



Whittlesea Community Connections

Whittlesea Community Connections is a not-for-profit community based organisation providing a range of services and programs designed to address disadvantage within the municipality of Whittlesea.

Our services and programs include:

- Information, advice and referral for those needing community services
- Settlement casework, support and information for newly arrived migrants and refugees
- Emergency relief assistance for those in financial crisis and need
- Whittlesea Volunteer Resource Service, providing placement and support of community volunteers and assistance and guidance for volunteer involving agencies
- Whittlesea Community Legal Service, providing advice, support and community legal education, for people who live, work or study in Whittlesea
- Whittlesea Connect – Community Transport Service (commencing October 2006)
- Public Access Computer Resources
- Taxation assistance for those on low incomes
- Outreach Services

Our Statement of Purpose

Whittlesea Community Connections Inc. is a not for profit incorporated association established to provide services for the relief of poverty, sickness, suffering, distress, misfortune, disability, destitution or helplessness within the City of Whittlesea. Whittlesea Community Connections Inc. promotes the principles of equity, access and community participation through direct support and assistance, information and referral, the delivery of targeted programs and advocating for social change in the area.

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Committee of Management 2005-06

Peter Cleeland	President	Mr. Peter Cleeland LL.B, Federal MP 1984-96, Board Member Melbourne Market Authority; Board Member Health Super, Vice President Australian Drug Law Reform Foundation; Chairman, Board Member, Plenty Valley Community Health
Ivana Csar	Vice- President/Public Officer	Ms Ivana Csar BA and BSc, OAM, Principal Officer Lalor Living and Learning Centre
Carol Chetwynd	Treasurer	Ms. Carol Chetwynd, Manager, Plenty Community Credit Union, Lalor Branch
Greg Godfrey	Ordinary member	Mr. Greg Godfrey, Dip. Financial Planning (in progress), Financial Information Services Officer - Centrelink
Steven Gilbert (Until May 2006)	Ordinary Member	Mr. Steve Gilbert MBA, BSc, BA, Dip Soc Stud, Dip Ed, Manager of Counselling and Support at Plenty Valley Community Health
Sue Fraser	Ordinary Member	Ms Sue Fraser, Client Services Manager Kildonan Child & Family Services
Maureen Corrigan	Secretary	Ms Maureen Corrigan, Electorate Officer, the Office of Peter Batchelor MLA, Member for Thomastown
Sam Alessi	Official City of Whittlesea Representative	Cr. Sam Alessi BA, BEd, Dip. Teach, Grad. Dip. Computing, City of Whittlesea Councillor from 1997, mayor of City of Whittlesea 1997/8 and 2000/01, Teacher, Board member Municipal Association of Victoria, Board Member Victorian Council of YMCA's, Chairperson Yarra Plenty Regional Library Service
Raziye Baftiyar	Volunteer Representative	Emergency Relief Assessor
Rolf Peake	Volunteer Representative	Federation Computer Resource Facilitator, Whittlesea Volunteer Resource Service (graphic design and promotion, International Volunteer Day Working Group)

Staff

Jemal Ahmet	Manager
Emma Antonetti	Community Development & Access Worker (Teamleader Settlement Programs)
Catherine Bithell	Volunteer Placement Worker (New Arrivals)
Jill Cooper	Community Development & Access Worker (Teamleader Community Programs & Client Services)
Donna Dohnt (Maternity leave)	Community Legal Education Worker, Whittlesea Community Legal Service (job-share)
Richard Duffy	Community Legal Education Worker, Whittlesea Community Legal Service (job-share)
Vaithilingam Ganeshanathan	Accountant (p/t)
Maja Havrilova (To January 2006)	Community Legal Education Worker, Whittlesea Community Legal Service (job-share locum)
Ali Kassem	Placement And Training Officer, Whittlesea Volunteer Resource Service
Belinda Lo	Principal Solicitor, Whittlesea Community Legal Service
Grozda Nedeljkovic	Settlement Support Worker (Macedonian Community)
Susan Perkins	Placement & Training Support Worker, Whittlesea Volunteer Resource Service
Silvana Prestia	Community Lawyer, Whittlesea Community Legal Service
Dalal Samaan	Coordinator of Service Administration and Volunteers, Whittlesea Community Legal Service
Emma Sampson	Coordinator, Whittlesea Volunteer Resource Service
Kerri Schoof	Outreach Solicitor, Whittlesea Community Legal Service
Dalal Sleiman	Settlement Support Worker (Arabic Community)
Nivedana Srikantha (from March 2006)	Community Legal Education Worker/Outreach Solicitor Whittlesea Community Legal Service (locum)
Jenny Rayner	Community Development Worker (Best Start – Schools as Hubs Project)

Volunteers

Abdo, Souleiman	Legal Service Solicitor
Ahilaeswaran, Abarna	Tax Help
Al Ahmad, Houda	Community Information Team
Alderson, Elaine	Federation Computer Room
Alieski, Husein	Administration
Alkayali, Dina	Legal Service Day Team
Anthony, Maria	Legal Service Night Service Team
Arribas, David	Legal Service Day Team
Ardley, Margaret	Legal Service Solicitor
Askari, Rana	Settlement Team
Babali, Nejla	Community Information Team
Baddeley, Barbara	Community Information Team, Administration
Baftiyar, Raziye	Community Information Volunteer; Emergency Relief; Volunteer Resource Service
Baker, Debra	Community Information Team
Barry, Jan	Community Information Team; Settlement Team
Bayliss, Danielle	Legal Service Solicitor
Bayola, Evelyn	Tax Help
Berry, Jane	Legal Service Night Service Team
Best, Emma	Social Work Student Placement (La Trobe University)
Bithell, Cathy	Emergency Relief
Buhagiar, Kelly	Legal Service Day & Night Service Teams, Emergency Relief
Burns, Joshua	Federation Computer Room (Epping Secondary College Placement)
Caruana, Michelle	Legal Service Day Team
Corrigan, Mathew	Legal Service Solicitor
Caratozzolo, Stella	Community Information Team
Carlsson, Reinhold	Community Information Volunteer; Emergency Relief
Cavallaro, Nicole	Legal Service Day & Night Teams
Chitgar, Rabeh	Legal Service Day & Night Service Teams
Chong, Jeen	Legal Service Day Team
Ciarma, Oriana	Community Information Team
Cirakman, Gulten (Sue)	Community Information Team
Cleeland, Peter	Legal Service Solicitor
Colaluca, Eveline	Community Information Team
Cornelious, Jenelle	Community Information Team
Crawford, Naomi	Tax Help
Cvetkovski, Saso	Community Information Team
Dayag, Rizza	Community Information Team, Federation Computer Room
Del Castillo, Aida	Community Information Team
Dellios, Paul	Legal Service Solicitor
Dharmatilake, Amara	Community Information Team
Eldridge, Vikki	Community Information Team
Eliopoulos, Joanna	Community Information Team
Ellis, Jean	Community Information Team
Evagora, Rita	Community Information Team
Farid, Rosemary	Settlement Team
Fallar, Jessica	Legal Service Night Team
Faumina, Ruth	Community Information Team
Filipowicz, Sylvia	Legal Service Day Team
French, Peter	Settlement Team
Galatas, Sotiria	Legal Service Day Team
Gargano-Reddy, Lena	Community Information Team
Gauci, Simon	Legal Service Day Team
Gehrig, Charlene	Tax Help
Georgiou, Elizabeth	Settlement Team
Goodwin, Andrew	Community Information Team
Grima, Tracey	Legal Service Day Team
Grose, Stacey	Legal Service Night Service Team
Gualtieri, Marivel	Community Information Team
Guerra, Karla	Legal Service Day & Night Service Teams

Guthrie, Marnie	Settlement Team
Hains, Rhonda	Community Information Team
Hancock, Frank	Community Information Team
Harris, Trent	Legal Service Solicitor & Night Team
Hassoun, Nada	Settlement Team, Legal Service Day Team
Hawkins, Gary	Community Information Team
Haycraft, Caroline	Legal Service Day Team
Jaconis, Sebastian (Dinny)	Community Information Team Emergency Relief; Federation Computer Room
Jarwal, Maneesh	Community Information Team
Jayasinghe, Kanthi	Legal Service Day & Night Teams
Johal, Sandeep	Legal Service Day Team
Kostova, Ljubica	Legal Service Day Team, Emergency Relief
Kuganesan, Kumithini	Tax Help
Kubat, Kaitlin	Legal Service Night Team
Lewis, Selina	Legal Service Day Team
Lograsso, Robyn	Community Information Team; Volunteer Resource Service
Loh, Su-Ann	Legal Service Night Service Team
Majeed, Aida	Community Information Team
Malavde, Shruti	Tax Help
Malavisi, Italo	Community Information Team
Marassi, Christina	Legal Service Day Team
Mandawala, Sachini	Legal Service Day & Night Service Teams
Mantelburger, Santiago	Federation Computer Room
Markovska, Jenny	Community Information Team
Mcdermott, James	Legal Service Solicitor
Miller, John	Community Information Team
Naumovska, Monika	Legal Service Night Team
Nikoliev, Nik	Federation Computer Room, Volunteer Resource Service
Nuro, Gemila	Settlement Team
O'Brien, Shaun	Federation Computer Room
O'Brien, Susanna	Legal Service Day & Night Teams
Olsen, Julie	Community Information Team
Ozmanian, Tosen	Federation Computer Room
Palavikas, Alana	Legal Service Day Team
Patil, Suchitra	Community Information Team
Peake, Rolf	Federation Computer Room, Volunteer Resource Service
Penny A Libreri	Legal Service Day Team
Penny, Zeinos	Legal Service Night Service Team
Petrovska, Betty	Community Information Team
Prasad, Chandrika	Community Information Team
Rachman, Robyn	Community Information Team
Radtke, Neil	Federation Computer Room
Rausa, Joe	Legal Service Solicitor
Regos, Andrew	Community Information Team
Rivett, Raymond	Federation Computer Room
Roberts, Dilan	Legal Service Day Team
Romirez, Clementina	Settlement Team
Samuel, Ruthe	Tax Help
Saras Wati	Settlement Team
Saxena, Deepak	Federation Computer Room
Seymour, Judith	Community Information Team
Shead, Nicole	Legal Service Day Team
Shi, Daniel	Legal Service Day & Night Teams
Shoukor, Eman	Community Information Team; Settlement Team
Sidrak, Shoukry	Tax Help
Simmons, Rosemary	Settlement Team
Simpson, Sandy	Tax Help
Singh, Ajay	Legal Service Day & Night Service Teams
Spooner, Nicole	Legal Service Day Team
Sribalachandran, Nadarajah (Bala)	Community Information Team
Srikantha, Vallinayaki (Valli)	Emergency Relief
Stasimirovska, Alex	Legal Service Night Service Team
Stankovski, Alex	Legal Service Day & Night Teams
Struve, Sarah	Community Information Team

Sumertas, Ipek	Emergency Relief
Sumertas, Selim	Legal Service Day Team
Temouskos, Peta	Settlement Team
Tankir, Sevda	Legal Service Day Team
Thompson, Patricia	Settlement Team
Tobgi, Edward	Federation Computer Room
Topalis, Penny	Community Information Team
Tran, Kelvin	Legal Service Night Service Team
Uppa, Suseela	Community Information Team
Vaselinovski, Despina	Legal Service Solicitor
Vavouris, Angelo	Community Information Team; Federation Computer Room
Vidakis, Nina	Community Information Team; Volunteer Resource Service
Waldi, Owen	Settlement Team
Walia, Charanjit	Federation Computer Room
Wettasinhe, Wansaja	Legal Service Day Team
Wighton, Michael	Legal Service Solicitor
Williams, Greg	Legal Service Day Team
Wilcox, Tom	Legal Service Solicitor
Wong, Terence	Legal Service Day Team
Yekenkurul, Neva	Settlement Team
Young, Mary	Legal Service Day Team
Zhang, Karen	Legal Service Day Team



International Volunteer Day, 2005

President's Report

I am delighted to be able to present the annual report of Whittlesea Community Connections for the financial year ending in June 2006.

As you read and acquaint yourselves with the detail of achievements from each program and service area you will get a feel for not only the range of the work undertaken but also for the dedicated way in which our team of paid staff and community volunteers have consolidated and increased services to Whittlesea's communities. The Teamleaders, staff and volunteers in all areas of the agency's work are to be congratulated for their commitment, their client and community focus and for the continued striving towards excellence in service development, planning and delivery.

In particular, special mention needs to be made on the work of our Settlement Services and Whittlesea Volunteer Resource Service teams. At the beginning of the year both program areas were under considerable strain as funding terms were approaching an end. We were faced with the prospect of losing three out of four of our settlement workers as well as all of our volunteer resource service staff. Emma Antonetti (Settlement Teamleader) and Emma Sampson (WVRS Coordinator) worked extremely hard and long to ensure the continuation of these important services. They were more than ably supported by their teams who ensured that (despite not knowing if they would have a job or not after 30th June) continued to deliver high quality services to community members. The whole organisation is extremely proud of the manner in which the individuals within these teams responded to challenges at this time. That hard work has been rewarded and all positions have been secured, for the time being at least.

The organisation has also worked very hard to ensure that it remains very much embedded as a key community resource by providing service responses to changing and growing community need within Whittlesea. Extensive lobbying, and a great deal of hard work, has resulted in placing us on the threshold of establishing the municipality's first municipal wide community transport service. Our first two community buses will be on the road in October 2006 and we look forward to expanding and growing this service over the coming years. We were greatly assisted by LINK Community Transport (LCT) throughout the whole process of obtaining funding for this project and look forward to a close working partnership with LCT. We are very appreciative of the hard work, expertise and collaboration of Narelle Staub (LCT Executive Director), Jo Spence and Patricia Fanning throughout.

An important achievement of WCC over this, and previous years, has been the way it has strengthened its connection with Whittlesea's communities. Each and every program of the agency has the integral involvement of community volunteers in an ever-expanding range of roles. We will continue to develop and consolidate our partnership with and ownership by the community and to this end we have taken steps to amend our rules to ensure that those who work, study or live in the City of Whittlesea remain the focus of our work and decision making processes.

WCC has had tremendous support from all funding bodies (state, federal and local government) throughout the year. However, I would like to make particular mention of the support given by City of Whittlesea councilors and staff. The continuing support of the City of Whittlesea in our work provides us with the confidence we need to proactively pursue projects and initiatives designed to meet service gaps and respond to a rapidly growing population.

The commitment, hard-work and dedication of my fellow Committee of Management members has been key to maintaining a well-run and accountable organisation with an excellent and growing reputation within the community, with funding bodies and with other agency's and organisations. I commend all concerned with the impressive achievements of this past year.



Peter Cleeland
President

Manager's Report

If we measure success by the quality of results achieved, then WCC has had a remarkable year. Our programs are now more accessible; our outreach services have extended the reach of our services; we have begun to be recognised as key to the service infrastructure of this vibrant and exciting community and our collaborative and partnership work has blossomed.

If measure success by the ability to respond to challenges and overcome them, then WCC has had an amazing year. We stepped into 2005-06 knowing that we could lose more than a third of our staff team (6 people) if we did not succeed in underpinning our important programs with new sources of funding. This was always going to be an up-hill struggle but we have some very impressive talent within the organisation. The sheer hard work and the application of talent and skill (by Emma Sampson and Emma Antonetti in particular) resulted not only in keeping all our staff but also has given us the opportunity to add a new service (Whittlesea Connect Community Transport Service) and increase staffing for the new financial year ahead.

Despite the challenges of the past year, Settlement Programs increased its services and the number of newly arrived migrants and refugees assisted. 1,966 services were delivered to 780 newly arrived migrants and refugees from 46 different countries. The excellent work of the Whittlesea Multicultural issues Network continues to grow under the guidance of our Settlement Services Teamleader. This group is now recognised by the Department of Immigration and Multicultural Affairs with the status of a Local Settlement Planning Committee. This provides Whittlesea with an opportunity to ensure that the ever growing and evolving settlement needs of the area are fed through to state and national settlement planning processes.

The Whittlesea Volunteer Resource Service completed its third year and provided 959 client services to more than 300 community members. It is a testament to the hard work and creativity of this team that one in two people who presented with an interest in volunteering were successfully placed as volunteers. The WVRS training program continues its high output and 377 local people attended training and information sessions during the year.

Our Community Programs and Client services consists of Community Information and Referral, Emergency Relief, Public Access Computer facilities and Tax Help. Jill Cooper, our Teamleader for this area, has worked with a strong group of community volunteers to deliver important programs and services. Emergency Relief, delivered by paid staff and community volunteers, has yet again surpassed the previous year's numbers in both the amount of funds distributed and the number of people assisted. The support of organisations such as the Queens Fund has been integral to the achievement of increased assistance to the community this year. The Tax Help program has assisted another record number of people on low incomes complete their annual ATO tax-return. Our public access computer facilities received an important up-date to computer systems thanks to a state government grant and, despite a period of being out of commission for this up-grade, increased the number of individual episodes of use from 707 in 2004-05 to 841 in 2005-06.

The Whittlesea Community Legal Service has now completed its second full year of operation and has become a key feature of the service infrastructure of the area. Over 800 clients were seen and assisted with a combination of advice, referral and legal casework. 23 community legal education sessions were also conducted, contributing to increasing the knowledge and awareness of the local community in relation to legal rights and responsibilities.

With support from Victoria Legal Aid, we have been able to consolidate our legal service team of staff and increased the reach and range of our work. A third outreach service has been added (at Anglicare-Lalor), an issue based outreach designed to increase access to women who have experiences of family violence.

The ever-growing partnership between WCC and the broader Whittlesea community is perhaps the most valuable and rewarding part of our work. To not only deliver important services to the community but also to do it alongside active community members from a range of backgrounds, ages and experiences I think makes this organisation unique.

I would like to thank our committee of management for their on-going and relentless support and for the confidence and trust they have shown in the whole staff team of the agency. Without the bed-rock of that support, the achievements outlined within this report would not have been possible.

**Jemal Ahmet
Manager**

Settlement Programs Report

More than 1,966 services were delivered to 780 newly arrived migrants and refugees in 2005-06. More than 77% of clients arrived in Australia less than 5 years ago from 46 different countries. Around 60% of services were provided to family stream migrants from countries including Macedonia, Iraq, India, Sri Lanka, China, Vietnam and Turkey.



A significant proportion, 40%, of settlement support was provided to humanitarian entrants, who originated from 18 different countries. Communities such as Sudan, Burundi, Liberia and Sierra Leone, represented new and emerging communities, with no previous migration history in Australia. Settlement casework provided to refugee communities, reflects the impact of conflict, dislocation and long periods in refugee camps without basic service provision. Settlement services have therefore provided complex and on-going support for this client group, complemented by invaluable informal support networks.

More than 30 different types of services were provided to all newly arrived migrants and refugees however, provision of settlement information, advocacy to access essential services and family reunion were the top three services. Other priority issues, fundamental to settlement, included income, housing, health, emergency relief and education.

Fig 1 Country of Origin – Humanitarian Settlement Clients

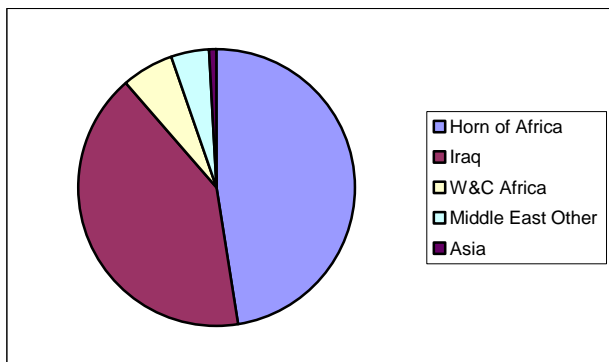
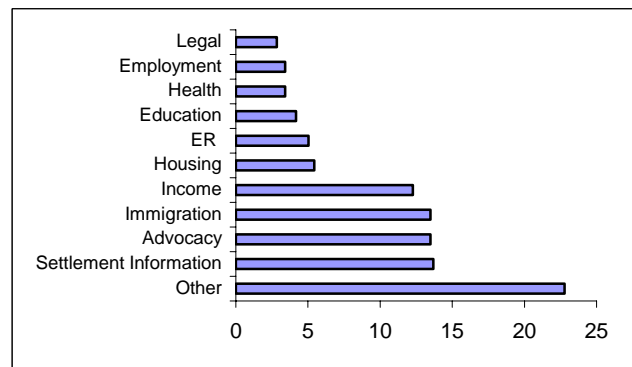


Fig 2. Settlement Services Provided 2005-06



Settlement Volunteers

Delivery of settlement programs would not be possible without the involvement of volunteers, who carry out essential roles such as community development, bus driving, child-care, English tutoring and playgroup facilitation. We would like to extend a special thank you to the following volunteers for their invaluable help this year: Owen Waldie, Rana Askari, Jan Barry, Patricia Thompson, Rosemarie Farid, Rosemary Simmons, Peta Temouskos, Nada Hassoun, Neva Yekenkurul, Marnie Guthrie, Gemila Nuro, Saras Wati, Clementina Romirez and Peter French.

Refugee Week

To raise the awareness of refugee experiences and to celebrate diverse stories of survival and community strength an event was organized for Refugee Week October 2005. In partnership with Multicultural Arts Victoria and City of Whittlesea and funded by the Victorian Multicultural Commission, the African Drama Group performed *My Story* to students at Lalor Park Primary and Lalor North Secondary College. This play was based on short stories that explored African refugee youth experiences of settling in Australia and finding a new home, friends and community. To further promote understanding of refugee experiences, a Refugee Week display was also coordinated at Thomastown Library. This display was thankfully developed by contributions from local refugee communities.

Settlement Programs Report

diverse Arabic speaking countries, including Iraq, Sudan, Lebanon, Syria, Tunisia and Eritrea. The Arabic Women's Group acts a valuable mechanism for providing settlement support in a safe and protected environment. Overcoming access barriers such as transport are crucial to participation and without the support of our volunteer bus driver, Owen Waldie, in particular, isolated refugee women would not be able to be part of this network.

As well as rebuilding social support networks, the Arabic Women's Group provides information about settlement issues and essential services available in the local community. This is particularly important for the increasing numbers of women arriving under the women at risk visa category. As female-heads of larger families, these women require additional support within their new settlement context. More than 10 information sessions were provided on issues such as child development, health, women's health and financial literacy and consumer and credit. This information improves understanding and confidence to access services and informs mainstream service providers about the needs of new arrival migrant and refugee women and families.



Volunteer English Tutoring Program

This program was firmly established in 2005-06, with 5 volunteer English tutors providing various levels of English tuition. The Volunteer English Tutoring Program targets women who face barriers to participating in formal English classes due to lack of child-care and transport. Improved English language skills have led to increased confidence to engage with the wider community.

Community Information

A range of settlement information was delivered to diverse migrant and refugee communities in Whittlesea. Information session included financial literacy, consumer rights, wills and probate and women's health. Family reunion remains an important issue for migrants and refugees and topics such as partner visa changes, domestic violence provisions and remaining relative were presented on the SBS Macedonian radio program. Information regarding the humanitarian application process, presented by the Refugee and Immigration Legal Centre, was delivered to local refugee communities including Iraq, Sudan, Burundi, Liberia and Sierra Leone.

Whittlesea Multicultural Issues Network

The role of the Whittlesea Multicultural Issues Network (WMIN) is to inform mainstream services and advocate on behalf of CALD and new and emerging communities. Achievements this year have included establishment of local bus tours for new arrivals. Successful partnerships with the City of Whittlesea, NMIT Epping, Centrelink and Plenty Valley Community Health, have ensured that newly arrived migrants and refugees have greater awareness of local services and reduce access barriers. A program of information sessions to improve quality of service provision was also developed and included sessions such as working with interpreters, CLD youth, immigrant women and family violence and emerging Arabic Speaking communities. More than 100 workers attended these sessions over the year. In 2006-07 WMIN aims to strengthen local partnerships and address emerging settlement needs collectively.



English Conversation sessions for new arrival African women

Whittlesea Volunteer Resource Service



Now in its third year of service, the Whittlesea Volunteer Resource Service (WVRS) has continued to grow, providing significant opportunities for community participation and connection within Whittlesea.

In 2005-06, 959 services were delivered to over 300 community members interested in volunteering. Over 500 enquiries from those interested in volunteering and 223 volunteers came into WVRS to register their interest in volunteering. Of those who registered to volunteer;

- 52% were from CALD backgrounds, from 41 different countries
- 43% were unemployed and 72% on a Centrelink benefit
- 10% identified as having a disability
- 20% were young people (Under 25) and 22% were over 55 years.

Almost 50% (108) of those interested in volunteering went on to start volunteering, with office administration and reception being the most popular type of volunteer role, followed by assisting young people & children, volunteering in disability support services, providing community information & in areas of professional background (eg; IT, Accounting, Social Work). People continue to volunteer for many reasons, the most commonly stated of which are to gain experience, assist with finding employment, give back to the community, get out of the house and to practice skills, including English.

Volunteer information & training,

The provision of training & skill development is critical in building the capacity of local volunteers. A total 377 volunteers attended training and information sessions facilitated by WVRS. Information sessions delivered included 13 general volunteer information sessions, 2 information sessions to seniors groups and 2 to schools, a women's information session held as part of Active Women's week.

Volunteer training was developed in partnership with local training providers (Lalor Living & Learning Centre, NMIT) and through consultation with volunteers & local volunteer involving organisations to identify the knowledge and skill gaps of volunteers. Training provided in 2005-06 included Introduction to Computers, First Aid Levels 1, 2 & CPR, Food Handling, Introduction to Aged Care and Cultural Awareness training.

Promoting & recognising volunteering

WVRS also facilitated the second annual local event for International Volunteer Day (IVD), which was a family picnic held at Norris Bank and attended by over 150 volunteers and their families. Volunteering was promoted locally through National Volunteer Week, with promotional displays at key locations around the municipality. Four editions of Whittlesea Whisper, a newsletter for local volunteers, were distributed to all new volunteers in the year, and the newsletter continue to evolve in both style and content, thanks to the creative abilities of Rolf Peake.

Volunteering as a pathway to settlement

Volunteering is one way for newly arrived migrants and refugees to connect to their new community, build self-confidence, practice English and gain experience in the Australian workforce. 162 new arrivals were assisted with volunteer information, referral and support, and of the 59 new arrivals that registered to volunteer, 19 went on to obtain a volunteer position. A volunteer information session was conducted with 50 new arrivals as part of an AMEP class, 28 new arrivals were linked into & attended WVRS Information sessions on Volunteering, while a further 13 new arrivals attended an Employment & Job Search information session. Barriers to obtaining placements for new arrivals included the need for immediate employment to support themselves/their families, studying further English, lack of childcare and/or transport available & lack of relevant opportunities available locally.

Whittlesea Volunteer Resource Service

In order to explore further avenues for accelerating the settlement process and equally to provide meaningful opportunities for community participation, a feasibility study was conducted with local service providers and new arrivals to explore the viability of a community-mentoring project in Whittlesea. A range of recommendations were identified for developing a mentor project in Whittlesea, including identifying the settlement needs of new arrivals, provision of effective recruitment, training and support for community members involved as mentors, clearly defining the role, activities and scope of mentoring, and engaging local mainstream & settlement services to develop a coordinated approach to addressing settlement needs. WVRS in partnership with Settlement services are currently establishing this exciting new project as part of the support services offered by WCC.

Volunteering as a pathway to employment

For many in Whittlesea, volunteering is also a pathway to employment. 183 volunteers were assisted through Volunteer Work Initiative (VWI) program, which aims to provide people receiving Centrelink benefits, with the opportunity to volunteer to gain experience, maintain & gain new skills, widen networks and keep active. Many of those assisted were parents returning to workforce are increasingly looking to volunteer as a transition back to work, and those over 50 to keep active, give back to the community and also to undertake a mutual obligation activity.

WVRS continued to develop links with Epping Centrelink and the local Job Network Members, to ensure those who are unemployed have access to volunteering as an option. With an increased focus on employment outcomes however, the service faces ongoing challenges in effectively ensuring community members can access volunteering, and that volunteer-involving agencies are not adversely affected by the obligations of volunteers to undertake job-search activities.

Supporting local agencies & increasing volunteering opportunities

WVRS has continued to support the capacity of local agencies to involve and support community members as volunteers. The Whittlesea Volunteering Forum met 4 times during the year, and has developed further local membership. The forum is a local network to support & promote volunteering in Whittlesea and highlight any emerging issues impacting on volunteering. The service provides consultation on volunteering-related issues to local & regional agencies, and during the year held training sessions on Volunteer funding/grants & Getting Started to Involve Volunteers. WVRS has also worked closely with local schools, Plenty Valley Community Health Services & Council to encourage volunteer participation & highlight the benefits of local community engagement through volunteering.

Community Engagement in Whittlesea

A highlight of the year was the community engagement forum, held on the 14th of September at Thomastown Library. The forum, funded through the Department of Victorian Communities, brought together 80 service providers, government agencies and community groups to discuss the building of community involvement and volunteering in the Whittlesea municipality. A range of workshops were delivered on how to involve local people in service delivery, how to meet the challenges and opportunities offered by a culturally diverse community, and on key changes in volunteering over recent years.

There was broad consensus by those attending the forum on the need to develop strategies and approaches that involved working in partnership with local communities in both service planning and service delivery. Volunteering was highlighted as an essential foundation for community engagement and participants were agreed in working together to develop a Community Engagement Framework for Whittlesea. WVRS have begun working on a framework, which will involve establishing basic principles to under-pin the development and sustaining of community involvement and participation approaches relevant to local needs.

Community input at WVRS

Volunteers with WVRS, while small in numbers, contributed in important ways to our services being effectively delivered in the community. Particular thanks go Raziye Baftiyar, Rolf Peake, Robyn Longrasso, Nik Nikoliev & Nina Vidakis who volunteered their time, expertise, creativity and local knowledge.

Whittlesea Community Legal Service

The Whittlesea Community Legal Service (WCLS) has continued to be extremely busy in all aspects of casework, community legal education and volunteer training for the last financial year. The WCLS is indebted to the invaluable and active involvement of the student, community and solicitor volunteers who have made considerable contributions to the operation of the legal service.



WCLS operates Monday to Friday from 9.00am to 5.00pm. Most casework, community legal education and law reform work takes place during these times. The Day Service sees clients from Monday to Friday. A Night Service also runs every Monday (excluding public holidays) from 6.30pm to 8.30pm. The night service is staffed purely by volunteers.

Outreach Services

Kildonan Child and Family Services

The WCLS, in partnership with the Preston office of Victoria Legal Aid continues to provide a weekly outreach to Kildonan Child and Family Services ("KCFS") located in McDonald's Road, Epping. The Outreach has six appointments available every fortnight and is always well attended. We appreciate the co-operation and support of Victoria Legal Aid Preston in this very successful partnership for the benefit of the Whittlesea municipality. Appointments can be made via WCLS.

Mill Park

The WCLS also provide a fortnightly outreach service to Mill Park Neighbourhood House, in the alternate weeks that the outreach is not at KCFS. The Mill Park outreach has expanded its number of appointments to six per fortnight in response to community demand. Appointments can be made at WCLS.

Anglicare Family Services

This year we are trialling a new form of outreach that is specific to legal matters as opposed to purely geographical outreaches. This is in response to the number of family law and family violence matters that the legal service sees. We are grateful to the Anglicare team for their co-operation and accessibility in this regard. Appointments can be made at WCLS.

Casework statistics 1 July 2005 to 30 June 2006

- Number of advices undertaken: 633
- Number of opened files: 325
- Number of closed files: 185
- Number of info and referrals: 373
- Total number of clients seen 813**

Duty Lawyer Services

WCLS takes part in the Intervention Order Duty Lawyer Service at the Broadmeadows Magistrates Court. WCLS is rostered once a month and gives advice to applicants in family violence matters. On average 4 clients per duty lawyer session are seen. We are grateful for the efficiency and support offered by Broadmeadows Community Legal Service who co-ordinate the Duty Lawyer Service, in particular, Flora Culpan. A large number of Whittlesea residents attend the Broadmeadows Court for Intervention Orders and we value our participation in this very worthwhile service.

We take this opportunity to acknowledge the invaluable assistance of the Berry Street Domestic Violence Outreach workers who are very supportive of our clients who attend at the Broadmeadows Magistrates Court.

Night Service

The Night Service operates on a drop-in basis from 6.30 to 8.30pm every Monday night. We are indebted to the goodwill of our solicitor and community volunteers that are assisting to establish and maintain this very important service to Whittlesea's communities.

The structure of the Night Service comprises of three para-legal teams of volunteers. Each team includes four volunteers. There is a Night Service coordinator who is responsible for opening and closing the service, co-ordinating solicitor and para-legal volunteers and the like. The para-legal volunteers interview the client at first instance, and then brief the volunteer solicitor on the matter.

Community Legal Education (CLE)

We have a four day per week CLE position which enables the legal service to take an active role in educating and developing community knowledge about legal issues.

During the year 23 CLE sessions have been conducted. The sessions have included 11 Wills CLE sessions and 4 sessions aimed at young people in relation to youth rights and responsibilities.

Volunteer and Pro Bono Work

WCLS's work could not be carried out without the invaluable assistance and support of our volunteers. WCLS has volunteers working with the Service during all its operating hours. The volunteers assist the service in a myriad of ways which includes, but is not limited to the following:

- Administration
- Research
- Casework
- Presenting talks and community legal education sessions

We have approximately 45 volunteers, the majority of whom live locally.

We have had two inductions for Day Service volunteers with Dalal Samaan, the Co-Ordinator of Service Administration and Volunteers. The volunteers undergo a comprehensive two day induction program with the Agency. They are then mentored by existing volunteers at the front desk, or at the Night service. Our volunteers perform tasks as directed and supervised by the Day Staff. Our day volunteers also assist with casework and CLE when requested to do so.

Donna Dohnt, one half of our Community Legal Education Team has been on maternity leave this year. Maja Havrilova replaced her as a member of our team from May 2005 to January 2006. Nive Srikantha then worked as a Community Legal Educator from March to September 2006. Both Maja and Nive were previously volunteers with the Legal Service. Kerri Schoof had six months leave from February 2006. Her three-day outreach position was also filled by Nive Srikantha.

The WCLS is one of four legal centers in the State that receives only State Government funding. We have been attempting to diversify our funding opportunities by lobbying for Federal Government funding as well.

Emergency Relief

WCC is second-largest provider of Emergency Relief (ER) to those living in the City of Whittlesea (behind Salvation Army Plenty Valley). The ER program has continued to grow this year (as has been the trend in recent years) in terms of dollar assistance distributed, as well as assisting a record number of clients assisted throughout the year.

This year saw us providing 1,272 individual cases of assistance (up from 1,019 in 2004-2005), and distributed \$63,039 to City of Whittlesea residents. Our major source of funding comes from the Department of Families, Community Services and Indigenous Affairs (FaCSIA), however we are very thankful for the additional support our clients have received through the The Queen's Fund, which provides a once-off additional level of support for single women. We were also able to assist a small group of clients for their "back-to-school" costs, with a donation from the outgoing City of Whittlesea Mayor Cr. Sam Alessi in December 2005.

We are constantly made aware (almost on a daily basis) that the funding that we receive for Emergency Relief does not satisfactorily meet the demand of those who are requesting assistance in our community, and one of the challenges for the next year will be to seek alternative forms of support for this program.

The second WCC Emergency Relief survey was completed in June 2006, and involved just over 260 of our ER clients, and the report which includes both our client's responses to the questions about why they were seeking ER, and a comparison to the results of the last survey undertaken in 2002 will be available for distribution in the coming weeks. We are hoping that this survey will help us to be able to highlight what the major issues for local clients are, and where potential gaps exist in the services clients are receiving, and be able to inform our agency on issues that we may need to advocate on behalf of our clients on.

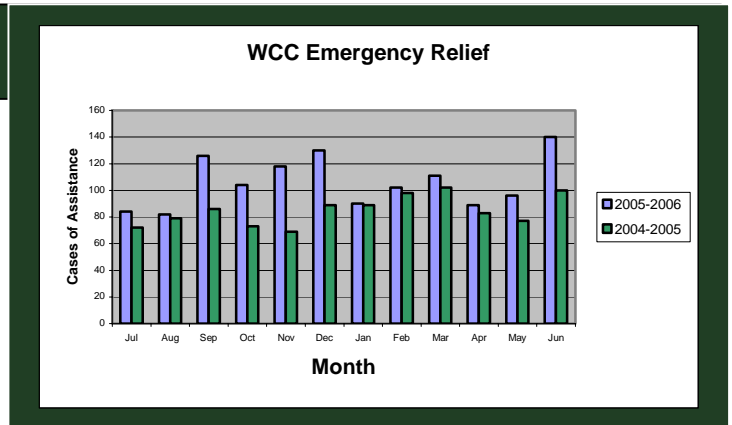
We continue to Coordinate the Whittlesea Emergency Relief Network, which is made up of Emergency Relief Providers in the City of Whittlesea. We have also worked closely with the other Community Information Centres in the North-Eastern suburbs of Melbourne to provide information and support to each other, as we face the issues of working in this area.

In the second half of 2006 WCC will be taking over the ER service in Whittlesea Township that was previously being done by Plenty Valley Community Health, through outreach at the PVCH offices in the township. FaCSIA have given us a similar amount of assistance to what was previously been given to PVCH, and we believe this will give us a good opportunity to not only provide assistance to clients locally, but also inform our agency of some of the needs of people living in the Northern end of the Municipality.

In the second half of 2006 WCC will be taking over the ER service in Whittlesea Township that was previously being done by Plenty Valley Community Health, through outreach at the PVCH offices in the township. FaCSIA have given us a similar amount of assistance to what was previously been given to PVCH, and we believe this will give us a good opportunity to not only provide assistance to clients locally, but also inform our agency of some of the needs of people living in the Northern end of the Municipality.

A brief snapshot of the clients assisted with Emergency Relief in 2005-2006:

- 30% of total number of clients seen were presenting at WCC for the first time (we aim for 25% as a minimum, to ensure that the service is open and accessible to as many people as possible)
- 69% of assistance given was to female clients
- 22% of clients seen were from Culturally and Linguistically Diverse (CALD) backgrounds
- 46% of clients were housed in private rental properties



Information & Referral Services

It has been another busy year for our core Information and Referral service, with Community Information volunteers responding to almost 6,000 separate information requests from members of the public. On top of daily phone calls for WCC staff members, and those other agencies co-located at Shop 111, our Community Information Volunteers have had a busy year!

We have continued to welcome new volunteers to this role throughout the year, with again a large number of volunteers undertaking the CHCCS6B "Assess and Deliver Services to Clients with Complex Needs" course at Lalor Living and Learning Centre. Several of our volunteers during the year have moved back into different courses of study, and/or have been successful in obtaining employment, and we wish all those who have left our agency during the year the very best for their future endeavors.

The growth of the Community Information team has now guaranteed good volunteer coverage in our reception area for each day of the week, and several of our volunteers have acted as Mentors for new volunteers as they have undertaken the 14-hour work placement component of the course. It is always a great joy (and relief) when we can sign off on all the formal components of the Community Information Victoria training, and volunteers have completed the course, their probation period and have received their Certificate of Accreditation from CIVic.

In terms of information requests, the graph at the top of this page gives some idea of the types of requests that were being dealt with by our Community Information Volunteers across the past year:

Across the year we have continued to both facilitate and co-facilitate the 1-day Information Day on behalf of Community Information Victoria, which is a prerequisite for those interested in the role of Community Information Volunteer. It has continued to be valuable for us to be involved in this on a regular basis, as it ensures that volunteers will be able to attend a session locally, instead of having to visit the CIVic offices in the City. We continue to work closely with other Community Information Centres in the North Eastern Network, but have a close working relationship with Community Information Diamond Valley and Darebin Community Information & Support Centre in the area of training volunteers for this role.

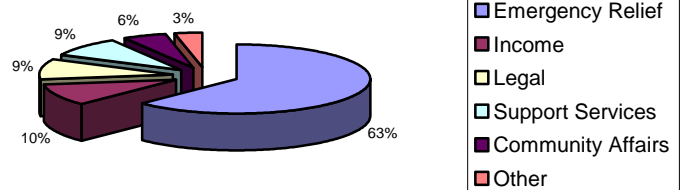
During the year we continued our tradition of providing a placement for a Social Work student to participate in our team, and Emma Best from LaTrobe University was with us for her 70-day placement. Emma quickly took a lead role in not only Emergency Relief assessments, but was an invaluable part of the team in the preparation and design for the Emergency Relief Survey, which was conducted early 2006. It was with a great amount of joy that Emma committed herself to continuing as a regular volunteer with the ER Survey Project, and was one of the lead volunteers alongside Julie Olsen in conducting this important project. With the continued help of Julie and Emma, we are looking forward to the survey report being completed in October 2006.

As part of this report, I (Jill) would like to thank all the volunteers in the Community Programs & Client Services Team who so faithfully turn up to not only their volunteer shifts, but all the additional meetings, training sessions, supervision and support sessions that assist them with their role. Many of our volunteers work either multiple sessions on the roster, or work in 2 or more volunteer positions within our Agency, and we very much appreciate the skills and insights they bring to these roles, and to the work across our agency.



"Assess and Deliver Services to Clients with Complex Needs" Course Participants

Community Information Enquiries: 2005-2006



Federation Public Access Computer Room and Tax Help 2005

Federation Public Access Computer Room

Our Federation Room/Public Access Computer Room has had an additional boost this year, through our successful application for funding through the State Government (Vicnet) as part of their Public Internet Access Program. This funding allowed us to purchase 4 new computers and a printer for the room, which means we now have a total of 5 computers in the room that are able to be used. The new equipment has made a remarkable difference to users of the room, in that they are now being offered brand new computing facilities, and this has also helped to minimize technical difficulties that we were facing with old and outdated machinery.

Across the year we facilitated 841 episodes of public access, which amounted to a total of 1,503 hours of use of our computer facilities by members of the local community. Similar to recent years, the main areas of use for the room is to gain access to the internet, sending/receiving emails, word processing and studying/research.

We have also gained several volunteer IT Facilitators during the year, who regularly volunteer in assisting members of the public in using computers, and answering their questions etc. Several of our volunteers speak community languages and this has been another helpful addition to making the room relevant and usable by a broad range of community members. Rolf Peake continues to assist in the overseeing of the room as well as regularly collating the monthly statistics, and Bala Sribalachandran has also recently taken on the role of preparing the statistics that we need to send to Vicnet as part of the Public Internet Access Program requirements.

The computer room remains an important facility in the local municipality, as the only public internet access venue where people can use a computer terminal for longer than 15-30 minutes at a time, and be offered assistance in their usage. In the next year we will also be looking at ways that we can make this opportunity available to more members of the local community.

Tax Help

As with other programs offered by WCC, the **Tax Help Program** continues its expansion. In 2005, 433 returns were lodged with the assistance of Tax Help volunteers. A further 40 people came in for appointments with volunteers, who were not required to lodge a return. This was an increase of 60 people from 2004, and we believe this program will continue to grow as it offers a valuable program for people who are on low incomes who need assistance with regards to meeting their tax return obligations.

In 2005 we had nine regular Tax Help Volunteers, all who lived within the City of Whittlesea. Between them they spoke six different community languages (Arabic, Tamil, Hindi, Punjabi, Sinhalese, Tagalog and English). Some of these volunteers were recruited through the Whittlesea Volunteer Resource Service, and referred directly to the Australian Taxation Office (ATO). Given the number of clients we see as a Tax Help Centre, this will be a good way to continue to ensure that we receive an adequate number of volunteers for the annual program, without the need to fully rely on the ATO to find suitable volunteers for us.

A brief snapshot of those using the Tax Help Program in 2005:

- 40% of those who came for appointments spoke a language other than English as their first language at home
- Almost 30% of clients heard about the Tax Help Program through our own agency advertising or newspaper advertisements
- Almost 60% of clients coming for Tax Help lived in the suburbs of Thomastown, Lalor, Epping or South Morang; and
- A fairly even mix of genders used the service - 46% of clients were male and 54% female

International Women's Day

Whittlesea Community Connections once again coordinated the 5th Annual Whittlesea International Women's Day Awards on Wednesday 8 March 2006 at the Fountain View Room at the City of Whittlesea offices.

Maureen Corrigan from the WCC Committee of Management undertook the role of Selection Panel Convenor, and a range of local workers representing several different community organisations and Council were appointed to review the applications received.



Lily D'Ambrosio, the State Member for Mill Park was the guest speaker, and over 120 people were in attendance on the day. Local media were represented this year, and media articles in two of the three local community newspapers in the lead-up and following the event have been very helpful in terms of publicising the event, and making the Awards further known within the community as an important event.

We would like to congratulate all the women who were nominated for the 2006 Awards, and in particular to those who were selected as the 2006 Award Recipients:

Young Achiever Award – Rana Askari

Senior Citizen Award – Olwyn Grover

Rural Women's Award – Sue Cotchin

Personal Achievement Award – Robyn Rachman

International Women's Day Award – Blagica Petreska

Planning for the event this year was made significantly easier with the City of Whittlesea having made an annual financial commitment to ensuring its continuation and we thank Ruth Spielman Director of Community Services at City of Whittlesea for her ongoing support of this event, both in terms of a Council Liaison person and as a member of the Selection Panel.

The Whittlesea International Women's Day Awards continue to be a fantastic way of giving recognition and thanks to the large number of women who make significant voluntary contributions in their local community. The awards will only be further strengthened in the continuing number of people who nominate women they know for these awards.

Financial Statements For Year Ended 30 June 2006

Operating Statement for the Year Ended 30 June 2006

Revenues	Notes	30 June 2006	30 June 2005
Grants	1	813,545	640,322
Interest		10,948	13,428
Fundraising			
Other	14	<u>26,272</u>	<u>16,581</u>
Total Revenues		<u>850,765</u>	<u>670,330</u>
Expenses			
Employee and Labour related Costs	2	673,181	575,730
Telephone		12,611	11,898
Postage		2,553	2,456
Stationery		7,474	5,981
Rental -City of Whittlesea		12,199	12,258
Advertising		1,136	219
Accounting & Audit		17,726	23,687
Project Costs		10,057	5,060
Staff Training		2,334	9,146
Volunteer Training		6,335	4,841
Subscriptions & Memberships		2,795	1,961
Staff amenities		745	835
Security Costs		1,158	1,710
Bank Charges		608	698
Depreciation		14,059	11,239
Emergency Relief Community Support	12	63,039	44,651
ER Admin. Expenses		4,064	4,350
Printing and Photocopying		6,722	2,357
Legal Practising Certificate		1,286	1,031
Legal Library		3,370	3,477
Information Technology		6,050	2,998
Project Management Costs		12,330	
Other	4	<u>23,800</u>	<u>28,601</u>
Total Expenses		<u>885,632</u>	<u>755,184</u>
Change in Net Assets resulting from Operations		<u>(34,867)</u>	<u>(84,853)</u>

Statement of Financial Position as at 30 June 2006

		30 June 2006	30 June 2005
Current Assets			
Cash	5	250,170	291,642
Receivables	6	5,516	3,793
Investment-Shares in PCCU	7	60	60
Payment in advance-Salaries			
Total Current Assets		<u>255,746</u>	<u>295,496</u>
Non-Current Assets			
Equipment	8	16,968	20,290
Total Assets		<u>272,714</u>	<u>315,786</u>
Current Liabilities			
Creditors	9	9,776	11,090
GST Liabilities		2,093	5,941
Payroll Liabilities (Super Plus PAYG)		11,471	9,329
Grants Received in Advance	10	27,096	45,000
Total Current Liabilities		<u>50,436</u>	<u>71,360</u>
Non Current liabilities	11	70,408	57,690
Total Liabilities		120,844	129,050
Net Assets		<u>151,870</u>	<u>186,736</u>
Equity-Accumulated surplus		<u>151,869</u>	<u>186,736</u>

Statement of Changes in Equity for Year ended 30 June 2006

Balance at beginning of the Financial Year	186,736	271,589
Add Changes in Net Assets Resulting from Operations	(34,867)	(84,853)
Balance at the End of the Financial Year	<u>151,869</u>	<u>186,736</u>

Notes to and Forming Part of the Financial Statements For the Year ended 30 June 2006

1. Grants

The Following Grants Received Funded	Notes	30 June 2006	30 June 2005
Core Operations			
CSSS Employees & Programs-DIMA		180,525	187,680
General WCC Employees & Programs			
City of Whittlesea (Main Grant)		109,200	106,000
City of Whittlesea (Int. Womens' day)		2,000	-
DVC English Tutor Program		4,150	-
Best Start Schools as Hubs		32,633	-
Best Start Transport program		3,500	-
VMC(Refugee Week Grant)		900	-
VICNET (Public Internet Access Program)		5,625	-
Whittlesea Volunteer Resource Service			
City of Whittlesea Grant		54,000	52,300
DFACS		60,000	60,000
Volunteering Australia		24,375	3,375
DVC-VRC's Funding		15,000	-
Whittlesea Community Legal Service	13A	254,081	179,375
CoW-FVMM trng, Arab Women's Group		-	6,615
Emergency Relief Program			
DFACS		53,676	42,177
City of Whittlesea-Mayoral Donation		1,500	-
Plenty Valley Comm.Health Service		4,000	-
Queens Fund		8,380	2,800
Total Grants		<u>813,545</u>	<u>640,322</u>

2. Employee & Labour Related Costs

Salaries	591,468	500,690
Workcare	10,728	13,540
Superannuation	53,232	45,067
Travel Claims Reimbursed	4,850	3,213
Prov. For LSL, AL Loading and SL	12,718	13,219
Recruitment costs	185	-
Total	<u>673,181</u>	<u>575,730</u>

4. Other Costs

Annual Return Fee/AGM	266	761
Emergency Relief Miscellaneous	268	245
Insurance	685	657
Interpreting & Translations	1,143	1,635
Equipment Purchase	491	2,548
Room Hire	457	475
Internet fees	5,104	2,418
Legal Information Sessions	54	-
Volunteer Expenses	1,464	917
Meeting Expenses	743	2,031
Refurbishment Costs	11,329	16,854
Federation Room Running Expenses	122	-
International Womens Day Aw.Ceremony	830	-
Sundry Expenses	843	61
Total	<u>23,800</u>	<u>28,601</u>

5. Cash

Bank of Melbourne	15,359	11,542
PCCU Cash Management Account	114,144	164,623
PCCU Multi-Term Investment Account	120,303	115,000
Petty Cash	364	478
Total	<u>250,170</u>	<u>291,642</u>

6. Receivables

Pledges Receivable-CoW Youth Service	4	855
Receivables on sale of Comm. Directories	-	90
City of Whittlesea-Rec.Serv.& Int.Wom.Day	5,489	2,826
CoW Share of tender costs-Legal		
Sundry Debtors	23	23
	<u>5,516</u>	<u>3,793</u>

7. Investments

Shares in Plenty Credit union	60	60
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8. Equipment	30 June 2006	30 June 2005
Family Resource Donation		
At Valuation	6,000	6,000
Less: Accumulated Depreciation	(5,999)	(5,999)
Net Value	1	1
Federation Room		
Computer Systems	25,163	17,580
Less: Accumulated Depreciation	(19,501)	(17,579)
Net Value	5,662	1
Others		
At Valuation/Cost b/f	10,773	10,773
Accumulated Depreciation	(10,524)	(8,369)
Net Value	249	2,404
Volunteer Resource Service		
At Cost	10,223	8,490
Accumulated Depreciation	(6,977)	(3,569)
Net Value	3,246	4,921
Whittlesea Comm.Legal Service		
At Cost b/f	16,843	10,706
Additions during 2004-05	-	6,137
Additions during 2005-06	1,422	-
Accumulated Depreciation	(12,113)	(6,025)
Net Value	6,152	10,818
General		
At Cost b/f	2,744	2,744
Accumulated Depreciation	(1,086)	(599)
Net Value	1,658	2,145
TOTAL EQUIPMENT(NET VALUE)	16,968	20,290
9. Creditors		
Telephone	3,055	2,392
Rental	3,344	2,772
Photocopying	814	380
Sundry Creditors	2,563	5,545
Total	9,776	11,090
10. Grants Received in Advance		
City of Whittlesea	27,096	
DFAC	-	30,000
DVC-VRC's Funding	-	15,000
Total	27,096	45,000
11. Employee Entitlements		
Long Service Leave	29,913	20,780
Sick Leave	30,000	27,036
Annual Leave	10,495	9,874
Total	70,408	57,690
12. Emergency Relief		
<u>Major Expenditure</u>		
Emergency Aid	63,039	44,651
13 Community Legal Service (Recurrent Funds)		
<u>Income</u>		
Victoria Legal Aid	254,081	179,375
Interest Income	1,363	2,486
Miscellaneous Income	804	
Total	256,248	181,861
<u>Expenditure</u>		
Salaries	197,223	153,961
Superannuation	16,527	13,278
Salary On Costs	3,884	4,590
Rent	4,646	4,235
Other Premises Costs	151	852
Staff Training	1,477	2,864
Staff Recruitment	64	32
Communications	6,427	5,086
Office Overheads	8,524	2,940
Insurance	248	194
Finance,Audit and Accounting fees	6,576	6,482
Library, resources and Subscriptions	6,225	4,159
Travel	1,807	1,067
Depreciation	6,088	5,275
Programming and Planning	2,479	1,718
Other	-	585
	262,348	207,318
Surplus/(Deficit)	(6,099)	(25,457)

13A Community Legal Service (Once-off Establishment Costs)

<u>Income</u>	30 June 2006	30 June 2005
Victoria Legal Aid	-	
 <u>Expenditure</u>		
Stationery/Office Supplies/Equipment Purchases	411	1,198
Capital Purchases		2,548
Information Technology	1,367	1,012
Refurbishment Costs	11,329	16,854
Security Costs	104	-
Total	<u>13,211</u>	<u>21,611</u>
Net Surplus for the year	<u>(13,211)</u>	<u>(21,611)</u>
 14. Other Income		
Community Directory	134	4,508
Outreach Cost Recoveries	-	1,901
Reception Services	3,534	3,677
ER Administration	-	4,350
Miscellaneous	6,210	1,554
Management Fee	16,394	-
Other-LifeLine referrals	-	91
Other- Int. Women's Day Donations	-	500
	<u>26,272</u>	<u>16,581</u>

Statement of Cash Flows for the year ended 30 June 2006

CASH FLOWS FROM OPERATING ACTIVITIES

Receipts from Grants Donations and sundry charges	793,919	625,857
Interest Received	10,948	13,428
Other	9,878	16,581
Total	814,745	655,866
Payments for employees and administrative expenses	<u>(845,481)</u>	<u>(729,543)</u>
Net Cash provided by operating activities	<u>(30,736)</u>	<u>(73,677)</u>

CASH FLOWS FROM INVESTING ACTIVITIES

Purchase of fixed assets	<u>10,736</u>	<u>7,537</u>
Net Cash provided by investing activities	<u>(10,736)</u>	<u>(7,537)</u>
Net Increase (Decrease) in cash held	(41,472)	(81,215)
Cash at beginning of financial year	291,642	372,857
Cash at end of financial year	<u>250,170</u>	<u>291,642</u>

NOTES TO STATEMENT OF CASH FLOWS

(a) Reconciliation of cash		
Cash at bank and in hand	250,170	291,642
 (b) Reconciliation of net cash provided by operating activities to operating surplus		
Operating surplus	(34,867)	(84,853)
<u>Non-cash flows in operating activities</u>		
Depreciation	14,059	13,219
Provision for Annual Leave Loading/Sick Leave/Long Service Leave	12,718	11,239
<u>Changes in assets and liabilities</u>		
Decrease/(Increase) in receivables	(1,723)	(1,564)
Increase/(Decrease) in creditors and provisions	(20,923)	(11,718)
Net cash provided by operating activities	<u>(30,736)</u>	<u>(73,677)</u>
Cash at beginning of Financial Year	291,642	372,857
Cash at end of Financial Year	250,170	291,642
Decrease in Cash during year	(41,472)	(81,215)

Summary of Significant Accounting Policies

a) Basis of Accounting: The financial statements are a general purpose financial report which has been prepared in accordance with Australian Accounting Standards. The Financial Statements have been prepared on the basis of historical costs. b) Reporting Entity: The results in this financial report includes all funds over which Whittlesea Community Connections Inc. controls resources to carry out its functions. Whittlesea Community Connections Inc. is a not-for-profit incorporated association and public benevolent institution providing information services, settlement services, Community Legal Services, a Volunteer Resource Service, an emergency relief program and other support services. The agency is staffed by a combination of paid staff and volunteers. Paid staff during the year have included a Manager, Settlement Support and Community Development and Education workers, solicitors and a casually employed accountant/bookkeeper. The primary source of funding is government grants. The entity is incorporated under the Incorporation Act 1981, with a Management Committee responsible for governance. c) Taxation: The Agency is an Income Tax Exempt organisation endorsed as a Deductible Gift Recipient and Public Benevolent Institution. d) Equipment: Acquisition of assets are initially recorded at cost. The entity adopts a threshold of \$1,000 when recognising equipment e). Investments: All Investments are recorded at cost. Interest revenue is recognised as it is received. f) Employee entitlements: Liabilities for employee entitlement to wages and salaries, annual leave, long service leave and other entitlements which are accrued at balance date and are expected to be paid or settled within 12 months of balance date are accrued at nominal amounts calculated on the basis of current wage and salary rates, inclusive of associated on-costs. Liabilities for other employee entitlements which are not expected to be paid or settled within 12 months of balance date, are calculated as per Australian Accounting Standard AAS30; Accounting of Employee Entitlements: The liabilities are calculated at the present value of the expected future payments to be made in respect of services provided by employees up to balance date. In assessing future payments, regard is given to experience g) Superannuation: The Superannuation expense for the reporting period is the amount of the statutory contribution the entity makes to the superannuation plan which provided benefits to employees. h) Cash for the purpose of the Statement of Cash Flows: cash includes cash deposits which are readily convertible to cash on hand and are subject to an insignificant risk of change in value which are used in the cash management function on a day to day basis. i) Grants: Grants are recognised as revenues when the entity obtains control over assets. Outstanding grants over which the entity has control are recognised as receivables and recorded at nominal amounts. j) Creditors: These amounts represent unpaid liabilities for goods received and services provided to the entity prior to the end of the reporting period. These amounts are unsecured and are normally settled within 7 days). k) Comparative Information: Comparative information, where necessary, has been reclassified to comply with the 30 June 2005 financial statement presentation.