

**WE ARE
TENACIOUS
AND
RESILIENT**



ANNUAL REPORT 2014

CHAIR'S REPORT

CHAIR'S
REPORT

CEO'S
REPORT

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NETWORK
(WCN)

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Welcome to Westgate Community Initiatives Group's 28th Annual Report of the association. This has been a year of consolidation following the challenges of the previous two years, a year in which we have worked to prepare for the inevitable change and challenges that will come while maintaining our commitment to working with the most vulnerable in our community.

The year was marked by the energy and enthusiasm of a number of people, which resulted in a better financial outcome for the organisation. The shortfall was due mainly to the closure of a number of sites which in turn significantly reduces our future costs. We continue to provide services in these areas through our partners. Continuing to learn from the challenges of previous years, the Board worked with the CEO to take the actions necessary to address the future and to set us on a positive course for that future. We have 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, 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. Our vision 'Workforce participation for all' speaks of WCIG's work at all levels of the organisation with people who experience disadvantage, to overcome barriers and to increase their prospects for economic participation in society. Through the changes we have experienced and those we will face in an ever changing landscape, our focus continues to be on creating future possibilities through education and employment, for those who access our services on a daily basis. The annual Board Scholarships, for people who have participated in our services and who need assistance to progress further in employment education or training, continue to be a valuable organisational contribution to the future of those participants. This year's scholarship event was a time of recognition of the achievements of many of our participants and appreciated by all who attended.

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

Natalie Lupton - Chair



CEO'S REPORT

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The past year in the life of WCIG has been one of consolidation and development. This has, in part, been in response to the previous years' deficits but importantly to build and prepare for an ever-changing future. The 'reform' of the community sector in Victoria, and also Australia wide, means we must be continually refreshing who we are and how we do things.

The 5 year strategic directions set by the WCIG Board early in 2013 have guided and informed the way we do the work of creating futures through workforce participation for people who experience disadvantage in the communities we serve. We have a renewed emphasis on getting the right people and providing the right development they need to do the work to a high standard. To be most effective in this current competitive and rapidly changing environment we began work on developing the tools and systems we need so that staff can focus on creating change in the lives of the people who use our services. The Working Communities Network, established to provide employment services to people with disability was consolidated during the year. The first manager, Andrew Hills, moved on to a national role with another organisation having given us a firm base on which to build.

Partnerships and collaboration with people and organisations are a strong strategic focus in the long-term and the year has seen us firm up our work with existing partners and explore new possibilities. It is my firm belief that small

to medium sized not-for-profit community organisations must find ways to work together in order to have lasting, effective impact on our communities. Existing partnerships in the WCN with JobCo and eFocus, Job Futures and particularly partnerships with other Job Futures members continue to be a rich source of influence on ideas and motivation for WCIG. Also, our collaboration with the Melbourne University's School of Social and Political Sciences employment services research projects expands our horizons beyond Melbourne's west, Melbourne and Australia to consider our place as change makers. These partnerships exist at all levels of WCIG and we find staff working with a variety of networks to produce the best result for participants. One such partnership is our long term relationship with Headspace, first in Sunshine and during the past year established in Werribee. Our youth and disability employment service teams have explored ways to co-locate and work with the Headspace team. The Australian Government 2014 budget included the announcement, widely published on news and

current affairs that the Youth Connections program would cease from December 2014. The team assists young people who have not completed, or are at risk of not completing Year 12 or an equivalent qualification and have barriers that make it difficult to participate in education, training or employment. Youth Connections staff work with young people to help make a successful transition to further education, training, or employment. We have been working with disengaged young people in various ways since 1997 in the various iterations that preceded Youth Connections. It is with regret that we will close this important program and will seek new ways to create education and employment futures for young people who are disadvantaged in the labour market. I would like to thank the Board and leadership team for their commitment and hard work throughout the year and especially the staff who day-to-day strive to achieve the possibility of workforce participation for all.

Ron Miers - CEO

PARTNERSHIPS AND COLLABORATION WITH PEOPLE AND ORGANISATIONS ARE A STRONG STRATEGIC FOCUS IN THE LONG-TERM



WORKING COMMUNITIES NETWORK (WCN)

The Working Communities Network (WCN) consortium partnership has grown stronger than ever in 2014. WCIG, JobCo. and E-Focus have galvanised and continuously worked to improve the service provided to people living with disability in the communities we serve.

The partnership enables each consortium member to draw on best practice, innovations and collaborations, compliance models and business systems to support the effective implementation of services that aim to enhance economic outcomes and reduce disadvantage for people facing barriers to sustainable employment, including people living with disability.

The WCN partnership between these three providers is currently delivering two distinct types of Disability Employment Services in eight regions (31 locations) across Greater Metropolitan Melbourne and Geelong.

Over the past 12 months WCN has consolidated itself as a strong provider of both of its DES programs. The June results of formal service ratings have most sites performing very well, with Geelong also showing encouraging improvement over the course of the 2013 - 2014 financial year, whilst establishing itself in the region.

At the end of June 2014 WCN's number of active participants had increased to 2,008. Throughout

2013/14 WCN assisted 711 people with disability into employment, and importantly are also currently providing support to over 450 people and their employers to ensure that they sustain their employment. In total WCN achieved 313 full 13 week employment outcomes and 246 full 26 week outcomes. This year, WCN has engaged 689 employers to generate job placements for participants, including major metropolitan, state-wide and national employers and franchises. These include KinCare, Australia Post, Bunnings, Bakers Delight, The Laminex Group, JayCo, ISS Facility Services, Patrick Jimdoring, Toll and Linfox. The WCN is now well established with partnership systems and processes in place to expand its programs and service offering throughout the next year.

KEY STATS

313:13 WEEKS
246:26 WEEKS

ENGAGED
689
EMPLOYERS
IN 2014

CASE STUDY: HOW WCN'S EFOCUS ASSISTED A START-UP BUSINESS

V presented to E-Focus with mental illness as well as musculoskeletal disabilities. At assessment V decided to pursue work in horticulture. The DES staff member assisting V introduced him to the Darebin Enterprise Centre and submitted his résumé to the Manager of Metro Trees. V decided to participate in the National Enterprise Incentive Scheme after discussions with his DES staff member, the Enterprise Centre and Metro Trees; setting up a landscaping business. WCN's E-Focus supported the establishment of the business by advertising in the local newspaper, which assisted in the business gaining a major landscaping contract. E-Focus also assisted V in completing his Tax and Centrelink paperwork. During the course of running his business V sustained a minor back injury. The DES staff member assisted him to source labourers who could work with him whilst he recovered from this injury. Throughout the support period after his business was up and running, the DES staff member visited V on location and V attended appointments at E-Focus. V has now exited the DES program as an independent worker, successfully running his business for 60 weeks. Recently, V employed another DES participant who has a Bi Polar disorder.

DISABILITY EMPLOYMENT SERVICES (DES)

WCIG's Disability Employment Services maintained a solid base of new innovations and improvements in assisting job seekers living with disability locate, engage with and remain in sustainable employment and/or educational opportunities in 2014.

This year, all WCN consortium members have developed and implemented a tailor-made service delivery model across all sites. This structure is dedicated to providing a flexible and supportive approach for job seekers to strive for independence. In addition to securing these sustainable outcomes, this approach is also designed to assist job seekers with disability to further participate and advocate within their local communities.

WCIG DES believes that by providing the tools and support participants to make their own life choices will enhance employment opportunities.

WCIG DES achieved a solid financial base during 2013-14, and in partnership with WCIG Training Services and Youth Services, WCIG DES is making good progress in ensuring collaboration between WCIG programs to create opportunities that best suit individual participant needs.

LINKING GEELONG PROJECT: ENGAGING PARTNERS AND PARTICIPANTS

WCN is currently working with a firm called Fundamentals to work alongside the DES Manager and Geelong team to assist the development of strong collaborative relationships with Barwon Youth, Diversitat, Encompass, Barwon Health, Pathways Rehabilitation; Geelong Regional LLEN, Bellarine Living and Learning Whittington and Ocean Grove, ERMHA MadCap Café, Rosewall Community Centre and Joblink 3220 Project.

As a result of this project WCN is in the process of negotiating partnerships with Barwon Youth and ERMHA MadCap Café.

KEY STATS

430+
JOB SEEKERS
PLACED INTO
WORK

150+
OF THESE ACHIEVED
26 WEEK
EMPLOYMENT
OUTCOMES

SINCE THE
COMMENCEMENT OF THE
NEW DES CONTRACT IN
MARCH 2013, OVER 1,900
PARTICIPANTS HAVE
BEEN REFERRED FOR
ASSISTANCE FROM
WCIG DES

CASE STUDY

ASYLUM SEEKER TURNED FULL TIME WORKER

H is an 18 year old who arrived in Australia in 2011 as an Asylum Seeker from Pakistan.

H heard of WCIG WCN through another participant being assisted. WCIG WCN put H in contact with other services to help him settle in Australia. H was suffering Post-Traumatic Stress Disorder from things he had witnessed growing up in Pakistan. WCIG WCN arranged a meeting with his case worker from Foundation House to discuss how to best assist H to address his mental health.

H met with his EC daily, working on self-esteem and interview skills. Within 3 weeks of intense job searching H gained full time employment in a warehouse. WCN WCIG financially supported H with purchasing clothing, a driver's license and petrol cards. H's EC also supported him daily for the first week of his employment, working alongside H on the production line. WCIG WCN supplied H with lunch for the first week to ensure that he had the energy to get through the day. Soon after his commencement, H had his hours cut back due to the downturn in the business, but through reverse marketing, H's EC found him a position in a steel fabricating company. H loves his job, and has since been exited as an independent worker, and is still working full time.

CLEANABLE

**CLEANABLE HAS
MADE MASSIVE
INROADS TO
BUILDING
SOME EXCITING
AND DYNAMIC
PARTNERSHIPS**

For Cleanable, 2014 paved the way for a substantial amount of structural and procedural consolidation.

For Cleanable, this year paved the way for a substantial amount of structural and procedural consolidation. As an eco-friendly commercial cleaning and property maintenance Social Firm that provides supported workers training and employment in asset maintenance and cleaning operations, Cleanable held firm its commitment to both maintaining ISO 9001 Quality Accreditation and ensuring that Cleanable remains a strong component of WCIG's Social Enterprise Group for many years to come.

Although the dedication to the central tenets as WCIG's first Social Firm remains the same as it was back in 2005, the resounding effort this year has been concentrated in ensuring that the Business Development Strategy, Operational Plans and the Management Team bolster 2014's performance and goes on to serve 2015 just as strongly.

Cleanable has made massive inroads to building some exciting and dynamic partnerships, ranging from new supplier partnerships with Agar Chemicals, Oates and Central Cleaning Supplies to ensure competitive pricing and eco-friendly chemicals, to business development opportunities with Cameron Industrial and Orygen Youth Health.

KEY STATS

**20 SUPPORTED
WORKERS**

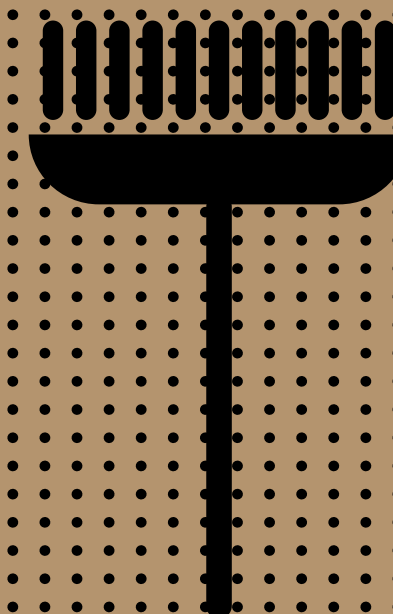


**\$967,100
TOTAL REVENUE
FOR THE YEAR**

**13 NON-SUPPORTED
WORKERS**



**\$18,598
AVE WEEKLY
REVENUE**





LOVELUVO

LoveLuvo has enjoyed a year of self-rediscovery and exploration over the 2013 – 2014 financial year. First and foremost, LoveLuvo remains a Social Firm that provides a unique retail experience, offering eco-friendly, locally sourced, ethical trade products for the home and body.

LoveLuvo highly values its Social Firm roots and assisting its supported workers living with mental illness to receive training and employment in the retail sector.

This year saw LoveLuvo realign with its original value proposition, undergo a minor renovation and 'facelift' in line with the original LoveLuvo concept and welcome some fantastic new brands onto its shelves. The re-launch of LoveLuvo's cleaning product 'Swap'n'Go' feature coincided with the formulation of a new brands launch strategy on social media that we aim to implement in late 2014.

LoveLuvo has also been anticipating the launch of a new webstore. The webstore has been built and is scheduled for a grand opening in late 2014.

KEY STATS

3
SUPPORTED
WORKERS



2
NON-SUPPORTED
WORKERS



\$157,300
TOTAL REVENUE
FOR THE YEAR

CASE STUDY: A POSITIVE FUTURE FOR A LOVELUVO EMPLOYEE

C is a single mum who has worked in a number of jobs in her life, but since being diagnosed with bipolar disorder she has struggled to maintain regular employment.

When C first started with WCIG's Social Enterprise Group as a cleaner for Cleanable she was very shy and had difficulty learning complex tasks. After around 7 months C became unwell again and took time out to recover.

4 months later she returned to work as a cleaner, having recovered her mental health and she was able to settle down to her routine of three evening shifts per week for the next 8 months.

Just over a year ago C was offered a job working at LoveLuvo, she jumped at the chance and made the transition from cleaner

to retail assistant quite smoothly. She was provided training in customer service and cash handling. Her confidence was not strong to start with but as she gained experience in the shop she found that she picked up these skills more readily.

C was quite proud of her progress in LoveLuvo; she naturally has a bright disposition which is very warm and engaging when she serves customers. They leave the shop feeling quite charmed.

But in her private life, things were quite difficult.

After a family issue, C became unwell and was hospitalised and took over 4 months off work. Not long after becoming unwell C stated that she didn't think she could do the job anymore and she felt that she should

quit. Her confidence had hit rock bottom. C was persuaded by her Support Worker to hold off that decision and to just concentrate on getting better.

C kept in frequent contact with her Support Worker during her recovery and on each occasion she was clearly more positive about her situation. In early July 2014, C stated quite simply that she wanted to return to work, and was in fact looking forward to it. She came in to the shop to discuss her return to work and was almost back to her bright and bubbly best. C returned to LoveLuvo, working a few hours a week to start with, and built her hours up over the following 6 weeks.

THE WEBSTORE HAS BEEN BUILT AND IS SCHEDULED FOR A GRAND OPENING IN LATE 2014

6,600

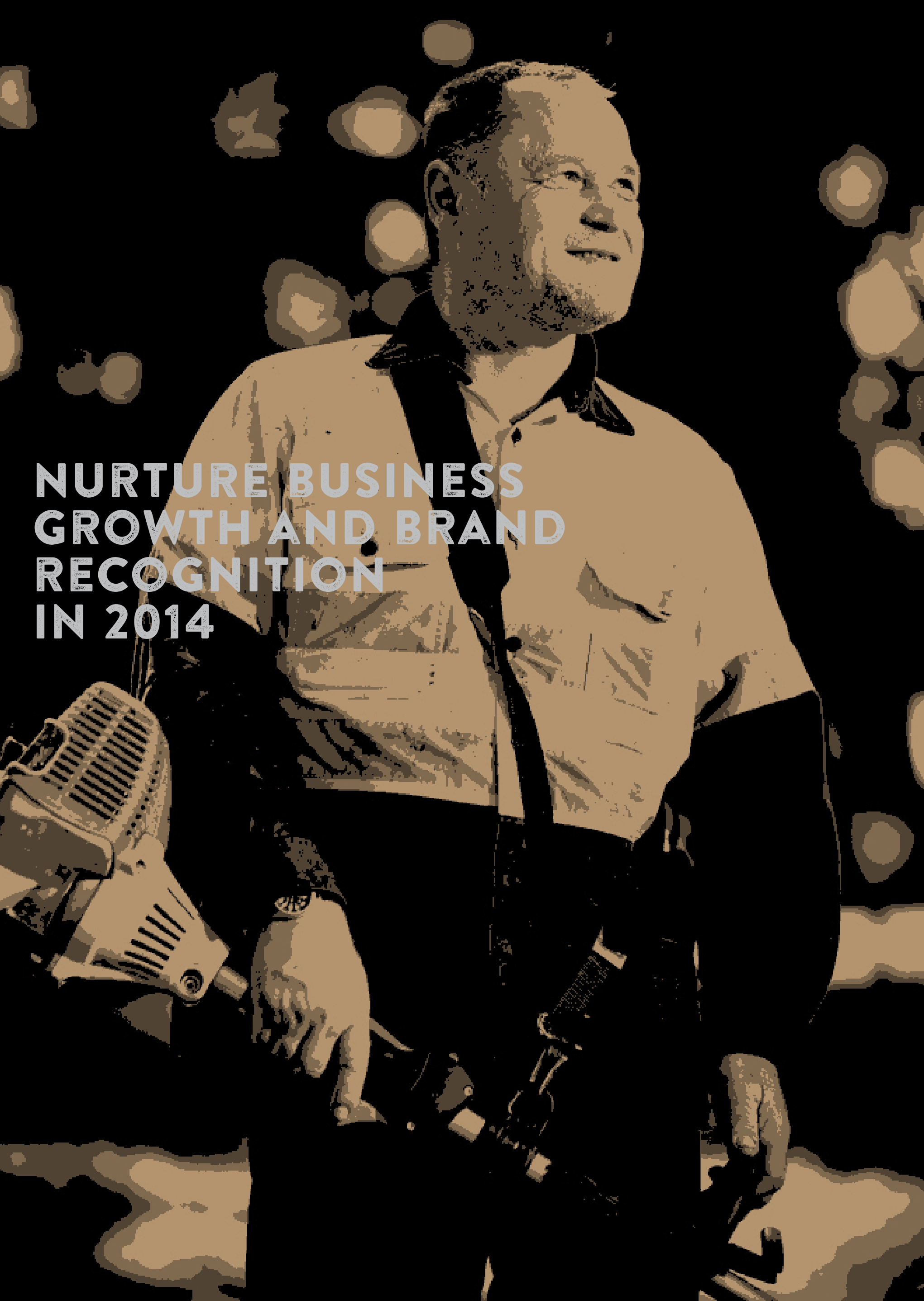
SALES TRANSACTIONS



\$22.89

AVERAGE SALE





NURTURE BUSINESS GROWTH AND BRAND RECOGNITION IN 2014



OUTSIDE BRANCH

Outside Branch is busily establishing itself as the third member of WCIG's Social Enterprise Group and as a viable business that provides training and employment opportunities in asset maintenance for disengaged individuals who live with mental illness.

This year brought about a revitalising organisational restructure, which will see Outside Branch merge with Cleanable in late 2014. Outside Branch's main operations also relocated to Footscray in August 2014, to provide a more centralised location to nurture business growth and brand recognition.

With a growing client base consisting of Hume City Council, Department of Transport, Planning and Local Infrastructure, Mercy Health, Melbourne Health and Lend Lease; Outside Branch is looking toward future prospects with Orygen Youth Health and an extended engagement with Lend Lease in late 2014 and into 2015.

KEY STATS

TOTAL
SUPPORTED
WORKERS

6

AVERAGE
WEEKLY
REVENUE
\$5,148

TOTAL
NON-SUPPORTED
WORKERS

2

TOTAL REVENUE
FOR THE YEAR

\$267,700

TRAINING SERVICES

WCIG Training Services continues to deliver relevant and innovative training from a Certificate I through to Certificate IV in 2014.

Our Training Services aim to re-skill individuals with a view to improving their ability to re-enter the workforce, and thus improving their career and employment prospects.

Throughout 2013/2014 WCIG Training Services delivered 48 accredited courses to 391 students across 20 different qualifications, ranging from a Certificate I in English as a Second Language through to a Certificate IV in Training & Assessment.

In late 2014, WCIG Training Services will aim to increase its delivery scope by adding the following qualifications: Certificate III & IV in Customer

Contact, Certificate III in Early Childhood Education & Care and 4 levels of Certificates in General Education for Adults. These General Education for Adults Certificates include: Course in Initial General Education for Adults, Certificate I in Initial General Education for Adults – Introductory, Certificate I in General Education for Adults and Certificate II in General Education for Adults.

KEY STATS

391 STUDENTS

..... ACROSS.....

20 QUALIFICATIONS

PREVOCATIONAL PROGRAMS

WCIG Training Services prevocational programs have some great results to report this year, with Access and ACFE courses not only delivering innovative and relevant training for students, but with ACFE being awarded some fantastic grants for exciting new training initiatives.

AUSTRALIAN APPRENTICESHIP ACCESS PROGRAM

The Australian Apprenticeship Access Program, in consortium with Djerriwarrh Community & Education Services has been a vibrant component of WCIG's Training Services offering for a number of years, assisting students undertake a minimum of 150 hours of nationally recognised, accredited pre-vocational training linked to an Australian Apprenticeship pathway.

Through the 2013 - 2014 financial year, WCIG delivered eight Access Program courses across the areas of Business Administration, Information Technology, Children's Services and Retail with a total of 58 student enrolments. WCIG wrapped up the program at the end of June 2014, having assisted thousands of students link to their chosen career paths.

ADULT, COMMUNITY AND FURTHER EDUCATION (ACFE)

WCIG Training Services Adult, Community and Further Education (ACFE) courses are pre-accredited vocational training courses that address the particular needs of adults who have experienced barriers to education in the past.

ACFE programs assist mature aged students and other adults into pre-accredited training as their first step into vocational training. ACFE places an emphasis on adult learners who have not completed secondary school at a year 9 or equivalent level.

Throughout the 2013 - 2014 financial year, WCIG delivered 69 ACFE courses in the areas of Vocational, Adult Literacy & Numeracy, Employment Skills and Digital Literacy for over 500 students across multiple WCIG and non-WCIG sites.

Some exciting partnerships have formed the basis for the Sunshine Learning Together Program. This project is coordinated through a partnership between 4 key agencies – VICSEG, who are part of the children's program, PACT Time and WCIG for provision of English training (via ACFE), St Vincent De Paul who provided project management and Uniting Care Sunshine Mission provided a venue and supported referrals. The project delivers twice weekly English classes for parents while their children participate in an early learning program.

Successful Submissions for ACFE Grants:

ACFE Capacity & Innovation Fund Round 4 – 'Trending Our Future'

Through Collaborative Strategic Planning WCIG created collaborative strategic partnership plan to strengthen and build Learn Local provisions and vocational pathways.

ACFE Capacity & Innovation Fund Round 5 – 'Learners First' Online Individual Learning Portal

WCIG created online access for students to participate in both pre-accredited and accredited learning activities that will encourage ongoing

engagement and give access to self-paced learning. WCIG Training Services will continue to deliver ACFE courses across the South Western and North Western Melbourne regions through the remainder of 2014 and beyond.

SKILLS FOR EMPLOYMENT (SEE)

The SEE Program, formerly known as LLNP, seeks to assist eligible job seekers to improve their language, literacy and numeracy skills to enable them to participate more effectively in training or employment, leading to greater gains for them as individuals and society in the longer term.

WCIG is a partner of the Learning for Employment consortium funded by the Department of Education. The consortium includes the following organisations: Djerriwarrh Community and Education Services, Community West, Laverton Community Centre, Williamstown Education Services, Wyndham Community and Education Centre, and Yarraville Community Centre.

WCIG plans to run a number of classes through the rest of 2014 and through 2015, including a SEE Youth Pilot Program from Ascot Vale, and two classes from Dallas and Ascot Vale as part of the allocated areas of the Calder region.

The Youth Pilot program is the first of its kind within the consortium and has been identified as a priority by the Department of Education to support disengaged young people.

YOUTH CONNECTIONS

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This year was a big year for WCIG's Youth Connections, with the team's hard work and dedication seeing the program well and truly exceed expectations across the Wynbay (Wyndham and Hobsons Bay) and MMV (Maribyrnong and Moonee Valley) areas, as well as being part of some inspiring new programs and partnerships.

Youth Connections' tailored case management and outreach services place an emphasis on assisting young people who are disengaged or are at risk of disengaging from education and are aged 13 – 19.

- Wynbay registrations as of August 2014, were numbered at 286, exceeding expectations by 184%, while MMV registrations were 182, which exceed expectations by 185%
- Wynbay outcomes gained in the 2013 - 2014 financial year stood at 229, exceeding expectations by 147%. MMV outcomes gained in the 2013 - 2014 financial year were 151, exceeding expectations by 154%

WCIG Youth Connections, in collaboration with Wyndham Council, Headspace and other young service agencies will be trialling 'Patchwork' in the 2014 – 2015 financial year. Patchwork is an online

tool that will assist professionals to coordinate with each other, so that an even better service can be provided to participants.

The Rotary Club of Hoppers Crossing engaged with WCIG this year to fund the Get Your Learner's On program, a Targeted Engagement Service (TES) which assisted many young people to obtain their Learner's Permit, and assisted in the continuation and expansion of the program to engage even more participants.

The Youth Connections program will finish at the end of 2014. WCIG's Youth Connections team are still working as hard as ever and ensuring that all young people engaged in our Youth Connections program are appropriately transitioned onto the next step of their journey.

KEY STATS

WYNBAY
REGISTRATIONS
EXCEEDED BY
184%



WYNBAY
OUTCOMES
EXCEEDED BY
147%



MMV
REGISTRATIONS
EXCEEDED BY
185%



MMV
OUTCOMES
EXCEEDED BY
154%



CASE STUDY: A RETURN TO SCHOOL WITH ASPIRATIONS TO COMPLETE VCE

C was a 16 year old Indigenous female student who was referred to Youth Connections by the Student Wellbeing Coordinator at her school. Her attendance had decreased dramatically in a few short months, and by the time she was engaged with Youth Connections she had stopped attending school altogether. C would become highly anxious when discussing returning to education as she believed she could not live up to the expectations placed upon her at her old school (a private school). Though there had been numerous conversations about changing schools, her family had not been proactive in supporting her return to education. C reported self-harming as a way of coping with stress and unrealistic expectations, as well as a lack of motivation. She would spend most of her time at home sleeping and was adamant that if she

returned to education, it would have to be the school of her choice. This proved to be a challenge as C lived out of her chosen school's catchment area.

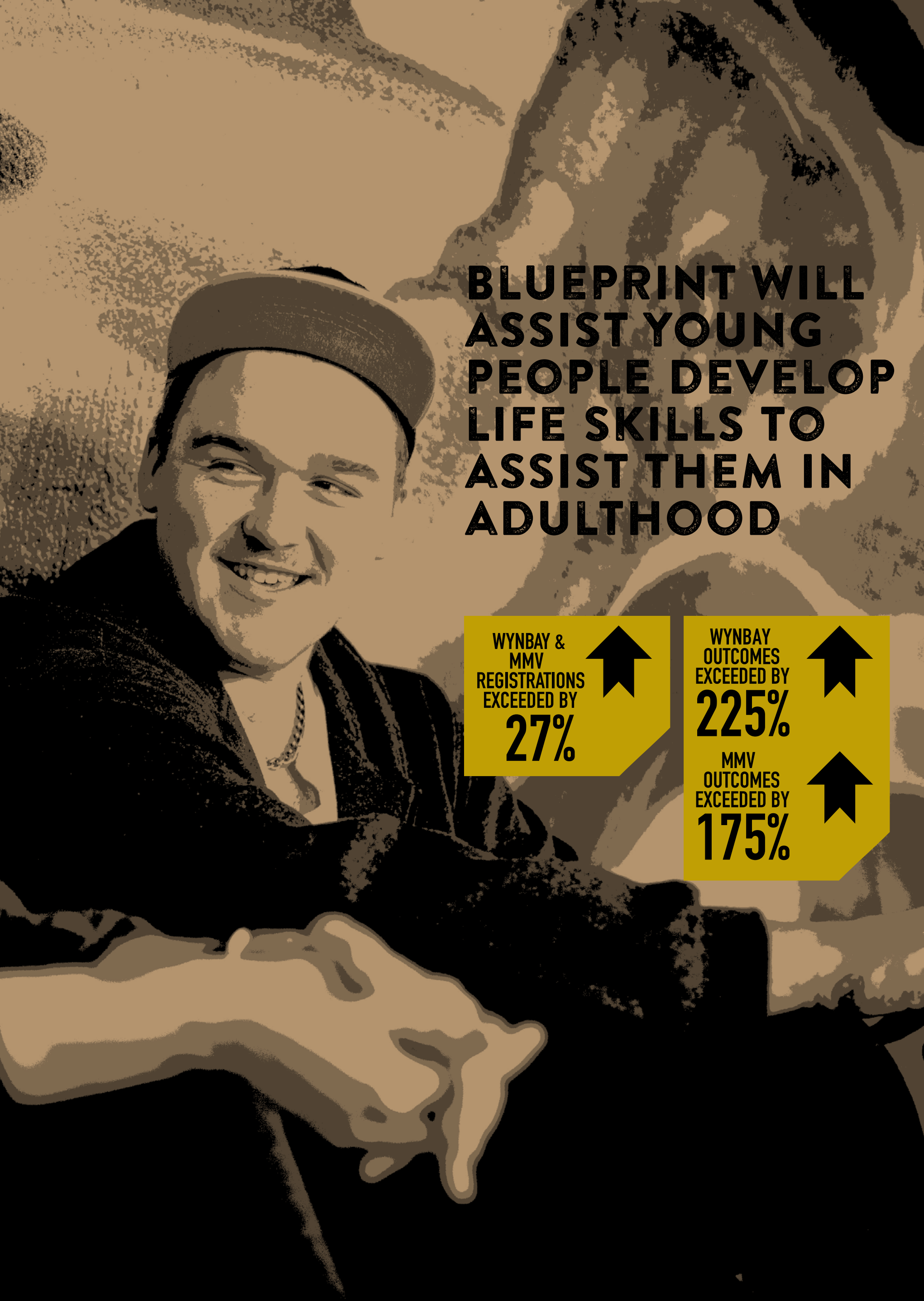
Some time passed, and C refused to enrol into her local government school because of what she knew about its negative reputation. C became disconnected with her friends, her self-esteem dropped further, and she began to develop anxieties around developing new friends at a new school.

Through maintaining contact with Youth Connections, C was able to work through her anxiety and her self-esteem improved. C soon recognised her thirst for knowledge, identified what her long-term goals were, and began setting short-term goals to help her achieve them. After being out of education for four

months, and despite its reputation and her preconceived ideas, C enrolled herself into her local school. She received ongoing support from Youth Connections and was linked in with the student wellbeing staff, as well as the Australian Indigenous Mentoring Experience (AIME). AIME is an educational program that connects volunteer university students, in a structured mentoring relationship, with Indigenous high school students. The objective is to encourage Indigenous young people to complete high school, and connect them with opportunities for further education and employment.

8 months later, C is still engaged in education, as well as being heavily involved in the AIME program. She is set to complete year 10 and is looking forward to moving into VCE.





BLUEPRINT WILL ASSIST YOUNG PEOPLE DEVELOP LIFE SKILLS TO ASSIST THEM IN ADULTHOOD

WYNBAY & MMV REGISTRATIONS EXCEEDED BY
27%



WYNBAY OUTCOMES EXCEEDED BY
225%
MMV OUTCOMES EXCEEDED BY
175%



SPRINGBOARD

Throughout the year, WCIG's Western Springboard team of Youth Workers have made some outstanding progress in offering tailored case management and outreach services to young people aged 15 – 21 who have been in out-of-home care and are disconnected or at risk of disconnecting from education.

KEY STATS

WYNBAY REGISTRATIONS EXCEEDED BY
184%



WYNBAY OUTCOMES EXCEEDED BY
147%



- Serving the areas of Wyndham and Hobsons Bay (Wynbay) and Maribyrnong and Moonee Valley (MMV), Western Springboard has assisted many young people in overcoming barriers and reconnecting with education or training. The results also show that the team have consistently gone above and beyond in connecting with their participants.
- As of August 2014, there were 14 current registrations in Wynbay, and 14 in MMV, which each exceed expectations by 127%.
- 18 Wynbay outcomes were achieved in the 2013/2014 financial year, which exceeded expectations by 225%, while 14 outcomes were achieved in MMV over the same period, exceeding expectations by 175%.
- Approval was also sought and granted from the

- Department of Human Services to run a life skills program designed by our staff called Blueprint, which will assist young people in areas such as personal presentation, cooking, budgeting, job seeking, legal issues and many other life skills to assist them in adulthood. Several Blueprint programs are scheduled to be rolled out in the next financial year.

CASE STUDY: FROM A CHALLENGING PAST TO A POSITIVE FUTURE

R, a young Indigenous man, came to Western Springboard in October 2013, from a local school for disengaged youth. R was an isolated youth who had endured severe bullying, and presented with numerous barriers to education and employment, including psychosis, bipolar disorder, substance abuse and Post Traumatic Stress Disorder.

This school referred R as they 'had done everything they could' with him and could not effectively cope with R's aggressive and violent behaviours towards students and staff. R had been in residential facility for a very long time, but had moved back in his mother's home.

The first time R met with his Springboard Worker, it was observed that R was a very shy, polite and highly intelligent young

man who opened up about his personal aspirations and told his Springboard Worker about himself. It was shortly thereafter noted that R's aggressive tendencies were likely the result of a long history of being bullied.

As R built a rapport with his Springboard Worker, they worked on coping mechanisms, positive thinking and other strategies R could use in his everyday life. After a short time, R began to speak of his traumatic past, his suicide attempts and his suicidal ideations. On numerous occasions, R would present to his Springboard Worker's office after a suicide attempt, when he was having thoughts of suicide and when he had engaged in illicit drug use and/or self-harm to 'escape the pain'. R's Worker assisted in connecting R with mental health services for assessment. Despite R's reservations

about engaging with mental health services due to past experiences, R soon agreed to be referred to a psychiatrist, who treated him for psychosis and bipolar disorder. Shortly after this, R also accepted assistance to be referred to a counsellor.

After a period of stabilisation, R and his Springboard Worker discussed his future aspirations, and R expressed that his dream was to be a chef and work on a container ship so he could travel the world and cook. With the assistance and support of his Springboard Worker, R will soon complete his Certificate II Traineeship in Hospitality, and will then begin his Certificate III in Hospitality, where he will have onsite paid training. R has stated that he is overjoyed that he has come so far, as one year ago, he was 'alone and lost' and did not know how to change the course of his life.

ACKNOWLEDGEMENTS

EMPLOYERS	IN PARTNERSHIP WITH	Matchworks - St Albans	Disability Works Australia	Mulberry House	Werribee Support and Housing
A to Z Pallets	Australian Vietnamese Womens Association	Melbourne Citymission	Djerriwarrh Employment & Education Services	Mulberry House - MI Fellowship	Wesley Employment Services Footscray
Airport Doors	Australia Light Foundation	Orygen Research Centre	Duke Street Community Centre	New Hope Foundation	West Footscray Community Centre
Allstone Restorations	Centacare	Orygen Youth Health	Employment Focus-Glenroy	Niddrie Secondary College	Westcare
Alpha Services	Djerriwarrh Education and Employment Services	Outlooks Melton	Employment Plus-Footscray	NMIT	Western Health
Angie's Beauty Salon	Headspace - Sunshine	Scouts Victoria	Essendon Keilor College	Norwood Association	Western Region Health Centre
Asset Link Services	Hobson's Bay City Council	Shire of Melton	Footscray City Secondary College	Olex	Western Suburbs Legal Service
Austin Hospital	Job Futures Ltd	Social Firms Australia	Footscray Community Arts Centre	Open Family - Youth Resource Centre	Westside Hotel
Australia Post	Local Learning & Employment Networks: Wynbay, Maribynong/Moonee Valley, Brimbank/Melton	Social Ventures Australia	Footscray Police	Operation Newstart	Whitelion
Ayah Star Family Day Care P/L		SUMITT	Galvin Park Secondary College	Orygen Youth Health	Williamstown Community & Education Centre
Benetas		The Smith Family	Gatehouse - Youth Resource Centre	Outlets Co-Operative Community	Williamstown High School
Big Trade Grocery & Food		Victoria University	Gilmore Girls College	People Living with HIV/AIDS Victoria	Wise Employment
BWS	Maidstone Community Centre	Victoria University- Tafe Division	Golf World	Phoenix Child Care Centre	Working Edge
Cash Converters	Maribyrnong City Council	Visy Link Centre	Good Shepperd - St Albans	PilotLight	WPC Group
CCWM Community Care World Mission	Maribyrnong Community Centre	Wesley Mission	Gordon Institute of TAFE	Point Cook Senior Secondary College	Wyndham City Council
Chandler Macleod Ltd	Meadow Heights Learning Shop	Western Local Community Partnership	GROW - Better Together	Postive Living Centre	Wyndham Learning Community
Chandler Recruitment	Matchworks - St Albans	Western Melbourne Division of General Practice	Harvester College	Programmed	Wyndham Park Secondary College
Coles Supermarkets	Melbourne Citymission	Western Region Health Centre	Headspace - Sunshine	Quantin Binnah Community Centre	YACVic
Costco Wholesale Australia P/L	Orygen Research Centre	Westgate Division in General Practice	Headspace - Werribee	Relationships Australia	Yarra Housing
Cox Architecture P/L	Orygen Youth Health	Yarraville Community Centre	Heathdale Christian College	RMIT AFI Research Library	Yarraville Community Centre
Deer Park News Agency	Outlooks Melton	YMCA	Heaths Road Library - Homework Support	Rocket - Youth Residential Rehabilitation Program St Albans	YMCA
Deer Park West Primary School	Sechi Hair	Werribee Tigers Football Club	Hobsons Bay City Council	Royal Childrens Hospital	Youth Foundations
Del Conways	Shire of Melton	Community Colleges Australia	Hobsons Bay Police	Royal Melb Hospital Adult Psychiatric Unit	Youth Justice North Melbourne
Direct Services Group P/L	Social Firms Australia	Werribee Tigers Football Club	Hobsons Bay Youth Services	Saltwater Clinic	Youth Law @ Wyndham Legal Service
Domain Principal Group	Social Ventures Australia	Inner Melbourne VET Cluster	Hog's Breath Café Watergardens	Salvation Army Housing Support	Youth Now
Edu Kindom College	The Smith Family	DEECD	Hoppers Crossing Secondary College	Shoe Guy Camberwell	Youth Projects
EKW- East Keilor Wreckers	Victoria University	The Smith Family	Horizons	Simply Dishy	Youth Resource Center - Wyndham
Errol Transport P/L	Victoria University- Tafe Division		IEGT	South Kingsville Community Centre	YSAS
Ezi Pac P/L	Visy Link Centre		Inner West Area Mental Health Service - The Royal Melbourne Hospital	South West Area Mental Health Services	
Frank-Z Building & Garden Supplies	Wesley Mission	SUPPORTERS OF OUR WORK	Interact	South West Community Centre	CONTRACTORS
G & E Pittiangas	Western Local Community Partnership	Altona Meadows Community Centre	Iramoo Community Centre	Spirit West Services	Government Department of Education Science and Training (Federal)
Green Ribbon Cleaning Services P/L	Western Melbourne Division of General Practice	Amaroo	ISIS Primary Care	Spirit West Services, Fresh program	Department of Education, Employment and Workplace Relations (Federal)
Harvey Norman	Western Melbourne Headspace	AMES Employment	JobProspects	St Albans Connect	Department of Education, Employment and Workplace Relations (Federal)
Hinbro Milk P/L	Western Region Health Centre	Amile Advocacy Services Inc	Josephs Corner	St Albans Migrant Resource Centre	Australian Government Department of Family & Community Services & Indigenous Affairs (Federal)
Hong Nguyen P/L	Yarraville Community Centre	Anglicare - Counselling Service	Kangan Institute	St Albans Rotary Club	Australian Government Department of Family & Community Services & Indigenous Affairs (Federal)
Jetta Express P/L	YMCA	Apprenticeships Plus	Kastoria Bus Lines	St Josephs flexible learning	Department of Business and Innovation
Jorgensen Property Services	Werribee Tigers Football Club	Apprenticeships Victoria	Keilor Youth Accommodation	St Kilda Youth Service	Department of Planning and Community Development
Kun Lon Chinese Restaurant	Community Colleges Australia	Ascot Vale Special School	Kurrunjung Secondary College	Staughton College	Department of Industry, Innovation and Regional Development
Lansdowne Eye Clinic	Werribee Tigers Football Club	Ashley Institute	Latitude Youth Housing	Subaru Interactive @ Docklands	Department of Education and Early Childhood Development
Logical Staffing Solutions	Inner Melbourne Vet Cluster	Asylum Seekers Resource Centre	Laverton Community Centre	Sunshine Hospital Adult Acute Care Psychiatric Unit	Department of Human Services
Maggam P/L	Djerriwarrh Education and Community Services	Asylum Seekers Resource Centre	Laverton Secondary College	SwissCom	
Mama Tran Dumplings	MMV LLEN	Australian Apprenticeships Centre - Werribee	Legal Aid Sunshine	The Grange P-12 College	DONORS
Markel Metal Recyclers	Wynbay LLEN	Australian Training Network	Life Business Consultancy	The Malka Group	HeineJones Studio
Melbourne Cleaning Group	Wyndham Central College	Banksia Gardens Community Centre	Living Jungle	The Smith Family	Social Ventures Australia
Melbourne Marketing enterprises	Wyndam Park Primary School	Bayside Secondary College	MacKillop College	The Tigers Club	
Millenium Hi-Tech	Altona College	Braybrook College	Mackillop Family Service - Family & Community Services	Thomas Carr College	
North Valley Road Fish Shop	Altona North Primary School	Brimbank City Council	Main Road East Child Care Centre	Tisa Fine Foods	
Outlets Cooperative Neighbourhood House Ltd	Maribyrnong City Council	Brotherhood of St. Lawrence	Mambourin Enterprises	TJ's	
Pelican Child Care Centre	Wyndham City Council	Buckley Park Secondary College	Manor Lakes P-12 Specialist College	Tracy the Placement People	
Piber Plastics	Baden Powel P-9	CAE	Manpower Trolleys Pty Ltd	Transpacific	
Reject Shop	Hobsons Bay Council	Centacare	Maribyrnong City Council	Travencore School	
Roti Talk		Centacare	Maribyrnong Secondary College	Try Youth and Community Services	
Sanctury Lakes Hotel		Center for Adolescent Health - Young People Health Service	Maribyrnong Youth Services	UnitingCare-Werribee Support & Housing	
Savers	IN PARTNERSHIP WITH:	Centre for Multicultural Youth	Matchworks - St Albans	VECCI	
SFI Global	Australian Vietnamese Womens Association	Centrelink - Airport West	Matchworks-Footscray	Vic Deaf School	
Sita Coaches P/L	Centacare	Centrelink- Area North Central Victoria	Matchworks-Werribee	Victoria Police Youth Resource Office	
Somerville Retail Services P/L	Centacare	Centrelink Broadmeadows	McDonald's Delahey	Victoria University	
Sonic Security Services	Djerriwarrh Community and Education Services	Centrelink Footscray	McKillop College - Werribee	Victorian Foundation for Survivors of Torture	
Spectrum Home Loans	Headspace Sunshine	Centrelink Melton	MEGT	Vision Australia	
Subway	Headspace Werribee	Centrelink Newmarket	Melbourne City Mission	Visy Link Center	
Taitong Group (Aust)P/L	Job Futures Ltd	Centrelink Sunshine	Melton Secondary College	VisyLinks	
Taylors Market P/L	Local Learning & Employment Networks: Wynbay, Maribynong/Moonee Valley, Brimbank/Melton	Centrelink Watergardens	Mercy Hospital	Waratah	
The Plasterboard Shed	Maidstone Community Centre	Centrelink Werribee	Metro West Housing	Werribee Banner-Fairfax Community Network	
Tony & Sammy's Hairstylists	Maribyrnong City Council	Child First	Mid West Area Mental Health	Werribee Community & Education Centre	
Tuff Bodies	Maribyrnong Community Centre	Consider This Training	Migrant Resource Centres	Werribee Community Centre	
VHNN Chicken P/L	Meadow Heights Learning Shop	Create	Millenium Hi-tech	Werribee Secondary College	
Woolworths P/L		CVGT	Miniart College		
Workforce XS		DHS	Moonee Valley Youth Services		
Young Sang & Co.					



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