

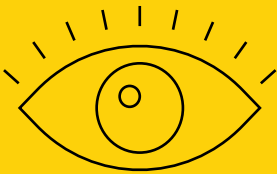
improving lives

**WCIG has constantly evolved throughout its lifetime to respond to the changing needs of vulnerable and marginalised groups.
Our latest evolution was a refresh of our image and a refocus on the things that matter to us.**



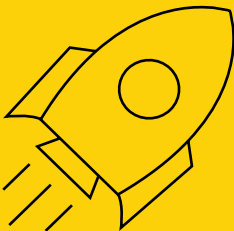
Our Vision

Improving Lives through
Dignity & Choice



Our Mission

Empowering people to achieve
a meaningful role in society



Our Values

Relationships
that embrace dignity,
community and mutual
respect



Optimism
that is lived out in positive
attitudes about people and
expectations of success and
growth



Innovation
including creativity,
responsiveness, risk taking
and flexibility



Diversity
that acknowledges
differences and appreciates
the diverse needs and skills of
each person



Advocacy
that makes us socially pro-
active for the disadvantaged



Staff
who are committed to the
goals of the organisation and
their own development



Strategic Directions

**Innovation and
Service Excellence**
We consistently deliver high
quality, effective services

- Customer focused
organisation
- Embrace Innovation
- Create employment
opportunities



Strategic Partnering
We maximise skills and
resources when organisations
or people work together

- Opening Pathways &
Strong relationships
- Maximise Influence



People
We value our people and
invest in a dedicated and
highly trained workforce

- Engaged Staff
- Invest in Staff



**Organisational
Sustainability**
We need a sustainable
organisation to deliver on our
mission

- Robust financial position
- Strong Governance
- Reduce environmental
footprint



WCIG 2019 Annual Report



chair's report

It is again my great pleasure and privilege to present this Annual Report on behalf of the Board of WCIG.

Financial year 2018-2019 was challenging in many ways for WCIG and many others in the sector, and I am happy to be able to report that it has ultimately been a very successful year for our organisation.

From an operational perspective we entered the year with some trepidation as to how we would adapt to a new operating and funding model for our Disability Employment Service, our major service undertaking. On reflection I think it is fair to say that all our hard work in planning and preparation for the changes held us in good stead and we have been able to continue to deliver high quality employment and training services that respond to the needs and aspirations of our customers.

In addition we have continued to expand our capacity to assist people through the National Disability Insurance Scheme (NDIS). These achievements are very gratifying for me personally; as I am sure they are for everybody involved with WCIG.

With current and future challenges very much present in our minds we engaged in the review of our strategic directions, a process that we faced with energy, optimism and a strong sense of purpose based on our clear understanding of the many strengths of our organisation, and our legacy of commitment and success. Following significant consultation and input the Board approved a new strategic plan for the period 2018-2023 with a vision to improve lives through dignity and choice, in order to empower people to achieve a

meaningful role in society. We believe that the plan will consolidate the organisation and assist us on the journey to becoming a provider of choice.

In a competitive and somewhat crowded market place the promotion of our 'brand' has also been a focus for us and following a consultative process we launched new branding and a redeveloped website in April – we hope you like it! With a simultaneous launch at each of our service sites, I was pleased to attend and share the launch with participants, staff and service partners at our Footscray site.

From a governance perspective we've also undergone some significant change this year. Following long periods of service to WCIG former Chair Natalie Lupton, 13 years, and former Treasurer David Cragg, 7 years, retired from the Board to lend their talents to other pursuits.

It has been my privilege to serve on the Board with both Natalie and David. They have both more than demonstrated their commitment to WCIG and our customers, and they have both shown rare leadership in adverse and joyous times. We are a better and stronger organisation for their involvement and I want to formally recognise and thank them for their invaluable service.

In turn we have also had the pleasure of welcoming some new faces to the Board and following an open recruitment and selection process the Board appointed 4 new Directors; Maria Govers, Shane Nelson, Michael Noonan and Megan Sanders were inducted to the Board in May. We are grateful that these four talented individuals have made themselves available to serve our organisation and we look forward to a long and productive association with each of them.

The organisation continues to be well served by on-going Board Directors; Michael Byrne (Vice-Chair), Frank Pereira-Jackson (Treasurer), Pam Mutton (Secretary) and Sue Olney and I want to acknowledge and thank each of them for their ongoing support, efforts and commitment to good governance.

Finally I want to recognise and state our appreciation to our staff who day-in, day-out demonstrate their dedication to our customers and the success of our organisation. We really are blessed with a skilled and motivated workforce at all levels. They are ably led by Ron Miers, our CEO, and our dedicated leadership team. I want to thank and congratulate each of our staff on a great year's work and wish them well in the challenges ahead. I look forward to continuing to share this exciting journey with each of you.

Frank Carlus, Chair WCIG



ceo's report

As you can see in this report, WCIG Board and staff continue the focus on working with those members of our community who experience disadvantage.

Our aim remains to offer assistance moving towards greater economic participation, with all the benefit that brings in today's society.

The past year saw the successful conclusion to our branding refresh and 5-year Strategic Directions. The Strategic Directions will guide us as we continue to explore new services for participants. Particular thanks are due to Deputy CEO Mary Stojanovska who led the branding project.

In this fast-changing environment, five years seems a long time; the aim of these strategic areas of focus continues to be to find ways to improve our excellent services for the individuals who come to us. WCIG staff and Board have approached the many planning events with enthusiasm and commitment. We could not have achieved such positive outcomes for so many without our many partners, particularly our consortium partners and their staff.

Thanks are due to the Board members who continue to support the objectives of the organisation, the Leadership Team and the many staff across the West and Geelong who daily work to improve lives through dignity and choice, and to empower people to achieve a meaningful role in society.

Ron Miers – CEO

People who journeyed with
WCIG in 2019



Employment

500

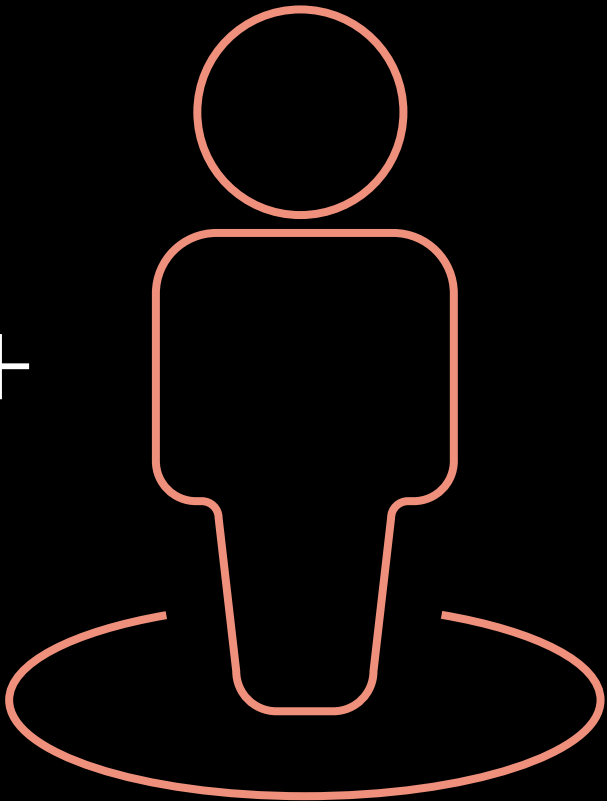
Youth
110



Social
Enterprise
42



Disability
1,875+



Training
1,067



Pictured, Vien assembling machinery at the Luus factory

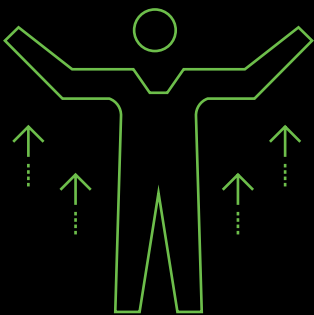
“Since joining us, both Huy and Vien, have demonstrated commitment and willingness to learn and grow with the company. Huy joined our fabrication team, which he’s excelled in. Vien brought in lots of prior knowledge and skills which he’s openly shared.

In the future, the plan is to develop them further within the fabrication area, providing cross training on various machines.”

Adrian, Luus Industries Production Manager



Positive outcomes for Employment Services



east@work

WCIG, in conjunction with our partners, Job Co and E-focus have made a difference to the lives of many disadvantaged Victorians and their families

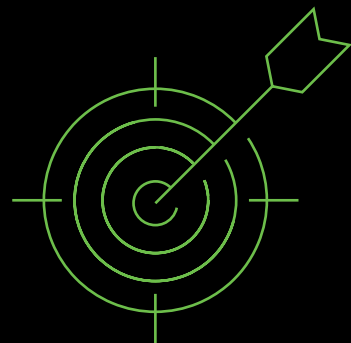
273
people placed into work

196
people are on track to be in stable employment for 6 months or more

104
participating employers

west@work

In conjunction with our partners Djerriwarrh Community & Education Services and Wyndham Community & Education Centre we have successfully placed multiple members of our diverse community into roles with iconic employers such as Fresh Select, Western Health, D’orsogna and Grolink.



66
people were linked with sustainable jobs during 2018 – a figure that resulted in an extension to our contract to provide more services and an extension to our service area. Since the extension we have placed another 143 people into employment.



JobsBank

26
We supported 26 extremely disadvantaged participants with complex personal barriers to finding and keeping a job

57%
of these individuals have already commenced work or participated in accredited or vocational training.

major projects@work

The latest addition to our Employment offerings, majorprojects@work assists multicultural youth, indigenous people and women to obtain roles with employers working on Victoria’s major infrastructure projects.

In the first few months of this project we have placed people with Coleman Rail, M1 Traffic Control and CPB Contractors.





Pictured, Dario on the production line at KA Pies, Yarraville

Speaking to Doug, owner of KA Pies, about having Claire and Dario join the company; “It was great seeing their development. Claire was very shy at the start, but now joins in on the jokes and has relaxed into her place in the crew.”

Dario was an unexpected boon when a new piece of machinery came in from Italy and the team struggled to communicate with the salesperson. “I asked Dario if he spoke Italian, just offhand, and it turns out, he does! He stepped in to act as translator, making the whole process much smoother.”



Successes for Disability Services

NDIS

We became a registered NDIS provider in late 2018. People accessing our services rapidly grew to 75 individuals by July 2019. Of these:



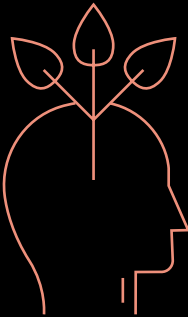
50%

are seeking assistance with employment-related goals, including 9 high school students exploring their next career steps



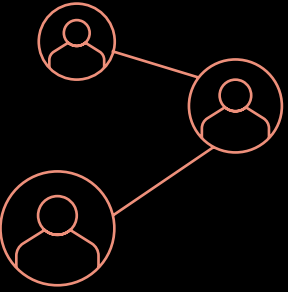
30%

are accessing assistance with coordinating supports in their local area



20%

are seeking to improve their community participation or build life and living skills



We spoke with more than 50 other individuals in this time, providing information on eligibility, services available, information on what to expect with NDIS planning,

and offering to attend NDIS meetings in support.

We enjoyed working alongside Mambourin presenting employability skills training to 40 individuals. We also built a strong partnership with Crown Street Stables Café, where we provided employability skills training to 15 individuals and supported them with employment options after their graduation

276

organisations have connected with WCIG. Connections have resulted in two successful pilots with co-locating services at Mercy Health Saltwater Clinic and Braybrook/Maidstone Neighbourhood House



DES

With a new era of Disability Employment Services, WCIG boasted a far above average level of service to our participants, between 4 and 5 stars, across all our hubs. These results were recognised with new and expanded areas to provide our services.

We assisted more than 1800 people with their journey to find work or enter study this year. Of these, 41% have already found and secured a job, or entered into further education and training.

480 people have achieved 3 or more months engaged with their job or further education, and 380 more have reached 6 months or more in their current path.



*Pictured, WCIG student,
Georgia*



WCIG
Youth

Georgia enrolled in our SEE program in 2017, completing two cycles of the program. “It’s like a safe place to go. I went through a really rough time and it was a great place to clear my mind.”

Since then, she has been the worthy recipient of a WCIG Board Scholarship, and has set her eyes on entering the building and construction industry. Recently, Georgia was thrilled to be offered a scholarship;

“Because I improved so much in my maths during my SEE classes, Kangan TAFE not only offered me a Diploma instead of the Certificate III I was originally going for, they are giving me a scholarship to fund my studies there.”

Georgia will commence her Diploma in late 2019.

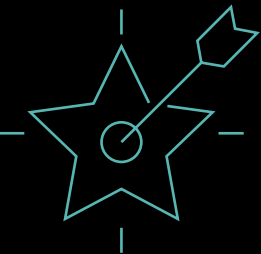
A year in review for Youth Services

Western Springboard



36

We supported 36 young people in or leaving out of home care this year.



61%

of our young people successfully achieved one or more of their goals; including addressing mental and physical health, building self-esteem, learning independent living skills, obtaining stable housing and re-engaging with work or study



36%

of our young people successfully re-engaged with employment, school or further education this year

School Leaver Employment Support



13

schools were engaged by our NDIS team, supporting students and parents with their NDIS applications and planning meetings



10

students were supported by our NDIS team in planning their next steps toward employment after finishing their schooling

Blue Print



60

young people were engaged across 10 sessions in our series of Blue Print living and life skills workshops. Students participated in interactive excursions covering topics including personal presentation/ hygiene, healthy meal planning and preparation, mental and physical health and personal goal setting.



Pictured, Justin with Trainer Joanna during class

Our Youth Skills for Education and Employment (SEE) group meet in class three times per week, working on their individual projects and journeys toward their next learning and employment steps.

“The program is so supportive that you are able to do things when you feel like you can’t.” - Kiara

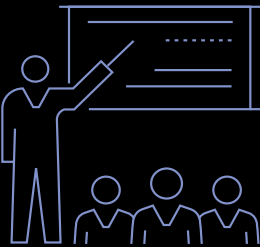
“I got more confidence, I got my Ls, I’ve gotten better at reading, I’m better in my maths and I met more people and one of them is my best friend.” - Max

“It got me a job and it got me good friends.” - Justin

Highlights from our Training Services

This year, we welcomed 1067 students from diverse backgrounds into our courses. Of these students, 40% had not completed year 12 and 4% had never attended school

Skills for Education and Employment (SEE)



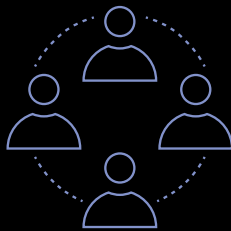
36
students participated across a Youth class and an Adult class this year



10
students moved on from their SEE class to accredited training this year, commencing courses including Construction, Automotive Studies and Business

10
students completed their full SEE program this year

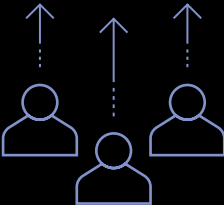
ACFE



779
students joined us across our 11 types of Adult, Community and Further

Education programs throughout the year. Including Information Technology, Work Preparation, Language, Literacy and Numeracy and Training Support

Accredited



282
students enrolled in accredited courses across English as an Additional Language (EAL), First Aid, Individual Support and Early Childhood Education and Care

96%
retention rate was achieved in 2019 for accredited students

Skills Reconnect

Building on a strong year in partnership with CommUnity+ last year, our Skills Reconnect program assisted 73 more individuals facing multiple personal barriers to education and training, of which 87% were successfully enrolled into their chosen career pathway.



67%
of our Skills Reconnect participants are from a culturally or linguistically diverse background

27%
were young people under the age of 25



Pictured, LoveLuvo team member - Carmela

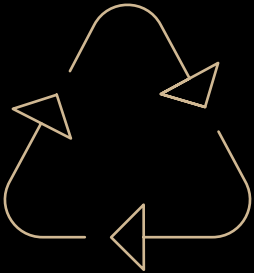
LoveLuvo enjoyed another year of growth within the community. A tight-knit team dedicated to supporting each other, the community and the environment.

Team member Carmela adores working with her colleagues and embraces everything about LoveLuvo, saying; “working at LoveLuvo gives me confidence and I know I am contributing to the community and helping the environment.”



A great year for LoveLuvo

LoveLuvo is a retail store dedicated to the community and the sale of fair trade, locally sourced and eco-friendly home and body products. Our “BYO Bottle” refill system has provided the local community with a method to reuse bottles and refill home and body products, greatly reducing household plastic waste

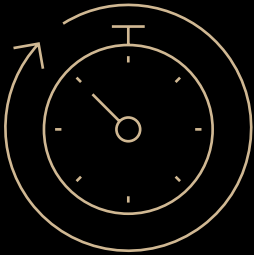


6 
people
are
employed
in the
LoveLuvo
retail store



50%

of our staff are supported employees, with some others facing other personal barriers to finding a job



1698
hours
worked by the LoveLuvo team

18%
Sales
Increase





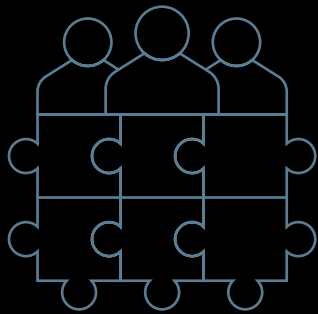
Pictured, Cleanable team member - Martin

Martin from Cleanable attends many of the properties that we service. Since coming to Cleanable in 2014, Martin has become known as one of the most reliable and easygoing members of the team.

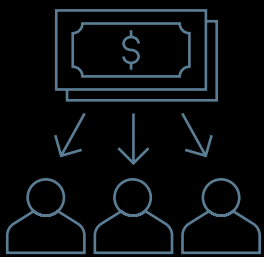
When asked about his work at Cleanable, Martin declares, “I’ve never been happier in a job than I am at Cleanable. Working here gives me a sense of purpose and my colleagues are all friendly and supportive.”

Cleanable delivers results

Cleanable provides a number of business solutions in commercial cleaning, garden maintenance, facilities management, graffiti removal and bathroom consumables.

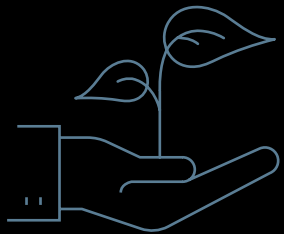


26
employees in the
Cleanable team



Cleanable provided 3813 hours of sustainable, paid employment

60+ properties serviced



Cleanable has grown through a number of new contracts including Western Program Alliance (Level Crossing Removal project), Charter Hall and Djerriwarrh Community & Education Services

55%
of our staff are supported employees, with some others facing other personal barriers to finding a job



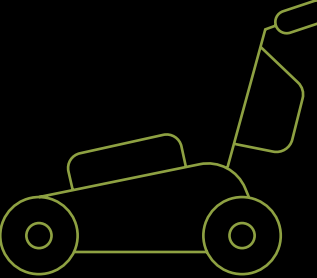
Pictured, Outside Branch employee - Peter

Anura and Peter tend the expansive parks and gardens at Jack Roper Reserve in Broadmeadows, ensuring they are pristine for the many weekly visitors. Outside Branch Supervisor Kyle says: “Working with Peter and Anura is a real pleasure. They are both great guys who love working for Outside Branch and enjoy working outdoors.

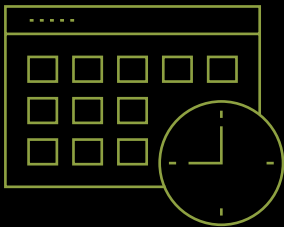
Seeing how happy they are to have a job and working with an organisation that values them and looks after them is very rewarding. I couldn’t ask for two better people to have in my crew.”

Outside Branch continues to grow

Outside Branch delivers commercial and domestic building and garden maintenance to clients across the commercial, industrial, residential, healthcare, government and civic industries.



10
employees in the
Outside Branch crew



2385
hours
were completed by the
Outside Branch crew



We have contracts with a number of larger facilities, such as Jewish Care, Hume City Council and Western Programs Alliance (Level Crossing Removal project).

55%
of our staff
are supported
employees, with
some others
facing other
personal barriers
to finding a job

80+
properties serviced

Our Finances

The surplus for the financial year amounted to \$1,183,474 (2018: surplus \$820,398). This report is presented on behalf of The Board.

There were no significant changes in the nature of the association's principal activities during the financial year.

Summarised Statement of Comprehensive Income

	2019	2018
	\$	\$
Revenues From Ordinary Activities	12,708,344	11,824,080
Depreciation and Amortisation Expense	(146,356)	(102,950)
Employee Expenses	(7,820,142)	(7,427,310)
Other Expenses From Ordinary Activities	(3,558,372)	(3,473,422)
Surplus from Ordinary Activities	1,183,474	820,398

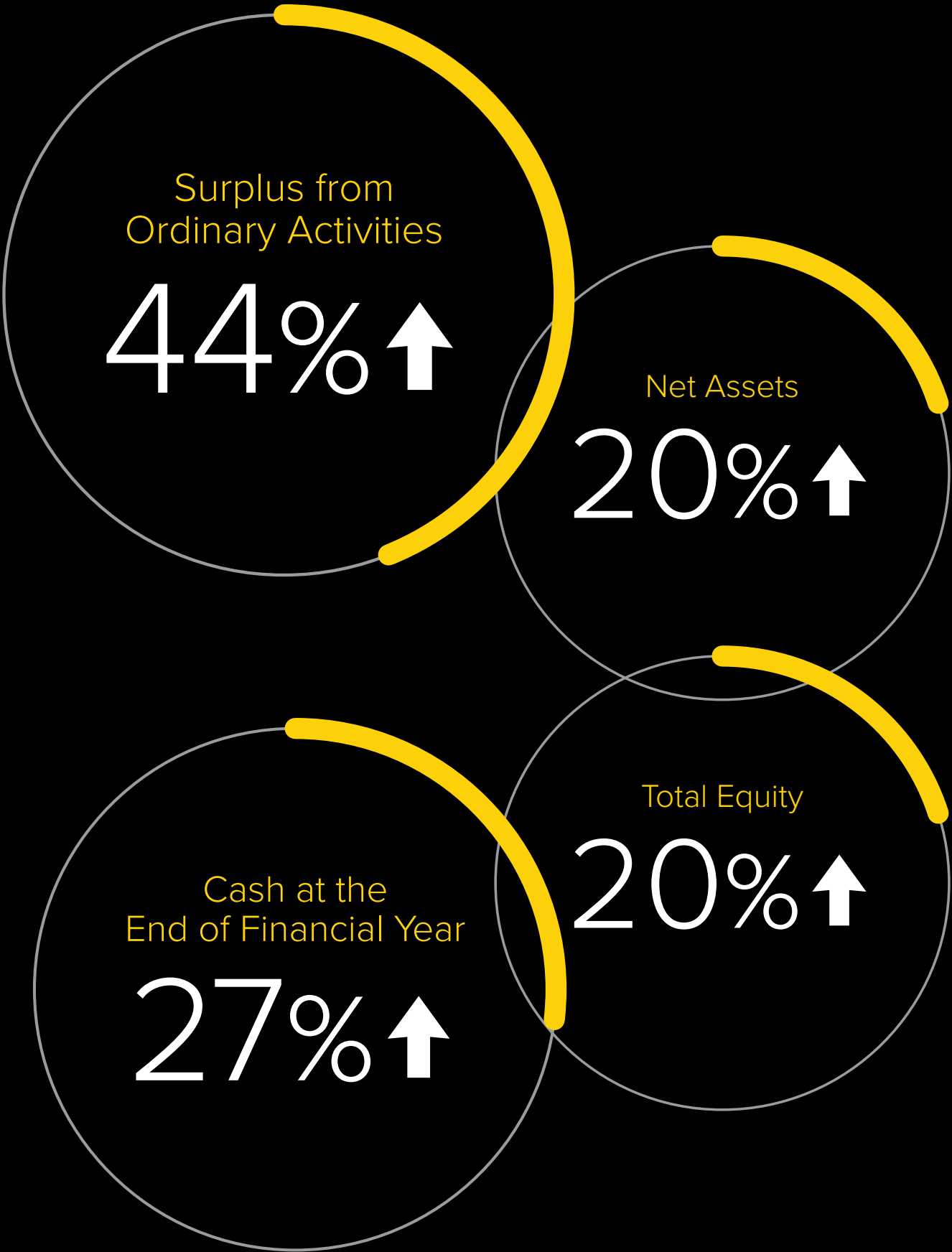
Summarised Statement of Financial Position

	2019	2018
	\$	\$
Current Assets	8,817,397	7,951,799
Non-Current Assets	727,381	448,264
Total Assets	9,544,778	8,400,063
Current Liabilities	2,254,063	2,379,482
Non-Current Liabilities	278,505	191,845
Total Liabilities	2,532,568	2,571,327
Net Assets	7,012,210	5,828,736
Retained Surplus and Reserves	7,012,210	5,828,736
Total Equity	7,012,210	5,828,736

Summarised Statement of Cash Flows

	2019	2018
	\$	\$
Net Cash Flows From:		
Operating Activities	480,303	(409,898)
Financing Activities	0	0
Investing Activities	(108,737)	78,378
Net Increase/(Decrease) in Cash Held	371,566	(331,520)
Cash at the Beginning of the Financial Year	1,349,860	1,681,380
Cash at the End of the Financial Year	1,721,426	1,349,860

Financial Highlights



We acknowledge and appreciate the support of the following organisations

African-Australian Multicultural Employment and Youth Services
AMES Australia
Anglicare
Ascot Vale Church of Christ
Asylum Seeker Resource Centre
Berry Street
BNI Growth Partners - Wyndham
Braybrook Maidstone Neighbourhood House
Brimbank City Council
BRITech
Brotherhood of Saint Laurence
Campbell Page
Centre for Multicultural Youth
Charter Hall
CHP Management
Cloverdale Community Centre
CoHealth
CommUnity+
Complete Kids Sunbury
CPB Contractors
Crealo
CVGT Australia
Dalyan
Department of Education and Training
Department of Health and Human Services
Department of Jobs and Small Business
Department of Jobs, Precincts and Regions
Department of Social Services
Djerriwarrh Community & Education Services
E-focus
Filipino Community Council of Victoria Inc.
Foodbank Victoria

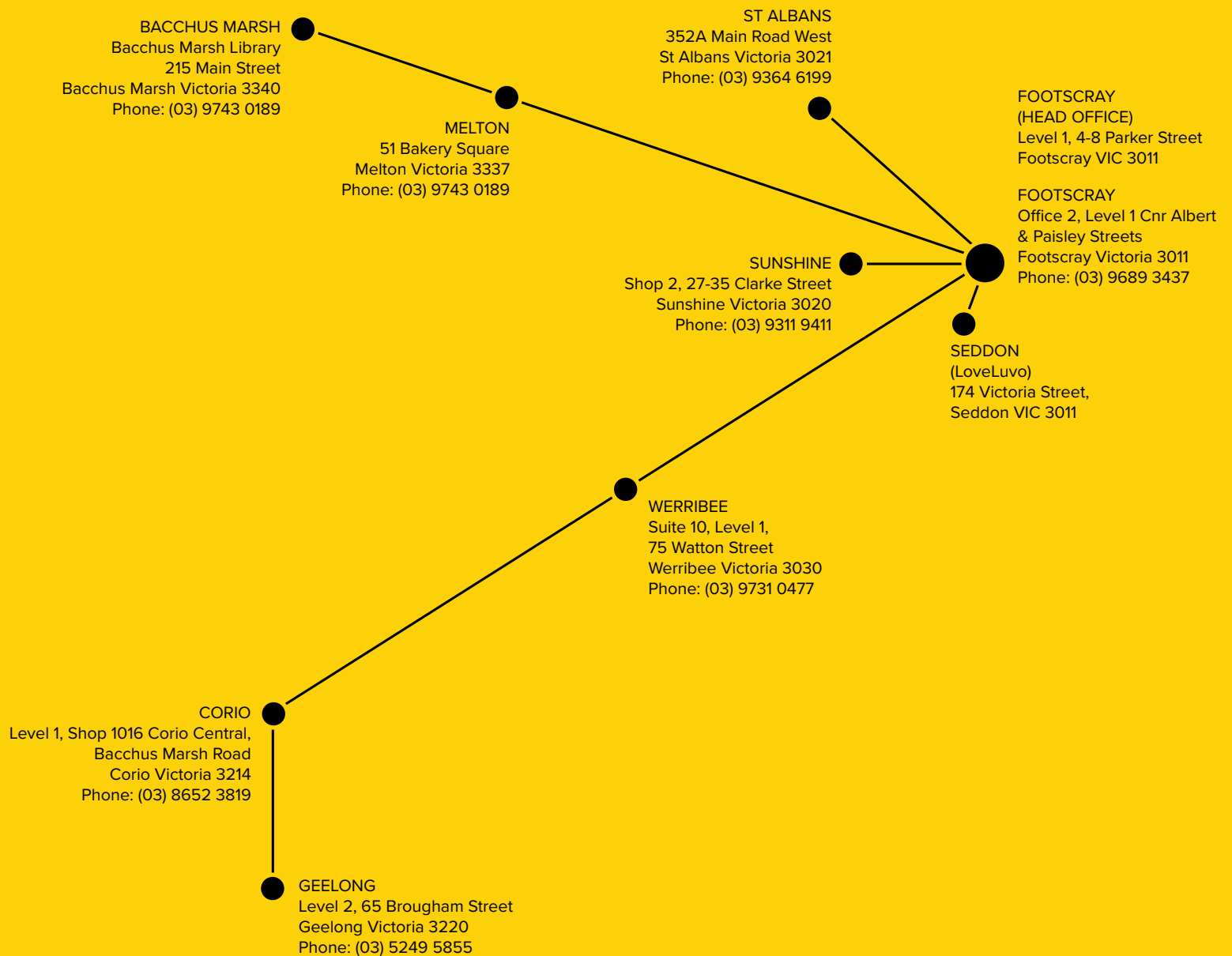
Footscray City College
Forever Friends Sunbury
Foundation House
Good Start Learning Centre
headspace Sunshine
HeineJones
Hobsons Bay City Council
Hume City Council
InfoeXchange
Inner Melbourne VET Cluster
Jewish Care
Job Prospects
JobCo.
Jobs Australia
John Holland Group
Kensington Public Tenants Association
Laverton Community Integrated Services
Lentara UnitingCare
Life Without Barriers
Local Learning & Employment Networks – Brimbank
Local Learning & Employment Networks – Geelong Region
Local Learning & Employment Networks – Maribyrnong/Moonsee Valley
Local Learning & Employment Networks – Melton
Local Learning & Employment Networks – WynBay
MacKillop Family Services
Maliku Holdings Pty Ltd
Mambourin
Management Governance Australia
Maribyrnong City Council

Maribyrnong College
Mercy Health Saltwater Clinic
MIND Australia
Moonsee Valley City Council
Nadrasca
NDIA
Nelson Park Special School
NESA
New Hope Foundation
North Melbourne Football Club - The Huddle
Orygen Youth Health
Professionals Australia
Rail Infrastructure Alliance
Rotary Club of Wyndham
Sarina Russo
Social Traders
St Kilda Community Housing
Sunbury Downs Secondary College
The Learning Sanctuary - Gisborne
University of Melbourne
Victoria University
Warringa Park School
WestCare Foundation
Western Bulldogs Community Foundation
Western Program Alliance
Whitelion
Williamstown Community & Education Centre
Wombat Housing and Support Services
Workskil Australia
Wyndham City Council
Wyndham Community & Education Centre
YarraMe School
Yarraville Community Centre

Julia works with the team at Christ Church Geelong with her Support Workers each week. She prepares the bread and sets the tables for the weekly dinner service for homeless and disadvantaged locals who attend the hall for a hot dinner and some conversation. Julia is an avid scrap-booker and loves collecting photos of her adventures.



Pictured, NDIS participant Julia with one of her Support Workers – Giorgia



Westgate Community Initiatives Group Inc.

Head office: Level 1, 4-8 Parker Street, Footscray VIC 3011
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