurable and tangible outcomes. In parallel, we established commUnity+ fundraising platform and launched our inaugural fundraising campaign to support the development of targeted community empowerment programs.

What really makes commUnity+ impactful in the community are our people and teams, spaces and places, and infrastructure, tools and systems. Organisationally we strengthened our community and collaboration focus with the establishment of community development, and marketing, advocacy and growth functions. Our People and Culture function was lifted and strengthened alongside the establishment of an organisation-wide wellbeing team. The Corporate Services function has increasingly focused on internal and external business partnering.

Every day that I go to work I see, hear or read how our people – staff, volunteers including our amazing Board of Directors, and student and partner placements – are working with people across diverse communities achieve their aspirations and are committed to helping those who need help the most. It's a privilege to be part of the team at commUnity+, thank you.

Tracey Gaudry
Chief Executive Officer

Our impact 2023–24



1890

Attendance across education programs

Up 9%
from 2022–23



1594

Legal clients supported

Up 19%
from 2022–23



739

Children's Contact Service clients supported

Up 11%
from 2022–23



4429

Attendance across Neighbourhood House programs

Participation at this well-established community resource held steady, having seen significant growth in demand post-Covid lockdown.

Addressing a growing and expanding area of need

The Melbourne West statistical area 4 (SA4), in which our services are located, stretches from the inner western suburbs of Footscray, Newport and Williamstown, through to Werribee, Bacchus March and Melton. This year, demand for commUnity+ services grew faster than the forecast population growth for Melbourne West. Of note, this region is forecast to account for 21% of the total population growth of Victoria between 2021 and 2046.



Milestone

Our CEO is elected to the Board of Federation of Community Legal Centres

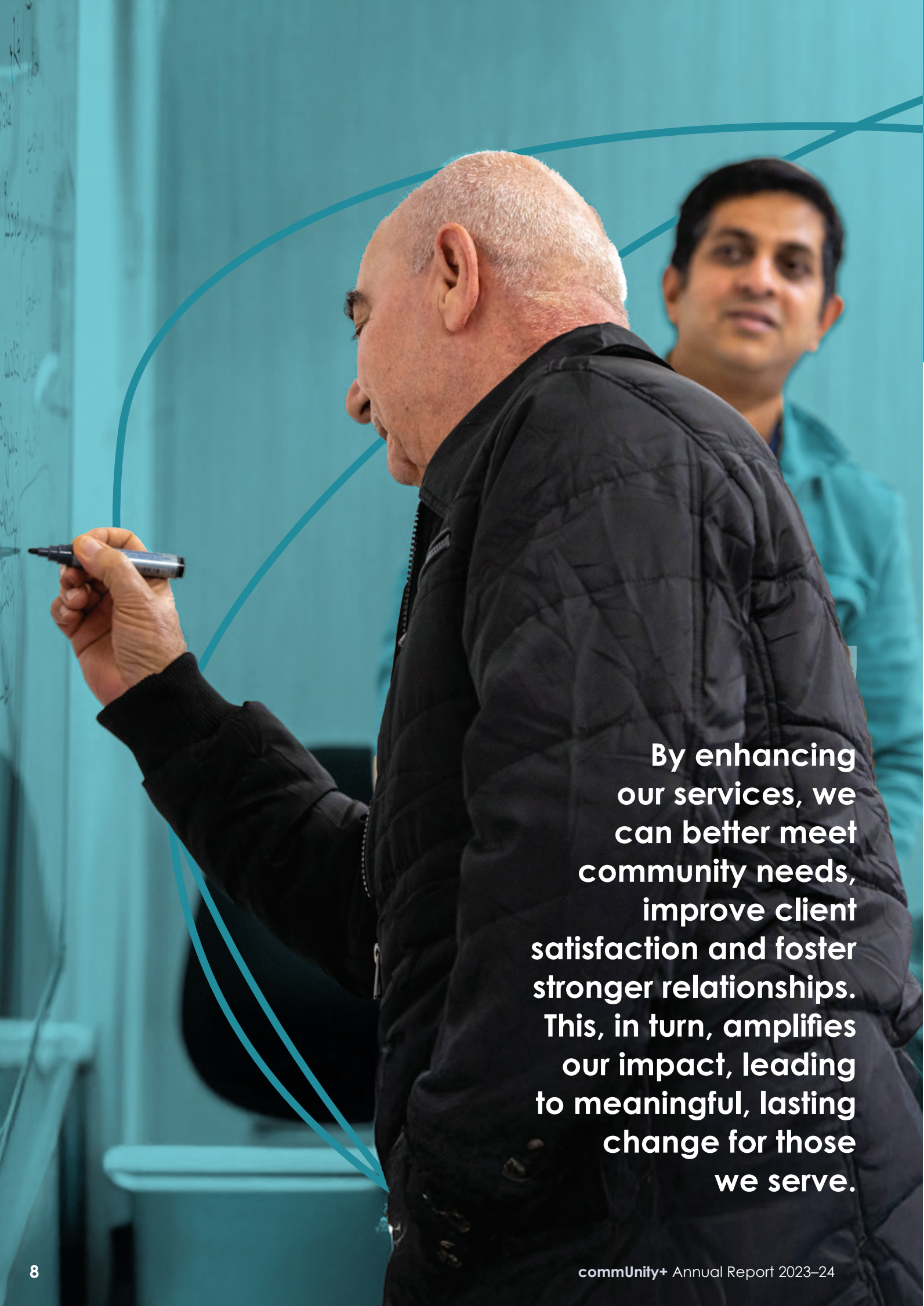


Victorian Multicultural Award for Excellence 2023

commUnity+ became the proud recipient of the Victorian Multicultural Award for Excellence in 2023 in the business category. This achievement is not only a reflection of our commitment to serving diverse communities in Melbourne's ever-growing Western region; it directly mirrors the incredible cultural diversity and lived experience of our very own staff members.

This prestigious business category award recognises organisations that provide *"outstanding service to Victorian multicultural communities and lead the way in building a culturally diverse and culturally safe workplace."* The award is a testament to the exceptional work we do and the impact that we make individually and collectively in our workplace and across the community.





**By enhancing
our services, we
can better meet
community needs,
improve client
satisfaction and foster
stronger relationships.
This, in turn, amplifies
our impact, leading
to meaningful, lasting
change for those
we serve.**

Our strategy

Our vision

Everyone in the West has a safe place where they feel they belong and live the life they choose

Our mission

To support, strengthen and enable individuals and diverse communities in the West to flourish

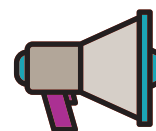
Strategic priorities



Deliver a person-centred commUnity+ service delivery model



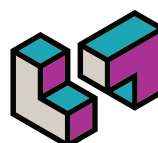
Strengthen education pathways to employment, further study and community participation



Amplify the voices of diverse communities in our governance, operations, and advocacy



Strengthen financial security and sustainability to support our programs, services, and operations



Build and sustain organisational capability to deliver our programs and services



Our governance and leadership

Board of Directors

commUnity+ is governed by an elected, voluntary Board of Directors. The Board may comprise up to eleven Directors under the Constitution.

Our Directors act in the best interests of commUnity+ in accordance with the statutory duties under the Corporations Act 2001 and the commUnity+ Board Charter.

During 2023-24 we farewelled Greg Bowers, Brendan Walsh and Louise Walters as outgoing Directors. All contributed immensely in their roles as Directors and we thank them for their tireless efforts over several years.

There are three subcommittees of the Board:

- Finance Audit and Risk Management Committee
- Governance Committee
- Community Advisory Committee, established in February 2024

Leadership

The Senior Leadership Team comprises five executive management positions following an organisational refresh in November 2023:

- Chief Executive Officer
- Chief Operating Officer
- General Manager, Family and Community Services
- General Manager, Community Education
- Head People and Culture

During 2023-24 we farewelled Craig Liddell and Aimie Meier as outgoing General Manager Education and General Manager Shared Services respectively. Sincere thanks to Craig and Aimie who made a significant impact during their tenure with commUnity+, including contributing to many of the initiatives and outcomes contained in this report.

The Leadership Team comprises employees with people and/or program management responsibilities across all our portfolios.

The Board of Directors, Senior Leadership Team and Leadership Team meet regularly, both formally and informally, and are supported by our Executive Administrator Deepika Sharma.

Our Board



Jackie Mead
Chair

Jackie was appointed to the commUnity+ Board in 2020 and became the Chair of the Board in December 2022. Jackie is a member of the Governance Committee.

Jackie is a long-time resident of Melbourne's Inner West and has a passion for creating and supporting vibrant communities that are inclusive and compassionate at their core. She brings more than 15 years of not-for-profit experience, along with a background in consulting and HR. Jackie is currently the CEO of the national community legal service, knowmore Legal Service.



Emma Hunt
Deputy Chair

Emma was appointed to the commUnity+ Board in 2020 and the role of Deputy Chair in 2022. Emma is a member of the Governance Committee. Emma is an Associate Director in Legal Practice, Victoria Legal Aid (VLA).

Emma is an experienced manager and lawyer with broad expertise across the legal, not-for-profit and government sectors in Australia and overseas. Her experience in leadership and management includes six years as a Co-Executive Director, Public Interest Law Clearing House (PILCH) Vic Inc. (now known as Justice Connect), seven years as a senior manager in the Department of Justice and Regulation, and nine years at VLA in a variety of roles.



Nella Buccheri

Nella was appointed to the commUnity+ Board in 2016. Nella is a member of the Finance, Audit and Risk Management Committee.

Nella is a senior lawyer, and throughout her career, Nella has developed legal expertise in criminal law, administrative law and litigation. Nella has particular skills in exercising public power, specifically administrative law decision-making. Nella is a local resident with a strong interest in social justice. She is an advocate for the work of commUnity+ in local communities and is committed to improving service provision in the Western Suburbs.



Poonam Fernandes
Treasurer

Poonam was appointed to the commUnity+ Board in 2022. Poonam is the Treasurer and Chair of the Finance, Audit and Risk Management Committee.

Poonam currently works for the Victorian Curriculum and Assessment Authority as the acting Chief Finance Officer. She has also held several senior finance positions at the Department of Health and has industry experience in Government, Non-profit Organisations, Mining & Resources and Financial Services.



Olivia Joel

Olivia was appointed to the commUnity+ Board in 2020. Olivia is a member of the Finance, Audit and Risk Management Committee.

Olivia is a Senior Manager in the Network Optimisation and Strategy team at Australia Post and was previously a Manager at Nous Group, an international management consultancy. She is passionate about instrumenting meaningful change through social policy and community development.



Kristie Lawson

Kristie was appointed to the commUnity+ Board in 2022. Kristie is a member of the Governance Committee.

Kristie is working as Director Corporate Services at Central Highland Rural Health. Kristie has well-developed skills in stakeholder management, project management and leadership, with several years of experience leading teams in the public sector working across both State and Local Government.



Susanne Legena

Susanne was appointed to the commUnity+ Board in 2016. Susanne was a member of the Governance Committee until September 2023 and joined the Community Advisory Committee in March 2024.

Susanne is the CEO of Plan International Australia and an advocate for community development, gender equality and youth participation. Susanne has previously served as Chief of Staff to the Victorian Minister for Energy, Resources and Community Development and the Arts. Susanne has dedicated her career to working on social justice issues, tackling family violence, poverty, youth unemployment and homelessness.



Jayne Nelson

Jayne was appointed to the commUnity+ Board in 2024.

Jayne has a diverse industry background, having worked as an executive leader in health, higher education, marketing and advertising. She often draws on her experience in these industries to find creative solutions to complex issues. Jayne has a strong track record of empowering teams to deliver quality services for people in local communities with diverse backgrounds. Jayne is the CEO of IPC Health, a not-for-profit community health organisation.



Martina Offen

Martina was appointed to the commUnity+ Board in 2024.

Martina brings extensive experience in education, health, governance and engagement. Martina's international career has provided her with a rich perspective on multiculturalism and diversity. She held roles at RMIT University in International Relations and with the United Nations Global Compact – Cities Program, focusing on international and cross-cultural collaboration.



Valerie Sace

Valerie was appointed to the commUnity+ Board in 2022. Valerie is the Chair of the Community Advisory Committee.

Valerie is Head of Strategy & Transformation at David Jones. She is a highly commercial Strategy, Transformation and Project Management leader with experience across diverse industries, including retail, digital media, FMCG, waste management and community services. Valerie is passionate about the work of community organisations that seek to empower people affected by disadvantage and inequality in the community.



Damien Smith

Damien was appointed to the commUnity+ Board in 2024.

Damien is well-versed in governance, risk management and strategy and brings over 25 years of executive experience in cybersecurity, technology and risk with large and medium-sized organisations and has provided cybersecurity consulting to several organisations. A long-term resident of the West, Damien is passionate about equality, diversity and opportunity for all community members.





Our Senior Leadership Team



Tracey Gaudry

Chief Executive Officer

Tracey is an accomplished leader with over 20 years of experience in executive and governance roles. Previous CEO roles for community and for-purpose organisations include with Respect Victoria and the Amy Gillett Foundation. Her governance roles have included Vice President Union Cycliste Internationale, where she chaired the global Women's and Advocacy Commissions, and Director Sports Environment Alliance. Her leadership has focused on prevention and early intervention research, policy and program/delivery initiatives supporting diversity, equity and inclusion in local, regional, national and international settings and communities.

Tracey is dedicated to supporting and enhancing the diverse communities that commUnity+ serves and brings significant knowledge, experience, insights and energy.



Cameron Bloye

**General Manager,
Family and Community Services**

Cameron has extensive experience working in a number of Community Legal Centres across Victoria, where he has worked in a wide variety of roles, including management positions. He has experience working in a wide range of areas of law and has previously specialised in working with young people, victim-survivors of family violence, and people with significant mental health conditions and acquired brain injuries. Cameron also has experience volunteering at a number of community organisations, and is currently a board member and the public officer for United Housing Co-Operative, a social housing co-operative based in the Inner-West that provides affordable housing to people experiencing disadvantage and at risk of homelessness.

Cameron joined commUnity+ at the Generalist Lead Lawyer of Brimbank Melton Community Legal Centre in January 2021, and moved into the role of Manager Legal Services and Principal Lawyer in July 2022. In October 2022, he moved into the role of Acting General Manager, Family and Community Services.



Mabel Msopero

**General Manager,
Community Education**

Mabel has been engaged in the education sector for more than 35 years, including private and public high school education, adult and community education, higher education, and vocational education and training in TAFE and private Registered Training Organisations. Mabel's roles in education have included classroom teacher, program manager, head of department.

Mabel's passion for community education comes from her belief that no-one is an empty vessel, and everyone brings something to the table and together we can build a beautiful and well-informed community. Mabel is, and has always been, an active member of her community wherever she lives. She has held voluntary roles as Board Member Auckland Asylum Seekers Support Trust, Member Auckland Council Ethnic People Advisory, Founder Member of the New Zealand Based Trust – Sharing Used Resources for Education (SURE). Mabel is an active member of the Wyndham Council Building Blocks Community Leadership Program 2023 - Allies in the Community Project, and the Wyndham Council People's Advisory Panel.



Nimeshika Peiris

Head of People and Culture

Nim Peiris joined commUnity+ Services as Head of People and Culture in October 2019.

Nim brings more than 20 years of broad generalist experience in Human Resources and Organisational Development strategy, learning and development, change management, talent acquisition, engagement and management, HRIS implementation and administration, and employee relations.

Nim has previously held broad generalist roles with Bulla Dairy Foods and Spotless Group and has held leadership positions in Human Resources in NDB Bank, Brandix and MAS Group in Sri Lanka.



Remberto Rivera

Chief Operating Officer

Remberto Rivera joined commUnity+ Services as Chief Operating Officer in January 2024, bringing more than 25 years' experience working in the for-purpose sector.

Remberto previously worked at ACSO for 12 years as Chief Financial Officer while carrying responsibilities for Facilities and Administration, IT and McCormack Housing (ACSO's Housing Provider subsidiary). Prior to ACSO he

was Corporate Services and Business Development Director at Bairnsdale Regional Health. He also spent ten years with UnitingCare Connections as Corporate Services Director, where he led the organisation to consolidate a merger of three smaller agencies into Connections. A migrant from El Salvador, Remberto commenced his professional career in Australia with The Salvation Army.



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Across all the delivery sites, we continued to focus on the provision of services to clients facing disadvantage and social exclusion, and those in communities new to Australia.



Community education

From settlement to employment, commUnity+ education programs deliver meaningful outcomes through social inclusion and personal empowerment.

commUnity+ is a Registered Training Organisation (RTO) with over 30 years' experience of providing employment, foundation and settlement programs to our community. During this financial year, our RTO continued to deliver both accredited and pre-accredited programs across five sites. The main hub for our Community Education is at 354/6 Main Road West, St Albans. This year, we continued to focus on growth and consolidation of service delivery in the West through closely aligning programs with industry and other providers.

We ended the 2023 calendar year by celebrating our RTO re-registration. After several months of hard work, with all Community Education staff contributing to the final submission for re-registration, on the 17 November 2023 we were issued the much-anticipated letter confirming that we had been granted re-registration for the next five years. On 24 November we gathered at our Main Road West Community Education Hub to celebrate this achievement.

Our impact

Financial year	Pre-Accredited Short Courses (Adult Community Further Education Board)	Adult Migrant English Program (AMEP)	Skills for Education and Employment (SEE)	Skills First	TOTAL
2022-23	510	648	279	300	1737
2023-24	679	563	342	306	1890

Programs

Across all the delivery sites, we continued to focus on the provision of services to clients facing disadvantage and social exclusion, and those in communities new to Australia.

Despite the demands presented by applying for re-registration by Victoria Registration and Quality Authority (VRQA), we continued to ensure great quality program delivery.

Delivery site	Programs	Delivery mode
Deer Park	Adult Migrant English Program Skills for Education and Employment	Face to face
St Albans	Adult Migrant English Program Skills for Education and Employment English as an Additional Language Pre-accredited programs	Face to face
Keillor Downs	Adult Migrant English Program Skills for Education and Employment English as an Additional Language Pre-accredited programs	Face to face
Broadmeadows	Skills for Education and Employment English as an Additional Language Pre-accredited programs	Face to face
Craigieburn	Skills for Education and Employment	Face to face
Blackburn	English as an Additional Language	Blended

On 31 December 2023, the previous English as an Additional Language (EAL) Framework was superseded by a more streamlined EAL Framework, which came into effect on 1 January 2024 for all our students. The start of 2024 was therefore a very busy time as we had to have all our students enrolled in the new Framework while ensuring new resources to align with this change. Despite staffing challenges, our Community Education team worked tirelessly to ensure that everything was in place for the commencement of the new year, with classes back on 29 January 2024.

Across the year we have seen a notable increase in participation in the pre-accredited short courses (ACFE), Adult Migrant English Program (AMEP), Skills for Education and Employment (SEE) as well as the State-funded English as an Additional Language (EAL) programs.

Pre-accredited short courses

Pre-accredited short courses funded by the Adult Community and Further Education (ACFE) Board programs provide adult education in local community settings that support learners to achieve their learning goals. Our pre-accredited, short, modular courses help clients to return to study, improve digital, reading, writing and maths skills, get a job, change career or learn something new.

The programs we delivered across Brimbank and Hume regions, range from 15–50 hours in duration. The most popular courses are Conversational English, both introduction and intermediate levels, followed by Basic Computer Skills and Digital Literacy Level 1.

We are looking forward to expanding the scope of pre-accredited offerings in 2025.

Student spotlight

A journey of resilience: The story of Phuong Nguyen

Born in Vietnam, Phuong Nguyen arrived in Australia in 1987 after spending two years in a refugee camp in the Philippines. Despite numerous challenges, Phuong seized the opportunity to learn, attending an English class for just 1.5 hours a day. With limited resources, she spent the rest of her time poring over an English-Vietnamese dictionary, teaching herself the language that would become a key to her future.

In 1990, just a few years after arriving in Australia, Phuong achieved one of her proudest accomplishments: she passed the citizenship test and interview entirely on her own. This milestone marked a significant achievement in her journey.

Phuong's formal education in English began in 2000, when she enrolled in English classes at a school in Sunshine – Djerriwarrh. However, it wasn't until 2018 that her learning journey took on a new intensity. She joined commUnity+, starting at Level 1 and working her way up to Level 3. When the COVID-19 pandemic hit, Phuong continued her studies online from home, demonstrating remarkable self-discipline and determination.

After the pandemic, Phuong returned to full-time work at a clothing manufacturing factory, temporarily pausing her studies. Recently, she resumed her education by enrolling in a Skills First course at Level 1. In addition to this, she successfully completed an ACFE course in 'Conversational English Introduction' in May 2024, a program that significantly boosted her speaking skills.

Phuong's dedication to learning has not gone unnoticed. Her teacher describes her as conversational, engaged, and always eager to contribute her ideas in class. She is respected for her positive attitude and her genuine interest in learning. But Phuong's impact extends beyond the classroom. In her free time, she volunteers in various community activities, using her improved English skills to connect with others.

Phuong Nguyen's story is a testament to the power of resilience and the transformative impact of education. Despite the numerous challenges she faced, Phuong never stopped striving for a better future.



Adult Migrant English Program

The Adult Migrant English Program (AMEP) provides English language tuition to eligible migrants and members of communities new to Australia. Students learn foundation language and settlement skills, which enable economic and social participation. Program hours were recently uncapped, which means students can now study to vocational rather than functional-level English.

Innovative and engaging classes continue to be delivered across a range of English proficiency levels. In response to the increasing need for digital literacy, computers are used in all classes and each of our sites has laptops for students' use. Computer use has been very popular with all students as teachers focused on everyday matters that require computer skills. These include accessing Centrelink online, booking different types of appointments online and searching and applying for rental properties.



Innovative and engaging classes continue to be delivered across a range of English proficiency levels.

At Brimbank Aquatic and Wellness Centre (BAWC), we share the first floor with community service organisations Distinctive Options and Good Shepherd. The centre is a hub of activity, with a gym, swimming facilities and childcare.

The student composition remained diverse, with most students speaking Vietnamese or Arabic, with the 26 to 40 years age group recording the highest number of enrolments. A key highlight for AMEP last year was the successful graduation of two cohorts from the Settlement Language Pathways to Employment and Training (SLPET) program. The events celebrated not only the students' academic achievements, but also their resilience and determination to build a brighter future in Australia. The pride and joy felt by the graduates, shared with their teachers and peers, made these moments truly memorable.



Student spotlight

Marlin's story

My name is Marlin. I am 31 years old. I have a sister Dalida who is 2 years older. I also have a niece Olga, Dalida's daughter. She is 12. I love her dearly. I have both parents – my mum and dad. We are an Iraqi refugee family.

It's not easy to start a new life in a new country. But I knew I had to be strong, not just for myself but for all my loved ones.

When I arrived in Australia with my family, everything felt so different and overwhelming. We left Iraq. We left behind everything we loved – our home, our friends, our lives. It's not easy to start a new life in a new country. But I knew I had to be strong, not just for myself but for all my loved ones. My first step was enrolling in the Adult Migrant English Program (AMEP) at commUnity+.

I remember walking into that classroom for the first time with my sister Dalida, nervous and unsure what to expect. But as soon as I met Elena, our teacher, I felt relief. She is an immigrant herself, originally from Russia. She is not just a teacher. She is someone who cares about her students. I met many new people from different countries: Vietnam, Iraq, Cambodia, Afghanistan and Sudan. Learning English is not easy but slowly I understood that I could progress. I was very happy for my sister's progress too!

I started to see a future for myself here in Australia. I wanted my parents to join the classes as well, but they were hesitant. They are older and it's very hard to start learning a new language. But I kept telling them to try and they decided to join AMEP too. Walking together to school was a proud and happy moment for me.

Now looking back, I realised how far we have come. We feel like school is our second home with many friends around. I believe we can build a happy future here.



Student spotlight

Dunya's Story

Dunya, a dedicated student in the Certificate II in EAL (Access) program at commUnity+, is a shining example of how hard work, persistence, and the right support can transform lives. Her story is one of perseverance, growth, and the power of education.

When Dunya first joined the Adult Migrant English Program (AMEP) at commUnity+, she was determined to improve her language, literacy, and numeracy (LLN) skills. Coming from a non-English-speaking background, she knew that mastering the English language would open doors to new opportunities in her adopted country. With a dream to pursue a career in medical administration, Dunya was committed to overcoming the challenges ahead.

Throughout her time in the AMEP program, Dunya's dedication to learning was clear. She attended every class with enthusiasm, fully engaging in activities designed to build her language and digital literacy skills. In particular, the digital literacy classes proved to be pivotal in her journey. With the help of her teacher, Dunya learned how to navigate the internet, use online applications, and gain confidence in using technology. These new skills would soon become essential in helping her achieve her dream.

One day, during a digital literacy session, Dunya and her teacher explored potential courses that could help her transition into the medical administration field. They discovered a suitable Medical Administrative course at Victoria University. Empowered by her newfound digital skills, Dunya successfully applied for the course online, managing the entire application process independently.

Dunya's improved language and computer skills also enabled her to navigate the next steps

with confidence. She attended an interview at Victoria University, where she was required to complete a language, literacy and numeracy (LLN) assessment. Her hard work in the AMEP program paid off – she passed the assessment with flying colours and was offered a place in the course.

Today, Dunya is proudly enrolled in the Medical Administrative course at Victoria University while continuing to complete her Certificate II in EAL (Access) with commUnity+. Her journey is a testament to the life-changing impact of education and the support provided through the AMEP program.

We are incredibly proud of Dunya's achievements and excited to see what the future holds for her. With her unwavering determination and the skills she has developed, we have no doubt that she will excel in her studies and beyond.

Dunya's story is a reminder that with the right support, guidance, and dedication, dreams can truly become reality.



Positive outcomes achieved by AMEP learners Certificate I and Certificate II in EAL

Empowering learners through Microsoft Office at commUnity+: Enhancing digital literacy and employability skills

The introduction of Microsoft Office training at commUnity+ has significantly enhanced learner pathways, boosting both digital literacy and employability skills. A carefully designed, structured curriculum was implemented, starting with basic tasks such as creating and formatting documents in MS Word, progressing to more complex projects like delivering class presentations using PowerPoint.

This course was specifically tailored for a linguistically diverse group of students, many of whom had never used a computer before. Over time, these students developed the confidence to bring their personal USB drives to class, symbolising their growth in digital competence. By the end of the program, all participants had produced professional-quality Word documents and PowerPoint presentations, showcasing their dedication and progress.

To ensure practical application of these skills, the course integrated activities like drafting emails to potential employers and typing assessment answers. Continuous support and personalised feedback were provided to help students overcome challenges and build their confidence in using digital tools.

Collaboration among colleagues further expanded digital skills training across programs such as SEE, Skills First, and AMEP. This collective effort ensured that a broader range of students had access to the essential digital literacy skills required for academic and career success.

Positive outcomes and learner pathways

The Introduction to Microsoft Office course led to several significant outcomes. Seven students successfully completed an online Pre-Training Review – LLN Test, enabling them to enrol in blended or online courses at institutions like Victoria University, WCIG, and INHA. These students have either completed or are nearing completion

of qualifications in areas such as childcare, individual support, pathology, and medical administration.

Additionally, three students secured employment in both private and public sectors, while one student embarked on an entrepreneurial journey. An online survey conducted by commUnity+ revealed a notable increase in students' confidence in using digital technology. Furthermore, five additional students are now exploring opportunities to enrol in online courses, opening up further employment pathways.

A comprehensive approach to lifelong learning

By introducing Microsoft Office training at commUnity+, the program has not only improved digital literacy but has also opened new educational and career pathways for learners. The combination of practical skills, tailored support, and collaboration across programs has empowered students to advance confidently in their education and professional lives. This holistic approach continues to enrich the learning experience, supporting students on their journey towards lifelong success.



Skills for Education and Employment

As part of the Djerriwarrh Learning for Employment (Lfe) consortia, commUnity+ was successful with the application to continue our delivery of the Skills for Education and Employment (SEE) program. This means we will continue to deliver SEE, including a new delivery model, in our current contract regions for a further 4 years from 1 July 2024 to 30 June 2028.

Federally funded, the SEE program offers premium education and training opportunities in language, literacy, numeracy, and digital skills to enable pathways into further education or employment outcomes for eligible jobseekers ranging from youth, mature age to Aboriginal and Torres Strait Islander peoples.

Having a dedicated team of teachers that make a significant difference in the educational experience of our students, these professionals often go above and beyond to ensure their students succeed, providing not only academic instruction but also emotional support and mentorship.



Student spotlight



Gulnara's story

Gulnara Daukaeva was born in Yekaterinburg, Russia, when it was called the USSR. She first moved to Australia in 2015, where she lived for three years and returned to her home country briefly. The following year, in 2019, she returned to Australia and has been calling it home ever since. In her home country, Gulnara worked as a high school history teacher for 21 years. Gulnara's writing, reading and critical thinking skills were already good when she started the SEE course 10 months ago, but now they have greatly improved. She has identified speaking and listening as areas she would like to further improve. Being back in class as a student after teaching over two decades was a big change of roles and was challenging at first but Gulnara overcame this quite easily. She even convinced her young adult daughter to study with her, and they support each other in class four days a week. She would like to improve her English level and hone her academic skills for further study. She is aiming to study a Certificate or Diploma in Early Childhood Education and Care and pursue a career in childcare in the future.

Gulnara's writing, reading and critical thinking skills were already good when she started the SEE course 10 months ago, but now they have greatly improved.

Skills First

The Skills First programs are funded by the Victorian State Government, offering subsidised education and training for eligible students. commUnity+ provides English as an Additional Language (EAL), training primarily in the western suburbs of St Albans and Keilor Downs, as well as in the northern suburb of Broadmeadows and the eastern suburb of Blackburn in Melbourne.

In the 2023–24 financial year, commUnity+ offered six qualifications in EAL: Course in Initial EAL, Course in EAL, Certificate I in EAL (Access), Certificate II in EAL (Access), Certificate III in EAL (Access), and Certificate III in EAL (Employment).

Throughout the year, the number of enrolments demonstrated a degree of stability; however, a modest increase was observed in the western suburbs, which accounted for 56% of enrolments, in

comparison to our outreach sites in Broadmeadows and Blackburn, which represented 44%.

In January 2024, commUnity+ transitioned to the new EAL Framework. Consequently, all training and assessment materials associated with the EAL courses within our scope of registration have undergone a comprehensive review.

The Skills First programs prioritised quality education through a considered and adaptable approach that acknowledged each student's distinctive attributes and learning requirements. Our committed teaching staff actively encouraged student participation in lessons, attendance at presentations on legal subjects, and engagement in sessions on financial digital literacy. This year's emphasis was on using digital devices to enhance language, literacy, and numeracy competencies.



Student spotlight

Li's story

Li enrolled in the Certificate III in EAL Employment program in June 2024. During her studies, she volunteers as a teacher assistant at commUnity+. Recently, Li participated in an interview with Ana Balica, the Skills First training manager.

Li believes that of all skills, her confidence has grown significantly. She is no longer hesitant to raise her hand to answer questions, ask for clarification, or provide feedback.

Li values the opportunity to learn in a friendly and supportive environment, which she has found at commUnity+. Initially, she had reservations about expressing her uncertainties due to fear of embarrassment. However, she quickly discovered that her teacher and classmates fostered a culture of inclusion and support. This experience has demonstrated to her that, irrespective of age or background, everyone is welcomed as a vital part of the class community.

Li believes that of all skills, her confidence has grown significantly. She is no longer hesitant to raise her hand to answer questions, ask for clarification, or provide feedback.

Li elaborates on her motivations for becoming a volunteer at commUnity+. She acknowledges that the idea of volunteering was suggested by the assessor who interviewed her. Initially, volunteering as a teacher assistant had not crossed her mind, but she quickly recognised that participating at commUnity+ would offer her valuable learning experiences while also allowing her to make a meaningful contribution to the local community.

Li provides support to lower level students in comprehending questions. She recognises the difficulties these students encounter when communicating in English, which can often lead to frustration. Li is committed to facilitating their learning and enhancing their confidence. As students achieve progress, they demonstrate their satisfaction and enthusiasm for attending class. The appreciation expressed by students towards Li at the end of each lesson is immensely fulfilling for her.



Milestone

commUnity+ successfully re-registered as a Registered Training Organisation (RTO) for a period of five years in November 2023.

Initiatives

In January, commUnity+ took part in the Lunar Festival, which was organised by the City of Brimbank.

In March, we proudly celebrated International Women's Day (IWD) across our AMEP classrooms. Through discussions, collaborative projects, and creative expressions, students engaged in meaningful conversations about the importance of women's rights and the ongoing efforts toward achieving gender parity.

In June, we celebrated Refugee Week with a series of impactful and engaging activities designed to raise awareness and foster understanding of the experiences of refugees. This important week gave our AMEP community the opportunity to reflect on the challenges faced by those forced to flee their homes and celebrate their contributions to society.

We also had the unique pleasure of celebrating a milestone in one of our learner's lives – their 70th birthday! This special occasion was a heartwarming reminder of the diverse ages and backgrounds of our students, highlighting the inclusive and supportive nature of our learning environment. This event underscored the idea that the pursuit of education and personal growth has no age limits. It served as an inspiring reminder to all of us that learning is a lifelong journey.

At commUnity+ we value friendships. We celebrated Friendship Day at all our sites. All friends brought some food to share.



Milestone

Skills for Education and Employment (SEE) Tender Success, June 2024

Looking ahead 2024–25

We will continue to maintain our focus on meeting community needs, specifically employment, foundation skills, and settlement-based education and training programs. We will also develop meaningful engagement with community groups with the assistance from the Community Advisory Committee.

We will strengthen our education to employment pathways, further study, and community participation through integration of accredited and pre-accredited programs by working to increase the number of employers willing to employ commUnity+ education and training program graduates through the introduction of a traineeship delivery model. We would like to extend pre-accredited programs delivery to external community members and in consultation with a range of communities with a high representation on our student body, introduce a community-based program delivery.

Our aim is to expand industry-specific education qualifications through the addition of Certificate III in Individual Support to our Scope of Registration. We also aim to enhance the flexibility and sustainability of the education portfolio through introduction of new and innovative program delivery including a traineeship model supported by a new online learning system through utilisation of our new learning management system.



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Brimbank Melton Community Legal Centre

Improving the lives of community members experiencing marginalisation and disadvantage by addressing their legal and related social issues.

Brimbank Melton Community Legal Centre (BMCLC) provides free legal services and community development and engagement activities to people who live, work or study in the Brimbank, Melton and Bacchus Marsh communities.

BMCLC has a focus on early intervention and the provision of holistic legal services, and we aim to improve the lives of community members experiencing marginalisation and disadvantage by addressing their legal and related social issues.

BMCLC has a main office in St Albans, and we conduct outreach legal services and activities across the Western region in collaboration with several key partner organisations, including:

- Australian Vietnamese Women's Association
- Brimbank Aquatic and Wellness Centre
- Centre for Multicultural Youth
- cohealth Needle and Syringe Program
- Melton Health and Community Services
- The Orange Door
- Sunshine Family Relationship Centre
- Sunshine Hospital (Western Health)

BMCLC's key areas of legal practice include family law, family violence, infringements, debt matters, motor vehicle accidents, criminal law, tenancy and minor criminal law matters.

BMCLC's community development and engagement activities include:

- Community legal education sessions for community members
- Professional development training for staff of community services
- Secondary consultations for staff of community services (to assist them in identifying and referring clients for legal support)
- Law reform and advocacy activities
- Regular attendance at community events

BMCLC's key areas of legal practice include family law, family violence, infringements, debt matters, motor vehicle accidents, criminal law, tenancy and minor criminal law matters.

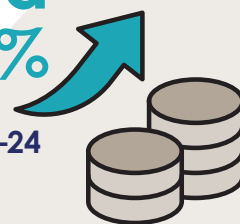
Our impact

Measure		2022–23	2023–24
Legal service delivery	Advice services	922	1917
	Representation services	667	725
	Number of clients supported	1343	1594
% of legal services to priority client groups	Victim/survivors of family violence	61%	59%
	Homeless	11%	18%
	Disability or mental illness	27%	28%
	Born overseas	44%	53%
	Non-native English speaker	37%	39%
	Aboriginal/Torres Strait Islander	2%	3%
	Clients in at least one of the above priority groups	90%	92%
Community services delivery	Legal Service presentations (informing local organisations of BMCLC services)	19	16
	Community legal education sessions	19	34
	Professional development sessions to non-legal professionals	7	12



A total of
\$985,962
 achieved in family law property
 settlements for BMCLC clients

Overall service delivery
increased
 by more than **20%**
 over 2023–24



A total of
\$146,391
 in fines and debts waived
 for BMCLC clients

Programs and services

In 2023–24, BMCLC delivered nearly 2000 legal services, as well as community development and engagement activities, across a range of different projects and outreach programs.

The following is a snapshot of our most significant services and projects for the communities we serve.

Duty lawyer services

BMCLC provided specialist pre-Court and at-Court assistance to victim-survivors of family violence at the Sunshine Specialist Family Violence Court and Bacchus Marsh Magistrates' Court. Our lawyers provide guidance and advice to community members navigating complex systems at a traumatic time in their lives.

During 2023–24, we further expanded our post-Court assistance with a dedicated clinic to provide follow up, wrap-around support to the clients we meet at Court. This ensures that our clients continue to receive support that could otherwise be difficult to obtain.

Without our lawyers' culturally sensitive, trauma-informed services, clients would experience a more difficult and traumatic journey when seeking justice and safety through the Court.

Thanks to BMCLC's assistance, the Court granted John an indefinite extension of the Intervention Order for John's protection.



Client spotlight



Where a young person is subjected to family violence by a parent, this can have a huge impact on the health and welfare of the young person, as well as significantly hindering their development and future aspirations.

John (18) was subjected to family violence perpetrated by his father throughout his childhood. John had already obtained an Intervention Order that prevented his father from having any contact with him, however this Order was expiring soon. As John was worried that his father still posed a risk to him, John applied for an extension of this Order for a further five years.

A BMCLC lawyer was referred John's matter by the Specialist Family Violence Court. On the day of Court, John's father failed to attend, and so our lawyer sought for the application to extend the Order be granted that day.

The BMCLC lawyer represented John in Court, making submissions noting how John was still severely traumatised by the repeated physical and emotional abuse perpetrated by his father, including being fearful to leave his house without either his mother or a psychological assistance service in support. The lawyer also explained to the Court John's belief that without the Order being extended, there was a real risk that John's father could commit further family violence against him.

Thanks to BMCLC's assistance, the Court granted John an indefinite extension of the Intervention Order for John's protection. Having this Order in place will better allow John to focus on his recovery and next steps in life, without risk of further family violence from his father.

NOTE: Client's names have been changed.

African Australian Assistance Project

In 2024, BMCLC commenced a new project aimed at providing early intervention legal advice and legal education to African Australian youth in the Brimbank and Melton regions.

This African Australian Assistance Project aims to reduce the overrepresentation of this cohort in Victoria's criminal justice system by identifying and addressing legal issues for members of this community at an early stage, thereby reducing the risk of these issues compounding and leading to involvement with the criminal justice system.

To this end, through the project, BMCLC has partnered with local grassroots organisations, including the Centre for Multicultural Youth and local schools, to expand the reach of the project and its access to community. BMCLC has also employed a community development worker to improve community referral pathways and provide cultural sensitivity training to staff of BMCLC and other relevant local organisations. This project received funding through the Victorian Legal Services Board Grant Program.





Client spotlight

African Australian Assistance Project

For refugees, keeping valid immigration documents is critical for day-to-day life in Australia. The Document for Travel to Australia (DFTA) that allows refugees entry normally expires within five years from issue. When this happens, a person may apply for Citizenship if they meet the requirements or, otherwise, apply for an ImmiCard (which also expires after five years) to help them access vital services in Australia such as Medicare and Centrelink.

Deng came to Australia from South Sudan with his mother and siblings. He came as a Permanent Resident under the Global Special Humanitarian Visa. Deng had a very rough time in Australia, as he was involved with the criminal justice system and was ineligible to apply for Australian Citizenship. His ImmiCard and DFTA expired, so Deng could not access essential services such as Centrelink and Medicare, nor could he apply for a Driver's License or proof-of-age identification. Deng also found it extremely difficult to obtain employment without identification documents.

Through our African Australian Assistance Project (AAP), Deng was referred to a BMCLC lawyer for help. With only copies of Deng's expired ImmiCard and DFTA on hand, our lawyer assisted Deng with completing and submitting an application to the Department of Home Affairs for a new ImmiCard. Deng was unable to do this himself without BMCLC's help.

Deng's ImmiCard application was approved and a new ImmiCard was sent to him. As a result of this assistance, Deng has been able to obtain his Learner Permit and gained access to employment, and is now overall better able to pursue his ambitions in Australia.

NOTE: Client's names have been changed.

With only copies of Deng's expired ImmiCard and DFTA on hand, our lawyer assisted Deng with completing and submitting an application to the Department of Home Affairs for a new ImmiCard.

Family Law Access Project

BMCLC's Family Law team has continued to provide family law clients with ongoing legal support including advice, litigation and final hearings in the Federal Circuit and Family Court of Australia.

In 2023–24, BMCLC clients received \$985,962 in family law property settlements, with most of these settlements resolved by agreement, even when court proceedings had already commenced.

BMCLC also assisted clients in resolving their parenting disputes via final court orders or parenting plans, and all Applications for Divorce were successfully granted. These outcomes ensure that BMCLC's family law clients – all of whom are victim-survivors of family violence – receive the fair outcome that they deserve and can move onto the next chapter of their lives as safely and securely as possible.

Client spotlight

Family Law Access Project

Due to the power imbalance, women who leave violent relationships are often unable to safely negotiate a fair financial settlement with their partner. This perpetuation of abuse often prevents these women from being able to move on independently with their lives.

Ingrid is an older woman who relies on the Disability Support Pension for income. Ingrid and Tony were married for 15 years and had a child together, and Ingrid is a victim-survivor of family violence that occurred during the marriage. When they separated, the couple had limited assets to divide, beyond Tony's superannuation.

As a result of BMCLC's assistance, Ingrid has been able to regain her financial independence from Tony, and now has access to almost \$200,000 in superannuation.

When Ingrid came to BMCLC, she had already tried to negotiate a financial settlement with Tony, but he refused to discuss the matter with her. Due to the history of family violence, Ingrid was afraid of provoking Tony. As they had been divorced for almost 12 months, Ingrid was running out of time to reach a settlement, leaving her at risk of walking away with nothing.

After attempts to negotiate with Tony were unsuccessful, BMCLC assisted Ingrid in applying to the Federal Circuit and Family Court of Australia for a property settlement. During the proceedings, BMCLC had extensive discussions with Tony, explained what Ingrid was seeking in plain English, and eventually negotiated an agreement to split Tony's superannuation equally between the parties.

As a result of BMCLC's assistance, Ingrid has been able to regain her financial independence from Tony, and now has access to almost \$200,000 in superannuation. Ingrid plans to apply for early release of these funds, and has expressed her gratitude for BMCLC's support in assisting her to restart her life.

NOTE: Client's names have been changed.



Our Health Justice Partnerships involve BMCLC lawyers working with nurses, midwives, social workers, allied health professionals and other service staff.



Melton Family Violence Services

In recognition of the very high rates of disadvantage and family violence in the Melton community, the Department of Justice and Community Safety provides BMCLC with the 'Melton Family Violence Grant' to deliver additional legal support and community legal education. This support and education is targeted towards clients experiencing family violence and organisations supporting victim-survivors of family violence in the Melton region. Through this funding we support more than 300 clients each year.

Following significant advocacy to the government and support from our local State members of Parliament, we have been successful in obtaining an extension of this vital funding for another four years to mid-2028, allowing us to continue performing this impactful work for a sustained period.

Health justice partnerships

During 2023–24, BMCLC continued its important Health Justice Partnerships with key community partners, including Sunshine Hospital (Western Health), Melton Health and Community Services, and cohealth's Needle and Syringe Program. These partnerships allowed BMCLC lawyers to provide more than 85 legal advice services to consumers of these health services who may otherwise have gone without legal assistance.

Our Health Justice Partnerships involve BMCLC lawyers working with nurses, midwives, social workers, allied health professionals and other service staff to ensure that individuals who are identified as needing legal support can receive this help within the framework of the health and social support they are already receiving. BMCLC also continues to provide secondary consultations and legal education to the staff of these services, better building their own capacity to identify and assist clients who present with legal issues.

Client spotlight



Giselle was a victim-survivor of family violence perpetrated by her ex-partner, Troy, and was pregnant with their child. During a hospital appointment for her pregnancy, a social worker noted Giselle's situation and referred her to Brimbank Melton Community Legal Centre (BMCLC) for advice as part of the hospital's Health Justice Partnership with our Centre.

Giselle came to BMCLC unsure about the law, and concerned about what might happen when her baby was born. Giselle was worried that her baby was at risk from her ex-partner, and was concerned that Troy may have a 'right' to custody. Giselle also sought advice on whether she could, or should, avoid listing Troy on the child's birth certificate when the baby was born. Giselle was intending to avoid seeking child support from Troy as she felt the money was not worth the risk of his reaction.

BMCLC assisted Giselle by providing her with legal advice in relation to her unborn child, intervention orders, child support and how best to navigate her parenting matter with Troy moving forward. As a result of the advice received, and our lawyer's follow-up with her, Giselle was grateful and confident that she now understood the law and the different options available to her. Giselle was able to receive impartial and independent legal advice in a comfortable and non-judgmental setting and was empowered to make a decision that was best for her and her family.

NOTE: Client's names have been changed.

Initiatives

Funding advocacy

As we recognise the increasing levels of unmet legal and social need within the communities that we serve, we continued our strong funding advocacy with funding bodies and relevant members of parliament during 2023–24.

Through our advocacy for increased funding in 2023–24, we were successful in obtaining:

- An extension of specific funding from the Victorian Government through to mid-2028 for BMCLC to continue providing legal assistance to victim-survivors of family violence in Melton
- A grant of funding for BMCLC to employ a new Family Lawyer through Women's Legal Service Victoria's Emerging Lawyers Program
- A grant of funding issued by the Office of Suburban Development (Department of Transport and Planning) for a collaborative project between BMCLC and commUnity+'s Community Development & Neighbourhood House program to enhance community safety and empower community members in the Melton region.

Each of these funding outcomes is the culmination of strong and sustained advocacy by commUnity+, with each achievement being a reflection of the trust placed in BMCLC to deliver quality services to the communities we work for.

The Orange Door in-reach service

In early 2024, BMCLC launched an In-reach Legal Service in collaboration with the Melton and Sunshine locations of The Orange Door, the state-wide 'front door' to support people experiencing family violence.

Through this In-reach Service, a BMCLC lawyer spends one day per week at The Orange Door, assisting referred clients and delivering professional development and secondary consultation services to enhance the capacity of Orange Door practitioners. This service reflects our commitment to providing collaborative, early intervention services to improve the lives of the members of the communities we serve.

Lawyer secondment program

BMCLC enhanced our existing partnership with the Victorian Government Solicitor's Office (VGSO) by establishing a secondment program through which a lawyer from the VGSO is placed at BMCLC full-time for a six-month period each year.

Our first secondee through this program, Vanessa Wickes, commenced in BMCLC's Generalist team in June 2024. We are grateful to the VGSO for assisting us in meeting the large demand for our legal services in the West through this initiative.

Victoria University student placement program

In addition to continuing to take on law students from Victoria University, in June 2024, BMCLC commenced its first ever student placement program for students of Victoria University's Bachelor of Criminal Justice course.

This placement program offers Criminal Justice students the opportunity to be exposed to the community legal sector, which is an integral component of the Victorian justice system, and to develop their knowledge and understanding of the important work that centres such as BMCLC perform every day.

Law student volunteer program

BMCLC launched its Intake Volunteer program in September 2023. This program provides local law students with an opportunity to develop first-hand experience of what it is like to work within a community legal centre setting, with law students volunteering one day a week to assist with engaging with new clients and recording key client information for the Centre's lawyers.

Our Centre has already taken on several law students through the program, and we are excited and proud to continue shaping the next generation of lawyers from the West.



Looking ahead 2024–25

The next financial year looms as another exciting opportunity for BMCLC to make meaningful change in the communities that we serve. Our focus will include the following key areas.

Strengthening and expanding integrated service delivery

In 2024–25, we will continue our ongoing efforts to align and integrate our legal services to meet community members where they are already accessing services and support. With this guiding principle to our service design, we are able to provide early-intervention support and to ensure holistic legal and non-legal supports for community members to address social and legal issues at the earliest possible stage so as to avoid worse outcomes downstream (for example such as ending up in court, in the criminal justice system, or with fines or debts have escalated and become more expensive and difficult to address). In 2024–25, this will involve continuing to find opportunities to deliver integrated and partnered legal services and community legal education alongside other commUnity+ programs as well as other local service providers.

New office premises

In late 2024, BMCLC will move to a new office with a more open and welcoming entrance with street frontage to ensure greater accessibility and visibility to clients and community members. BMCLC will remain situated in the heart of St Albans where we are well established and known in the local community. The new premises will ensure that our clients and staff have the best possible space that properly reflects the value and importance of our work by providing a welcoming and professional environment for clients to uphold and promote their dignity.

The next financial year serves as an exciting opportunity for BMCLC to further develop and increase its presence and voice in the community.



Milestone

Aston Legal and Brimbank Melton Community Legal Centre (BMCLC) begin working together

Systemic and community impact

While BMCLC has always strived to obtain meaningful outcomes for the individual clients we assist, our focus in 2024–25 will be to create more meaningful change at a systemic level, including taking part in relevant law reform and community advocacy opportunities.

Given our knowledge and expertise in the legal areas that impact our clients most, we know that we have much to offer by advocating on behalf of the communities that we serve to better the lives of community members.

Amplifying impact

The next financial year serves as an exciting opportunity for BMCLC to further develop and increase its presence and voice in the community.

Through further building of our online profile and engagement with key community partners, we want to make sure that as many people as possible hear the stories of our clients and learn about the impact that we can make on lives.

Milestone

Brimbank Melton Community Legal Centre (BMCLC) Reaccreditation as a Community Legal Centre





Children's Contact Services

The commUnity+ Children's Contact Service (CCS) enables children of separated parents to have safe contact with a parent or significant other who they do not live with.

The CCS offers onsite and virtual supervised visits where children can meet their parent in a safe and child-focused environment. We also offer a changeover service where we facilitate the transition of the child from one parent to another to prevent the child being exposed to conflict between the parents.

commUnity+ operates three CCS locations across Melbourne's North and West, situated in Deer Park, Brunswick West, and a newly established service in Glenroy.

This financial year has been another busy one for the Children's Contact Service, with a highlight being the establishment of our new service at a permanent site in Glenroy. Established in just 2023, this site is already

operating at full capacity and delivering exceptional service levels. Glenroy provided 155 client sessions in 2023, and 550 sessions during this financial year. The remarkable increase in service is a testament to the hard work and dedication of the entire CCS team.

commUnity+ CCS sites continue to receive high referral numbers. This is due to the high level of need in the regions our CCS are located, and the strong reputation we have built with our stakeholders, including private, legal aid, and community legal centre lawyers, as well as the Family Court, who trust the high level of professionalism we bring to our work and the great outcomes that we are able to achieve with the families that we work with.

Our impact

Measure		2022-23	2023-24
Client sessions	Brunswick West	856	814
	Deer Park	1016	801
	Glenroy	155	550
	Total	2027	2165
Clients supported	Brunswick West & Deer Park	609	544
	Glenroy*	58	195
	Total	667	739

*The Glenroy CCS was established in a temporary Centre in 2022-23, transitioning to a permanent location in 2023-24.



Children's Contact Services by the numbers

Total number of clients across all sites:

739

Total sessions across all sites:

2165

97%

clients say it was easy to access and use the CCS service

95%

of clients say they were satisfied with service they received at the CCS

97%

said they felt welcome and safe at the CCS

The Brunswick West, Deer Park and Glenroy sites have significantly improved satisfaction rates, rising from 75.6% last year to an impressive

95.26%



Client feedback



Milestone

Opening of the third Children's Contact Service Centre in Glenroy in August 2023

The workers at the CCS were always welcoming and accommodating to changes required. My sons enjoyed coming and spending their time with their father there, it has been a good bond and trust-building space. Thank you to all of the lovely CCS team.

Thank you to the CCS team. They have helped me re-establish a relationship with my one-year-old son. Following the supervised visits, I am now able to bring my son home. I am very grateful for the support for me and my son.

The CCS staff are all extremely helpful and great with my children during a difficult situation for myself and they are highly accommodating. They have made me and the children feel totally welcomed and cared for.

I am so glad to reconnect with my son through the CCS. I can see my little man gets happier and happier every time he comes to see me. I really appreciate all the help I get from commUnity+.

I had an amazing experience with the commUnity+ team. Every staff member was professional, empathetic, and diligent with the service.

Client spotlight



Working with very young children can present distinct challenges for CCS staff. Navigating contact when working with anxious parents and a babies can be fraught with difficulty. There may be additional complications such as the mother is still breastfeeding, the child has never separated from the primary carer and the non-resident parent has not yet met the child. The CCS respects how difficult this process can be for everyone involved. We work towards a successful outcome by using a calm, patient and reassuring approach that builds trust with all parties.

Our Deer Park service worked with a family with an eight-month-old child that the mother had never been separated from, and the father had not yet met. Despite offering familiarisations and extra play sessions for the child, it was a long and slow process to get the visit to last for longer than 10–15 minutes. The father was overwhelmed by the child crying and felt he was doing everything wrong, while the mother was extremely anxious and reluctant to hand the child over.

The staff did whatever was necessary to create an opportunity for the relationship to develop. Additional visits were scheduled for the staff to play with the child, the mother was asked to stay onsite in case the staff needed help to settle the child, visits were reduced in length

and made more frequent. Several rounds of additional visits were provided, and a lot of time was spent reassuring the mother that her son was safe and being looked after. When there were cancellations, the service worked to provide alternative times so there would not be a long gap between contacts.

Over time, the visits lengthened until we were doing one-hour visits. The father was able to feed and and change his son, and the child smiled and reached his arms out to his father upon entering the room. The father could comfort his son when he cried and had more confidence in his parenting abilities. The grandparents were eventually introduced into the visits, and at the last court hearing the father moved to unsupervised contact arrangements.

This is just one illustration of how the CCS staff are dedicated to overcoming challenges and finding new ways to achieve the best outcomes for the families we work with..



Looking ahead 2024–25

Integrated service delivery

As part of the broader commUnity+ ecosystem of services, to continue to develop and improve integrated service delivery. In 2024–25, a key focus for the CCS will to be further expand partnerships and referral pathways with other commUnity+ services and external service providers to ensure that our clients receive the holistic supports they need to be able to develop healthier and happier family relationships.

Expanding student placements

As a part of our partnership with Victoria University, the CCS now offers placement opportunities for Social Work students. In 2024–25 we intend to further grow and develop these opportunities, and look forward to working together with students and sharing our knowledge and experience to help to develop the next generation of social workers whilst benefiting from their fresh perspective on our work.

commUnity+ has its origins in 1982, as the Deer Park Community Information Centre, which was established by local residents in response to locally determined needs, with a focus on further learning and reducing social isolation.



Community engagement and development

The commUnity+ journey began as a small community information centre, and our service delivery is person-centred, guided by community voices and designed to meet community needs.

commUnity+ has its origins in 1982, as the Deer Park Community Information Centre, which was established by local residents in response to locally determined needs, with a focus on further learning and reducing social isolation. Our Neighbourhood House at Deer Park proudly continues this tradition, working with and alongside community members to deliver a range of educational, health and wellbeing, and social support services.

In 2023–24, our Neighbourhood House program was recognised as being central to our enterprise-wide ethos to enrich communities through engagement and development. This shift recognises the holistic approach of the Community Engagement

and Development team as one that leads our Neighbourhood House based at Deer Park site and works more broadly, delivering and supporting community development programs and initiatives across all our sites, supporting communities throughout the west and northern regions of Melbourne, and increasingly working in collaboration with other commUnity+ programs and community organisations.

The team has expanded to embrace this holistic approach, with a Community Development & Neighbourhood House Manager and two Community Development Workers.

Our impact

69

programs in 2023–24.
Up from 67 last year

Total number of
clients across all sites:

739

Total number of
Neighbourhood House
program attendances:

4429

91%

of participants reported that
programs were interesting
and relevant for them

91%

of participants reported that
it was easy to access and
attend programs

98%

of participants reported
feeling welcomed and safe
while attending programs

Service user strengths and needs survey

A key community development initiative launched in 2023–24 was our first ever commUnity+ service user strengths and needs survey, as a way of better understanding the aspirations, barriers, challenges and achievements of the diverse community members that access all commUnity+ services and programs. The rich information from this survey is supporting commUnity+ in better understanding how we can best design our services and programs to meet our vision of everyone in the West having a safe place where they feel they belong and can live the life they choose. The intention is to repeat this survey in future years to track our progress in responding to their strengths and needs of our clients and service users.

The survey results provided important insights, including:

- Physical and mental health, social connections, and improved English ability being the most pressing priorities for commUnity+ participants
- Common themes of commUnity+ participants wanting to improve their financial situation, and ability to access government services (especially online services).





Programs and initiatives

Neighbourhood House

In 2023–24, we continued to deliver a wide range of free Neighbourhood House and community development programs that are open to all, including several new programs such as:

- **Walking group**, with a group of community members exploring the local area each week, particularly along the beautiful Kororoit Creek
- **BYO book club**, with community members bringing along and sharing what they are currently reading, building on our existing community library
- **Be connected**, where participants support each other to learn and improve digital skills, such as how to engage with family members via video calls on a smartphone
- **Games club**, a welcoming weekly board and card games session for community members of all ages



Community events

We also hosted and celebrated a number of events with commUnity+ staff, students and community members, including:

- Eid Al Fit'r, celebrating the end of Ramadan
- Neighbourhood House Week, featuring a cultural community lunch with homemade food from cultures and countries all around the world, a knitting and craft market hosted by our 'Knit One, Talk One' group, and a number of other events over the week to showcase and invite community members into the Neighbourhood House
- Law Week, alongside our wonderful legal team
- Reconciliation Week, where we hosted a film screening and incorporated session to better celebrate and understand First Nations culture and history into a number of our regular Neighbourhood House programs.



Reconciliation journey

In 2023–24, commUnity+ made significant progress in our journey to support reconciliation with First Nations people. This included celebrating and being involved in a number of significant cultural events, such as NAIDOC week and Reconciliation Week, working alongside Aboriginal Controlled Community Organisations.

In 2023–24 we submitted our first 'Reflect' Reconciliation Action Plan to Reconciliation Australia, which will be finalised and implemented in 2024–25.

Community Advisory Committee

commUnity+ has established a new Community Advisory Committee to underpin our principle of being a community-connected and community-led organisation. The work of the committee will be largely self-directed and will have the opportunity to provide feedback and input into commUnity+ initiatives, governance, and how we can support the communities that we work with. All committee members have a deep connection to the communities that commUnity+ works with. They bring a range of diverse backgrounds and perspectives, including significant experience in community engagement and inclusion.

Collaborations

A key part of strengthening the impact and connection of our programs with local community members, is to work collaboratively with other community-focused organisations. In 2023–24, we partnered with many organisations to co-deliver programs, initiatives and events including:

- Brimbank City Council
- Bunnings Caroline Springs
- Community Collective
- Deer Park Lions Club
- Distinctive Options
- Djerriwarh Community & Education Services
- Duke Street Community House
- Good Shepherd Australia New Zealand
- IPC Health
- Kororoit Creek Neighbourhood House
- Neighbourhood Houses Victoria
- Network West
- Reclink Australia
- St Albans Community Youth Club (the Tin Shed)
- The Dame Phyllis Frost Centre
- The Hunt Club Community and Arts Centre
- Victoria University
- Western Bulldogs Community Foundation



Looking ahead 2024–25

Next financial year will see the Community Engagement and Development Program continue to grow its impact and reach with planned initiatives including:

- The commencement of our onsite Deer Park commUnity+ garden and the 'Patch to Plate' project, which aim to foster social connection, promote independence through hands-on gardening and cooking skills, and encourage sustainable home gardening. In Term 4, weekly gardening workshops led by Cultivating Community and cooking sessions run by Neighbourhood House staff are being offered. Future programming for 2025 will be shaped by participant feedback and available funding.
- The commencement of the 'Melton Community Safety & Empowerment Project', which will educate, support and empower people in Melton. The project will address and prevent gender-based violence and other community safety issues, with a Community Development staff member working alongside a Community Lawyer from our legal team.
- The delivery of the 'Pathways in Place' (PiPAN) project to address the underlying causes of youth unemployment in the Brimbank community, led by Victoria University and funded by the Paul Ramsey Foundation.
- Further expansion and growth of our programs, with a focus on drawing in community members currently underrepresented in our programs such as young people.
- Deepening and strengthening collaboration and partnerships with other commUnity+ programs and community-focused organisations on community development initiatives and projects for communities experiencing disadvantage and marginalisation.





Client feedback

"I just love that it makes me feel happy. I never know who I'll meet, but everyone is so welcoming, and the activities are beautiful. I never know what to expect but it's always fun! You can forget your troubles and have a good laugh, and it's not just the other people in the group, the staff here makes me feel very welcome."

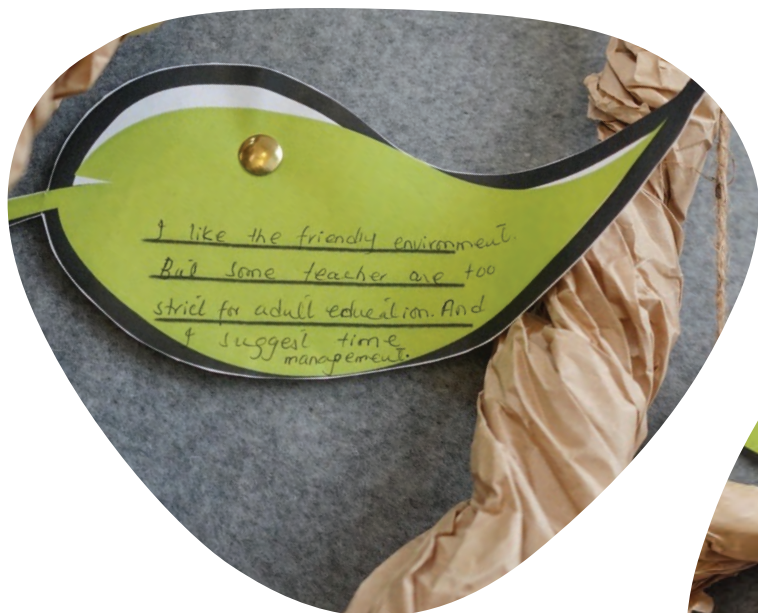
Mary – Get Crafty Participant

"Coming to Get Crafty is like a box of chocolates! You never know what you're going to get but it's always good. I like making everyone laugh. I look forward to coming every week, everyone here is beautiful."

Vicky – Get Crafty Participant

"I tried a sewing class before, but it wasn't very welcoming. Here, I feel safe and connected."

Sew Sustainable Participant



Some collected quotes from the Feedback Leaves

In response to the prompt "What does an inclusive community look like to you?" – "Includes different people from different backgrounds, learning from each other."

In response to the prompt "What do you like about the Neighbourhood House?" – "I feel like I'm at home. It's clean and safe here."

Staff spotlight

Jax's story

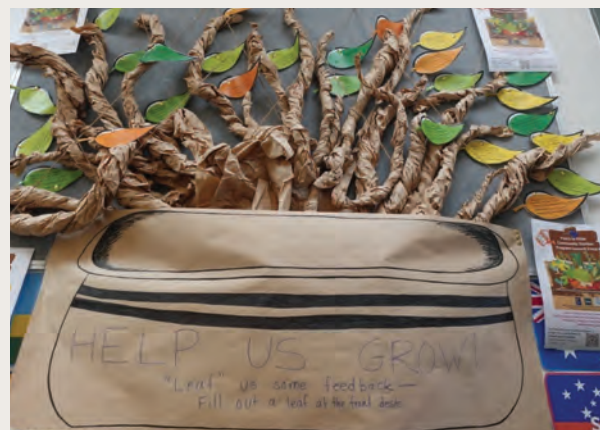
The first day I walked into the commUnity+ Neighbourhood House, I could tell this place was special. Participants warmly welcomed me into their space in a way that I hadn't experienced in over 10 years of working with communities. At a farewell lunch for a placement student, a commUnity+ branded mug with my name (even spelled correctly!) was given to me as a welcoming gift. I kept waiting for the "shoe to drop" over the past year, but this space is exactly what I first thought it was: a place where people – from staff to EAL students to community participants – genuinely care about one another and go out of their way to include everyone.

It has been an honour to support the growth of Neighbourhood House by co-designing programs like "Threading Together," where participants learn to hand-sew with the goal of creatively repairing damaged clothes or are inspired to invent something entirely new with upcycled fabrics. Watching this program grow has been a joy, especially seeing how our EAL students use their precious lunch breaks to share sewing skills and chat with one another.

After spending time being frustrated in academic spaces, I am so grateful to have found a workplace that truly aligns with my passion: supporting community growth, from

the individual level to driving large-scale policy changes that improve inclusive practices and empowerment. It feels great to be back on the front line of community development, where I get to indulge in both my love for colour-coded systems and my passion for collaborative feedback practices, like our 'Growing Tree'.

As you can see in the photos of the "leaves" from our diverse community members, this installation has been built and filled with voices from across the different service programs that commUnity+ offers. As a migrant myself, I see my own story reflected in the 'leaves' shared by participants and EAL students. I feel included, I feel safe, and I am growing. Thank you to the commUnity+ community for inviting me in and supporting my journey in Australia!



Milestone

Establishment of the Community
Advisory Committee in February 2024

“
The focus of the portfolio has been to strengthen its essential partnering, support and external functions, and focus on continuous improvement in service delivery, efficiency and outcomes.



Corporate services



During the year, an organisational refresh saw the Shared Services function emerge to become the Corporate Services portfolio.

This involved reflecting on its purpose and scope of corporate services functions as vital internal business partners to all portfolios and functions of the organisation, and externally with an increased focus on stakeholder engagement, marketing and growth in collaboration with all programs and the Office of the CEO.

The focus of the portfolio has been to strengthen its essential partnering, support and external functions, and focus on continuous improvement in service delivery, efficiency and outcomes.

Service functions

Finance

The Finance team had a busy start to the new financial year with the rolling out of the 2023–24 budget; and assisted the organisation's Board to source and appoint a new auditor: Stannards Accountants, who come with great experience and knowledge in the sector.

In the second half of the financial year the focus for the team was on reviewing and ensuring value for money in major supplier contracts such as IT, stationery and cleaning.

Facilities

We said farewell to the green colour that was synonymous with the Deer Park site and gave it a fresh makeover before the commUnity+ Annual General Meeting in November 2023. The makeover also saw an expansion of the CCS facilities within to accommodate the provision of high-quality services to the community.

Our main community education site in St Albans also had an external branding uplift, making it more prominent and easier to find.

The safety and security of our staff continues to be of prime importance. Thus, a new duress alarm system was implemented across the organisation, to assist the CCS program which sees part of our workforce working on weekends, as well as some teachers who work in the evenings by themselves. The new system will also be rolled out to all new facilities including the new site for our Brimbank Melton Community Legal Centre. The new system offers a level of comfort to the staff at these locations as they know they can call for help should the need arise.



ICT

The organisation continued its investment in updating its computer network and hardware stock. To keep up with the fast movement in IT, the organisation has decided, in the new budget, to implement a hardware renewal policy which entails renewing 25 per cent of hardware stock each year. This means every four years the computer stock will be replaced.

Risk and compliance

The risk and compliance function maintained its focus on the organisation's policies and procedures to meet compliance obligations. It delivered First Aid and Fire Warden training to our staff to help ensure their safety and the safety of the community around them. A Work, Health and Safety (WHS) committee was formed to ensure any incidents or hazards were efficiently dealt with and steps taken to prevent incidents in the future. The WHS incident register was regularly updated, reported and discussed at Board meetings to continue our focus and commitment to WHS.

Marketing, communications and growth

The marketing, communications and growth team launched commUnity+ first fundraising platform and fundraising campaign towards the end of financial year.

Another prime focus has been on the development of an effective communications and social media strategy to demonstrate impact, increase awareness, and expand the recognition of the commUnity+ brand. The communications team continues to lead our media and social media engagements to engage key audiences. Work in this area has included Quarterly EDMs to stakeholders and full implementation of Nutshell a stakeholder database which help the organisation monitor and enhance its relationship with external stakeholders.

Looking ahead 2024–25

The 2024–25 financial year will start in earnest with the implementation of our 2024–25 budget. Our focus the coming year is to deliver on our budget, and to look at ways to strengthen our financial position; be it by becoming more efficient, reviewing supply agreements and of course prosecuting new revenue and funding opportunities.

We are in the process of evaluating our systems and will be looking at achieving systems integration to optimise automation and improve efficiencies. We will work to improve our forecasting tools and develop financial modelling tools to better understand our cost drivers and finetune our tender pricing and development.

We are in the process of evaluating our systems and will be looking at achieving systems integration to optimise automation and improve efficiencies.

As we deploy our budget for the 2025 financial year, we will take the time to train our leadership team financially. Focus will also be given to cost and overhead containment to keep in line with 'for purpose' industry standards.

An internal process review will be enhanced by the implementation of an Internal Audit program which will focus on continuous process improvements. Attention will also be given to review and update our financial policies and procedures which will include their full implementation.

A branding review will be conducted to streamline our brand and positioning, and be used to refresh our website and redevelop our intranet. This will enhance our internal communications and make it easier for staff to participate in the life of the agency.





The focus of the portfolio has been on staff wellbeing, strengthening its essential partnering, support and external functions, and continuous improvement in service delivery, efficiency and outcomes.

People, culture and wellbeing

At commUnity+, our culture is built on a foundation of inclusivity, diversity and respect and we strive to create an environment where everyone can thrive and feel they belong.

Over the past year, the people, culture and wellbeing team has fostered a positive and inclusive culture by focusing on the team's wellbeing. Furthermore, the People and Culture team was positioned as a standalone function, emphasizing its role as an enabler that underpins our people and purpose. This has created the opportunity for the People and Culture function to increasingly focus on enterprise-wide strategies and initiatives associated with commUnity+, while continuing to strengthen support to all staff in their journey with us.



Developments and initiatives

Our strategic focus over the past year was mainly guided by the voices of our team, based on feedback that we received in our 2023 annual staff survey.

Training and development

One of our key priorities for this financial year was the focus on employee learning and development and key leadership development. Within the year we were able to deliver over 1400 in-house training hours. Our main development areas across the organisation were on vicarious trauma and trauma informed care, resilience and stress management, performance planning, goal setting, and managing employee appraisals, and leadership skills. The whole leadership team were taken through an eight-month long development program where they were equipped with knowledge and skills to better manage and motivate their teams.

Employee wellbeing

With the environmental and social challenges since the COVID19 pandemic, employee wellbeing has been prioritised focus across the organisation. With the launch of the Wellbeing Framework, we were able to be more intentional and impactful in providing guidance and support to our staff on their wellbeing. The Wellbeing Framework has helped us take on a more wholistic approach when determining our engagement and wellbeing activities.

Wellbeing framework

Emotional

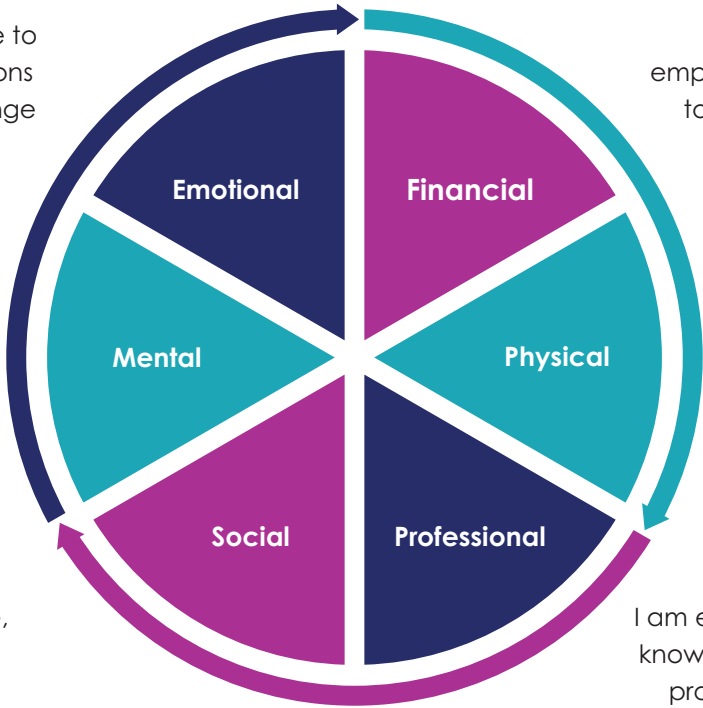
My workplace supports me to experience positive emotions and cope with stress, change and challenges

Mental

I am supported to realize my abilities, take care of my mental health and work productively

Social

I belong to a collaborative, supportive workplace community where I can contribute and connect



Financial

I feel secure in my employment. I am empowered to manage my finances and reach my financial goals

Physical

I feel physically safe and supported to make healthy choices in my workplace

Professional

I am empowered to develop my knowledge and skills and pursue professional growth. I achieve enrichment through my work

Employee engagement

Our annual survey, now in its fourth year, has shown an increase in employee engagement, alignment and satisfaction. This is largely thanks to our continued focus on employee engagement. Our mid-year and end-of-year staff events have become opportunities for our team to not only unwind, but to also discover the strengths, capabilities and values of their team members. The end of 2023 event was designed to bring the teams out of their comfort zones, break any program barriers and be competitive all while having fun. This was a fantastic success, followed by the Mid-year staff event in June 2024, which was the first initiative rolled out by the new Wellbeing Team.

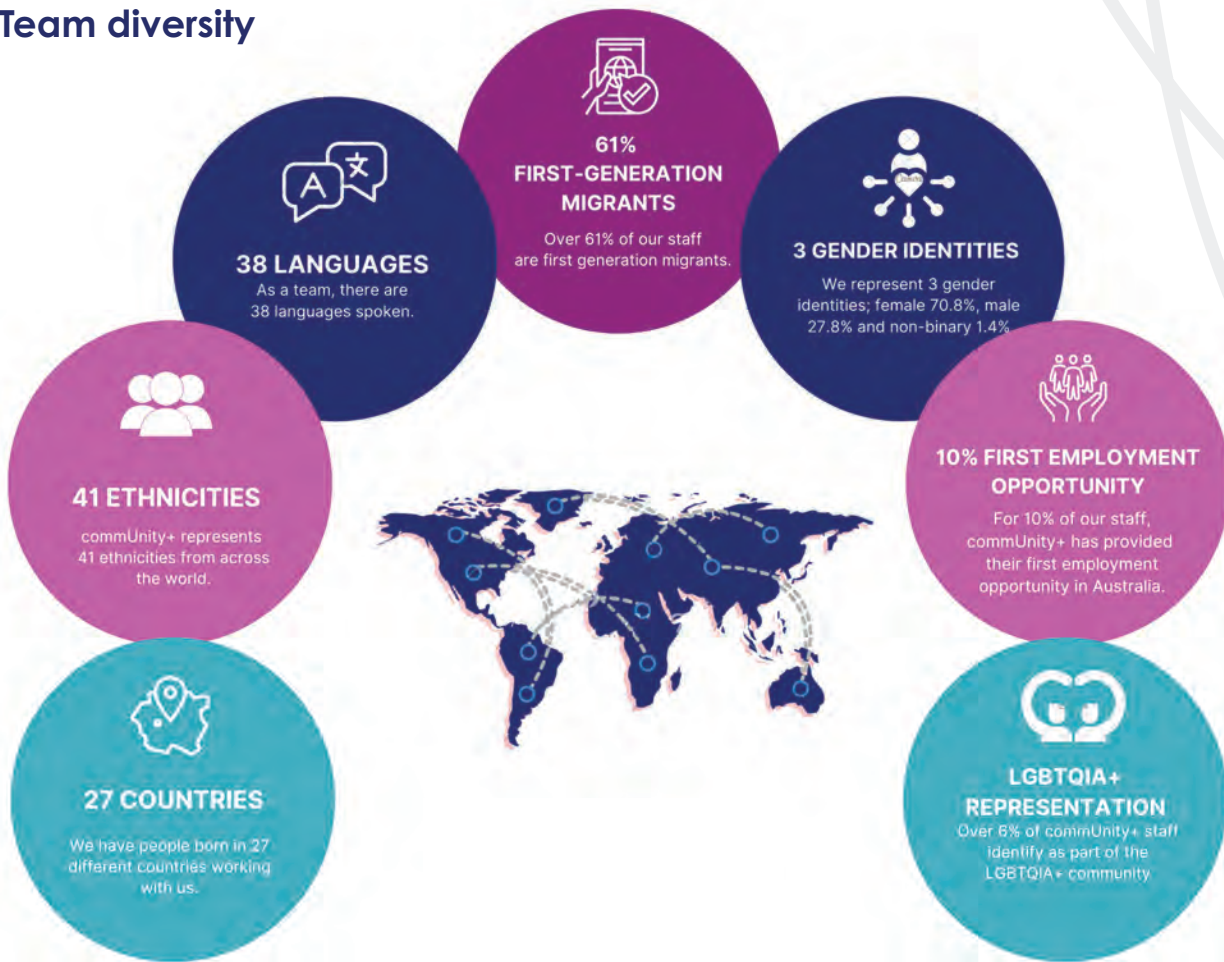


Peer-to-peer recognition: APPLAUSE

Our peer-to-peer recognition has continued to thrive with 175 nominations being received in the past year. 14 nominators were recognised for their meaningful contribution to the scheme. This continues to be a platform where team members can celebrate their peers by showcasing values, leadership and teamwork.



Team diversity



Looking ahead 2024–25

We have a significant year ahead of us as we embark on a strategic planning process, with opportunity for staff members to contribute. Along with this, we are focused on our employee retention through increased employee experience, opportunities for career progression and succession planning, professional development and supporting wellbeing.

As a comparatively small unit, we are keen to focus our energy on further automation via the Human Resource Information System, which will help us become more efficient in the delivery of transactional services, use bench marked practices in recruitment and selection and give a better candidate experience.



Our financials

Statement of surplus or deficit and other comprehensive income

Revenue and other income	2024 \$	2023 \$
Grants and other funding income	8,981,563	8,164,091
Other revenue	239,381	367,552
Total	9,220,944	8,531,643

Less: Expenses	2024 \$	2023 \$
Employment expenses	(6,885,586)	(6,116,490)
Depreciation expense	(1,033,101)	(900,063)
Administrative and office expenses	(353,879)	(464,934)
Finance charges	(101,854)	(88,275)
Other expenses	(1,031,299)	(1,303,681)
Total	(9,405,719)	(8,873,443)

Operating deficit	(184,775)	(341,800)
Other comprehensive income for the year	-	-
Total comprehensive income for the year	(184,775)	(341,800)

Statement of financial position

Current assets	2024 \$	2023 \$
Cash and cash equivalents	1,816,454	1,052,265
Trade receivables and other assets	817,119	678,485
Total current assets	2,633,573	1,730,750

Non current assets	2024 \$	2023 \$
Property, plant and equipment	5,709,087	6,510,972
Total non current assets	5,709,087	6,510,972
Total assets	8,342,660	8,241,722

Current liabilities	2024 \$	2023 \$
Trade and other payables	510,356	455,615
Income received in advance	419,349	518,475
Provisions	625,387	569,467
Lease liabilities	926,661	773,871
Total current liabilities	2,481,753	2,317,428

Non current liabilities	2024 \$	2023 \$
Borrowings	1,000,000	1,000
Provisions	39,054	69,561
Lease liabilities	2,328,041	3,175,146
Total non current liabilities	3,367,095	3,245,707
Total liabilities	5,848,848	5,563,135
Net Assets	2,493,812	2,678,587
Equity		
Accumulated surplus	2,098,512	2,283,287
Reserves	395,300	395,300
Total equity	2,493,812	2,678,587

Our Funding Partners



Australian Government
Attorney-General's Department



Australian Government
Department of Social Services



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