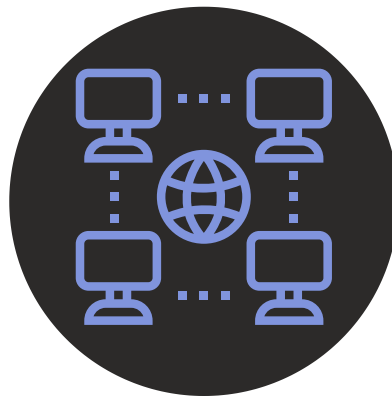


2020

WCIG
Annual
Report



ADAPTING TO IMPROVE LIVES

TABLE OF CONTENTS

01

Chair's Report

02

CEO's Report

03

Highlights

04

Employment

05

Alan's Outstanding Effort

06

Disability

07

Katherine Comes out of
Her Shell

08

Training

09

Teaming up with
William Angliss Institute

10

Youth

11

Adapting to 2020

12

SEG - Cleanable

13

SEG - LoveLuvo

14

Financials

15

Acknowledgements

66

It is possibly still a bit early and raw, but I think there is a good chance that we will come to think of 2019-2020 as formative. 99



CHAIR'S REPORT

Frank Carlus
WCIG Chair

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

In time we will no-doubt reflect not just on the inconvenience of the COVID-19 pandemic, but on the composure and resilience we have shown in the face of very real risk and deep uncertainty, our capacity for innovation in the face of adversity, and above all our ongoing understanding, empathy and commitment to those we are here to serve and support.

The latter part of financial year 2019-2020 has been particularly challenging but hopefully we have not just survived it. I believe we have learnt a lot about ourselves and others and we have grown as individuals, collectively and as an organisation. From a financial perspective the year has been extraordinarily successful thanks to our ongoing strong performance and delivery of service outcomes. In addition, we have had the benefit of economic stimulus funding support from government in the last quarter which, married to our capacity to contain costs, has delivered us a strong overall surplus.

I want to put on record our heartfelt appreciation to all staff who, faced with the challenge of the pandemic, have agreed to cost containment measures. Your personal sacrifice is acknowledged and will hopefully lead to the organisation being able to consolidate our performance and safely navigate the expected difficult times still ahead.

The organisation is continuing to successfully pursue our strategic objectives with the aim of improving the lives of our service participants. This is due in no small part to the ongoing efforts of our skilled and dedicated staff who are led and inspired by a strong and committed management group under the stable leadership of Ron Miers our long serving CEO.

I want to thank and congratulate Ron and all staff for your significant contribution under difficult circumstances.

The Board was pleased this year to have combined the participant and staff award events. It is important to celebrate our achievements together and we look forward to the event becoming an annual tradition that brings us all together.

At a governance level the Board has led changes to our legal structure through the adoption by members of a revised constitution as a Company Limited by Guarantee (Corporations Act). This move is designed to modernise and strengthen the organisation structurally and we are confident will hold us in good stead into the future.

Following the appointment of four new Directors last year and the departure of two Directors in Michael Byrne (Vice-Chair) and Sue Olney (GROD Committee Chair) the Board is also consolidating as a high functioning team. I want to pay tribute to both Michael and Sue and acknowledge the significant impact they each had on our organisation. It has been a privilege to serve alongside each of you. Thank you!

I am grateful for the ongoing good work of my fellow Directors; Frank Pereira-Jackson, Pam Mutton, Maria Govers, Shane Nelson, Michael Noonan and Megan Sanders. We are indeed fortunate to have the service of this group of talented individuals. Together they are becoming a formidable force dedicated to advancing the purposes of this organisation and I am grateful for their ongoing support and the opportunity to serve with them.

The immediate future may be uncertain but our mission is as relevant as ever. Together we can make a great difference.

66

Through the tremendous efforts of our staff, we have been able to adapt and find new ways to support and assist the people we work with.

00



CEO'S REPORT

Ron Miers
CEO

When reflecting on the 2019-2020 financial year it's difficult not to think predominantly about the second half of the year, dominated as it was by the COVID-19 pandemic, and the far-reaching impact it has on our lives.

This event saw WCIG staff put their minds and considerable effort into addressing the effects of COVID-19 on people, the workplace and the economy. We also know this will continue throughout the next financial year.

Loss of employment or reduced hours, interruptions to daily life, reduced activity for businesses we work with are just a few of the ways people's lives have been affected. The virus disproportionately impacts on the most disadvantaged in our communities and has shown just how important it is for organisations like WCIG to continue the work that we do.

The challenges for our participants have been many and varied, and WCIG staff have worked with them daily to address those challenges, navigate through the year and enable participants to prepare for their future.

Through the tremendous efforts of our staff, we have been able to adapt and find new ways to support and assist the people we work with.

Significant work over previous years culminated in the completion of a technology 'uplift' project that saw a move to cloud-based services that has given us increased capacity to provide uninterrupted services in the latter part of the financial year. As you will see reflected in this report, we were heartened to see excellent results within our programs.

I wish to thank the leadership team for their continued enthusiasm and commitment to the aims and values of WCIG, to the Board who have supported the organisation throughout the year and particularly during this uncertain time. Thanks particularly to the Chair, Frank Carlus, for his commitment of time and wisdom.

HIGHLIGHTS 2020



2,099

People were assisted by our Employment teams

.....

30,000

Hours of employability and digital literacy training delivered in 2019



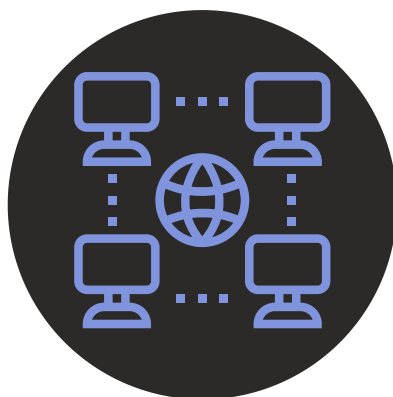
10,274

Hours of support delivered to our NDIS participants



2,151

Hours of support provided to young people in or leaving out of home care



.....

11,126

Hours of paid employment completed by people facing barriers to finding and keeping a job

Disability Employment Services

This year, we opened offices in 10 new locations across Melbourne's Northern and Eastern suburbs.

590 people were placed into employment or commenced a course.

83% had continued to work or study for at least 3 months, 75% had continued for at least 6 months.



Jobs Bank

This year, we assisted 24 people facing extreme disadvantage to find and keep a job.

14 were placed into sustainable employment.



Employment

victoria@work

Our team achieved two program extensions thanks to our excellent track record with assisting disadvantaged jobseekers.

This will enable us to assist even more people in a rapidly-changing employment landscape.

320 people were placed into employment across our Jobs Victoria programs.

Jobs for Disadvantaged Victorians

211 started work in Melbourne's western region



29 started work within Victoria's major infrastructure projects.

80 started work in Melbourne's eastern region.



Alan's OUTSTANDING EFFORT

"Long story short, my whole life is a mess. I'm 28 almost 29, never had a job, [and] graduated university in 2015"

- Alan*,
victoria@work
participant



Alan* is a 28 year old man who resides with his parents and an older sister. Alan has struggled with motivation and, until recently, an undiagnosed mental health condition.

Alan first sought help from us in April 2020, and was put in touch with our Employment team.

His initial contact with us made it obvious that Alan was committed to making positive changes in his life, and was proactive about doing so immediately.

"Long story short, my whole life is a mess. I'm 28 almost 29, never had a job, [and] graduated university in 2015," said one of Alan's first emails.

"[I] had [mental health concerns], finally got it all sorted out and now I feel like it's too late for me to find work. I am literally willing to take up any entry level job or any job for that matter."

Alan holds two university degrees in applied science and technology but hasn't yet had a chance to use his skills.

As Alan found his motivation and confidence eroding, his coping mechanisms involved extreme self-isolation.

These issues, coupled with the prospect of looking for work with the COVID-19 pandemic, Alan was close to giving up hope.

Alan and his Recruitment Specialist, Jasmine, started from the basics. They worked together to overhaul Alan's resume by highlighting the volunteer work and other transferable skills he possessed even with a limited work history. They also worked to develop Alan's confidence in interview techniques and think about what he really wanted to aim for. As Jasmine says, the key was encouraging Alan to "Think outside the square."

Within 8 weeks, and while contending with Stage 3 COVID-19 restrictions, Jasmine successfully placed Alan with an inbound call centre, capitalising on his past customer service volunteer work.

Jasmine kept in regular contact with Alan during the recruitment phase, ensuring that he was feeling comfortable with the process and answering any questions he had.

Alan has been employed at the centre since mid-June and feels as though his life has "turned around."

**Alan's name has been changed for privacy. His story is edited and published with permission*

NDIS

We welcomed 283 people into our NDIS services this year, connecting them with supports that fit their goals.

Our NDIS grew by 277% from 2019

96% of our participants reported that they had experienced an improved quality of life as a result of our NDIS service.

Working on Goals

- 63** assisted to connect with community
- 142** coordinating supports with us
- 50** preparing to find and keep a job
- 15** are Supported Employees with us
- 13** learning new life and living skills

Online Adaptability

The Disability Team adapted services from in-person to online supports very quickly. Participants enjoyed 170 hours of virtual programs.

These included Yoga, Meditation and an online Social Cafe. We also delivered online workshops around Healthy Meal Preparation, Photography, Arts & Crafts and Journaling.



Disability

Strength in Partnerships

We commenced a pilot support program with The Gordon (TAFE) in Geelong, East Geelong and Werribee this year. We connected with 12 students with disability to support them with their studies and pathways after graduation.

Our Business Network partnership in Wyndham continued, resulting in a network of over 100 businesses open to having our participants undertake work placement and skill-building opportunities.

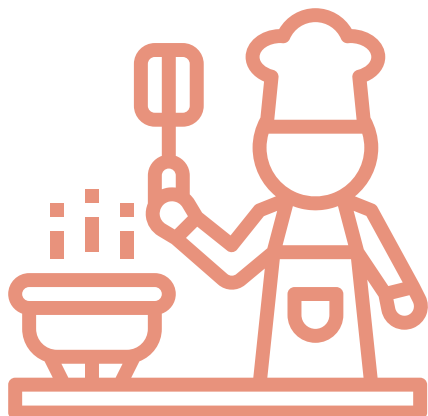




Katherine COMES OUT OF HER SHELL

"Katherine is getting involved in many more ways when it comes to meal preparation and nutrition despite facing issues with certain foods and textures. She is now joking around and is far more relaxed with me."

- Annalisa,
Support Worker



Katherine came to WCIG looking for someone in particular to work with her; someone who didn't feel like a Support Worker but more like a friend.

Katherine began working with Support Worker Annalisa in April 2020, around the time COVID-19 began to impact services.

Katherine's main goals included support and assistance with health and nutrition. Her confidence in the kitchen and with meal preparation was quite low. Since Katherine experiences sensory issues, such as with food textures and visual presentation, this made things a little more complex.

Initially even considering different grocery stores or brands could be quite difficult, as Katherine likes what she likes and trusts the products she knows.

At first, Katherine struggled with motivation and change when it came to Annalisa's assistance. Katherine and Annalisa took the first few weeks to get to know each other and build trust. This included really listening to what Katherine wanted, what her habits were and why.

Like most of us, Katherine dreads doing the dishes. Because of that, along with her low confidence in the kitchen, she often decided that take-away was easier than being overwhelmed in the kitchen and then dealing with the inevitable clean-up.

Katherine and Annalisa developed a good understanding of the importance of hygienic kitchen habits and how to maintain them consistently.

Over time, Katherine became more open to changes in her diet and routine. Now, the changes are obvious and very much worth celebrating.

"Katherine is getting involved in many more ways when it comes to meal preparation and nutrition despite facing issues with certain foods and textures. She is now joking around and is far more relaxed with me," says Annalisa.

Katherine is now independently budgeting and choosing products within her budget to make healthy meals - while still being able to purchase a few treats each week.

**Katherine's story is edited and published with permission*

Accredited Training

This year, we celebrated 25 years as a Registered Training Organisation.

We adapted to online delivery, our students remained engaged, with our completion rates well above State averages across all Certificate levels.

We welcomed 556 students in our Accredited courses.

We also expanded our horizons, teaching students in new locations in Melbourne's Eastern region, and began delivering training in Regional Victoria.

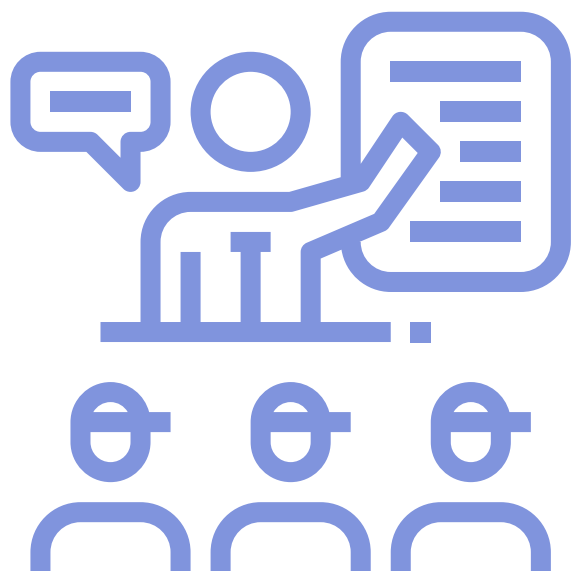
91% of our students in Early Childhood Education and Care completed their placement and obtained employment this year.

SEE Program

We welcomed 25 new students to our Youth and Adult Skills for Education & Employment classes this year.

100% of our Youth class students commenced or completed qualifications at TAFE.

Courses include Business, Automotive Studies, Electrical Engineering and Building & Construction



Training

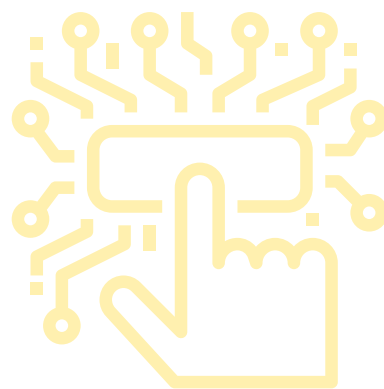
Pre-Accredited Training

In 2020, we have been a proud Learn Local provider for 10 years!

We delivered more than 30,000 hours of pre-accredited training in 2019.

We had 270 students participate in our pre-accredited courses.

These courses covered digital literacy, language & literacy, numeracy, and work preparation.



Skills First Reconnect

This year, we assisted 35 individuals to reconnect with and excel in further study.

40% have already commenced their course, while all participants are continually supported to address their barriers to learning.

Students are studying a range of courses including English as an Additional Language (EAL), Business, Security and Early Childhood Education & Care.



Teaming up with **WILLIAM ANGLISS INSTITUTE**

“Occasionally, we faced challenges ... however it didn’t discourage the students ... Students were encouraged to seek help throughout the week and not only on class days.”

- Branka,
Teacher / RTO Manager



In 2019, the team at William Angliss Institute were increasingly concerned that prospective students who didn’t pass their Language, Literacy and Numeracy (LLN) test, which is part of the enrolment process for all students, weren’t being assisted as much as they could be to address the gaps in their skills.

Alongside the LLN skills, other vital parts of starting an accredited course range from being able to write an essay, draft a letter and even approaching how to study effectively in the first place. To address this, WCIG and Angliss teamed up to develop a tailored course, addressing individual skill gaps and enable students to have second chance at successfully reapplying for their dream qualification. Out of the first group of students, 6 out of the 7 were successfully granted admission to their chosen courses.

Initially, the course was designed to be delivered face to face, on campus at Angliss, to provide an immersive and community-orientated study experience. Despite the challenges of COVID-19, the course was successfully modified to be delivered online.

Branka Stevanovic, WCIG’s RTO Manager and also the teacher for the course, gave an accounting on how remaining adaptable and open minded resulted in a strong cohesion with the group;

“Occasionally, we faced challenges with internet connections, devices not cooperating etc., however it didn’t discourage the students. We maintained good communication throughout the course via emails and messages so that the students felt they were supported all the way through. Students were encouraged to seek help throughout the week and not only on class days.”

Student Jude Disanakaya successfully completed the course, and as a result, enrolled in a Certificate III in Aviation (Cabin Crew). He remarked that the supportive experience with both RTOs had given him “the highest level of pleasure” to have completed the training and subsequently enter into a qualification with a traditionally competitive base of entry.

We are very proud of the students and of our local community connections and look forward to continuing to address the needs of the community with new innovations where they are required.


Better Futures

We supported 103 young people in out of home care across our Better Futures consortium.

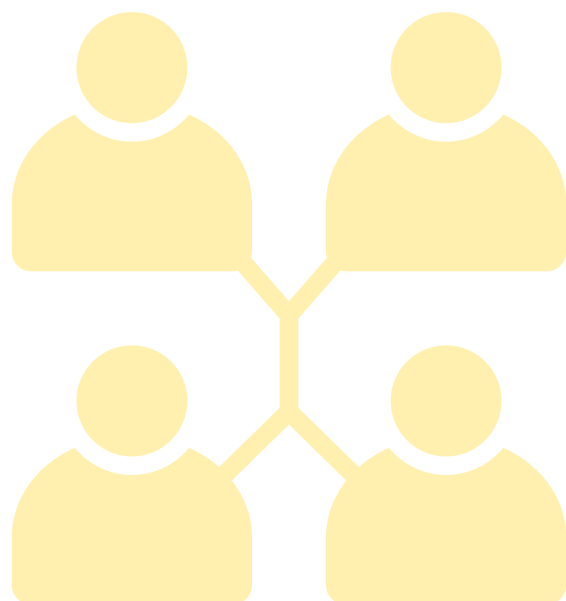
Our team has received 115 referrals this year.

Our Intake Team manages the referrals of all young people eligible for Better Futures in the Western Melbourne/Brimbank Melton regions.

What Support?

- 
-  Housing and accommodation
 -  Education and training
 -  Community connections
 -  Health and wellbeing
 -  Life and living skills
 -  Crisis assistance

\$180,000+ of purchased material assistance and living supports for our young people.



Youth

Quality Engagement

Our young people came from a variety of out of home care backgrounds; including kinship care, foster care, residential care, and those in a 'post care' phase and aged over 18.

100% of our young people reported that they were happy with the support they had received:

"Very helpful with education support and even beyond that. My support worker greatly helps to ensure that I'm okay and have everything I need."

Adapting to a Virtual World

Our Youth team adapted quickly to online services, with our young people nominating their preferred contact method to stay in touch during COVID-19 restrictions.

The team noted a 35% increase in direct contact with young people in the program since adapting to remote contact methods.





Adapting our approach in 2020

This year, we were all faced with a sudden shift in the way we lived and worked. However, our community's needs weren't going anywhere, so our teams put their heads together to forge ahead with rapid, responsive and effective methods of responding to and working within the new version of service delivery.

So what did we do?

There was no 'one size fits all'. The most important thing was that we stayed connected. The best way to determine how was to ask our participants and look at our own use of technology.

Addressing digital literacy, especially in disadvantaged communities was an immediate challenge we rose to by providing careful one-on-one guidance and negotiating best-fit approaches on an individual basis; e.g. phone calls, FaceTime using Zoom, Microsoft Teams, emails, text messages etc. It was an exercise in team work and learning new skills when it mattered most.

We adapted our programs such as Employment, Training, NDIS and Youth to operate virtually. With classes, workshops, catchups, appointments and other events switched to digital platforms. We also surveyed participants to ensure we remained aware of how they were feeling about their services.

Our Social Enterprise's Cleanable team remained dynamic by responding to their customers' PPE and general cleaning needs. This meant new opportunities as staff moved to new sites and gained new skills.

LoveLuvo introduced Click and Collect to keep serving community needs and to minimise the impact of the closure of retail. We also launched our new website and online store to open new avenues for customers.

Through this time, we have continued to deliver services and learned a great deal about how we can incorporate virtual and flexible support and service delivery beyond the current circumstances.



Cleanable

We welcomed 4 new, large contracts from Casey Hospital, Hume City Council, Western Program Alliance and John Holland Constructions.

We successfully renewed our existing contracts with JewishCare and CHP Property Management.



Our People Make it Work

We have 40 staff working with us at Cleanable.

62% of the Cleanable team are people who face barriers to finding and keeping a job.

These team members completed 10,318 hours of paid employment.



Cleanable's Year

WCIG Social Enterprise Group



LOVELUVU



CLEANABLE

Celebrating Milestones

There were some big decisions this year, which included merging Outside Branch Property Maintenance and Cleanable. This means we can provide a more streamlined service and practical solutions to our customers.

We achieved 9.4% growth in revenue.

Supported Success

Our Metro West Cleanable team celebrated another contract renewal. This team is 100% staffed by Supported Employees and has been for over five years.

This is a huge achievement and a demonstration of their hard work and dedication to providing a quality service.

Stay in Touch!

We're now online.

Visit us: www.cleanable.com.au



CLEANABLE

LoveLuvo

We have 8 people in our LoveLuvo team.

37.5% of our team are people who face barriers to finding and keeping a job.

These team members completed 808 hours of paid employment.



Social Impact

We achieved 12.7% growth in revenue this year.

We spent \$92,992 in support of other Social Enterprises and local businesses to support our community. This includes refugee initiatives like Kenshi Candles and businesses employing people with disability, like KS Designs.



LoveLuvo's Year

WCIG Social Enterprise Group



LOVELUVO



CLEANABLE

Environmental Impact

With our Refill Program, we have refilled 4,690 litres of home and body products this year.

This means we have saved a massive 2,345 plastic bottles from reaching landfill.

Our New-Look Range

We launched our fresh, new-look signature LoveLuvo body care range. In consultation with our community, we refined and improved the quality of our products. This has resulted in significant growth in wholesale purchasing and B2B (business to business) sales.

LIVE: Online Store

Shop online and keep up to date with the latest at LoveLuvo.

Visit us: www.loveluvo.com.au



LOVELUVO

Our Finances

There were no significant changes in the nature of the entity's principal activities during the financial year. The surplus amounted to \$2,296,582 (2019: surplus \$1,183,474). The surplus for the financial year includes COVID-19 stimulus totalling \$1,075,000. This report is presented on behalf of The Board.

WCIG Audited Financial Reports

2020
\$

2019
\$

Summarised Statement of Comprehensive Income

Revenues From Ordinary Activities	14,668,430	12,708,344
Depreciation and Amortisation Expense	(942,953)	(146,356)
Employee Expenses	(8,726,432)	(7,820,142)
Other Expenses from Ordinary Activities	(2,702,463)	(3,558,372)
Surplus from Ordinary Activities	2,296,582	1,183,474

Summarised Statement of Financial Position

Current Assets	11,864,359	8,817,397
Non-Current Assets	2,707,323	727,381
Total Assets	14,571,682	9,544,778
Current Liabilities	4,176,351	2,254,063
Non-Current Liabilities	1,086,539	278,505
Total Liabilities	5,262,890	2,532,568
Net Assets	9,308,792	7,012,210
Retained Surplus and Reserves	9,308,792	7,012,210
Total Equity	9,308,792	7,012,210

Summarised Statement of Cash Flows

Net Cash Flows From:	---	---
Operating Activities	3,623,378	480,303
Financing Activities	0	0
Investing Activities	(592,487)	(108,737)
Net Increase/(Decrease) in Cash Held	3,030,891	371,566
Cash at the Beginning of the Financial Year	1,721,426	1,349,860
Cash at the End of the Financial Year	4,752,317	1,721,426

Acknowledgements

We would like to say a heartfelt thanks to our partners and supporters of our work.



Adult, Community & Further Education Board
All Abilities Agency
Anglicare
Ascot Vale Church of Christ
Asylum Seeker Resource Centre
Austin Health
Australian Vietnamese Women's Association
Berry Street
BGIS
BNi Growth Partners - Wyndham
Brimbank City Council
CHP Management
CommUnity Plus
CVGT
Department of Education & Training
Department of Health & Human Services
Department of Jobs, Precincts & Regions
Department of Social Services
Disability Services Consulting
Djerriwarrh Community & Education Services
Duke Street Community House
Filipino Community Council of Victoria Inc.
Foodbank Victoria
Footscray City College
GippsTech
Harvester Road Clinic
headspace Greensborough, Sunshine & Werribee
Heine Jones Studio
Hume City Council
InfoXchange
Inner Melbourne VET Cluster
Job Prospects
JobCo.
Jobs Australia
John Holland Group
Laverton Community Integrated Services
Life Without Barriers
Local Learning & Employment Networks -
• Future Connect
• Geelong
• Maribyrnong / Moonee Valley
• WynBay
Mackillop Family Services
Maliku Holdings Pty Ltd c/o
Mambourin
Management Governance Australia
Maribyrnong City Council
Maribyrnong City College
Mercy Health Saltwater Clinic
Mercy Health Wyndham
MIND Australia
Moonee Valley City Council
NDS
Nelson Park Special School
NESA
New Hope Foundation
Northern Area Mental Health Service
OCTEC
Professionals Australia
Proven Training Solutions
Rail Infrastructure Alliance
Salvation Army
Sarina Russo
SENVIC
Social Traders
Sunbury Downs Secondary College
The Gordon (TAFE)
University of Melbourne
VACCA
Vendor Panel
Victoria University
Warringa Park School
Western Program Alliance
Whitelion
William Angliss Institute
Williamstown Community & Education Centre
Wombat Housing Support Services
Wyndham City Council
Wyndham Community & Education Centre
Yarraville Community Centre



Westgate Community Initiatives Group Ltd

PO Box 2182 Footscray 3011 VIC
03 9689 3437
ABN 93 235 712 322 | ACN 638 435 462
Registered Training Organisation - RTOID 4185

Corio | Epping | Footscray | Geelong
Greensborough | Heidelberg | Lilydale
Melton | Northcote | St Albans | Ringwood
Sunshine | Wantirna South | Werribee