

improving lives



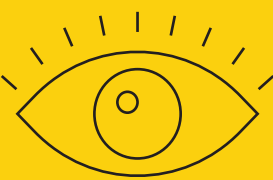
2020/2021  
Westgate Community Initiatives Group Ltd.  
Annual Report

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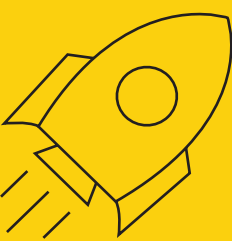
## Our Vision

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

# Chairperson's report

It is with great pleasure and a sense of privilege that I present this Annual Report on behalf of the Board of WCIG Ltd.

In last year's report, I commented on the composure and resilience that we had demonstrated with the on-set of Covid-19 and reflected positively on how we had, in the face of this great challenge, grown as individuals and as an organisation. Little did we suspect at the time that the pandemic would continue to be an even greater disruptor during the whole of 2020-2021.

In the past 12 months we have continued to thrive thanks to our capacity to innovate, bounce back and keep our focus on delivering to those we are here to serve and support, and on our strategy. We have done that through excellent management at every level, through excellent teamwork and by looking after and backing each other. We have continued to strive to deliver on our organisational values and perhaps more than ever these have held us in good stead;

**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

I want to congratulate and express our heartfelt gratitude for the efforts and contribution of all our staff. It has been a tremendous team effort, and the team has been excellently lead by a dedicated and skilled leadership team with Ron Miers, our CEO, at the helm. Together, we have overcome every challenge and continued to provide quality and consistent outcomes for our participants – we have continued to *improve lives through dignity and choice*.

Despite the challenges we have continued to grow and expand our service offerings at a time when the barriers to jobs, education and training have become greater for many in our target groups. Importantly we have continued to deliver many services in partnership with government and other like-minded providers. Our capacity and desire for collaboration is one of our competitive advantages and I want to acknowledge the contribution of our many partners in the sector. In a world where competition is often over-rated, we must not overlook the value of collaboration.

From a governance perspective, the Board is continuing to consolidate around a team with strong and diverse skills, experience and backgrounds. I am grateful to my fellow Directors for their dedication and support throughout the year. Together we have risen to the challenges and I hope that like me, they feel privileged to serve in this capacity.

Following the 2020 AGM, three new Directors were appointed and we would like to welcome Laura Barker, Pier De Carlo and Kate Klease to the organisation. At the same time, we saw the retirement from the Board of Frank Pereira-Jackson, having completed the maximum 9 year term as a Director. Frank is a foundation WCIG member and has contributed to the Board and organisation in the most generous way, including terms as Secretary and Treasurer. We are grateful for Frank's involvement with WCIG and celebrate his service and commitment to our mission. Our mission is as relevant and necessary today as ever and with your support I am confident we will continue to deliver on our purpose.

**Frank Carlus**  
Chairperson WCIG

# CEO's report

Looking back, 2020-2021 was a good year for us at WCIG, which may seem like a strange thing to say with the extraordinary disruption created by the Covid-19 pandemic in what was a very unstable period. Operationally, we built on the work of previous years to successfully assist people into sustainable employment, living with disability, or into training best suited to their aspirations while facing the uncertainty brought by the impact of Covid-19. And, born out of necessity, the year saw many new initiatives and innovations across the organisation in how we work.

In our society, where employment is the primary manner of maintaining community inclusion and financial independence, having a job meets important psychosocial needs as well as being the most important means of obtaining adequate economic resources for everyday life. Much is written about evidence which suggests that, in general, work is good for individual health and wellbeing.

The impacts of Covid-19 on employment and social interactions have challenged the set patterns of work for everyone, including WCIG staff and participants. It has challenged the usual ways we assist people to find work or participate in training and our services. Despite variations in economic activity across the State, we continued to prepare people for employment, place them into jobs and to a significant level, keep people in work. Our staff also focused on the welfare of participants and each other through the many weeks of lockdown.

During the year WCIG continued to open more opportunities for people experiencing disadvantages in our Social Enterprise and successfully tendered to expand our offering under the Victorian Government's Jobs Victoria program and the youth Home Stretch.

Perhaps more than in previous years, this annual report is a celebration of the people who work together each day. WCIG staff gave much needed support, encouragement, advice, and assistance creating options for people who, due to disability, face barriers to gaining and keeping employment, gaining needed qualifications, or living daily with disability. Thanks are due to many people this year. These pages show WCIG could not have continued empowering people to achieve a meaningful role in our society without the huge commitment of staff and the Leadership Team. I would also like to thank the Board of Directors who provide the strategic guidance, and necessary governance and oversight. Our Chairperson Frank Carlus provides energy, leadership, and support to achieve our vision of Improving Lives through Dignity & Choice.

**Ron Miers**  
CEO WCIG



People who journeyed with  
WCIG in 2020/2021



Employment

2212

Youth  
150



Social  
Enterprise  
43



Disability  
413



Training  
554



# Jackie’s Story

Jackie\*, who comes from the Nyungar/Noongar people, was referred to WCIG Disability Employment Services (DES) for assistance. She was suffering anxiety and depression, struggled to interact with others and found it hard to cope with work related stress and pressure, as well as life at home. Jackie worked in various roles in hospitality, retail and administration but was looking for a more stable role after completing her studies at Kangan Institute, earning herself a Certificate III in Pathology Collection.

Jackie and her DES Employment Consultant worked closely together on her goals and aspirations, with her overall goal being to secure a job as a Pathology Collector.

Jackie attended numerous interviews for entry-level positions and was constantly told that she had ‘only just missed out’ on the job. To assist with the process, Jackie’s DES Employment Consultant started cold-calling and emailing local medical clinics, practitioners, pathology labs and hospitals, advising them of WCIG’s free services, the benefits of hiring someone like Jackie with her skillset, personality and qualifications and the eligible wage subsidies that were on offer.

After a few weeks, Jackie’s DES Employment Consultant received a response from one of the pathology clinics she had connected with and Jackie was offered an interview. Jackie impressed the employer and hiring manager so much that they offered her a casual position as a Pathology Collector.

With the assistance of a Government Wage Subsidy and a structured plan with a support person, Jackie has now been working in her role for over six months. She has progressed in her position and has started training in order to be able to perform Covid-19 tests, giving her the added responsibility to assist in all areas of pathology, not just the standard duties. Despite a few setbacks in this time including a Covid-19 scare at work, Jackie has been able to push through and continue working.

Jackie has impressed her employer so much that her position has now been extended into a full-time role. Jackie’s employer has been very involved with her support plan, and this has helped her to understand Jackie’s specific needs and requirements in order to get the best out of her at work. This has resulted in a great working arrangement that caters to both Jackie and her employer.

\*name changed for privacy reasons

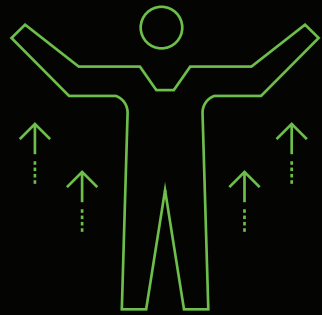


“We struck gold with the candidate that you gave us”  
- Nigel, Outer Space Installations (employer)



## Positive outcomes for Employment Services

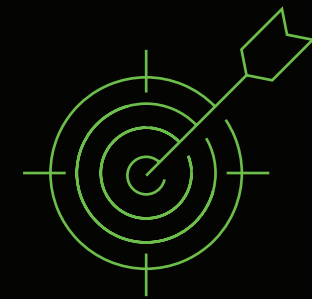
608  
Disability Employment Services (DES) participants were placed into sustainable work



125  
DES participants were placed into accredited courses providing real world qualifications and skills

10  
new DES members onboarded within the Employment team

38,889  
individual DES appointments were attended by participants who were assisted through the Covid-19 pandemic with much needed support, educational opportunities and jobs



\$128,723  
WCIG spent on DES participants providing support with housing, transport, clothing, vocational tickets and licences

JVEN  
west@work

331  
disadvantaged Victorians registered into WCIG’s Jobs Victoria Employment Network (JVEN) program for vocational assistance

189  
JVEN participants were placed into employment across a range of industries

9  
graduates of the State Government’s Youth Cadetship Scheme were case managed, referred and guided by WCIG staff throughout their employment

“Amazing outcome from today! Jax is over the moon to start working. Thankyou so so much.”  
- Maddi, Senior Worker, North West Youth Outreach Team

Jobs Victoria  
Employment  
Services

WCIG was successful in it’s bid to deliver a contract with the Department of Jobs Precincts and Regions which broadened our reach to include West-ern and Eastern Mel-bourne, Central High-lands and Barwon Regions.



National  
Panel of  
Assessors

Assessors have been busy providing workplace supports and assesments to people with disability.



# Robert’s Story

In Year 12, Robert\* auditioned for a music college and was accepted. Robert was thrilled, this was a dream come true, he practiced for 80 to 100 hours each week over three years nonstop, whilst also training at a martial arts club. When studies ceased with the music college, Robert decided to obtain his Masters of Teaching (Secondary) and was subsequently successful in obtaining two piano teaching jobs - one at a secondary college and the other at an academy, life couldn’t be better.

Unfortunately, Robert encountered being intimidated at both his jobs and the martial arts club which went on for many months and subsequently led to him leaving his jobs and the club. Robert, struggling to recover from the experience, kept to himself and suffered in silence for an extended period of time before he sought out long overdue help and was diagnosed with depression and anxiety and was accepted to the National Disability Insurance Scheme (NDIS) program.

Robert first became familiar with WCIG NDIS’s group activities through connections at the Brimbank Disability Network. Robert’s mum was at the meeting where WCIG presented on our service. Our WCIG NDIS worker highlighted the programs which included Photography and Build Health with Good Food workshops. Robert booked in to participate in the sessions, however, as the date drew closer, he would call stating he wasn’t feeling well and was unable to attend. This continued over a number of weeks letting his anxiety got the better of him.

Through speaking with Robert on a regular basis, the WCIG NDIS worker noticed that Robert never openly discuss his mental health struggles, he would cite just not feeling well or had a migraine, how he was constantly tired because of a medication change. He would constantly play over scenarios in his head which caused him to question how he was going fit into the group workshop. His anxiety started overwhelming him and he felt that he didn’t want to subject himself to being ridiculed or intimidated. And then Covid-19 lockdown happened, this meant that scheduled workshops were going to be delivered virtually.

WCIG NDIS promoted that we were now working in virtual environment, offering many programs including Yoga and Social Café. Robert saw the email and reached out to us, to see how he could get involved in the Social Café as this peaked his interest.

Initially, Robert was extremely shy in the virtual sessions and didn’t converse much, however, he soon gained enough confidence to join in the conversations. As he felt more comfortable, Robert performed a piece of music for the group and is excited to be organising a place for the group to dine after lockdown.

\*name changed for privacy reasons



“WCIG has changed the lives of residents here at Foley House. Without the support, guidance and knowledge of WCIG NDIS staff, we at Foley House would not be achieving the outcomes we are, WCIG are a fabulous organisation with professional staff.”  
- Justin, Manager, Foley House



## Positive outcomes for Disability Services

70  
people supported by  
WCIG gained access  
to the NDIS



344  
NDIS participants were  
provided assistance to  
connect them to their  
community



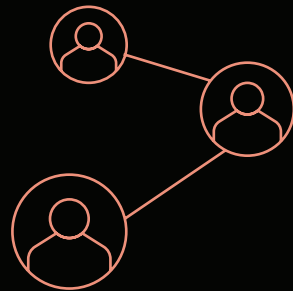
12,548  
hours of direct  
support was given  
to people living with  
disability

42  
people joined our  
virtual programs  
which included:  
Creative Writing,  
Photography,  
Meditation, Yoga and  
Social Cafe

“My WCIG Creative Writing Mentor is patient, empathetic and generously shares his experience and knowledge in our sessions. Four years ago, I was diagnosed with complex trauma which led to writer’s block and other symptoms. I am now coming to the page with confidence and creativity.”  
- Heather, Participant

354  
organisations WCIG  
NDIS has collaborated  
with in order to  
support our NDIS  
participants

198  
individual meetings  
with corporate  
businesses were  
attended



\$329,027  
of business  
contributed by WCIG  
to fellow Business  
Network International  
(BNI) members

1,880  
hours of support was  
delivered virtually



“I wanted to write to you to let you know the difference your team has made to our NDIS participants as the improvements can neither be denied, nor muted.

I was sitting on approx 37 NDIS plans, not knowing what to do with them or what to even ask for BUT I knew I didn’t want to align with an organisation who were in the business of simply ‘making money’.

I googled “NDIS Service Providers” and WCIG came up. I had contact with WCIG when I was nursing. I rang and asked for “plan management for 37 men”. I was put through to a Support Coordinator and I must say it has been an absolute delight.”  
- Erin, Foley House



# Jackson’s Story

Jackson\* appeared to be very withdrawn and disengaged when he first joined the WCIG’s Better Futures program. He required motivational support from his WCIG Youth Worker to help him feel that his voice was being heard, and that it truly mattered to the team responsible for assisting him.

Since turning eighteen, Jackson managed to find secure and safe, shared accommodation and Jackson’s WCIG Youth Worker assisted in making this transition happen by helping him identify his goals, one of which was to live an independent life. WCIG Better Futures supported Jackson with flexible funding support for both rent, housing and living expenses. While working with Jackson to stabilise this transition, activities such as learning sound budgeting and general living skills were worked on and the his career goal was identified which was he desire to work in the beauty industry.

Jackson’s WCIG Youth Worker witnessed his gradual transformation, for example, he was much more confident and presented to be a strong and happy young person who is much more secure with his values and where he stands in the world.

Jackson enrolled into a Certificate III in Hairdressing, with financial support provided by WCIG for education, practical and work material as well as ongoing motivational coaching to encourage him to continue his course. Jackson also secured a job while he was doing the practical work placement of his course.

Unfortunately, Jackson lost some shifts at the hairdressing salon due to the Covid-19 pandemic. During this time, WCIG’s Youth Worker connected regularly with Jackson to ensure that he was okay, not just from a financial perspective, but also for his emotional and physical well-being. In on-going discussions they talked through the Covid-19 disaster payment available through Centrelink and we assisted him with his application for the payment.

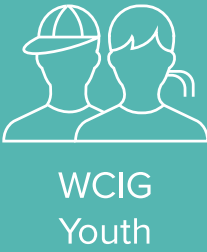
Jackson remains employed part-time in the hair salon and continues to undertake his education. Jackson has done so well in achieving his personal goals and his WCIG Youth Worker looks forward to offering continued support throughout his journey.

\*name changed for privacy reasons



“Better Futures has made my life better in so many aspects and I would not know what I would have done if it wasn’t for the support that my Better Futures Worker provided me”.

- Erica, Better Futures Participant



## A Year in Review for Youth Services

### Better Futures

Better Futures provided individualised supports to young people leaving care. Support was provided across a range of life areas including Housing, Health and Wellbeing, Education, Employment and Community Connections.



46

Better Futures engaged with 46 community organisations providing various supports to young people, including 8 housing providers / programs, 3 local real estate agents and 10 TAFE’s / educational institutions based in the western suburbs and inner Melbourne

150

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

92%

of young people on active support have received a positive outcome directly related to a Better Futures independent living / personal goal



64%

of young people on active support have received an education, employment or living skills outcome

5,605

hours of direct support offered to our young people



4.6/5

program rating given by participants

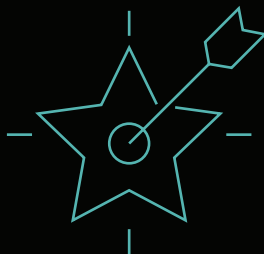


\$209,228

flexible funding spent directly supporting young people on their journey to becoming independent

### Home Stretch

Home Stretch provides accommodation support to young people in need of a place to live. This means that young people can receive the increased supports they require for independent living.



92

referrals processed and allocated by the Common Intake Panel this year

WCIG delivers this program in partnership with Djerriwarrh Community & Education Services and Inner Melbourne VET Cluster)



# Basma's Story

Basma will be in the driver's seat of her future after setting up her own business as a driving instructor.

Basma was born in Iraq and came to Australia with her family on Humanitarian Visas over 4 years ago. Although, she was a teacher in Iraq, Basma found it difficult to transfer these skills in a primarily English speaking country given that she wasn't fluent in the language. Basma was referred to the WCIG Skills for Education & Employment Program (SEE) program by CVGT so that she could increase her english and employability skills, and create a pathway in Australia to work and own her own business.

Through her time with the SEE program, Basma has been able to drastically improve her english reading, writing and speaking skills and with the guidance of her SEE teacher, Basma began thinking about the type of courses she could do to take the next step in her career. With her past experience in the teaching field she decided that she wanted to become a driving instructor. This clear career goal helped both Basma and her SEE teacher focus on the business skills she needed such as time management, planning and the ability to use technology.

Through Basma's determination, she was able to complete her Certificate IV in Transport and Logistics and now successfully runs own driving school. During the course of her learning, Basma was guided by her SEE teacher on how to successfully start and set up her business including things like getting an ABN and promotional materials.

"The SEE program helped me learn more english and provided me with necessary English skills for future jobs especially with Ms Bushra Francis (SEE teacher) which helped me achieve a certificate."  
- Basma

WCIG Training Services wish Basma well and look forward to hearing about her business success.

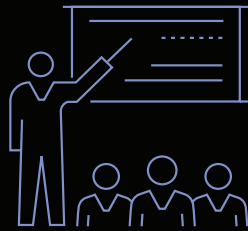
"Trainer's knowledge of IT has inspired me to proceed in a new career in IT. I can't thank her enough for her enthusiasm in teaching"  
- Christine, Learner



## A Year in Review for Training Division

### Learn Local Market Place

WCIG participated in the Learn Local Market Place event, facilitated by the Department of Education and Training, to present on WCIG's successful partnership approach with local employment service providers.



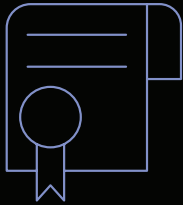
### Skills for Education & Employment program

41 learners assisted through the year

10,070 hours delivered of SEE program

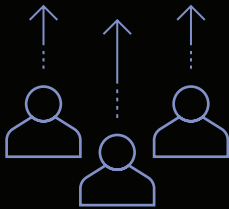
### Adult, Community and Further Education

30,390 scheduled hours delivered to 290 participants with the main focus on digital literacy and employability skills



### Accredited Program

213 learners joined our accredited programs with 87% of them being enrolled in our certificates both in english and vocational courses



### Skills First Reconnect Program

We serviced 60 participants, and to date 36 individuals have gained entry into an accredited course, a pre-accredited course or a job.

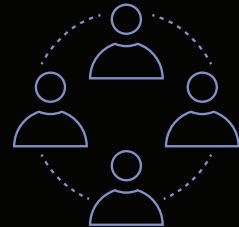
### Learning for Earning Festival

WCIG Training Services were invited by Melton Council to present at the LearnWest network's flagship online event. As an education provider we delivered three workshops during the event with the focus on resume writing and speaking skilfully to gain employment.

WCIG Training Services established a working relationship with Timbertop Children's & Community Centre. We delivered five pre-employment programs to 36 participants and successfully completed these pre-accredited courses with 18 finding employment, and three commencing an accredited course.



16 members of the Filipino Community Council of Victoria completed our digital literacy program which resulted in eight of them gaining employment.





“Cleanable as an organisation are fantastic to work with and in my opinion it’s because the management and work crews actually want to be there, they want to make a difference and they enjoy working.”

- Steven Shennan, Hume City Council



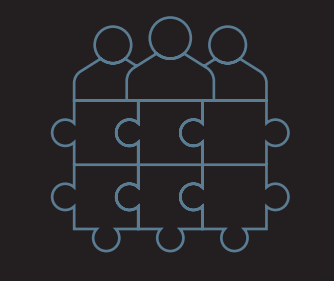
“Really it ticks all the boxes for responsible consumerism – an environmentally conscious social enterprise that is locally run by local people – I can’t think of a reason not to shop here.”

– Sarah, Customer



A Year in Review for Cleanable

Cleanable Property Maintenance Service is a commercial cleaning and property maintenance social enterprise. We specialise in office cleaning, parks and grounds cleaning, peggy services, labour hire and other workplace commercial cleaning.



I have found Cleanable to be a professional and market competitive cleaning services enterprise. We are able to further contribute towards the humane cause of providing employment to people living with disability - all while receiving excellent cleaning services.

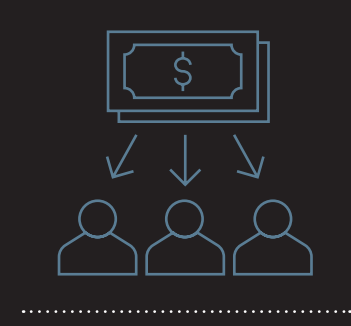
Prajwol - Facilities Manager, Djerriwarrh Community & Education Services

35  
total staff employed by Cleanable

66%  
of staff face barriers to employment

11,314  
total hours of paid employment for staff facing barriers to employment

\$284,326  
total wages for staff with barriers to employment



*“We were looking for a reputable cleaning company for our office and Cleanable have more than delivered. Our criteria was social enterprise and providing meaningful employment to people living with a disability. Cleanable have proven to be honest and reliable and given us great personnel who are diligent and consistently dependable. We wholeheartedly recommend Cleanable for any organisation.”*

– The Hon. Melissa Horne MP

Cleanable holds contracts with high profile organisations such as: Hume City Council, John Holland, Western Program Alliance (Level Crossing Removal), CHP Property Management and BGIS (Casey Hospital) & ACE Contractors



A Year in Review 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



*“I have literally replaced all items in my house with the equivalent at LoveLuvo. I didn’t even think about whether it would be nice, I just loved the idea of refills and I have NEVER been disappointed with the quality. The combination of environmental, quality, luxurious and ease of purchase with great service is a win for me every time.”*

– Anouska, customer

Social Impact



Employment

LoveLuvo continues to provide employment for people facing barriers to finding a job and keeping a job

8  
staff employed by LoveLuvo

38%  
of staff face barriers to employment



Community

LoveLuvo prioritises sourcing our products from local businesses and those who create impact socially and environmentally. The products we sell are chosen because they benefit our community, the environment and increase the awareness of social enterprise. We continue to look to create positive partnerships with businesses that share our passion for making a difference.

\$102,402  
local business

\$41,518  
women run business

\$19,412  
social enterprise



Environment

As part of our commitment to help reduce waste and provide the community with an avenue to participate in this change, we offer a refill service in our store. Our customers have played a part in making a difference by reusing plastic packaging and saving bottles from entering landfill. We estimate that the equivalent of close to two thousand 500ml bottles have been saved in this process this financial year.

3963  
refill L

1982  
bottles saved from landfill



# 2020/2021 The year that was...

\$91K

spend on professional development throughout the year

148,142

1:1 teams chat messages

3,765

group Teams messages

54%

reduction of printed materials, saving 2x 45ft pine trees, or over 40 reams of paper

525

electronic documents sent for signing digitally

61

formal communications sent to staff to keep them updated on Covid-19

75%

staff say they are happy with how WCIG responded to the changes in the workplace brought about by the pandemic

63%

staff say their work/life balance has improved since using the hybrid working model

## July - September

Covid-19 lockdown #2 totalled 111 calendar days. All WCIG offices were shut down and work was delivered remotely

WCIG welcomed three new directors to the Board

WCIG Training implemented and rolled out its online enrolment process and system

WCIG hosted a virtual event for Adult Learners Week which Minister Gayle Tierney and Katie Hall, MP attended a virtual event held by WCIG for Adult Learners Week

Ongoing staff communications re Covid-19 pandemic was provided by the CEO

## October - December

WCIG implemented a new hybrid working model

Virtual self-care workshops, yoga and meditation sessions were offered to all WCIG staff to help with physical and mental well-being

Gift hampers were sent to staff to thank them for their hard work during the pandemic

Annual General Meeting held

Parliamentary Secretary, Cesar Melhem MP visit to WCIG to acknowledge that WCIG were successful in our bid of Skills First Reconnect

Covid-19 Lockdown #3

WCIG implemented the new Covid Home Stretch program funded by the Department of Families, Fairness & Housing

WCIG Northcote Hub opened

Continued Covid-19 updates by Deputy CEO & HR Manager

HR continued to roll out 1:1 Health & Well-Being checks on all staff

## January - March

Covid-19 Lockdown #4 (authorise workers or essential services were still delivered face-to-face)

WCIG won Jobs Victorian Employment Services contract

Recruited and onboarded 27 new WCIG staff - our biggest recruitment intake ever

With offices being re-opened, we reimplemented our hybrid working model

Whenever there has been a lockdown, we still had our face-to-face authorise workers or essential services were still delivered face-to-face

## April - June



# Our Finances

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

The surplus for the financial year amounted to \$3,424,057 (2020: surplus \$2,296,582).

This report is presented on behalf of The Board.

## Summarised Statement of Comprehensive Income

	2021 \$	2020 \$
Revenues From Ordinary Activities	16,480,026	14,668,430
Depreciation and Amortisation Expense	(1,292,871)	(942,953)
Employee Expenses	(9,241,633)	(8,726,432)
Other Expenses From Ordinary Activities	(2,521,465)	(2,702,463)
<b>Surplus from Ordinary Activities</b>	<b>3,424,057</b>	<b>2,296,582</b>

## Summarised Statement of Financial Position

	2021 \$	2020 \$
Current Assets	19,501,233	11,864,359
Non-Current Assets	2,564,305	2,707,323
<b>Total Assets</b>	<b>22,065,538</b>	<b>14,571,682</b>
Current Liabilities	8,360,769	4,176,351
Non-Current Liabilities	971,920	1,086,539
<b>Total Liabilities</b>	<b>9,332,689</b>	<b>5,262,890</b>
<b>Net Assets</b>	<b>12,732,849</b>	<b>9,308,792</b>
Retained Surplus and Reserves	12,732,849	9,308,792
<b>Total Equity</b>	<b>12,732,849</b>	<b>9,308,792</b>

## Summarised Statement of Cash Flows

	2021 \$	2020 \$
Net Cash Flows From:		
Operating Activities	782,556	4,144,888
Financing Activities	0	0
Investing Activities	3,199,385	(1,113,997)
Net Increase/(Decrease) in Cash Held	3,981,941	3,030,891
Cash at the Beginning of the Financial Year	4,752,317	1,721,426
<b>Cash at the End of the Financial Year</b>	<b>8,734,258</b>	<b>4,752,317</b>

# Financial Highlights



# We acknowledge and appreciate the support of the following organisations

## WE CONTRACT WITH

Adult, Community & Further Education Board  
Department of Education & Training  
Department of Families, Fairness & Housing  
Department of Jobs, Precincts and Regions  
Department of Social Services

## PARTNERS/SUPPORTERS

Ability Action Australia  
Alffie  
All Abilities Australia  
Asuria  
Beginnings Early Learners Sunbury  
Botany Essentials  
Brimbank Council  
Berry Street  
Brotherhood of St. Laurence  
Caring Lotus  
Carringbush Adult Education  
Cesar Melhem, MP  
CHP Property Management  
CommUnity Plus  
CVGT  
Disability Services Consulting  
Diversitat  
Djerriwarrh Community and Education Services  
Duke Street Community House  
Elderly Chinese Home  
Farnham Street Neighbourhood Learning Centre  
Filipino Community Council of Victoria  
Foley House  
Foodbank

Guardian Care  
Headspace  
Hume City Council  
Inner Melbourne VET Cluster  
Jesuit Social Services  
JobCo  
Job Prospects  
Jobs Australia  
John Holland  
Karma Collective  
Katie Gannon  
Key Institute  
Kowani Australia  
Laverton Community & Integrated Services  
Little V.I.P'S  
Luus Industries  
Maribyrnong Moonee Valley LLEN  
Maxima  
Meadow Heights Learning Centre  
Migrant Information Centre-Eastern Melbourne  
Milestones Early Learning Centres  
National Disability Service  
National Employment Services Association  
Northern Area Mental Health Services  
North Melbourne Language & Learning  
OracleCMS  
Outer Space Installations  
Pathways to Care  
Proven Training Solutions  
Purpose Communications  
Royal Freemasons  
RTO Logic  
Salvation Army

Sarrina Russo  
SENVIC  
Social Traders  
The Crowded House  
The Hive Early Learning Centres  
The Hon. Melissa Horne, MP  
The Gordon TAFE  
The OT Group  
Traffic Diversions Group  
Timbertop Children's & Community Centre  
Uniting Employment Services  
Victorian Aboriginal Child Care Agency  
Victorian Elderly Chinese Hostel  
Western Program Alliance  
Whitelion  
Whiz Kidz  
William Angliss Institute  
Willamstown Community & Education Centre  
Woodlands Long Day Care and Kindergarten  
Wombat Housing Support Services  
Workskil  
WynBay LLEN  
Wyndham Community & Education Centre  
Yarraville Community Centre  
Youth Projects

# Good News Story

## SUE CELEBRATES 10 YEARS WITH LOVELUVO

We catch up with Sue who celebrates 10 years of working at LoveLuvo and is a valued member of our team. Whilst her experience of mental illness meant that she was (in her own terms) “a late bloomer”, Sue’s story is a perfect illustration of how immense value is created when we remove barriers to employment.

*What do you like most about the shop?*

Sue: I like that it’s a social enterprise which has employees with disabilities. Also, the products are sustainable and very current to what’s happening in the world, we’re reusing plastics, we’ve got all these de-stressing products – I’d call it a De-stress / Sustainable Shop.

*Do you see yourself working with the LoveLuvo and WCIG team into the future?*

Sue: I love it here, I want to stay here. Some social enterprises, you’re only allowed work for a certain amount of time, but this has broken all the rules and we’ve worked here, well me 14 years (4 years with Cleanable).

*If you met someone now who was like you were when you were 23, and they were feeling very hopeless about the future...*

Sue: I’d say there’s always a light at the end of the tunnel. Just stick with what you’re good at, what you love.

*What would you say to your old self, from back then?*

Sue: I’d say you’ll go down a path, you’ll meet a fella that you love, he’s a good bloke. You’ll get a good job and you’ll have a roof over your head, you’ll live by yourself, so just keep going. I can’t ask for more. Anything else is just icing on the cake.





# MELBOURNE



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