

wcig

ANNUAL REPORT

2021/2022

Improving Lives



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Our Vision & Mission



Improving lives through dignity and choice.



Empowering people to achieve a meaningful role in society.

Relationships

that embrace dignity, community and mutual respect.

Innovation

including creativity, risk taking and flexibility.

Optimism

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

Our Values

Diversity

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

Advocacy

that makes us socially proactive for the disadvantaged.

Staff

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

Our Strategic Directions

Innovation & 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 again with great pleasure that I present this Annual Report on behalf of the Board of WCIG Ltd.

The past financial year has continued a trend for WCIG of significant success in terms of delivering on our mission and purpose, while responding confidently to the many ongoing challenges we and the community have continued to face. We've delivered excellent outcomes for our participants, provided value for our funders and partners, and strengthened our capacity to continue to deliver into the future.

Our success has of course been hard earned. In an increasingly competitive sector, our capacity to thrive is directly related to the skills and efforts of every one of our staff. We are rightfully proud of them and grateful for their service and commitment.

It is equally gratifying to know that our staff gain a high level of satisfaction in the roles they each play, the achievements they make, and the support and recognition they receive as members of our team. Our aim is that every person connected to WCIG feels valued and able to participate to their full capacity.

In a turbulent market, our performance against internal and external benchmarks speaks highly of the culture and leadership capabilities at all levels of the organisation. I want to express my gratitude to our formal and informal leaders in every program and site. My experience is that at WCIG culture and leadership is not just at the realms of managers but having said that it is a positive management culture that is often at the core of people taking responsibility beyond their strict roles. I want to recognise our leadership team on an excellent year's work.

Unfortunately, change is also ever present and, during the year, our longstanding CEO, Ron Miers, advised the Board of his intention to retire from the position. Ron has a long history of commitment to WCIG and our participants and has generously afforded the Board the opportunity for a managed transition to a new CEO. We are grateful for Ron's long and productive contribution to WCIG. We will ensure we are all able to celebrate that with him closer to his departure.

One of Ron's greatest contributions were his optimism and focus on continuing to broaden our reach to all who may benefited from our services. During the year, we've experienced significant success in a number of expanded and new service initiatives through which we will improve the lives of many more people facing barriers to employment in the coming financial year and beyond.

From a governance perspective, the Board is well placed with a strong and diverse team of Directors to lead us into the future. I am grateful to my fellow Directors for their contribution and support throughout the year, and I look forward to our ongoing work together. This past year has been the last in Pam Mutton's 9-year term as a Director of WCIG. Pam is possibly best described as a warrior for our mission, and I feel privileged to have served alongside her for the past eight years. On behalf of all at WCIG, I want to express our appreciation and admiration for Pam – you've served our cause well!

Frank Carlus
Chairperson

CEO's Report

Looking back, the 2021- 2022 financial year seems like two separate years. It is easy to forget the first seven months consisted of lockdowns and restrictions due to the ongoing COVID-19 pandemic. 2022 brought a rapid 'opening up' and return of expectations of a return to 'normal', with modifications. The labour market and economic activity has been increasingly volatile and bringing new surprises each month.

During the year, WCIG continued to open more opportunities for people experiencing disadvantage in our Social Enterprise and we successfully tendered to expand our offering with the Australian Government's employment programs, Workforce Australia Services and Transition to Work, due to start in July 2022.

The 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, those who need to gain qualifications, or are living daily with disability, young people who need extra assistance to get a start.

This report shows a small part of the daily activity of WCIG through the year. As always, none of it would be possible without the support of our strong leadership team and dedicated staff, who daily work to create the possibility of a new future through participating in the workforce. I would like to thank the WCIG Board Members, including Chairperson, Frank Carlus, as they continued to support me as the CEO and the organisation through a particularly difficult time to achieve our aim of improving lives through practical responses to unemployment and disadvantage.

Ron Miers
CEO



Disability



Employment



Social Enterprise



Training



Youth

Employment Services

Overcoming Barriers To Fulfil A Dream

When you live in the city, it can be difficult to fulfil a dream of working with horses. But, with a partnership between WCIG and Gai Waterhouse Racing, an opportunity of a lifetime opened for Paige to follow her passion and work at Flemington Racecourse.

Paige, who lives with mental health barriers, was unsure what she wanted to do. She just knew she wanted to do something with animals. She came to WCIG seeking direction and looking for assistance in finding meaningful employment.

When Paige first came to WCIG, her Employment Consultant, from Disability Employment Services, mentored and worked with her to identify her interests, and how she could turn these interests into an occupation she would love.

It became evident that Paige not only had a passion for animals, especially horses, but also for the great outdoors. Her consultant worked with Paige to develop a plan for entering the workforce and assisted her with resume writing and interview techniques.

Once Paige was ready to start work, she was referred to WCIG's Business Development Officer (BDO), who is responsible for ascertaining any opportunities with employers that match job seekers' strengths, skillsets, and interests. It wasn't long after our BDO spoke to the Operations Manager at Gai Waterhouse Racing about any openings at the stables at Flemington Racecourse that Paige was packing her day bag, putting her boots on and going to a job that would fulfil her dreams, and give her a sense of pride.

Paige now works standard hours each week in the Gai Waterhouse stables at Flemington Racecourse, providing daily care to the horses, ensuring they keep to a strict feeding and grooming routine and their needs are met, while maintaining the cleanliness of the stables and equipment. Paige also regularly assists with preparing the horses for race days, including their transportation.

Paige loves all that there is to learn and do every day she is at work. She looks forward to strengthening her skills as she continues to assist in getting the horses ready for their race days. Who knows, Paige could even be the lead stable hand of the next Melbourne Cup winner - it's known to happen with Gai Waterhouse's horses.



"I'm gaining more independence and self-assurance. I'm trying to learn as much as I can about this industry. I love being around a good team of workmates, and the horses are so well behaved. I think this job has taught me a lot about responsibility, which will be good for me in the future."

*Paige
Employee/ WCIG participant*

"It's great to have Paige as part of our team. She has fitted in well and really understands what she is required to do. Working with the horses can be physically demanding, but Paige has taken it in their stride. I have noticed an uplift in Paige's confidence as she gets to know the horses, and the horses fall more in love with her."

*Rebecca, Stable Foreman
Gai Waterhouse Stables*

Employment Services

What We Have Achieved



Disability Employment Services (DES)

650

participants were placed into sustainable employment.

\$300k

spent on wage subsidies designed to support employers and DES participants with sustainable employment.

35

participants were placed into education, providing real work qualifications and skills.



450

employers registered with DES with recruitment needs.

\$165k

spent on supporting DES participants including licensing, housing, transport and clothing.

In 2021/22, participants attended face to face appointments again and DES continued to deliver its' high-quality service. Our priority to build meaningful relationships with local employers allowed us to create long-lasting opportunities for our DES participants with difficult barriers and who had been unemployed for a long time.

west@work

792

participants placed into employment, including:

532 participants in the Western region | 127 participants in the Eastern region | 107 participants in the Barwon region | 26 participants in the Central Highlands region.

1982

participants who registered with west@work.



530

employers registered with west@work.

12 employers have employed more than 10 participants.

We continue to work with existing employers and have developed new relationships to assist with placing participants into work. Several employers have employed multiple job seekers over the past 12 months. We also worked closely with the Department of Jobs, Precincts and Regions (DJPR) to assist businesses with their supply chain impacts to keep Victoria's supermarkets stocked.

National Panel of Assessors

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

Disability Services -

Cooking With Confidence

WCIG's NDIS cooking program offered much more than just a chance to learn how to cook. It provided an opportunity for the men of Foley House to boost their self-confidence and feel good about themselves. The 11-week program was designed to help them gain confidence and skills in the kitchen, so they can lead more independent and fulfilling lives.

The program was run by WCIG's – NDIS Support Worker, Anger (pronounced Anya). She is passionate about teaching others how to cook who enjoyed seeing the men of Foley House succeed. The participants learnt a variety of skills, including food preparation, knife skills and cooking techniques. They also had the opportunity to try new foods and flavours, which was a highlight for many of them.



Anger said that she "saw a huge confidence increase in the guys during their cooking classes" and that "they were always eager and willing to participate," with "so much excitement when they came to class." One participant, Robert, said that he felt "a bit funny about doing the program at first" but can now he "enjoyed every session and "never wanted the program to finish."

WCIG's cooking program taught the participants valuable skills, boosted their confidence and gave them a sense of achievement. When WCIG's cooking program started, the goal was to provide the chance for participants to learn how to cook for themselves. The results were much more than that. During the program, the budding cooks also gained a sense of self-confidence and pride in their abilities.

One participant, Eden, said he "didn't know how to cook and never felt confident cooking on his own". After participating in the program, however, he can now make a variety of dishes, including his favourite – quiche! He credits the program with giving him the skills and confidence he needs to succeed in the kitchen. Eden also said "the program has helped me bond with his fellow residents". Before participating in the program, he felt intimidated and didn't talk to anyone at Foley House. He now enjoys spending time in the kitchen with his friends, having a laugh and learning new recipes together.

The cooking program at Foley House has clearly had a positive impact on the participants. For many, it was life changing. It gave them a chance to see themselves in a new light and believe in their abilities. WCIG's cooking program with Foley House not only made a difference in the lives of the participants and positively impacted the whole community.

“

I didn't know how to cook and never felt confident cooking on my own. After participating in the program, I can now make a variety of dishes, including my absolute favourite – quiche! Eden, NDIS Participant

Disability Services - What We Achieved



220

participants received services from WCIG.

7,103

hours of individual support spent with NDIS participants.

62

new participants were welcomed into WCIG's NDIS services, connecting them with supports that fit their goals.



100%

participants enhanced their life and living skills via WCIG NDIS services.

4,561

hours of support coordination provided to NDIS participants.

Many of our NDIS participants have goals that relate to learning and developing their life skills. Support Coordination assists them to seek specific people/ organisations to help in achieving this. Our support workers engage on 1:1 level with NDIS participants to provide assistance where required along their path to reach their goals.



184

participants participated in WCIG's recreational, social and community-based programs.

835

hours of group-based activities through WCIG.

Youth Services -

Rising Above Adversity

Migrating from your home country and assimilating into a new way of life is not easy, particularly for young people, including Judith.

Judith is the epitome of resilience and determination. She migrated from Congo, Africa, to Australia several years ago with her father and siblings. Unfortunately, the family was unable to stay together. Instead, Judith endured several significant changes to her living arrangements before calling a place 'home'.

After suffering significant trauma within her family unit, Judith moved into foster care, where she would stay until she turned 18. At 18, she moved into a property managed by Anglicare's Compass Program. Upon turning 20, with Better Futures support, Judith successfully secured a private rental property in Footscray where she now enjoys her independence while focusing on achieving her education and employment goals. Judith's journey thus far, however, has not been without the continued support and reassurance of WCIG's Better Futures program.

Judith was referred to WCIG's Better Futures program while she was still studying VCE at Laverton Secondary College. She was about to turn 18 and leave foster care. It was a time when Judith felt very uncertain about her future.

When Judith began the Better Futures program, she was introduced to Luna, her Youth Worker. Together they would organise Judith's new living arrangements and work towards achieving her education, employment, health and wellbeing goals.

A strong bond between Judith and Luna flourished over time. In the beginning, Luna took Judith to African cafes around Footscray where she would feel most at ease and reconnect with the African cultural way. With an invested interest in Judith's upbringing and an understanding of her family history, concerns and vulnerabilities a robust and trusting relationship developed between the two.

Judith's successful transition was largely due to Luna's ability to guide her through the pros and cons of living independently, such as managing a budget, and paying rent on time. She also encouraged Judith to attend her care team's meetings and be involved in her care plan so that she could voice her preferences as to where she would like to live. After all, it was imperative Judith lived in an area she felt safe and welcomed, and she got all the home essentials she needed to settle in well (e.g., furniture).

Through Better Future's brokerage, four weeks rent was paid in advance to secure the property, the cost of the removalist was covered, and Judith was able to purchase all the necessities she needed.

Having settled into her new home, Better Futures, with Luna's unwavering commitment, is now supporting Judith in levelling up her employability skills. She is currently studying various short courses, including a barista and coffee-making masterclass, that will eventually open the doors to various employment opportunities within the hospitality industry. Judith was also provided with a laptop so that she could remain committed to her learning.

WCIG's Better Futures program will continue supporting Judith in achieving her goals until she turns 21.



“ Being a part of Better Future has been one of the best experiences. I have had a lot of help. I have been given a lot of opportunities. My worker, Luna, has helped me a lot, through my lowest and highest moments. all I can say is that I have had the best times with many more to come.”

Youth Services

What We Achieved



Better Futures

197

young people received Better Futures support.

6,444

hours spent directly assisting young people participating in the Better Futures program.

102

referrals processed and allocated by the Common Intake Panel.

99

community organisations were engaged with to provide young people various supports, including;

- 26%** real estate agents & housing providers
- 20%** education institutions
- 13%** health/mental health providers
- 11%** driving schools
- 7%** out of home providers
- 6%** employment agencies & legal services
- 5%** AOD services & government departments

81%

of young people, who received an active support response, have received an education, employment or living skills outcome.

\$200k+

brokerage spent directly on assisting young people on their journey to becoming independent and achieving their personal goals, through the Better Futures Program.

In 2021/2022, WCIG

- continued to oversee the Western Better Futures Common Intake across Western Melbourne, Brimbank and Melton areas.
- collaborated more closely with Department of Family, Fairness and Housing (DFFH) by contributing to the Leaving Care Panels, providing advice on complex participants and their circumstances.
- created a closer alliance with real estate agents to secure long-term housing for participants.

Home Stretch

92%

- of young people who were eligible for the Homestretch Independent Living have secured adequate housing,
- of young people who were eligible for Home Based Care, have remained residing with their carer.

658

hours spent directly assisting young people participating in the Home Stretch program.

\$152k+

spent directly on assisting participants of the Home Stretch Program.

4.5/5

rating given by participants of Better Futures and Home Stretch Programs.

Training Services -

Learning To Help Others

Elsa discovered a newfound confidence and passion for learning when she started studying with WCIG.

Elsa was the only family member living in Ethiopia when she migrated to Australia in 2004. Her highest level of education was Year 7, which she completed in her home country. She married at a young age and remained at home, raising her three children, which meant she was unable to pursue further education. Her insecurities, low self-esteem and lack of confidence escalated with minimal opportunity to connect within her community.

Elsa, however, never lost hope. She was determined to improve her employability skills and get ready for work by the time her youngest started school. And with that, her education journey began.

In April 2021, now as a single mum, Elsa knew that to gain employment, she would need to improve her literacy and numeracy skills. She was referred to WCIG's Skills for Education Employment (SEE) program. Elsa could complete a Certificate II in English as an Additional Language (EAL) within the program. Elsa felt very welcomed and loved meeting other students who had also migrated to Australia from non-English speaking countries.

As Elsa gained confidence and passion for learning, she began to enquire about other WCIG courses she could study, together with employment opportunities. She started to have ongoing conversations with her English teacher, program coordinator and WCIG's RTO Manager to gain advice on what next steps to take. During these discussions, Elsa indicated her strong interest in helping others. Consequently, she was referred to WCIG's Certificate III in Individual Support (Ageing and Home & Community), which she commenced in November 2021 while completing the SEE program.

As Elsa continued her studies, her teacher explored possible job opportunities within her local area. Elsa was keen to start work; however, it needed to fit within school hours so she could still be there for her children. Within a few weeks, Elsa was offered a job working for an NDIS service provider, and in February 2022, she began part-time work, three days a week, as a support worker for a wheelchair-bound client.

As of November 2022, Elsa has completed the SEE program, has progressed from Certificate II to Certificate III in EAL and continues to study hard in Certificate III in Individual Support. Elsa also received a scholarship awarded to passionate learners during Adult Learners Week 2022.

Throughout her learning journey, Elsa has proven to herself and others she is a force of nature - able to maintain her studies, work part-time and support her three children. She now embraces her love of learning, has created a positive approach to life and loves working within the Community Services sector. She has become a role model to her family, peers and the wider community.



“...time in the class with my peers showed me the light, the road to success. I am now confident, Before I was too scared and looking for excuses to stay inside. I can be anything I want to, Nothing is stopping me, even if I make mistakes. Keep going, no matter what. I can't wait to see where my learning journey takes me.

Training Services

What We Achieved



Skills for Education and Employment (SEE) Program

17

students were assisted in the SEE program throughout the year.

4,665

hours spent delivering the SEE Program.

32

students were referred to the program.

Skills First Reconnect Program

40

participants registered.

65%

participants went onto further education and got into accredited training.

75%

level of education and employment engagement achieved.

ACFE (Short Courses)

301

students completed an ACFE (short course).

29,202

teaching hours approved and delivered.

26

ACFE (short) courses offered throughout the year, including courses introducing students to WCIG's accredited.

Accredited Courses

197

students enrolled in accredited courses.

124

students received full qualifications.

84

students received a Statement of Attainment.

78%

students went into employment or pursued further education.

Social Enterprise

What We Achieved



Cleanable

22

staff with barriers to employment working with Cleanable.

63%

Cleanable staff faced barriers to employment before commencing with Cleanable.

\$425k

total wages for staff with barriers to employment (49.5% increase from last financial year)

For a copy of Cleanable's Social Impact Report, [click here.](#)

15,572

total hours of paid employment for staff facing barriers to employment (38% increase from last financial year)

35

total staff working for Cleanable.

“ (Before I started with Cleanable) my mental health wasn't great. I was always depressed or miserable and that, I would handle situations differently, whereas now I'm a very happy person, I'm feeling a lot better so I (can now) handle things differently. Selena, Employee

LoveLuvo

38%

of LoveLuvo faced barriers to employment before commencing work at LoveLuvo.

8

employees working at LoveLuvo.

5,600

500ml bottles saved from landfill from LoveLuvo's refill service. (41% increase from 2020/2021).

2,800

refill litres sold to customers.

For a copy of LoveLuvo's Social Impact Report, [click here.](#)

\$113.5k

financial contributions to local businesses.

33%

increase on last year's in financial contributions to women run businesses.

152%

increase on previous year's financial contributions to other social enterprises.

“ LoveLuvo has been a huge supporter of Kenshi Candles and purchased more candles than any other partner. This has directly helped Kenshi to grow so that we now have the capacity to make over 1,000 candles a week which in turn helps many great causes raise money to help disadvantaged people in our community" Michael Foldi. Kenshi Candles

Finance Report

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

The deficit for the financial year amounted to \$257,703. (2021: surplus \$3,424,057)

This report is presented on behalf of the Board.

Summarised Statement of Comprehensive Income

	2022 \$	2021 \$
Revenues From Ordinary Activities	16,470,967	16,480,026
Depreciation and Amortisation Expense	(1,428,725)	(1,292,871)
Employee Expenses	(11,311,380)	(9,2441,633)
Other Expenses From Ordinary Activities	(3,988,565)	(2,521,465)
Surplus from Ordinary Activities	(257,703)	3,242,057

Summarised Statement of Financial Position

	2022 \$	2021 \$
Current Assets	16,879,247	19,501,233
Non- Current Assets	3,422,379	2,564,305
Total Assets	20,301,626	22,065,538
Current Liabilities	6,441,536	8,360,769
Non-Current Liabilities	1,384,944	971,920
Total Liabilities	7,826,480	9,322,689
Net Assets	12,475,146	12,732,849
Retained Surplus and Reserves	12,475,146	12,732,849
Total Equity	12,475,146	12,732,849

Summarised Statement of Cash Flows

	2022 \$	2021 \$
Net Cash Flows From:		
Operating Activities	(3,181,288)	233,060
Financing Activities	0	0
Investing Activities	(1,409,380)	3,748,881
Net Increase/(Decrease) in Cash Held	(4,590,668)	3,981,941
Cash at the Beginning of the Financial Year	8,734,258	4,752,317
Cash at the End of the Financial Year	4,143,590	8,734,258

Acknowledgements

We acknowledge and appreciate the support of the following organisations:

WE CONTRACT WITH

Adult, Community & Further Education Board (ACFE)
Department of Education and Training (DET)
Department of Families, Fairness and Housing (DFFH)

Department of Jobs, Precincts and Regions (DJPR)
Department of Social Services (DSS)

Partners/Supporters

4GR
Ability Action Australia
Ability Rehab
Access Support Service Group Pty Ltd
Ace Care
AHAM Therapy
All Abilities Agency
AMA Group
Angela Boschen OT
Artful Warrior
Banyule City Council
Beginnings Early Learners (Sunbury)
Berry Street
Better Rehabilitation
Bloom Healthcare
Breakthru
Brimbank Council
Brotherhood of St Laurence
Budgetnet
Care Support Network
Carringbush Adult Education
Clarendon Community Mental Health Clinic -
St Vincent's Hospital Melbourne
Comm-Unity Plus
Connect2Care
CVGT Craigieburn
Disability Works Australia
Diverge Consulting
Diversitat
Djerriwarrh Community & Education Services
Djerriwarrh Health Services
Duke Street Community House
Earth Friendly Cleaning
Edgewater Medical Centre
Elderly Chinese Home
Encompass House
Everyday Independence
Farnham Street Neighbourhood Learning
Centre
Farris Care
GENU
Geronimo - Melton
Headspace Greensborough
Healthstin
Hearth

Hume City Council
IMVC
Interact
Jigsaw
JobCo
Job Prospects
John Holland
Kowanj Australia
La Trobe Community Health
Laverton Community Integrated Services Inc
Leisure Networks
LifeFul
Little Learners
Luus Industries
Mambourin
Maribyrnong Moonee Valley LLEN
Max Employment
McConnell Dowell
MeWell
Meadow Heights Education Centre
Melton Council
Mercy Home and Community Care
Mercy Mental Health Saltwater
MIND Australia
My Physio Evolution
My Plan Manager
NAHMS Community Team Central
National 360
National Positive Behaviour Support
NEAMI
North Melbourne Language & Learning
Northern Area Mental Health Service -
Noogal Clinic
ORACLE CMS
Ottoman Village Aged Care
Pelican Childcare Craigieburn
Peoples First Choice Australia
Plan Tracker
Prosper Consulting and Training
Proven Training Solutions
Rebecca Barnard Singing
Recovery Partners
Sarrina Russo
SENVIC
Social Traders

SPOT4U
Sydenham Medical Centre
The Gordon Skills and Jobs Centre
The Hive Early Learning Centres
The OT Group
Traffic Diversions Group
Transport Accident Commission
Trinity Bookkeeping Services
Uniting
VACCA
Victorian Elderly Chinese Hostel
Vision Australia
Wathaurong Aboriginal Co-Operative
Western Children's Health Centre
Westgate Aged Care Facility
Whitelion
Whiz Kidz
Williamstown Community and Education
Centre
Wise Employment
Wyndham Community & Education Centre
Yarraville Community Centre
ZOOM Recruitment



Our sites

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

Westgate Community Initiatives Group
PO Box 2182, Footscray, VIC 3011 | (03) 9689 3437
ABN 93235 712 322 | ACN 638 435 462
Registered Training Organisation - RTOID 4185