




CELEBRATING 25 YEARS IN 2011

2011-2012 CALENDER, INCORPORATING WCIG 2011 ANNUAL REPORT





ESTABLISHED IN 1986, WCIG HAS A LONG AND PROUD HISTORY IN THE DELIVERY OF INNOVATIVE AND HIGH QUALITY EMPLOYMENT SERVICES FOR THOSE IN OUR COMMUNITY WHO EXPERIENCE THE GREATEST LEVELS OF DISADVANTAGE.

OUR SERVICES AND HIGHLIGHTS

Business Development Unit
Youth Connections
Community Projects
Access
Disability Employment Services
Goldmark College
Managed Individual Pathways
Social Enterprises

2011 - 2012 CALENDAR AND CASE STUDIES

November December - Kathryn
January February - Victoria
March April - Nathan
May June - Amber
July August - Katrina
September October - Jason
November December - Sue

2010 - 2011 ANNUAL REPORT

The Chair's Report
The CEO's Report
Our Financials
Acknowledgements

BUSINESS DEVELOPMENT UNIT

The WCIG Business Development Unit is responsible for promoting WCIG and marketing its services and programmes to

various stakeholders including the community, partner organisations and industry. Through the implementation of

strategic marketing initiatives and public relations activities, the BDU Unit supports organisational growth by generating

brand awareness, facilitating partnerships and through the coordination of tenders and funding submissions.

HIGHLIGHTS >

- Matched 201 job seekers into employment
- Marketed WCIG's services to over 1000 local businesses
- Assisted over 80 employers in the

- North Western Region with their recruitment needs
- Supported over 60 highly disadvantaged long term unemployed job seekers to remain in employment

- for over 26 weeks
- Developed and launched marketing material for WCIG and its programs

YOUTH CONNECTIONS

Youth Connections assists young people who are at risk of becoming disengaged from education, family and the community. Our qualified Youth Workers support young people at every stage of their transition, addressing the barriers that keep them from completing their studies or undertaking further training. The Youth Connections Program helps

young people who have left school or are thinking of leaving school, to continue with their education with a view to gaining a Year 12 (or equivalent) level education. It also provides an array of comprehensive and adaptable outreach services in the community so that young people are better connected to educational opportunities.

Designed to be responsive to the individual needs of clients, the program offers a one-on-one case management service with a dedicated Youth Worker who is experienced in navigating the barriers to education and engagement that many young people face. Recognising that educational barriers are often linked to other barriers to

engagement, this unique program also provides pathways for young people to reconnect with family, find a mentor or connect to other organisations that can assist with barriers such as those experienced by young people with a mental health illness or learning disability.

HIGHLIGHTS >

- Engaged 578 young people from Melbourne's north-western suburbs in Youth Connections
 - Successfully achieved education, training and employment outcomes for 393 young people at risk of disengagement
 - Partnered with Local Learning & Employment Networks (LLENs) to deliver two youth based forums It's All about YOU and Working Together, Working Well
- Delivered the following youth activities:
- Multicultural Young Mum's Group: partnered with Centacare and the Phoenix Youth Hub to deliver group activities to assist young parents.
 - Get Your Learner On: weekly learner driver license training for YC participants.
 - Through the Looking Glass: young women's program to build resilience, team spirit and self-esteem through topic based weekly sessions.
 - Sports Self Development Basketball Program: sporting program aimed toward young African males, to encourage a sense of belonging.
 - WynBay Power: in partnership Latitude Youth Housing, RecLink and the Police, YC provides on field mentoring to at risk participants.
 - Weerama Festival: annual Werribee Talent Competition in partnership with Werribee Youth Resource Centre and Werribee Police.
 - Art Project: Partnered with Anglicare to create a safe social environment for disengaged females to express their artistic side and form friendship groups
 - Footscray Railway Park: weekly activities and workshops for park users (targeted audience being disengaged African men). Activities included BBQs and responsible drinking workshops

- BBQs: Regular BBQs at various locations including Flemington and Braybrook Community Centre, Altona Beach and Latitude Directions for young people
- Homework Club @ Essendon Keilor College & Buckley Park SC: weekly club with a specific focus upon homework completion, reading and maths support, offered to YC participants and all Year 7-10 students
- Lead agent in delivery of StreetSmartStreetSavvy initiative in local Secondary Schools
- Wyndham At Risk (Pilot Program): partnered with DEECD, WynBay LLEN, Wyndham Council, Galvin Park & Hoppers Crossing Secondary Colleges to research the effectiveness of intensive targeted individual case managed programs in improving student performance and engagement in the middle years

COMMUNITY PROJECTS

The National Green Jobs Corps program equips young people aged 17-24 with skills for life. With a focus on training to fill employment opportunities in emerging green and climate change related industries, this comprehensive 26 week long program combines work experience and skill development with accredited training.

Facilitated by WCIG and funded by the Commonwealth Government, the National Green Jobs Corps program is a hands-on training program designed

to engage young people who have previously struggled to engage with and remain in education and training. It builds upon the national skills drive that recognises that learning by doing is as important as academic learning and provides a viable pathway into a skills based vocation.

Over a period of 26 weeks, young people are involved in a broad range of activities that have a green focus. They learn the basics of conservation, cultural heritage, the protection and rejuvenation

of the local environment, landscaping and carpentry. Working together to restore community sites, the National Green Jobs Corps team benefit not only from the technical component of the program but also from the mentoring provided and the experience of working as part of a team to give back to the community.

Each participant in the program completes training in OHS requirements, First Aid Level 2 and obtains Construction Card (White Card). They also complete a Certificate II in Nationally Recognised

Training.

Testament to the success of the WCIG NGJC Program model which has resulted in the revitalisation of community assets inclusive of the Australia Light Foundation, the Maidstone and Maribyrnong Community Centres and the Newport Scouts Hall, our graduates have emerged from the program with new skills, new qualifications and for many, a new career. Approximately 70% of our graduates have gone into traineeships, apprenticeships and employment.

HIGHLIGHTS >

- Revitalised four community assets; Westgate Baptist Community Church (Yarraville), Maidstone Community Centre, Maribyrnong Community Centre

and the Australia Light Foundation (Tottenham)

- Engaged 20 participants aged between 17-24 in the NGJC Program

- Created pathways for more than 50% of participants into employment or further education

AUSTRALIAN APPRENTICESHIPS ACCESS PROGRAM

The Australian Apprenticeships Access Program provides our most vulnerable job seekers with access to nationally recognised prevocational training and support in industries where a skills shortage exists. Delivered by WCIG, the Access Program is unique in its holistic approach to job creation. It closely aligns quality training with on the job work

experience to ensure that participants are well equipped to successfully enter into an apprenticeship or traineeship.

Key to the success of the Access Program is the integration of skills based learning opportunities coupled with personalised support of each participant. Work experience placements enable participants to fully engage in an industry

to gauge their suitability which continues to result in higher retention rates and continued success in industries such as Aged Care, Child Care, Business Administration and Hairdressing.

Guided by a dedicated Access Program Coordinator, Access participants not only learn new skills but are mentored in job search skills and receive assistance in

looking for work or in accessing further training and education. The Access Program also develops participant's communication, time management and organisational skills working within a team environment. Once a participant has engaged in further training or employment they have the benefit of ongoing support whilst settling into the workplace.

HIGHLIGHTS >

- Provided pre apprenticeship training in Aged Care, Children's Services, Business Administration and Hairdressing to 116 participants
- Delivered training in more locations

including Newport, Broadmeadows, Footscray, Preston, Ringwood, Moonee Ponds and Prahran

- Successfully placed 23 participants into apprenticeships and traineeships, 29 into

full time employment and 20 into further education or training

- Assisted 20 local employers in finding employees

DISABILITY EMPLOYMENT SERVICES

At WCIG we don't see barriers, we see opportunities. Our Disability Employment Services assist people living with a psychiatric, physical or sensory disability in gaining meaningful and sustainable

employment. We believe that people with a disability should be supported in their efforts to join the workforce and we work closely with both job seekers and employers to make this happen.

Funded by the Australian Federal Government, Disability Employment Services are uncapped. This means jobseekers have immediate access to the services that they need including

capacitybuilding, training, work experience and otherinterventions to best prepare clients for employment.

HIGHLIGHTS >

- Partnered with Rocket St Albans Services Provider Network, Outlooks (Western Regional Mental Health – Boost Program), Flemington Youth Network, North Melbourne Headspace Advisory Committee, Doutta Gala Youth Evenings, Broadmeadows Employment Training and Hume Women in Front to facilitate and advocate for disability employment services
- Commenced the servicing of Jobseekers from new Broadmeadows site
- Introduced on site courses including ESL classes & Vocational Preparation Courses
- Collaborated with Cleanable (WCIG Social Enterprise Group) to create employment opportunities and work placements
- Participated in numerous Careers Expos to promote DES
- Opened new office in Melton. 400% increase in Melton caseload over first 12 months of operation with improved job placement and sustainable employment outcomes
- Increase of 77% in 4 week job placements
- Disability Service Standard Audit conducted & recertified

GOLDMARK COLLEGE

With six offices located in Melbourne's west and two newly opened offices in Melbourne's northern suburbs, WCIG Goldmark College is dedicated to working with people who traditionally experience barriers to employment. Our training services aim to re-skill individuals with a view to improving their ability to re-enter the workforce, improving their career and employment prospects.

WCIG Goldmark College delivers relevant and innovative training from a Certificate I through to an Advanced Diploma. We are committed to skilling

people in areas of demand, where employment opportunities exist. This is achieved through ongoing consultation with industry stakeholders and the delivery of training that meets and exceeds industry standards. We deliver, assess and award nationally recognised qualifications specialising in Hospitality, Retail, Business Administration, Asset Maintenance, English as a Second Language (ESL), Aged Care, and Child Care.

We offer tailored, high quality training solutions designed to assist young

people, mature aged people, those returning to work after a significant absence from the workforce, and people with a disability. In 2010 WCIG Goldmark College has already assisted 1092 people from a diversity of backgrounds, in gaining the skills they need to embark upon an exciting new career path.

Our courses and training are delivered by qualified educators who have extensive experience in their area of specialisation. At WCIG we have a strong commitment to keeping class sizes to a minimum. By maintaining small class

numbers we are able to engage with our participants on an individual basis and deliver training in a manner that meets their individual learning needs. This enables us to provide a service of the highest standard that continually meets both our client's needs and their expectations. This is complimented by our flexible course delivery options, which includes evening classes and an e-learning option for some courses.

HIGHLIGHTS >

- Launched WCIG Goldmark College
- Engaged an average of 98 people per month in training
- Grew for 5 full time employees to 13 full time employees
- Opened three new training centres in Moonee Ponds, Broadmeadows and Dallas
- Delivered short vocational training courses to 543 participants
- Delivered full qualification certificates with a combination of State Government funded, Skills for Victoria funded & fee for service training to 549 participants
- Facilitated training ranging from a Certificate I to Diploma level in Aged Care, Business, Retail, Children's Services, Hospitality, English as a Second Language (ESL) & Training and Assessment.
- Training was delivered across 8 WCIG sites (Werribee, Sunshine, St Albans, Footscray, Moonee Ponds, Melton, Broadmeadows and Dallas)
- Partnered with Wesley Mission, Visy Link Centre, Galvin Park Secondary College, Matchworks, The Smith Family, Centrecare and the Australian Vietnamese Women's Association to deliver training within their organisation

MANAGED INDIVIDUAL PATHWAYS

Managed Individual Pathways MIPS is a Victorian State Government initiative delivered by WCIG in participating Secondary Schools in Melbourne's West. A comprehensive careers support service for students aged 15 years and above, the program provides practical guidance and support to young people making the transition from education into training and employment.

WCIG prides itself on delivering a MIPS program that is both flexible and responsive to the needs of Victorian students with a special focus on working with at-risk youth. Through a process of

consultation and collaboration with a dedicated MIPS case manager, students develop an individual pathway that is tailored specifically to their own career objectives and future aspirations.

MIPs provide young people with access to valuable information that enables them to make informed choices about their future. This is achieved by;

- Giving students a clear understanding of the opportunities that education, training and employment can bring
- Assisting students in making the transition from school to further education training or employment

- Initiating referrals to support services in and out of school if required
 - Tracking and supporting students once they finish their secondary schooling
- The WCIG MIPS Program is versatile with various models of delivery that can be adopted. Schools can decide on the delivery model that best suits their needs taking into account the needs of students, resource implications and existing support programs offered.

Among the many advantages of choosing WCIG to facilitate MIPS in Victorian Secondary Schools, it is the quality of staff who are engaged to guide

students as they make the transition from secondary school into training, employment or further education that distinguishes WCIG MIPS from other career guidance models. Our staff are drawn from a variety of specialist backgrounds possessing qualifications in the education, social welfare and youth sectors. In addition all of our MIPS staff have completed a Certificate IV in Careers Counselling to ensure that the very best level service is provided and both staff and students are surveyed annually to ensure that the program is delivered to the highest possible standards.

HIGHLIGHTS >

- Developed 1328 Career Action Plans for young people in Victorian Secondary Schools

SOCIAL ENTERPRISE

WCIG is proud to have been among the first organisations in Victoria to embrace the social enterprise movement. Through the inception of our social enterprises Cleanable Property Maintenance Services, Luvo and Onsite Catering, we are providing sustainable employment for those in our community who face the most significant barriers to employment.

Our mission is to address the barriers to social inclusion experienced by people with disability, in particular those with a mental disability. By providing long term employment opportunities within an adaptable, commercially viable workplace, we are advocating for society in which workplaces are accessible for people of all abilities

CLEANABLE PROPERTY MAINTENANCE SERVICES

WCIG established Cleanable Property Maintenance Services in 2005 as a start-up social enterprise to create jobs and transitional employment pathways for job

seekers with a mental illness. Six years on, our initial offering of commercial cleaning services has grown to include domestic cleaning and office and home maintenance.

With an integrated workforce that comprises 25% of staff with a mental illness, Cleanable Property Maintenance Services has successfully established a business model that is adaptable to the needs of our staff. Modifications required for our staff with a disability are built in to the design and operation of our workplace, and with great effect as the business continues to experience significant growth.

Cleanable Property Services recently acquired Open Space Maintenance and as of 2011, is now expanding its services to include the provision of Asset Maintenance, Landscaping, Tree Management, Weed Control and Rubbish Removal. With both Private and Local Government contracts currently being serviced, OSM is providing staff with a

disability with much needed on-the-job work experience and recognised training in Horticulture.

LOVELUVO

Based in Seddon in Melbourne's inner-west, Luvo is both a retail store and manufacturing business committed to providing employment opportunities to people with a mental disability. The Luvo concept store is open six days a week and sells a wide range of high quality and environmentally friendly products for the home and body. With a focus on Australian made products, a visit to Luvo will delight the senses with everything from 'green' cleaning products to hand-made scented soaps, unique kitchenware, fragrant soy candles and luxurious body lotions on offer.

At the rear of the premises is the manufacturing arm of Luvo which currently produces unique tote bags and soy candle melts for the retail shop. We are also pleased to now be producing

corporate promotional bags with professional screen-printing facilities on-site.

ONSITE CATERING

Onsite Catering is the latest addition to the WCIG Social Enterprise stable offering both private and corporate catering services. Established in 2011, Onsite Catering provides sustainable employment and training opportunities to people with a disability.

With a focus on fresh and high quality produce, Onsite Catering can take care of all your catering needs from event set-up to the delivery of a wide range of finger food and platters, and food service staff.

Whether it be for a morning or afternoon tea, a board-room luncheon or a cocktail event, let our experienced Catering Coordinator who comes with more than 20 years experience in the hospitality industry, design the perfect menu for your next function.

HIGHLIGHTS >

- Awarded the 2010 Maribyrnong Inclusive Recognition Award for Most Inclusive Business Practices
- Employed a further 13 ADE clients to bring our total number to 29
- Experienced a significant increase in turnover with an income of close to 1.2 million dollars
- Launched the WCIG Social Enterprise Group correctly identifying our link with WCIG
- Developed new branding for Cleanable and LoveLuvo
- Acquired Open Space Maintenance via the amalgamation of WorkForce Plus

KATHRYN WAS DISENGAGED UNTIL YOUTH CONNECTIONS STEPPED IN.



Kathryn was no longer attending school, had missed a large part of the previous year's classes and was being treated by a psychologist at the Royal Children's Hospital Mental Health Service.

Pin pointing the reasons for Kathryn's detachment was made more challenging by her extreme shyness and reluctance to talk about her life, her worries, and the reasons why she had left school.

Over time, Kathryn's Youth Connections Youth Worker was able to gain her trust and learnt that Kathryn had been bullied extensively at school. She dreaded attending classes and felt that she had received little support from the schools teaching staff. She was made to sit in a room next to the coordinators office each day

to complete her school work which only added to her feelings of isolation. Feeling that her situation would never improve Kathryn's feelings of fear, worry and uneasiness grew to such an extent that she was grinding her teeth. Kathryn was grinding her teeth so frequently that they were chipping and as a result was given a mouth guard to wear whilst asleep. Eventually the stress became too much and Kathryn stopped attending school. It wasn't what she wanted, in fact she hoped to make a fresh start at a new school, but was simply not ready to take that chance.

Kathryn's Youth Worker determined that if Kathryn was ever to return to her studies that they would need to address the emotional barriers that resulted from her past experiences at school and that Kathryn would also need to

develop her assertiveness in preparation for her planned return mid year. Developing a rapport with her Youth Connections Youth Worker, Kathryn over time became increasingly confident and felt that she had learnt new skills that would enable her to better handle the challenges that she would face. When the time came for the mid year intake, Kathryn was ready and started in a new school as she had hoped. It is now months later and Kathryn still meets with her Youth Connections Youth Worker but mostly for moral support and to share her achievements.

Not only has Kathryn developed a close circle of friends but she is by her own admissions, somewhat popular at her new school. Better still, the mouthguard is long gone and Kathryn has not received a grade lower than a B all year.

NOV 2011

1 TUE

Melbourne Cup Day

2 WED

3 THU

4 FRI

5 SAT

6 SUN

7 MON

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DEC 2011

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Christmas Day

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Boxing Day

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Christmas Day Holiday

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VICTORIA DIDN'T FARE WELL IN SCHOOL. ACCESS CHANGED ALL THAT.



The pressures of being a teen, combined with low self esteem and bouts of extreme anxiety, meant that secondary school for Victoria wasn't a pleasant experience. After completing year 11 she left her studies hoping to find a job.

Unsure of what she wanted to do and lacking the confidence to sell her skills to potential employers, Victoria remained unemployed for several months after leaving school. Her break came some time later when she was referred to the WCIG Australian Apprenticeships Access Program by Centrelink and enrolled in an Introduction to Hairdressing Course. Whilst Victoria soon discovered that hairdressing wasn't for her, what she did discover was an enthusiastic champion

in her WCIG Access Coordinator Stella.

Stella saw great potential in Victoria and worked with her to research industries of interest, determined to find a career path that was perfectly suited to Victoria's skills set. Victoria was great with computers and after much deliberation she applied for a Business Administration Traineeship. Right away Victoria knew that she had found something that she enjoyed, and when Stella later advised her of a job vacancy for a receptionist position with City Residential Real Estate, she was excited at the prospect. Hours spent in mock interviews and perfecting her resume followed but Victoria's efforts paid off when she attended the interview and was successful in obtaining a trial.

Impressed by Victoria's enthusiasm and

demonstrated ability to learn quickly on the job, Victoria was promoted to Assistant Property Manager after only two months working at City Residential Real Estate. Since her promotion Victoria has flourished in her new role and has taken on greater responsibility within the organisation, overseeing house inspections, contractual agreements and liaising with clients. Determined to succeed in the Real Estate sector, Victoria has now obtained her Agent Representative Certificate with aspirations of one day being a senior Property Manager.

JAN 2012

1 SUN New Year's Day	2 MON New Year's Day Holiday	3 TUE	4 WED	5 THU	6 FRI	7 SAT
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26 Australia Day	27	28
29	31	31				

FEB 2012

			1 WED	2 THU	3 FRI	4 SAT
5 SUN	6 MON	7 TUE	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29			

A COMMUNITY PROJECT HELPED NATHAN TURN HIS ENTHUSIASM INTO A VOCATION.



Nathan loves being outdoors; he enjoys working with his hands but has found it difficult to turn his enthusiasm for carpentry and landscaping into a vocation.

When he left school in year ten, Nathan believed that he would make the transition into employment without too much trouble as it wasn't long afterwards that he was offered his first job working for a local landscaping company. When Nathan was unexpectedly let go not long after starting in the role, it became apparent that similar roles would be hard to come by without formal qualifications or extensive on the job training.

Fortunately for Nathan he discovered the National Green Jobs Corps Program when attending a Centrelink appointment and it has

proven to be the catalyst for great things.

Over the six months that Nathan worked at the Australia Light Foundation as part of the NGJC program, he acquired many new skills whilst building an expansive community garden and recreation area for his local community. Working with a variety of tools and learning new skills, Nathan graduated from the program in September and is excited at the prospect of employment once again.

"Now I have the qualifications and better skills to offer an employer. I am also better prepared for a job as I have spent six months working as part of a team, getting up for work every day" he said.

Nathan's commitment extended to his job preparation training that he completed as part of the NGJC Program and it is one of the

unexpected benefits from the program that he credits with the position he now finds himself in. After several weeks of participating in mock interviews, learning job search skills and polishing up his resume, Nathan is preparing for three jobs interviews in the coming weeks.

"Gaining experience and qualifications has been great but the job preparation training has really given me the confidence to present myself to employers and apply for jobs. Once the project was completed we worked on all aspects of job interviews and now I have three to go to. I'm excited because I feel I have a lot to offer, so I'm expecting good things to come from the interviews. Pretty soon I'll be working again" said Nathan with a wry smile.

MAR 2012

				1 THU	2 FRI	3 SAT
4 SUN	5 MON	6 TUE	7 WED	8	9	10
11	12 Labour Day	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

APR 2012

1 SUN	2 MON	3 TUE	4 WED	5 THU	6 FRI Good Friday	7 SAT
8 Easter Sunday	9 Easter Monday	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25 ANZAC Day	26	27	28
29	30					

DISABILITY EMPLOYMENT SERVICES HELPED AMBER GET HER LIFE BACK ON TRACK.



Keeping up the pace in any commercial kitchen is a challenge for the most experienced of apprentice chefs but for Amber, it's the heat of the kitchen that has kept her out of the cold.

Diagnosed with multiple mental illnesses two years ago, the 24 year old from Werribee struggles to manage her illnesses and the persistent highs and lows that she experiences, yet she has come a long way since her days spent drinking heavily, taking drugs and unemployed.

Prompted by the death of a close friend, Amber resolved to get her life back on track and came to WCIG and registered with Disability Employment

Services. It was through WCIG DES that Amber was introduced to the Stepping Stone Foundation chef-training program, formerly Jamie Oliver's Fifteen, which by Amber's own admission has been her saving grace.

Created to provide pathways into employment for people who are at a crossroads, Amber graduated from the Stepping Stone Program earlier this year and is now a full time employee at The Kitchen Cat in Melbourne's CBD. She still has a some way to go in pin-pointing what she suffers from but is determined to work through it and make the most of the opportunities that she now has for a better life.

"My life's on track. I've still got a lot of things I've got to sort out but it's on track. It's going in a good direction now. It's actually going somewhere positive instead of negative," says Amber.

"Without WCIG, the support of my employment consultant and the Stepping Stone Program, I'd still be at home doing absolutely nothing. They've helped me pull my life together. If I hadn't started here then I don't even know if I'd actually still be alive."

MAY 2012

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JUN 2012

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3 SUN	4 MON	5 TUE	6 WED	7 THU	8	9
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AGE IS NO BARRIER FOR KATRINA THANKS TO GOLDMARK COLLEGE.



Understandably Katrina was anxious about returning to study once she had made the decision to enrol in a Certificate III in Aged Care at WCIG.

At 54 years of age, it had been more than 40 years since she had been in a classroom environment and with no computer skills Katrina was concerned about how she would make the transition, "I was worried that most of the students would be much younger than I and since I had not worked or studied in such a long time, I doubted that I would be able to keep up or fit in, it was almost too much to overcome" says Katrina.

Despite the anxiety she felt, Katrina commenced classes and with many visits to the library to polish up her computer skills, Katrina's confidence

grew. Attributing much of her success to the support and patience of her trainers, Katrina completed her assessments and undertook a work placement in a local aged care facility.

"I cannot emphasise enough how patient and caring the WCIG trainers were. They were professional and knowledgeable and took a real interest in ensuring that I understood the curriculum. The personal attention to my learning gave me the assurance I needed to believe that I could succeed" she said.

Katrina's dedication, diligence and knowledge of aged care paid off when the trainer sent to assess her work placement progress was approached for Katrina's resume by the supervisor of the Aged Care facility where she was

completing her placement. As fate would have it Katrina was interviewed shortly afterwards and is now an employee of the Aged Care facility. Katrina is excelling in her new role, thankful for the opportunity of a new career when she had all but given up on ever being employed.

"I love my job, I love the work that I do and the people that I work with and care for. I would never in a million years imagined that I'd be starting a new career in my 50's, most people my age think it's too late. But it's never too late, and I'm proof of that."

JUL 2012

1 SUN	2 MON	3 TUE	4 WED	5 THU	6 FRI	7 SAT
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AUG 2012

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JASON IS MOTIVATED TO SUCCEED THANKS TO MANAGED INDIVIDUAL PATHWAYS.



Jason was considered a 'troubled' student. He was disruptive in class, aggressive towards staff and other students and was totally disengaged from his education. At Jason's initial meeting with his MIPs case worker, it was quickly established that Jason's only interest in school was the woodwork class; in fact it was the only class he regularly attended.

Keen to explore this interest, Jason and his MIPs Project Officer attended an information session at Victoria University to learn about a Certificate II in Building and Construction. Jason returned from the session enthusiastic about the course and soon after enrolled. Jason has since completed his pre-apprenticeship training and his parents can

not believe the change they have seen in their son. For the first time he is motivated to succeed and will tell anyone who listens that he is most proud of the fact that he has not had one day off yet.

For teaching staff in the Secondary Schools where WCIG MIPs Project Officers are placed it is comforting to know that students like Jason will receive specialised careers guidance; a personalised case management approach in developing student career pathways that deliver proven results.

"We have worked with WCIG for five years and have developed a great relationship with WCIG's MIPs staff. They meet with our students to develop pathways plans in Year 10, diligently tracking their progress until they complete their studies.

WCIG deliver excellent results with students being placed into a variety of alternative settings, casual work, school based apprenticeships and further education," says Rachel Williams, Pathways & Transition Teacher at Caroline Springs College.

SEP 2012

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2 SUN	3 MON	4 TUE	5 WED	6 THU	7 FRI	8
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OCT 2012

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SUE FOUND INSPIRATION IN SOCIAL ENTERPRISE VENTURES.



Of the many challenges that are faced by people living with a mental illness, the enduring stigmas that prevent many from finding sustainable employment are among the hardest to overcome.

Determined to address this, WCIG established the WCIG Social Enterprise Group which currently employs 29 people with a mental illness. Sue is one of those 29 employees and her story is truly inspiring.

For most of her life Sue has been unemployed. Struggling with mental illness she found herself hospitalised for long periods of time and despite

her eagerness to join the workforce, Sue was unable to find employment. Then in 2004 Sue was employed to assist with the launch of WCIG's first social enterprise Cleanable. Although her initial employment consisted only of coordinating mail-outs of promotional literature, it was a job all the same and gave Sue a sense of purpose.

Later in 2006, Sue took a leap of faith and completed a Certificate II in Asset Maintenance as she had developed an interest in the work of Cleanable and was soon afterwards offered a position as a commercial and domestic cleaner. Based in Werribee at the time Sue found herself

part of a supportive team of cleaners and in time her growing confidence and demonstrated people skills led her to seek a more challenging role as a retail assistant in the LoveLuvu concept store.

Excited by the opportunity Sue was employed in the role and has never looked back. She is a familiar and well loved face in the Seddon store and continues to provide exemplary customer service today. Sue is now completing a Certificate III in Retail Management and her responsibilities have grown to include customer service, administration work and stock control.

NOV 2012

				1 THU	2 FRI	3 SAT
4 SUN	5 MON	6 TUE Melbourne Cup Day	7 WED	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	

DEC 2012

						1 SAT
2 SUN	3 MON	4 TUE	5 WED	6 THU	7 FRI	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25 Christmas Day	26 Boxing Day	27	28	29
30	31					



2011 ANNUAL REPORT

“WCIG IS COMMITTED TO AFFIRMING THE DIGNITY AND RIGHT OF EVERY PERSON”

THE CHAIR'S REPORT

On behalf of the WCIG Board of Management I am pleased to present the Annual Report for 2010/11. The past year has been a challenging one for the organisation and the Board of WCIG, the members of which volunteer their time to undertake the often onerous task of governance.

The Board has assumed a heavy workload but has undertaken its role diligently and conscientiously. I congratulate those members that have made a valuable and positive contribution.

Some of the significant challenges and highlights for the organisation are:

- The continued investment in the future of clients through our Board Scholarship grants totalling \$20,000. Australian of the Year Professor Patrick McGorry was our guest at a special ceremony held at The Royal Yacht Club of Victoria in Williamstown where we announced the 2010 WCIG Board Scholarship recipients.
- Expansion into the North-west of Melbourne. In December 2010 we signed a Memorandum of Understanding and Deed of Agreement with Workforce Plus the effect of which was to assume responsibility for that organisation and its continued operations pending full integration under the management of WCIG. This strategic initiative was undertaken to enable WCIG to expand its operations into

the North Western region of Melbourne and to reap better economies of scale in some of our employment programs. Under the terms of the Memorandum of Understanding two members of the Board of Workforce Plus were welcomed on to the WCIG Board and the WCIG Board assumed control of Workforce Plus pending its eventual winding-up.

- The adoption of a Business Partnership Policy and Implementation Resource to provide a structure for developing new business partnerships and reviewing existing relationships to ensure they are cost effective and aligned with our values and mission.
- The Associations Incorporation Amendment Act 2010 is scheduled to be proclaimed on 1 December 2011. The new Act will amend the Associations Incorporations Act 1981 and will require us to take an even more rigorous and sophisticated approach to the exercise of our responsibilities. This will impact significantly on the role of the Secretary who will assume the responsibility of Public Officer. Further work on the structure of the Board, its role, responsibilities and resourcing will be undertaken in the next few months in preparation for the change.

I would like to thank the members of the Audit and Risk Committee who are making extraordinary contributions. David Cotter, our Treasurer and Roger Marston, the Deputy Chairman in particular have continued

to oversee the WCIG Investment Policy and have provided wise counsel to the CEO and Finance and Accounting team in the management of WCIG finances.

WCIG is committed to affirming the dignity and right of every person to meaningful roles in our society. As a recognised public benevolent institution it is our mission to relieve the poverty, distress, suffering and helplessness that is caused through unemployment. Through the avenue of our employment training and assistance programs we have assisted in excess of 3,674 people over the past twelve months. We trust that we have assisted each and every one of these people to improve their lives.

Thanks also to all WCIG staff for their hard work, support and commitment to WCIG. I hope that we are well positioned to succeed in the future.

Paul Maguire
Chairman



A low-angle photograph of a building with a green spire against a blue sky with clouds. The building has a modern, geometric design with a prominent green spire that has several smaller spires branching out from the top. The sky is a clear blue with some white clouds. The building's facade is light-colored and has a series of vertical lines.

**“IT HAS BEEN A YEAR
OF GREAT ENERGY,
DEVELOPMENT AND
ACHIEVEMENTS”**

RON MIERS

THE CEO'S REPORT

This 2010/11 Annual Report sees WCIG enter into our 25th year. It has been a year of great energy, development and achievements by all the Board and Staff who make up the organisation. To achieve our mission of 'creating partnerships for employment' relies on partnerships at all levels of WCIG and I attribute much of our organisation's achievements over the past year to the strong partnerships that have been forged both internally and externally. Our recent amalgamation with Workforce Plus is yet another great example of how strategic alliances can strengthen and add value to the communities we serve.

Now entering a new era, WCIG's move into our new offices in Melton, and in the north-western suburbs of Melbourne represents an exciting time for the organisation and one that I am particularly proud of. We can now assist more people and offer enhanced services in more communities. We now have a stronger platform from which to advocate for the most disadvantaged in our community and the resources to make a practical difference in the lives of so many who are affected by poverty, isolation and those who are living with a disability.

WCIG's growth means that we have not only delivered employment and training services,

but have been able to facilitate the creation of more employment opportunities through the creation and expansion of our social enterprises. We were proud to receive the 2010 Maribyrnong Inclusive Recognition Award for Most Inclusive Business Practices, and I am pleased to report that our social enterprise now provides employment opportunities for 29 people who experience mental illness.

The early part of 2011 saw WCIG take the next steps to invest in an expansion of our Social Enterprise Group, particularly the proposed fit-out and launch of our new concept store LoveLuvo which is located in Seddon. We have a new brand for Cleanable Property Maintenance Services and have commenced further developments of the LoveLuvo retail outlet and manufacturing, making a fresh statement and reflecting our commitment to helping people and the environment.

During the year an average of 98 people accessed our educational services each month, we have also delivered pre-apprenticeship training to 116 Access participants, and our team have conducted more than 2,800 interviews engaging in excess of 1700 job seekers with a disability. We provided services to over 500 young people who are disengaged from education or training, and facilitated over 1300 Career Action Plans in Schools. These statistics reflect WCIG's achievements over the past year and our staff have indicated they have even greater expectations for the year ahead.

Despite the complexities of delivering a comprehensive and responsive suite of services and the pressures that inevitably arise with organisational growth, one thing remains unchanged and that is our sense of purpose.

Our purpose is the same now as it was twenty five years ago. We exist to light the spark; to assist our clients to awaken the potential that is within them. Our role is not to 'help' participants but rather empower them to create new life pathways for themselves. We are changing the world, one person at a time.

Ron Miers
CEO



**THE BOARD OF MANAGEMENT IS PLEASED
TO SUBMIT THE AUDITED FINANCIAL REPORTS
OF WCIG FOR THE FINANCIAL YEAR ENDED
30 JUNE 2011. ACCOMPANYING THIS REPORT
IS A SUMMARISED VERSION OF THE AUDITED
FINANCIAL STATEMENTS. A FULL SET OF THE
FINANCIAL STATEMENTS IS AVAILABLE ON
OUR WEBSITE WWW.WCIG.ORG.AU**

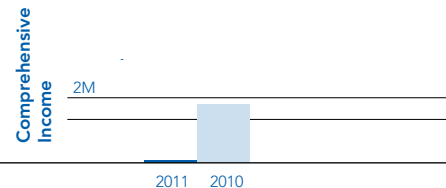


OUR FINANCES

There were no significant changes in the nature of the associations' principal activities during the financial year. The surplus for the financial year amounted to \$510,258 (2010: Surplus \$1,853,278). This report is presented on behalf of The Board in accordance with a resolution for the Members of The Board dated 4 October 2011.

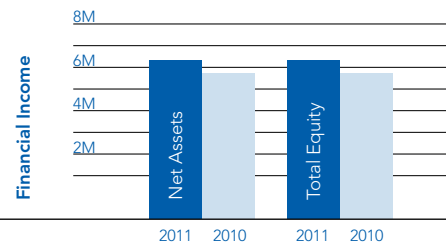
WCIG AUDITED FINANCIAL REPORTS

	2011 \$	2010 \$
Summarised Statement of Comprehensive Income		
Revenues From Ordinary Activities	9,549,810	9,001,698
Depreciation And Amortization Expense	(230,366)	(190,926)
Employee Expenses	(6,392,833)	(5,034,729)
Other Expenses From Ordinary Activities	(2,416,353)	(1,922,765)
Surplus From Ordinary Activities	510,258	1,853,278



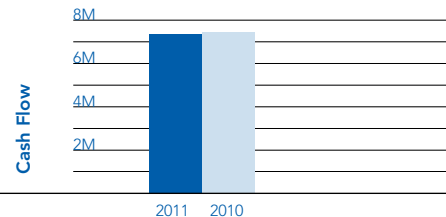
Summarised Statement of Financial Position

Current assets	7,307,465	6,876,061
Non-current assets	771,899	666,052
Total assets	8,079,364	5,122,489
Current liabilities	1,744,053	1,717,060
Non-current liabilities	-	-
Total liabilities	1,744,053	1,717,060
Net assets	6,335,311	5,825,053
Retained surplus and reserves	6,335,311	5,825,053
Total equity	6,335,311	5,825,053



Summarised Statement of Cash Flows

Net cash flows from:		
Operating activities	236,396	2,851,990
Financing activities	-	-
Investing activities	(336,247)	(355,230)
Net increase/(decrease) in cash held	(99,851)	2,496,760
Cash at the beginning of the financial year	6,455,608	3,958,848
Cash at the end of financial year	6,355,757	6,455,608



ACKNOWLEDGEMENTS

Employers

Color Earth
Colorado
Colour Earth Design
Consolidated Cleaning Services
Convent Bakery
Conway Fish Trading
Cope Logistics
Cubin Design
Curzon Street Child Care Centre
Daguerre's Café Bar Gallery
Deer Park Motors
Del Conway's Home Helpers
Don Kyatt Spare Parts
Donut King
Doug Burgin
Doutta Galla Community Health
Dual Ware
E Pharmacy
Easyfix Building Solutions
Ecowash
Effective Supermarket Services
Elenis Hair Salon
Elite Security
Elles Furniture
Elynwood
EML Melbourne
Emma McLean Kindergarten
and Daycare
Enterprises Services Pty Ltd
Essendon Kids
Essential Nursing Agency
Everlasting Ironworks
Faracht Australia
FBA Imports
Fencing Engage By Michael
Ferguson Plarre
Fifteen Restaurant
Finch Industries

FM Recycle
Food FX
Formula Boats
Fosters Australia
Fracht Australia
Freddy's Fruit and Veg
Fulton Hogan
Future Kids
G&E Pitliangas
Garry Hopper Motor Group
Gilbarco Veeder Root
Gindera Cleaning Services
Global Traffic Group
Gray's Tyre Service
GTE
Guardian Property Management
Hays Recruitment
Higgins Trading Company
Hilton Hotel
Hingli Holdings Pty Ltd
Home Care Plus
Home Sustainability Assessments
Homer Recruitment
Huy Fashion Pty Ltd
I-connect
IGA
Impact Distributors
Infight Services
Inter Industrial Service
Intergrated Solutions
Jav I.T group
JCP Carpentry Design
JDJ Windows
Jefferson Ford
Jigsaw Childcare Centre
Joalian Pty Ltd
John Sands Australia Ltd
JWL Constructions
K&G Cartons

Kanga Jack Transport
Kensho Pty Ltd
Kevin Denis
Killarney Properties
King Personnel
Lakeside Receptions
Lazy Mo's
Le Mans Toyota
Lemac
Life Care Physiotherapy
Lionheart Security
Little Champs Child Care Centre
Littore Wines
LPG Conversions
Mackillop College
Mac's Hotel
Magri Trainport
Manor Court Werribee
Aged Care
Maribyrnong City Council
Masada International Trade
Pty Ltd
Maxwell Engineering Pty Ltd
McArthur Management Services
McMahons
McPeake painting and building
Services
Mega Products
Melbourne University
Melton Glass and Shower
Screens Pty Ltd
Melton Pre School and
Child Care Centre
Mercure Hotel
Mercy Aged Care
Meridiana Pest Control
Mesh and Bar
Metro Canteens
Metrofille Pty Ltd
Metroll

Millennium Electronics
Mint Group
Mio Posto Cafe
Monjon
Moon Cleaning
Moreton Hire
MTM Aluminium Window Vic
Pty Ltd
Muffin Break
MYM Timber
Network Clothing
Newmarket Tavern
Newport Building and Garden
Supplies
Newspower Brimbank Central
Northern Autistic School
Novotel
Omni Care
On Call Personnel
Oshclub
Oxford Cold Storage
Oz Staff
Ozwide Electrical
P&C Brushes
Pedders Suspension
Pelican Child Care
Peter Rowland Catering
Phoenix Street Child Care
Pinnacles Hospitality and
Tourism
Plantic Technologies Limited
Plants Galore Wholesale Nursery
Plasterers R Us
PLM Property Services
Poultry N More Pty Ltd
Racecourse Hotel
Rampage (BP Laverton)
Randstad Recruitment
Ready Workforce

Rebound Sheet Metal
Engineering
Re-Creation Health Club
Red Tongue Cafe
Reflections Group Pty Ltd
Retravisson Hoppers Crossing
Royal Free Masons
RSM Admin Services Pty Ltd
RTS Transport
Safeway
Salesforce
Sanctuary Lakes golf Club
Schiavello Bros Pty Ltd
SF Transport
SGA
Sign Designs
Signcraft
Simply Nursing
Sirens Restaurant & Bistro
Sistems Golf
Skilled
SKM Recycling
South Kingsville Community
Centre
Southbank Apartments
Southern Cross Insurance
Brokers
Spotlight Stores
St Basil's Home For Aged Care
St John Of God
Staff Australia
Stallion Station Pty Ltd
Star Enterprises Vic
Stegbar Pty Ltd
Stepping Stone Kindergarten
Stones Bakery
Storm Car Wash (Wizard Car
Wash)
Sundance Racking Pty Ltd
Sunshine Door Coatings

Sunshine Dry Cleaners
Super Chef
Sv Painting
Swift Pty Ltd
T.H.Marshall Taxation
Tasman Retail
Taylors Lakes Hotel
Telstra
Tessy's Hair Classic
The Element Shop
The Global Group
The Mop Squad
The Shoe Gallery (Vic) Pty Ltd
The Tradesperson's Secretary
The Yarraville Club Inc.
Thornbear Cleaning Services
Tiletek Industries
TKG Sheetmetal
TLs Transport Australia
Total Staffing Solutions
Toyota
Trusses Plus Pty Ltd
Universal Pallets
Werribee Terrace Aged Care
Wesfarmers Kleenheat Gas
Pty Ltd
West Main Pty Ltd
Workforce Extensions
Wyndham Lodge
Zoom Recruitment and
Consulting Pty Ltd

In Partnership with

The Smith Family
DASWest
Djerriwarrh Education and
Employment Services
Maribyrnong City Council
Victoria University
Hobson's Bay City Council

Job Futures Ltd
 Local Learning & Employment
 Networks: Wynbay, Maribyrnong/
 Moonee Valley, Brimbank/
 Melton
 Melbourne Citymission
 Meadow Heights Learning Shop
 Orygen Research Centre
 Orygen Youth Health
 SUMITT
 Sechi Hair
 Shire of Melton
 Social Firms Australia
 Social Ventures Australia
 Victoria University- Tafe Division
 Werribee Tigers Football Club
 Western Melbourne Division of
 General Practice
 Western Region Health Centre
 Westgate Division in General
 Practice
 Yarraville Community Centre
 YMCA
 Headspace Western Melbourne
 Outlooks Melton
 Australian Light Foundation
 Australian Vietnamese Womens
 Association
 Visy Link Centre
 Centacare
 Wesley Mission
 Matchworks - St Albans
 Wyndham City Council
 Wyndham Park Primary School
 Galvin Park Secondary College
 Staughton College
 Caroline Springs Secondary
 College
 Strathmore Secondary College
 Debney Park Secondary College
 Department of Education and
 Early Childhood Development

Supporters of our Work

Altona Meadows Community
 Centre
 Amaroo
 AMES Employment
 Amile Advocacy Services Inc
 Anglicare
 Apprenticeships Plus
 Apprenticeships Victoria
 Asylum Seekers Resource Centre
 Australian Apprenticeships
 Centre - Werribee
 Australian Training Network
 Baden Powell College
 Bayside Dream Centre
 Bayside Secondary College
 Braybrook College
 Brimbank City Council
 Brotherhood of St. Lawrence
 Buckley Park Secondary College
 CAE
 Centacare
 Center for Adolescent Health -
 Young People Health Service
 Centre for Multicultural Youth
 Centrelink - Airport West
 Centrelink - Newport
 Centrelink - Footscray
 Centrelink - Melton
 Centrelink - Sunshine
 Centrelink - Watergardens
 Centrelink - Werribee
 Centrelink - North Central
 Victoria
 Child First
 Consider This Training
 CREATE
 CVGT
 DASWest - Youth Outreach Team
 Debney Park Secondary College
 DHS
 Disability Works Australia
 Djerriwarrh Employment and
 Education Services

Duke Street Community Centre
 Employment Focus-Glenroy
 Employment Focus-Sunshine
 Employment Plus-Footscray
 Essendon Keilor College
 Family Planning Victoria
 Footscray City Secondary
 College
 Footscray Community Arts
 Centre
 Foundation House
 Frontyard
 Galvin Park Secondary College
 Gatehouse Youth Resource
 Centre
 Gilmore Girls College
 Good Sheppard St Albans
 Gordon Institute of TAFE
 GROW - Better Together
 Headspace - Western Melbourne
 Heathdale Christian College
 Heaths Road Library -
 Homework Support
 Hobsons Bay City Council
 Hobsons Bay Police
 Hobsons Bay Youth Services
 Hoppers Crossing Secondary
 College
 Horizons
 IEGT
 Inner West Area Mental
 Health Service - The Royal
 Melbourne Hospital
 Interact
 Iramoo Community Centre
 ISIS Primary Care
 Job Prospects
 Josephs Corner
 Keilor Youth Accommodation
 Kurrung Secondary College
 KYM
 Latitude Youth Housing
 Laverton Community Centre
 Laverton Secondary College
 Legal Aid Sunshine

Life Business Consultancy
 MacKillop College
 MacKillop Family Service - Family
 & Community Services
 Mambourin Enterprises
 Manor Lakes P-12 Specialist
 College
 Maribyrnong City Council
 Maribyrnong Secondary College
 Matchworks-Footscray
 Matchworks-Werribee
 Melbourne Citymission
 Melton Secondary College
 Mercy Hospital
 Mid West Area Mental Health
 Migrant Resource Centres
 Mission Australia
 Moonee Valley Youth Services
 Mulberry House
 Mulberry House - MI Fellowship
 New Hope Foundation
 Niddrie Secondary College
 NMIT
 Norwood Association
 Open Family
 Operation Newstart
 Orygen Youth Health
 Outlets Co-Operative
 Community
 People Living with HIV/AIDS
 Victoria
 PilotLight
 Point Cook Secondary College
 Positive Living Centre
 Quantin Binnah Community
 Centre
 Relationships Australia
 RMIT
 Rocket - Youth Residential
 Rehabilitation Program St Albans
 Royal Children's Hospital
 Royal Melb Hospital Adult
 Psychiatric Unit
 Saltwater Clinic
 Salvation Army Housing Support

See-change
 South Kingsville Community
 Centre
 South West Area Mental Health
 Services
 South West Community Centre
 Spirit West Services
 St Albans Migrant Resource
 Centre
 St Albans Rotary Club
 St Kilda Youth Service
 Staughton College
 Strathmore Secondary College
 Subaru Interactive @ Docklands
 Sunshine Hospital Adult Acute
 Care Psychiatric Unit
 SwissCom
 The Grange P-12 College
 The Malka Group
 Thomas Carr College
 T.J's
 Tracy the Placement People
 Travencore School
 Try Youth and Community
 Services
 Uniting Care - Werribee Support
 and Housing
 VECCI
 Vic Deaf School
 Victoria Police - Altona
 Victoria Police - Footscray
 Victoria Police - Moonee Ponds
 Victoria Police - Werribee
 Victoria University
 Victorian Foundation for
 Survivors of Torture
 Vision Australia
 Visy Links Centre
 Waratah
 Werribee Secondary College
 Wesley Employment
 Services Footscray
 West Footscray Community
 Centre
 WestCASA

Western Region Health Centre
 Western Suburbs Legal Service
 Williamstown Community &
 Education Centre
 Williamstown Community Centre
 Williamstown High School
 Wise Employment
 Working Edge
 WPC Group
 Wyndham City Council
 Wyndham Community Centre
 Wyndham Legal Service
 Wyndham Weekly
 YACVic
 Yarraville Community Centre
 YMCA
 Youth Justice
 Youth Justice North Melbourne
 Youth NOW
 Youth Projects
 YSAS

Contractors

Australian Department of
 Education, Employment and
 Workplace Relations
 Australian Government
 Department of Education
 Science and Training
 Australian Government
 Department of Family and
 Community Services and
 Indigenous Affairs
 Department of Business
 and Innovation
 Department of Planning and
 Community Development
 Department of Industry,
 Innovation and Regional
 Development
 Department of Education and
 Early Childhood Development

Donors

HeineJones
 Social Ventures Australia



WCIG

WCIG is a non-profit organisation that seeks to directly relieve the poverty, distress, suffering and helplessness caused by unemployment. The principal activities of WCIG are to provide employment, youth, training and related services.

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ST ALBANS
352A MAIN ROAD WEST
ST ALBANS VICTORIA 3021
TEL 03 9364 6199

BROADMEADOWS
56 CHILTERN STREET
BROADMEADOWS VICTORIA 3047
TEL 03 9309 8333

DALLAS
44 PHILLIP STREET
DALLAS VICTORIA 3047
TEL 03 9309 8333

MOONEE PONDS
LEVEL 7/641 MT ALEXANDER ROAD
MOONEE PONDS VICTORIA 3039
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FOOTSCRAY VICTORIA 3011
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SUNSHINE
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SUNSHINE VICTORIA 3020
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SEDDON (SOCIAL ENTERPRISES)
174 VICTORIA STREET
SEDDON VICTORIA 3011
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WWW.LOVELUVO.COM.AU
WWW.CLEANABLE.COM.AU

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WERRIBEE VICTORIA 3030
TEL 03 9731 0477



**WCIG
GOLDMARK
COLLEGE**



LOVELUVO



CLEANABLE