



ANNUAL REPORT

2013

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WELCOME TO THIS PRESENTATION OF
THE WESTGATE COMMUNITY INITIATIVES GROUP'S
27TH ANNUAL REPORT OF THE ACTIVITY OF THE ASSOCIATION

THE CHAIR'S REPORT

YOU WILL SEE FROM THESE PAGES THIS HAS BEEN ANOTHER CHALLENGING YEAR FOR WCIG AND ONE IN WHICH WE HAVE WORKED TO MEET THOSE CHALLENGES AND MAINTAIN OUR COMMITMENT TO WORKING WITH THE MOST VULNERABLE IN OUR COMMUNITY.



*Steadfast direction in
the face of significant
challenges – Pictured:
WCIG Board Chair,
Natalie Lupton.*

The great energy and enthusiasm of a number of people through this period was not able to bring the results we sought and the challenges we have faced resulted in a significant shortfall for the year. The effort was not able to be recovered with increased revenue.

The Board worked with the CEO to take the actions necessary to address the challenges and to set us on a positive course for the future. At the same time we provided education and training, placed a considerable number of people with disabilities into work, worked with young people who are not engaged with our

education system, or employment, or on a pathway into employment, to give them a focus and a pathway into the world of work and created employment opportunities for people who experience a mental illness.

I am pleased to provide, in this report our first presentation of WCIG's Strategic Directions 2013-2018. Maintaining an emphasis on the future development of WCIG, the Board worked with the leadership team to develop a new Vision, Mission and strategic plan to guide our work into the future. The vision 'Workforce participation for all' speaks of our commitment

to working at all levels with people who experience disadvantage to overcome barriers and to increase their prospects for economic participation in society.

I would like to thank my fellow board members Frank Jackson (Secretary), David Cragg (Treasurer), Natalie Thomas and Sel Sanli, and our CEO Ron Miers for their work and support during the year.

-
Natalie Lupton
Chair



RON MIERS CEO'S REPORT

**"WE MAXIMISE SKILLS AND RESOURCES
WHEN ORGANISATIONS OR PEOPLE WORK TOGETHER"**

These words, from our strategic directions, have been given focus in our new consortium; the Working Communities Network. This partnership between JobCo, eFocus and WCIG has brought together the best from each organisation to a new model of service delivery of employment services across the Melbourne metropolitan area for people with disabilities and in particular for people who experience a mental illness.

In the current economic and policy environment with fast paced changes to the business and community services sector small and medium sized community based not-for-profit organisations must find ways to collaborate in order to service their communities. WCIG has always sought ways to work with our networks and this has increasingly become the way we need to operate. For example, many

of the excellent programs and projects designed and provided by WCIG's youth services team are a result of partnering with many other organisations to produce a better result for the participants. Education and training is delivered to participants from other services and in settings other than WCIG's offices. The Social Enterprise Group's various business streams have been developed with the support and active engagement of a number of like-minded people and their networks.

This annual report provides a brief overview of the various day-to-day activities that make up the work of WCIG in many places. Our focus has not changed; it is on working with those who participate in our programs and celebrating as they take steps towards positive change in their lives. These steps are often hard won and it is rewarding for those of us who are a part of WCIG and



organisations like us to be a part of their journey.

I would like to thank our Board and staff who continue to put our values into practise to achieve our mission of creating futures through workforce participation for people experiencing disadvantage.

-
Ron Miers
CEO

STRATEGIC DIRECTIONS

2013-2018



WORKING COMMUNITIES NETWORK



A CONSORTIUM PARTNERSHIP BETWEEN WCIG, JOBCO. AND E-FOCUS

In 2012-2013, WCIG joined forces with two other organisations, Jobco. and E-Focus, and submitted a consortia tender bid to secure the Disability Employment Services for regions in Melbourne and Geelong from 2013 - 2018.



A three-pillared partnership paves the way toward further innovation and service excellence across Melbourne and Geelong. Pictured (left to right) George (E-Focus), Ron (WCIG) and Sean (JobCo).

WCN's submission was supported by the high levels of performance demanded by the competitive bid process. These high standards were reflected in a number of the three providers' existing locations achieving excellent performance outcomes with 4 and 5 star ratings, as per the DEEWR rating system. As a result of these outstanding ratings, a number of the sites under the consortium umbrella were automatically awarded continued service provision. The Managers from the consortia worked

intensively across all teams from November to March 2012/13 to ensure the DEEWR requirements were met and all was ready to officially open the doors at all 24 full-time locations and 7 outreach locations for the official start date on 4 March 2013.

WCN also developed and implemented a unique *Individual Managed Pathway* program, which focuses on building a strong relationship with each participant in their first 6 weeks of service engagement. A major component

of this dynamic program includes the development of an employment plan that both WCIG/WCN and the participant are jointly committed to. This dual commitment builds an even stronger partnership between participants and their Employment Consultants, further supports the ultimate aim of connecting or reconnecting the participant to sustainable employment, and is also more effective in forging links within the wider community.



This overall degree of partnership between organisations and between participants and their consultant brings a great sense of harmony for all involved, in coming together as one team in the delivery of the the services. The CEOs of WCN work together in partnership as the Consortium Management Committee (CMC).

These first few months have seen WCN work with nearly 2000 new clients, and begin or continue to support participants

to overcome various barriers in finding and sustaining employment, establishing links to the community and seeking opportunities to enhance their lives. WCN is looking forward to continuing to establish the reputation of the Working Communities Network as a leading provider of employment services.

WCIG | WCN

DISABILITY EMPLOYMENT SERVICES CONTINUE TO ADAPT AND SERVE

WCIG Disability Employment Services, now a member of the Working Communities Network (WCN), has rounded off 2013 engaged in an ever-evolving service delivery model which continues to yield the best results possible for its participants.

WCIG/WCN's commitment to a consistently adaptive approach works toward providing participants living with psychiatric, physical or sensory disability with the assistance to strive for a sense of self-determination. This self-determination is aimed toward seeking, obtaining, and sustaining paid employment and striving for financial independence and links to the wider community by their involvement in the workforce. The fresh face of the WCIG/WCN consortium is continually seeking new ways to best serve the participants in the service.

WCIG/WCN believes that supporting and empowering participants to make choices about their own lives, and providing the tools and services that enhance their employment opportunities is a key strategy which will require effective team work across the sector, and with other services within the community.

DISABILITY EMPLOYMENT SERVICES KEY HIGHLIGHTS

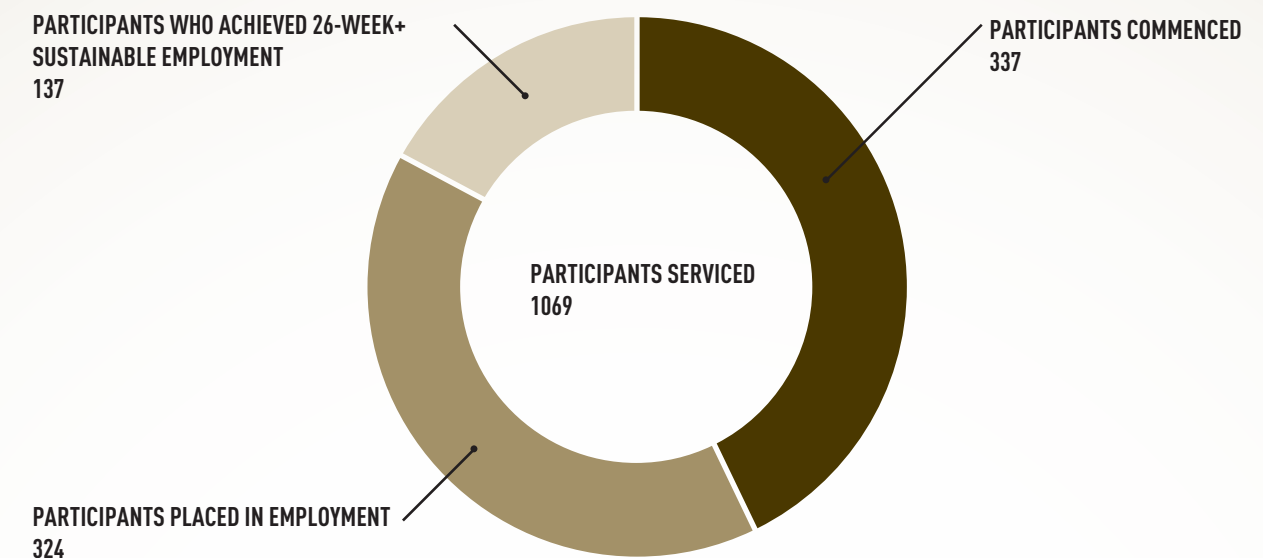
In 2012/13 WCIG/WCN was successful in its tender submission to deliver the Disability Employment Services (DES) program in the Westgate region until 2018. The new DES contract commenced on 4 March 2013 and saw the implementation of a consistently refined service delivery model and the introduction of Individual Managed Pathway plans to employment.

The WCIG/WCN DES team worked tirelessly to ensure that the transition to the new DES system was seamless for the participants, with over 500 participants commencing into the new model in March and 500 existing participants introduced to the new model.

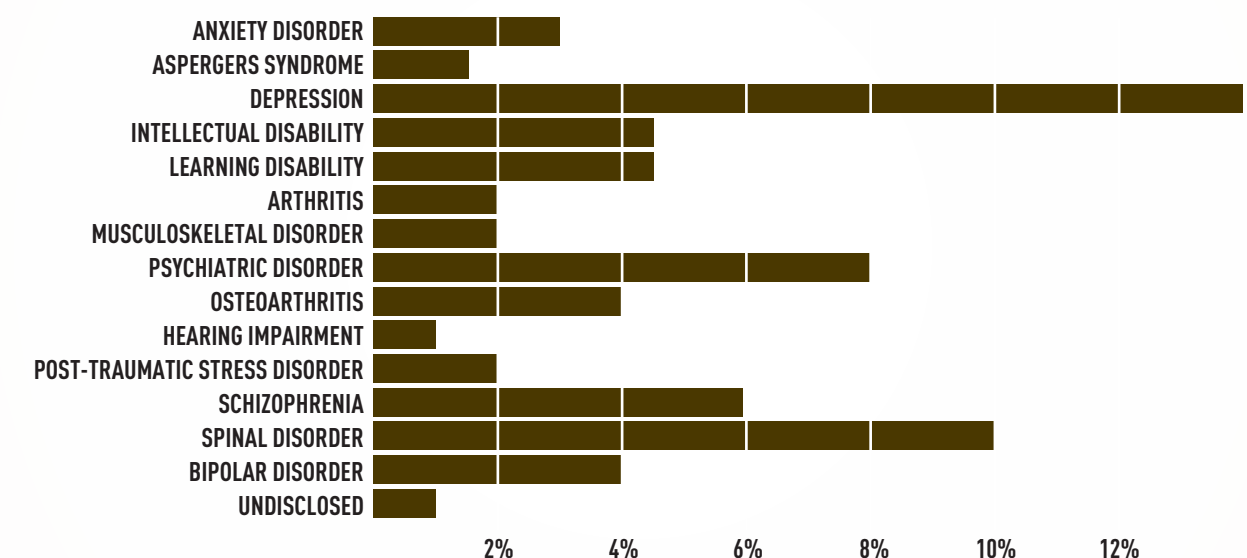
March 2013 also saw WCIG/WCN expand its services to the Geelong region where it successfully began assisting people with mental illness into employment. This provides participants both from Geelong and the Westgate areas with a corridor of employment across the region.

WCIG/WCN DES also strengthened existing partnerships with employers and community agencies in the Westgate region, and established partnerships with both employers and community organisations in the Geelong and Corio regions.

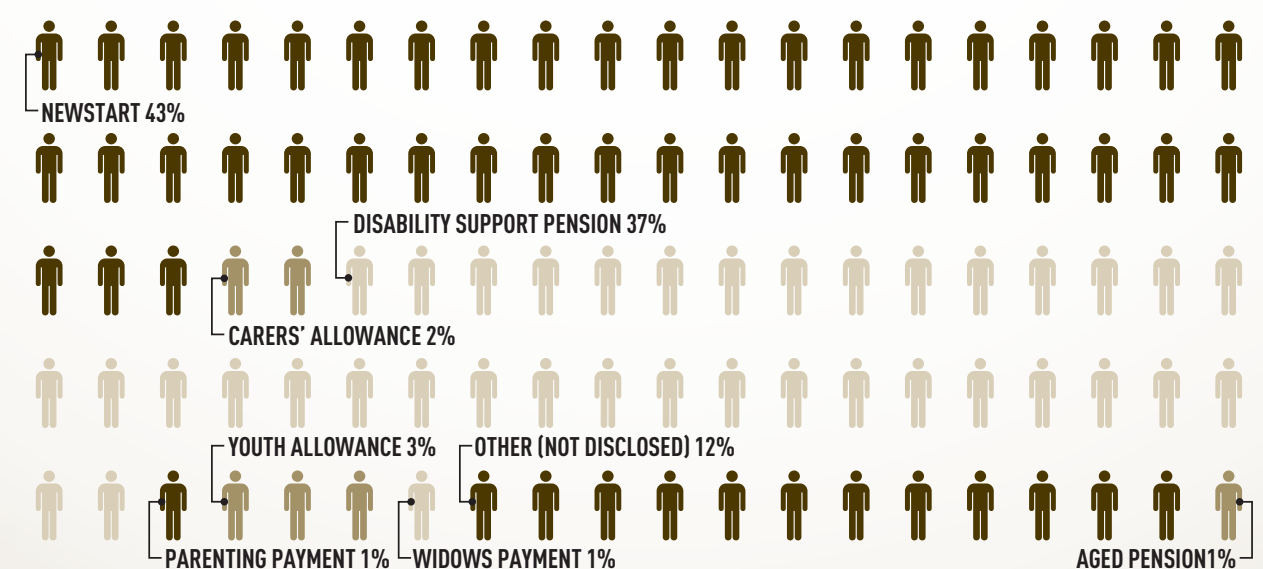
PARTICIPANTS



DISABILITY EXPERIENCED BY OUR PARTICIPANTS



PAYMENT TYPES





LOVELUVO

THE GOOD YOU DO COMES BACK TO YOU

Ever since its official launch in 2011, LoveLuvo continues to deliver a retail experience and products that are ecologically responsible, provide ethical alternatives and are locally made and sourced. LoveLuvo, as a social firm, also provides valuable opportunities for sustainable employment for individuals living with mental illness, as well as practical training and placements for individuals who are undertaking accredited training in Retail at WCIG Goldmark College.

The LoveLuvo store is open seven days a week and sells a wide range of high quality products for the home and body. A visit to LoveLuvo will delight the senses with fragrant soy candles and luxurious body lotions.

TOP STORY

Alice* is a mature lady aged in her 60s who left school in 1967. She worked for 2 years before getting married and stopping work. Alice went back to work in 1973 in her husband's panel repair shop as a bookkeeper, filling in old-fashioned ledgers and hand-writing log entries, long before the introduction of computers into everyday business operations!

After Alice's marriage ended, she worked in a variety of administrative jobs, but was never employed in one place

long-term. Alice was diagnosed with Schizophrenia in 1993, and had not been able to work since.

Alice came in to work for WCIG's Cleanable social firm in 2012. She commenced as a commercial cleaner at the beginning of 2013 before being transitioned into admin role she felt more suited to at another of WCIG's social firms, LoveLuvo in May. Alice, however, faced some barriers in re-entering an administration role, as not only had she never so much as switched on a computer before, Alice openly stated that she was absolutely 'terrified' of computers, and was 'really scared' of the prospect of using one. However, with the right coaching and support, Alice has flourished since then, mastering the electronic processes involved in generating purchase orders, online banking etc.

Since her first few keystrokes, Alice quickly realised that she was not so frightened of working with technology, and has come on in leaps and bounds with her learning computer-based tasks. Alice is now very enthusiastic, asks many of questions and consistently wants to learn more.

Alice has expressed how much she loves her job. She never misses a shift and is the back-up worker for the Saturday retail shifts.

Alice is currently enrolled in and will soon commence an Information, Technology and Digital Media course with WCIG Goldmark College, and Alice was most excited recently when she purchased a brand new television with the money she earned from her job.

*Not client's real name.



LOVE LUVO KEY HIGHLIGHTS

Achieved sales of \$216,000

Provided sustainable employment to 2 persons with a mental illness who are working 8-15 hours per week.

Retail expanded into a number of new products that included giftware, candles and scents.

A Supported Worker has become computer literate, and through this has gained confidence and skills. This worker is now providing administration support through the opportunity provided by LoveLuvo.



CLEANABLE

COMMERCIAL CLEANING PUTS THE SHINE ON SOCIAL FIRM SUCCESS

This year, Cleanable has continued to provide a competitive and professional cleaning service to commercial clients.

Also to the credit of all team members, Cleanable has also maintained its ISO9001 quality accreditation, and also maintained its delivery of high standard, quality commercial cleaning solutions to an ever-increasing number of office and business spaces in Melbourne's metropolitan and inner-western regions. Cleanable leads the way in utilising sustainable and environmentally friendly products and cleaning chemicals to deliver the best results for every space. As has always been the central ethos, Cleanable has also sustained itself as a means for individuals living with mental illness to obtain and remain in sustainable, paid employment.

SPARKLING RESULTS

Robert* was born in the early 1950s in Yugoslavia to Hungarian parents and came to Australia

as a refugee, aged 6. Robert struggled through school due to language and cultural difficulties. He left school in the late 1960s and worked in a myriad of jobs until the early 1990s when he was diagnosed with Schizophrenia. Robert had subsequently not worked since around 1993, however occupied himself with his art.

Robert commenced with WCIG's Social Enterprise Group in March 2013, and transitioned in commercial cleaning in May. Robert is most enthusiastic about his job, and in ready partnership with his supervisor, Ann.

With an art exhibition in October, Robert has had much to be proud of, and has stated that since commencing work, he feels very, very well, both mentally and physically.

*Not client's real name.

THE FINE POLISH

Achieved sales of almost \$1.2 million and a customer base that includes Mercy Health, Djerriwarrh, Western Health, Regional Rail, Melbourne Health and Yarra Community Housing.

Provided sustainable employment to 18 persons living with mental illness.

ISO9001 accreditation.

A Supported Worker was able to transition out of Community Care living into independent living, through the employment opportunity supplied by Cleanable.

Another Supported Worker purchased their first car in 20 years as a result of the employment opportunity and support offered by Cleanable.



OUTSIDE BRANCH

PROPERTY MAINTENANCE SERVICES: CHOICE CLIPPINGS

Outside Branch Property Maintenance is proud to have demonstrated growth in 2013 from its inception in 2012.

Outside Branch, as with all social firm offerings under WCIG's Social Enterprise Group, is based upon the social firms model, and a minimum of 25% of our workforce is made up of people living with a disability – particularly those who are living with mental illness.

Outside Branch provides quality and cost effective Asset Maintenance services to organisations that are committed to social procurement, and domestic services to members of the community whilst providing employment and skill-building opportunities for those who face significant barriers to entering and remaining in mainstream employment. Outside Branch readily tailors property maintenance solutions to suit the space and the needs of the client.

Outside Branch has continued to successfully service a number of contracts for local councils and regular maintenance for local residents in the Melbourne

metropolitan and western regions in 2013.

The main services offered by Outside Branch are:

- Lawn mowing
- Garden bed construction
- Clothesline repairs
- Rubbish removal
- Planting
- Watering system installations
- Gutter cleaning
- Weed control
- Garden shed construction
- High-pressure path and driveway cleaning
- Pruning
- Mulching and drainage
- General handyman needs

And importantly: No job is too big or too small!

THE MULCH

Achieved sales of almost \$330K

Continued to build upon its relationship/ partnership with Hume City Council.

Provided sustainable employment to 9 persons living with a mental health issue who are working 8-15 hours per week.

A Supported Worker was able to transition out of Community Care living into independent living, with the aid of the employment opportunity supplied by Outside Branch.

GOLDMARK COLLEGE

REMAINS COMMITTED TO OPENING DOORS TO FURTHER EDUCATION

2013 HAS WITNESSED WCIG GOLDMARK COLLEGE EARN SUBSTANTIAL RECOGNITION FOR THE WORK IT DOES IN VOCATIONAL EDUCATION AND TRAINING (VET), AND ALSO SEE A SIGNIFICANT BOOST IN THE EDUCATIONAL PARTNERSHIPS IT HAS FOSTERED OVER THE PAST YEAR.

Of great significance, WCIG Goldmark College received two Innovation and Capacity Grants in 2013. One of these was targeted to bring together a strategic partnership group that supports learners' access pathways from community engagement and VET courses all the way to University. The second, known as the 'Learners First' project, gives every student the opportunity to have their own individual online learning portal. These projects greatly assist learners to receive flexible and seamless education and training pathways – and importantly, to break the cycle of barriers to education. Integral to the values of Goldmark College is bringing innovative ways for its students to gain sustainable employment using education as the vehicle to build the skills they need. In April 2013, the MP for the Western Metropolitan Region, Andrew Elsbury, presented WCIG Goldmark College with a Certificate of Recognition for its commitment to vocational education and training in the Maribyrnong and Hume regions.

In November 2012 WCIG Goldmark College was welcomed to join a consortium called Learning for Employment (LfE) which comprises a group of highly respected Learn Local providers. The consortium applied for the delivery of the federally funded Skills for Education and Employment (SEE) program, formerly the Language, Literacy and Numeracy Program (LLNP). In May 2013, WCIG Goldmark College was extremely proud to hear that the consortium was successful in their application and became a chosen provider for delivery of the SEE program in 2013. This meant that more opportunities would be available for community members to work specifically on language, literacy and numeracy skills for the workplace, and also to maximise their chances of obtaining sustainable employment.

The challenges of the year have been around keeping WCIG Goldmark College's training relevant and affordable for community members and industry employers, having experienced

several funding changes to traineeships and classroom based delivery that has affected how WCIG Goldmark College delivers its programs. Whilst that is a challenge, it also highlights the remarkable work that the team at WCIG Goldmark College performs on a daily basis to ensure the needs of community members and industry employers are met irrespective of the changes.

WCIG Goldmark College's proudest partnerships for 2013 have been working directly with local multicultural organisations such as the Australian Vietnamese Women's Association and Smart Link. Both of these organisations work directly with their communities and WCIG Goldmark College to ensure their participants have access to the learning they need to increase their English speaking skills, to gain voluntary community roles and also employment. Working with asylum seekers has also grown significantly in 2013 at WCIG Goldmark College, and is in direct response to the needs of the local community.



STUDENT SNAPSHOT

Two young women who studied diligently, successfully completed Certificate III in Aged Care at WCIG Goldmark College this year, and subsequently went on to be accepted to undertake study in Division II Nursing at Victoria University.

A spirited and determined participant overcame barriers including learning difficulties and joined WCIG Goldmark College through our provision of the Australian Apprenticeship Access program, and completed his Certificate IV in Business Administration.

Another Access participant from our cohort excelled in and completed the Access Program's Introduction to Retail. This individual then successfully obtained a full time position at Aldi Supermarkets.

A graduate of Certificate III in Business Administration was enthusiastically offered a part time reception role soon after the completion of her qualification, where she remains today.



YOUTH CONNECTIONS BUILDS PATHS FOR OUR YOUNG PEOPLE

WCIG's Youth Connections has some great results to report for 2013. In effectively aiming to assist young people at risk of becoming, or who are already disengaged from education, family and/or the community, our qualified Youth Workers have continued to show a great ability to create partnerships to support young people at every stage of their transition. These partnerships have proven their effectiveness in addressing the barriers that keep them from completing their studies or undertaking further training.



This year, WCIG's Youth Connections team has assisted 280 young people across Wyndham/Hobsons Bay and 135 in the Maribyrnong/Moonsee Valley area, including 26 Indigenous young people and 43 on a Humanitarian refugee Visa.

Outcomes were also achieved for 217 young people in Wyndham/Hobsons Bay and 118 in Maribyrnong/Moonsee Valley, including engaging 232 young people in education, training or employment.

A few of the many key highlights and initiatives of 2013 have included workshops, such as the *Many Possibilities Workshops* for young African girls, *Creative Cupcakes* at Phoenix Youth Hub, *You Go Girl*, to promote a positive body image, and *Get Steady, Job Ready* for information job searching techniques and skills. Homework groups at Buckley Park, Essendon Keilor College and Werribee

Secondary College and Breakfast Clubs at CREATE and Laverton Secondary College. Programs like the *Get Your Learners On* program to assist young people to obtain their Learners Permit, and support groups for young mums/mums to be to enable these young women to recognise and realise their full potential as mothers or expectant mothers. WCIG also sponsored hugely successful *Weerama Festival* in partnership with Wyndham City Council. Many more programs and initiatives were undertaken.

WCIG YOUTH CONNECTIONS – SOME OF THE GOOD NEWS!

Jane was asked to leave the family home because she refused to obey the strict guidelines of her family's religion. Jane was made to leave her home, and was also not allowed to have any contact with any person still involved in the religious group.*

Being cut-off from a support system was difficult. Jane was completing

year 12 and worked casually with inconsistent hours - and she was struggling for balance.

Jane aspired toward university to become a teacher or agricultural scientist. Because of financial constraints, Jane was considering dropping out of secondary school.

Jane and her Youth Worker devised a timetable and budget to help her complete the last few months of VCE.

Jane was successfully nominated for a WCIG Board Scholarship, which relieved financial pressure. She then successfully completed VCE, received a letter from Julia Gillard for her efforts and was accepted into La Trobe University to become an agricultural scientist.

**not client's real name.*

YOUTH PARTNERSHIPS DEMONSTRATES GREAT RESULTS

WynBay LLEN in partnership with WCIG was successful in acquiring the 'In School Support Project' - one of the three projects for delivery under the Victorian Government's Western Metropolitan Region Youth Partnerships. WCIG's Youth Partnerships delivery showed great results and assisted 80 students across four primary/secondary schools.

In this project, WCIG's role was to provide a case management approach in four participating primary and secondary schools across the Hobsons Bay and Wyndham local government areas, with service provision to 80 young people in Year 5 and Year 8. This pilot program was designed to be utilised as a basis for future development of the project after the initial trial. The overall aim of the project was to explore enhancing support for and meeting the needs of children and young people in school who are at risk of disengaging from education, family and/or the community.

The case management consisted of a thorough, holistic assessment of the young person; the development of an individualised pathways plan; intensive weekly support targeting barriers to engagement, including administering surveys and questionnaires, and running group sessions and focus groups;



regular liaison with teaching staff and advocacy when required; service partnerships with other support agencies and also parental engagement.

A snapshot of some of the presenting issues and identified themes included dissatisfaction with home life, serious illnesses at home, engagement at school and school performance, bullying and truancy. The pilot program generated some great results for the young people involved that addressed many of these issues. The students expressed positive feedback about the program and its format and impact. They

also demonstrated improved communication skills, improved emotional and self-awareness, increased confidence and positive school outcomes.

The students expressed that they felt more confident in their abilities and more optimistic about being able to finish school. Some students also said that they felt as though things were 'back on track' and that as a result, they knew what they had to do to get where they wanted to be. All of these positive results subsequently led into a view to implement the Youth Partnerships program far more broadly.

..... WESTERN SPRINGBOARD

INTENSIVE EDUCATION AND EMPLOYMENT SUPPORT FOR YOUNG PEOPLE LEAVING OUT-OF-HOME CARE

WCIG is proud to present Springboard as the latest addition to our suite of youth programs being provided with the aid of our dedicated Youth Workers and program staff. Western Springboard is a new state-wide intensive support program to assist young people disengaged from education, training or employment who are, or have been, in residential out-of-home care, including as lead tenant.

The Western Springboard program provides a service to young people who are, or have been, in residential out-of-home care, between 16 and 21 years of age, who are disengaged from education, training or employment. Western Springboard is strongly connected to existing transition and post care services, being a specialist service for these particularly vulnerable young people within the leaving care population.

WCIG fulfilled the role of lead agent of a consortium in 2012/2013, alongside Djerriwarrh Community and Education Services Inc. and Inner Melbourne VET Cluster Inc. which was brought together to deliver the Western Springboard program. The results emerging from the provision of this program are extremely encouraging, and the positive feedback from the initiative has been a great indicator of its effectiveness in

assisting the young people leaving care.

WCIG's dedicated Western Springboard workers assisted 43 young people across six regions, including Hobsons Bay, Wyndham, Brimbank, Melton, Maribyrnong, Moonee Valley and Melbourne City, and also improved the lives of 31 young people through their engagement in education, training or employment and/or addressing personal barriers.

Western Springboard intensively assists these young people who have left, or are transitioning from, residential care, to gain secure, long-term employment by re-engaging them with appropriate education, training or supported employment opportunities. Springboard staff are equipped with specialist knowledge of, and skills in, the areas of education, alternative education, vocational training and employment programs/

providers, job services, Transition to employment service providers for young people with a disability, employers and other industry groups.

Western Springboard's services include:

- A flexible, outreach and case work approach that assists young people to successfully engage, or re-engage, in education, training and/or employment so as to prepare them for long-term sustainable employment.
- An innovative and collaborative partnership with the department, residential and lead tenant out-of-home care providers, post care support information and referral services and other services to maximise young people's capacity to engage with the program, and
- A culturally competent service that is responsive to the needs of Indigenous young people and those from diverse cultural backgrounds.

PREVOCATIONAL TRAINING

TAILORS THE BEST APPROACH FOR EVOLVING STUDENT NEEDS

Learn Local pre-vocational training courses have been a highlight at WCIG Goldmark College this year for both the participants and trainers. By the end of the year we will have offered over 500 places to community members to assist them to build their skills for further education and employment.



In a student survey, over 88% of participants stated that their participation had increased their literacy and language skills and 92% believe they are now significantly better equipped to apply for work. A strong focus for this year's delivery has been to include digital literacy, by giving people the opportunity to work with new technologies and applications such as social media tools. This has been very well received by the participants, and has also worked to bridge the gap between them and their families.

The objectives of these courses are determined by the needs of the participants and the individual goals and objectives they wish to achieve. Whilst these courses aim to improve language, literacy and

numeracy for further education and employment, they also improve social interaction, self-esteem and allow for a degree of community connection that they may not have experienced otherwise. Many of the participants have progressed onto further education, but for some it has simply given them the opportunity to think about their next steps and set future goals and objectives. Learn Local courses are relatively short, being between 6-10 weeks in duration, and are delivered in a supportive and encouraging learning environment. For many the positive learning experience is enough to encourage further education and employment pathways.

• THE AUSTRALIAN • APPRENTICESHIP ACCESS • PROGRAM (ACCESS)

- *The Access program is a*
- *government funded initiative that*
- *works directly with job seekers*
- *and employers, and is designed*
- *to assist participants develop*
- *important and directly applicable*
- *skills for the workplace, which*
- *ideally lead into paid employment.*
- *This year, WCIG worked with over*
- *115 participants and 20 employers*
- *in the industry areas of Retail,*
- *Business, Children's Services,*
- *Hairdressing, Warehousing*
- *and Aged Care. 2013 saw a*
- *continuation of WCIG working*
- *with employers to provide in-*
- *house work experience.*
- *WCIG sincerely thanks the*
- *employers who also provided*
- *mentoring roles and access*
- *to current industry practices.*
- *Access to real workplaces and*
- *the opportunity to secure real*
- *jobs resulted in outcomes for*
- *participants that included*
- *traineeships, apprenticeships,*
- *further education and full and*
- *part-time employment.*

ACKNOWLEDGEMENTS

EMPLOYERS

ADEC
AHS Hospitality
Alt Purpose People
AlSCO Linen Service
Alton Personnel
Always Fresh
Anz Bank
APS Group
Asian Bizarre Imports
Athletes Foot
Australian Food Group
Australian Home Care Services
B2 Cafe
Bakers Delight
Ballarat City Council
BBI's/Donut King
Bell's Real Estate
Big Mouth Maloney
Big W - Watergardens
Blonde on Blonde
Bloomfields
Bluestone Recruitment
Boral Plasterboard
Brimbank City Coucil
Brimbank Leisure Centre
Broadmeadows Disability Services
Bunnings
Bursons Automotive Pty Ltd
C.B Studio
Cabinet Masters
Cabways Pty Ltd
Cafe Centro Bar Bistro
Cafe Di La
Cafe Sapore
Calivry Silver Circle
Campbells Cash and Carry
Care For Kids Foundation
Cassandra Upholstery
Central Pipe Fabrication
Central Premix Concrete
Chalmers Industries Pty Ltd
Chandler Recruitment
Charter Security
Chelgrave Contracting
Chelsea Hair And Nails
Cherrie's Cafe
Cis At Mercy Health
City Residential
Clancy's Auto Salvage
Coburg Transfer Station
Coffee N All
Coles Supermarkets
Color Earth
Colorado
Colour Earth Design
Consolidated Cleaning Services
Convent Bakery
Conway Fish Trading
Cope Logistics
Costello's Hotel
Cubin Design
Curzon Street Childcare
Daguerre's Café Bar Gallery
Deer Park Motors
Del Conway's Home Helpers
Design Inferno Glass
DiCaprio's Restaurant
Discount Tyres
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 Dry Cleaners
Elite Security
Elles Furniture
Elynwood
Eml Melbourne
Emma McLean Kindergarten and Daycare
Enterprises Services Pty Ltd
Essendon Kids
Essential Nursing Agency
Essential Personnel
Everlasting Ironworks
Faracht Australia
FBA Imports
Fencing Engage By Michael
Ferguson Plarre
Fifteen Resturant

Finch Industries
First Impressions Events
FM Recycle
Food FX
Footscray Market
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
Hampstead Dental
Hays Recruitment
Higgins Trading Company
Hilltop Security
Hilton Hotel
Hingli Holdings Pty Ltd
Home Care Plus
Home Sustainability Assessments
Horizons
Horner Recruitment
Huy Fashion Pty Ltd
I-Connect
IGA Werribee
Infight Services
Inter Industrial Service
Intergrated Solutions
Jav I.T. Group
JCP Carpentry Design
JDJ Windows
Jefferson Ford
Jesuit Social Services
Jigsaw Childcare Centre
Jim's Mowing Tarneit
Joalian Pty Ltd
John Sands Australia Ltd
Kensho Pty Ltd
Kensington Community High School
Kevin Denis
Killarney Properties
King Personnel
Kingsville Community Centre
K-mart
Lakeside Receptions
Lazy Moe's
Le Mans Toyota
Lemac
Lionheart Security
Little Champs Child Care Centre
Little Poppets Childcare Centre
Littore Wines
LPG Conversions
Mackillop College
Mac's Hotel
Maddisons
Magri Trainsport
Manor Court Werribee Aged Care
Masada International Trade Pty Ltd
Maxwell Engineering Pty Ltd
McArthur Management Services
McKillop College
McMahons
Mcpeake painting and building Services
Mega Products
Melton Glass and Shower Screens Pty Ltd
Melton Pre School and Child Care Centre
Melton Shire Council
Melton Special School
Mercure Hotel
Mercy Aged Care
Meridina Pest Control
Merrimu Services
Mesh and Bar
Metrofile 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
Northern Gardens Aged Care
Novotel
Nursing One World
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
Plastic Bend Fabrication
PLM Property Services
Port Phillip Prison
Poultry N More Pty Ltd
Prime Medical
Rampage (BP Laverton)
Randstad Recruitment
Ready Workforce
Rebound Sheet Metal Engineering
Re-Creation Health Club
Red Tongue Cafe
Reflections Group Pty Ltd
Retravision Hoppers Crossing
Rosanna Village Childcare
Royal Free Masons
Rsm Admin Services Pty Ltd
RTS Transport
Safeway
Salesforce
Sanctuary Lakes Golf Club
Schiavello Bros Pty Ltd
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Securecorps Cleaning
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SGA
Sign Designs
Signcraft
Silvy's Cleaning Services
Simply Nursing
Sirens Restaurant & Bistro
Sistems Golf
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
St Vincents Childcare
Staff Australia
Stallion Station Pty Ltd
Star Enterprises Vic
Star Trak Express
State Side Conveyancing
Stegbar Pty Ltd
Stepping Stone Kindergarten
Stones Bakery
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Sunshine Dry Cleaners
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The Element Shop
The Global Group
The Mop Squad
The Shoe Gallery (Vic) Pty Ltd
The Tradesperson's Secretary
The Yarraville Club Inc.
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TKG Sheetmetal
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TNT Express
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Toyota
Trentham Tucker
Trusses Plus Pty Ltd
Uniting Aged Care

Universal Pallets
Werribee Terrace Aged Care
Wesfarmers Kleenheat Gas Pty Ltd
West Main Pty Ltd
WPC Group
Wyndham Lodge
Zoom Recruitment & Consulting Pty Ltd

IN PARTNERSHIP WITH
Australian Vietnamese Womens Association
Australia Light Foundation
Centacare
Djerriwarrh Education and Employment Services
Headspace - Sunshine
Hobson's Bay City Council
Job Futures Ltd
Local Learning & Employment Networks: Wynbay, Maribynong/Moonee Valley, Brimbank/Melton
Maidstone Community Centre
Maribyrnong City Council
Maribyrnong Community Centre
Meadow Heights Learning Shop
Matchworks - St Albans
Melbourne Citymission
Orygen Research Centre
Orygen Youth Health
Outlooks Melton
Sechi Hair
Shire of Melton
Social Firms Australia
Social Ventures Australia
The Smith Family
Victoria University
Victoria University- Tafe Division
Visy Link Centre
Wesley Mission
Western Local Community Partnership
Western Melbourne Division of General Practice
Western Melbourne Headspace
Western Region Health Centre
Yarraville Community Centre
YMCA
Werribee Tigers Football Club
Community Colleges Australia
Werribee Tigers Football Club
Inner Melbourne Vet Cluster
Djerriwarrh Education and Community Services
MMV LLEN
Wynbay LLEN
Wyndham Central College
Wyndam Park Primary School
Altona College
Altona North Primary School
Maribyrnong City Council
Wyndham City Council
Baden Powel P-9
Hobsons Bay Council

SUPPORTERS OF OUR WORK
Altona Meadows Community Centre
Amaroo
AMES Employment
Amile Adovocacy Services Inc
Anglicare - Counselling Service
Apprenticeships Plus
Apprenticeships Victoria
Ascot Vale Special School
Ashley Institute
Asylum Seekers Resource Centre
Australian Apprenticeships Centre - Werribee
Banksia Gardens Community 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 Area North Central Victoria
Centrelink Broadmeadows
Centrelink Footscray
Centrelink Melton
Centrelink Newmarket
Centrelink Sunshine
Centrelink Watergardens
Centrelink Werribee
Child First
Consider This Training
Create

CVGT
DASWest - Youth Outreach Team
Debney Park Secondary College
DHS
Disability Works Australia
Djerriwarrh Employment & Education Services
Duke Street Community Centre
Employment Focus - Glenroy
Employment Plus - Footscray
Essendon Keilor College
Footscray City Secondary College
Footscray Community Arts Centre
Footscray Police
Galvin Park Secondary College
Gatehouse - Youth Resource Centre
Gilmore Girls College
Golf World
Good Shepperd - St Albans
Gordon Institute of TAFE
GROW - Better Together
Harvester College
Heathdale Christian College
Heaths Road Library - Homework Support
Hobsons Bay City Council
Hobsons Bay Police
Hobsons Bay Youth Services
Hog's Breath Café Watergardens
Hoppers Crossing Secondary College
Horizons
IEGT
Inner West Area Mental Health Service - The Royal Melbourne Hospital
Interact
Iramoo Community Centre
ISIS Primary Care
JobProspects
Josephs Corner
Kangan Institute
Kastoria Bus Lines
Keilor Youth Accommodation
Kurrunjung Secondary College
Latitude Youth Housing
Laverton Community Centre
Laverton Secondary College
Legal Aid Sunshine
Living Jungle
MacKillop College
MacKillop Family Service - Family & Community Services
Main Road East Child Care Centre
Mambourin Enterprises
Manor Lakes P-12 Specialist College
Manpower Trolleys Pty Ltd
Maribyrnong City Council
Maribyrnong Secondary College
Maribyrnong Youth Services
Matchworks - St Albans
Matchworks - Footscray
Matchworks - Werribee
McDonald's Delahey
McKillop College - Werribee
MEGT
Melbourne City Mission
Melton Secondary College
Mercy Hospital
Metro West Housing
Mid West Area Mental Health
Migrant Resource Centres
Millenium Hi-tech
Miniart College
Moonee Valley Youth Services
Mulberry House
Mulberry House - MI Fellowship
New Hope Foundation
Niddrie Secondary College
NMIT
Norwood Association
Olex
Open Family - Youth Resource Centre
Operation Newstart
Orygen Youth Health
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Phoenix Child Care Centre
PilotLight
Point Cook Senior Secondary College
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RMIT AFI Research Library
Rocket - Youth Residential Rehabilitation Program St Albans
Royal Childrens Hospital
Royal Melb Hospital Adult Psychiatric Unit

Saltwater Clinic
Salvation Army Housing Support
Shoe Guy Camberwell
Simply Dishy
South Kingsville Community Centre
South West Area Mental Health Services
South West Community Centre
Spirit West Services
Spirit West Services, Fresh program
St Albans Connect
St Albans Migrant Resource Centre
St Albans Rotary Club
St Josephs flexible learning
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
The Smith Family
The Tigers Club
Thomas Carr College
Tisa Fine Foods
TJ's
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UnitingCare-Werribee Support & Housing
VECCI
Vic Deaf School
Victoria Police Youth Resource Office
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YMCA
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YSAS

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