

Annual Report
2019/2020

resilience
support
innovation



About CommUnity+

Comm Unity Plus Services Ltd (commUnity+) is a multidisciplinary agency located in Metro Melbourne's Western suburbs, delivering a range of early intervention and prevention programs focused on informing and engaging with our community.

This is achieved via high quality Adult Education, Legal (Brimbank Melton Community Legal Centre) and Family Support programs, as well as a range of development activities.

CommUnity+ has grown from a small residents' action group at the Deer Park Neighbourhood House, to a large community-based organisation that delivers programs from a variety of locations in the West, North West and Inner Melbourne. Funding comes from local, state and Commonwealth government departments and various philanthropic trusts.

We also partner with a large number of private, community and government agencies to enhance our service delivery and increase access for our communities.

Our services are pivotal to building social capital in Melbourne's Western suburbs.

To keep up-to-date with the activities and programs of commUnity+ throughout the year, visit our website:

comm-unityplus.org.au

Or keep in touch via social media on:

facebook.com/CommUnityPlusServices

linkedin.com/company/communityplus

[@Comm_Unity_Plus](https://twitter.com/Comm_Unity_Plus)

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We pay respect to all Community Elders and people past and present who have resided in Wurrundjeri Land, who have been integral in the learning that has occurred upon this land over time.

Chairperson Report



Susanne Legana

We know the deep value of community – it is the heart of what we do as a service provider. But never has it been more apparent than in this unprecedented year of a global pandemic, which saw Melbourne go into lockdown for 112 days.

In the face of this extraordinary challenge, I am so proud of our staff group. They displayed exceptional resilience, drawing even closer as a team through this time, and managed to innovate in ways that will allow us to broaden our services – both to address this crisis and into the future.

Notably, our Children's Contact Service (CCS) staff devised a model of 'Virtual Visits' on the Zoom platform, fostering stable, consistent engagement between parents and children in a safe, monitored and private environment. These methodologies have since been adopted by other funded CCS services and recognised in court orders.

Elsewhere, our Education Team stayed nimble, switching between in-classroom and online teaching in line with changing government advice. I was impressed by the strong focus throughout on the safety and wellness of the staff and our client group – which, as a community-based organisation, speaks to the very essence of our role in a crisis.

I would like to take this opportunity to thank George Giuliani for his steady stewardship of the organisation as interim CEO, after the departure of Rachna Muddagouni in August 2019.

I would also like to acknowledge the contributions of my fellow board directors, our funders, the whole Executive Team and all the staff who adjusted their working arrangements; balancing home-schooling and looking after elderly parents while continuing to care for our community.

I thank, too, all those who have entrusted us to deliver services.

Let me also extend a warm welcome to Steven Johnson, who we appointed to the role of CEO in August 2020. Steve brings a wealth of experience in the community services sector both as a leader and as an innovator. Steve is all about relationships and has demonstrated time and again an ability to build partnerships and strategic alliances that have been able to deliver new value. He most recently lived and worked in Cambodia and brings a deep cultural sensitivity and respect for diversity. I am sure he will thrive at commUnity+.

As we arrive at the end of a strategic period, with new leadership and a strong financial position, we are presented with an opportunity to reflect on what we can take into the future from this experience. We are conscious of the need to respond to emerging challenges, economic and otherwise, that are likely to arise in the community even after the health crisis has waned.

Above all, looking back on this year, I am struck by the human spirit's boundless capacity to endure, persist and keep finding the positives. So many people we work with in the West of Melbourne have already lived through great adversity – refugee camps, conflicts, migration and displacement – and are themselves extremely resilient. They have kept wanting to learn, use our services and be engaged. We have drawn strength from their stories and inspiration from their fortitude.

Susanne Legana
Chairperson

CEO Report



Dr George Giuliani

In reflecting on the year, I can safely say nothing could have prepared us for the challenges that would arise in 2020. And yet, as a united and cohesive organisation, we have survived and even thrived through a time of significant transition for commUnity+ and a worldwide pandemic that will shape our communities for decades to come.

Soon after the last reporting period, the organisation's key executive roles turned over, including that of CEO, as well as General Managers in Education, Family and Community Services and Shared Services. So, with a completely new Executive Team and myself as interim CEO, we took the opportunity to engage our new managers and general staff teams in a period of consolidation and forward planning.

This included the introduction of a range of management and staff meetings at each level of the organisation, and feedback systems designed to improve internal communication. In November, we engaged the staff in a comprehensive exploration and clarification of the organisation's Mission and Values.

Later the same month, at the AGM, an examination of the organisation's history and its origins in community development positively affirmed that we had not strayed far from our formative values. The AGM also introduced the staff and a wider audience to our planned partnership with Brimbank Council and Good Shepherd in the state-of-the-art Health and Wellbeing Hub currently being developed at St Albans.

After making a strong start to 2020, we – along with countless others – found our ambitions curtailed by the emergence of COVID-19. It is indeed a credit to our management and staff that we were able to complete the year without any loss of staff, with a positive financial result and – most importantly – still delivering services to our local community.

This was achieved by transferring our Education Services to a blended model of online tuition and limited attendance by students at classroom sites; Legal Services pivoting to online service delivery, and the Children's Contact Service developing an online contact model that became the blueprint for other centres Australia-wide. Neighbourhood House, while initially able to maintain some online activities, had to suspend all face-to-face programs. At June 30, the community Hub was operating exclusively online and – with the assistance of State and Federal Government grants and subsidies – forging ahead in a positive fashion.

I would like to express my sincere thanks to the Executive Team, Section Managers and general staff for truly exceptional achievement in a year of extraordinary and unprecedented challenges. I remain forever in awe of your resilience and commitment to the people we serve.

A special thank you to Chairperson Susanne Legana for her wisdom and leadership, and to the Board for keeping the organisation on track and their provision of sound governance.

The challenge ahead in the context of a pandemic and an uncertain lockdown timeframe makes planning both difficult and critical, but with the organisation in solid shape and with the introduction of permanent CEO Steven Johnson in August 2020, I know the organisation will survive and thrive. Our local communities are going to need commUnity+ more than ever!

Dr George Giuliani
CEO

Susanne Legena

Susanne was elected to the commUnity+ Board in 2016 and to the role of Chair in 2019. She is the CEO of Plan International Australia and an advocate for foreign aid and community development, gender equality and youth participation.

Susanne has held various executive roles at Plan International Australia, including Executive Manager overseeing and leading operations, Deputy CEO and Director of Public Engagement leading policy, advocacy and communications efforts. She has previously served as Chief of Staff to the Victorian Minister for Energy, Resources and Community Development, where she contributed to key policies on energy and climate change as well as leading the implementation of A Fairer Victoria; a whole of government social policy action plan to address disadvantage and promote inclusion and participation.

Susanne has a Bachelor of Arts in Social Sciences from Flinders University and a Master of Arts (Professional Communication) from Deakin University. She has dedicated her career to working on social justice issues, since commencing working life as a community development worker for an international

youth-led student organisation and for several non-government organisations tackling family violence, poverty, youth unemployment, and homelessness.

Greg Bowers

Greg joined the commUnity+ Board in early 2017 and was appointed as Treasurer in 2018. Greg is currently the Chief Financial Officer at Trust for Nature in Victoria; a statutory authority protecting native plants and wildlife on private land in Victoria. A Certified Practising Account with a Business degree from Ballarat University, Greg has extensive experience in financial management. He has overseen large-scale financial and process management at the Australian Crime Commission and PMSC.

A certified TEFL teacher, Greg has worked overseas as an English teacher and is passionate about opportunities that arise through adult education. Greg offers commUnity+ his extensive financial and operational management experience to oversee the next phase of the organisation's growth into the North Western and Inner Melbourne regions.

Nella Buccheri

Nella was elected to the commUnity+ Board in 2016. She is currently the Associate Director of Legal Practice at Victoria Legal Aid. Nella has significant experience in criminal law and more than 10 years' experience working in the delivery of legal services through her role in the Legal Practice Directorate.

Nella is a local resident with a strong interest in social justice. She is very supportive of the work we do in local communities and is very committed to improving service provision in the Western suburbs. Nella is particularly interested in providing better services in the Melton area for new and emerging communities and people experiencing family violence.

Brendan Walsh

Brendan joined the Board of commUnity+ in late 2019. For more than three decades, Brendan has been a passionate and inspired contributor to non-profits in Australia. His substantial experience includes roles as Senior Executive, CEO, Director and Board Chair of a range of highly successful and strategically focused organisations. He has worked in community and social enterprises, as well as state and local governments.

Brendan has a passion for transforming organisations to better support the people and communities they serve. He also has interest and experience in helping organisations to identify and seize opportunities for alliances, partnerships and, when appropriate, mergers.

Brendan has an MBA from the Melbourne Business School of the University of Melbourne. He is a Fellow and Graduate Member of the AICD and holds an Executive Certificate in Non-profit Governance from the Harvard Business School (Boston, USA).

Louise Walters

Louise was appointed to the commUnity+ Board in 2020 and has recently become a member of the Finance, Audit and Risk Management Committee. Louise is dedicated to supporting commUnity+ towards its vision of building safe and vibrant communities in the West, where people are engaged, respected and in charge of their future. She brings a decade of experience delivering business improvement programs across private and government sectors, as well as experience in the financial services and technology industries.

Louise holds an MBA from Melbourne Business School (University of Melbourne) and certification from the Australian Institute of Company Directors. She is currently the Assistant Director of Pricing at the National Disability Insurance Agency, where her role includes administering the Australia-wide pricing policy for the NDIA.

Louise is a local resident of Newport and has contributed in a number of other volunteer positions, including as a Board Director at the Brain Injury Foundation Victoria.

Recognition of Retiring Board Members

James McCarthy

James joined the Board in 2004 when commUnity+ was known as Community West, and served as Chairperson for nine years and Deputy Chairperson for three. James brought to the Board his considerable experience and expertise as a social worker in the social and human services sector. He chaired the organisation through significant change and growth and commUnity+ is indebted to him for a most significant contribution. James retired from the Board in 2019.

Sejla Kadric

Sejla was elected to the commUnity+ Board in 2012. As a local resident and chartered accountant, her financial expertise assisted the organisation in the implementation of financial and internal control systems. Sejla resigned from the Board in May 2020 following the birth of her first child, and we are very grateful for her many years of service.

Kim Nguyen

Kim was elected to the commUnity+ Board in 2013 and served until November 2019. Kim brought significant skills in the employment and asylum seeker sectors, having worked in the area for more than 18 years. Kim assisted commUnity+ to think creatively and to find smarter ways to improve opportunities for culturally and linguistically diverse people while respecting each person's individual story. CommUnity+ benefited greatly from Kim's lived experience of migration and settlement.

Executive Team

Rachna Muddagouni CHIEF EXECUTIVE OFFICER

Rachna Muddagouni was appointed the Chief Executive Office of commUnity+ in June, 2012. Rachna has more than 20 years' management and executive experience in community organisations and public statutory bodies. She has worked in the legal, health and housing sector where she developed an appreciation and passion for innovation, strategic planning, change management and integrated service delivery.

Rachna formerly worked at Victoria Legal Aid as the Manager, Stakeholder Engagement and Innovation, where she managed the Bushfire Legal Help Project and established the Victorian Legal Assistance Forum (VLAF). In 2006, Rachna was awarded the Victorian Law Foundation Community Legal Centre Fellowship. Rachna left her role at commUnity+ in August 2019.

George Giuliani INTERIM CEO

George Giuliani served for 12 months from August 2019 as transitional CEO and organisational consultant for commUnity+, reconnecting the team with its history, purpose and vision, and positioning the organisation for its next growth phase. George utilises systems theory and family therapy skills to assist community sector and for-purpose organisations manage times of challenge and transition. He holds a Doctorate in Social Work focused on relational engagement in contracted employment services.

Melissa McShane-Murphy CHIEF FINANCE OFFICER

Melissa commenced working at commUnity+ in July 2013. As the Chief Finance Officer, Melissa has overseen the finance, risk, reporting, contract management and compliance work of the whole organisation with a team of finance professionals, as a member of the Finance and Operations team. The team also delivers bookkeeping and payroll services to several external non-profit organisations as a part of our social enterprise strategy. Prior to this appointment she worked as an accountant at a business unit of Toll Holdings and held various other finance roles. Melissa resigned from commUnity+ in August 2019.

Branka Stevanovic DIRECTOR OF EDUCATION

Branka commenced working at commUnity+ in May 2007, becoming a part of the Adult Education Program team. She held various roles, including Education Training Manager, Skills for Education and Employment (SEE) Coordinator, Pre Training Assessor and Trainer, before becoming Director of Education.

In this last role, Branka has overseen a large team of staff who have the responsibility for the development and implementation of all education programs and has ensured all contractual arrangements for SEE, Adult Migrant Education Program (AMEP), Victorian Training Guarantee (VTG) and Adult, Community and Further Education (ACFE) programs are met.

Branka also has a great understanding of, and experience in working with newly arrived communities who have limited or no literacy skills. After 13 years, Branka stepped down from her position at commUnity+ in September 2019.

Meet the New Executive Team

Steven Johnson CHIEF EXECUTIVE OFFICER

At the core of Steven Johnson's extensive career is a focus on delivering services to vulnerable members of our community. After working for the Victorian Department of Human Services for 22 years – including as Manager of the Secure Welfare Service and CEO of the Parkville Youth Justice Precinct – Steven moved to the community sector where he assumed senior roles at Whitelion, Hanover Welfare Services and Berry Street. More recently, Steven was COO of Swisstec Health Analytics, a company that aims to deliver cost-effective and advanced digital health solutions to developing markets. Innovation and a focus on providing quality outcomes have been a critical driving force in his career.

Steven has a reputation for significantly improving quality and results by building high-performing teams focused on achieving the best possible outcomes for clients, and ensuring respectful relationships are at the forefront of the organisation's work.

Beth Stewart-Wright GENERAL MANAGER OF FAMILY & COMMUNITY SERVICES

Beth comes to commUnity+ with a deep understanding of the complex factors that lead to socio-economic disadvantage and marginalisation, and the invaluable role not-for-profits and civil society play in addressing these issues. Her comprehensive experience in the not-for-profit sector includes international and local community development, research, disability advocacy and support, and senior management.

Beth has a passion for grassroots development, and believes that empowering local communities to harness their own strengths and capabilities plays a critical role in challenging and interrupting cyclical disadvantage. She brings to the team a focus on collaborative partnerships, integrated service delivery, advocacy, and strategic program planning-and-design, to ensure meaningful, effective and responsive services that meet the evolving needs of our local community.

Craig Liddell GENERAL MANAGER OF EDUCATION

Craig has been engaged in the education sector for over 20 years, including adult and community education, higher education, and vocational education and training, within business development, compliance and policy, and program management roles.

Craig has a passion for the transformative nature of education, enabling diverse community members to access education and training, regardless of personal background and experience, based on needs and aspirations.

Bryan Smith GENERAL MANAGER OF SHARED SERVICES

Bryan joined commUnity+ in 2019 after 10 years with an employer association and more than two decades managing business and finance operations in a range of not-for-profit and commercial businesses. Bryan is a Certified Practising Accountant and has a Business degree from Monash University and a Graduate Diploma in Corporate Governance from the Governance Institute of Australia. Away from work, Bryan is a volunteer Director for a Community Health Service and a volunteer with the CFA.

Education Services

Adult Education

The 2019–2020 year was one of great challenges and remarkable achievements for the Education Team, who swiftly pivoted to blended program delivery in response to the COVID-19 pandemic, before making a total transition to remote service delivery under Stage 4 lockdown. The team found itself forced to reconsider the fundamental nature of our training delivery, including how to continue to provide holistic student-welfare services remotely, and generate the extra support needed by teachers and students to maintain quality service provision.

Before the emergence of COVID-19, the general model for teaching focused on traditional classroom tuition and term-based teaching, with two-week term breaks. In March 2020, commUnity+ (CU+) implemented blended program delivery for all education and training programs based on the following methods:

- Scheduled assessment days onsite, with strict safety and social distancing measures
- Conferencing solutions, including Skype and Zoom
- eLearning solutions, including Google Classroom and Moodle
- Email and phone support
- Self-paced learning resources

We implemented a range of teaching methods, based on the particular student cohort and qualification level. Teachers were supported with access to new technology, communications accounts and software, and increased access to professional development opportunities. This enabled our teachers to contact students individually and determine the technology required for home-based study. During term two, CU+ commenced a schedule of restricted on-site classes with attendance limited to six students, with strict social distancing in place. When Victoria moved into Stage 4 lockdown, Education Services moved to remote-only service delivery.

The administration, management, and teaching teams coped exceptionally well, demonstrating remarkable pragmatism, resilience, and collegiality.

Administration Operations

The sudden shift to working from home had an immediate impact on our Education Operational Team, who rose to the challenge. In order to provide stakeholders, teachers, students and other community members the best customer service, the team was equipped with all the required information communications technology and office resources and made necessary arrangements in their homes to keep the confidentiality and privacy of our students. During these challenging times, the team worked very hard to meet all state- and federally-funded contractual obligations.

'I am proud of my entry level cohort as they continue to take my calls and do their work. I am particularly proud of the single mothers as they work very hard with their kids' education and still complete their own homework.'

Svetlana

Education trainers Shima Maleki and Ravinder Kaur.



highlights

60

staff members

1,000

students on any given week

12

sites

Adult Migrant English Program

The Adult Migrant English Program (AMEP) provides a maximum 510 hours of English language tuition to eligible migrants and humanitarian entrants, to learn foundation language and settlement skills to enable economic and social participation.

During the 2019-2020 reporting year, AMEP continued to develop the holistic welfare ethos that operates across the broader education portfolio. As part of our partnership with IPC Health, students have been able to receive either complimentary or concession-rate health services. Further support was provided

through the Migrant Resource Centre, who provided settlement and welfare assistance. Throughout the year, students participated in community development initiatives, including the Western Bulldogs Foundation CALDplay sports program for culturally and linguistically diverse communities.

The focus by CU+ on student welfare was maintained throughout the challenging COVID-19 restrictions, as teachers provided education support and pastoral care to families collectively undertaking home-based study. Unfortunately, some services could not be provided in full as students were unable to

fulfil the practical placement component of the Settlement Language Pathways to Employment and Training Program, due to employer closures.

Over the next 12 months, the Adult Migrant English Program will tackle the dual challenges of providing education and training programs using blended program delivery methods and holistic student welfare, to meet the demands of restricted site access and remote learning as necessary.

Skills for Education and Employment

The Skills for Education and Employment (SEE) program provides a maximum 650 hours of language, literacy, and numeracy training to enable eligible job seekers to participate more effectively in education, training or employment.

To improve program access, particularly for diverse community members, SEE maintains a rolling intake, with classes scheduled throughout the week. A carefully planned curriculum enables students to make informed decisions and effectively navigate the various pathways to suitable careers and employment.

While it has been a most difficult year, SEE teachers have found that students rose to the challenges of blended program delivery and remote learning. Despite the extended isolation, students remained positive and learnt to use new technology. Teachers supported students during the lockdown in various ways, including assistance with completing forms required by government departments.

Over the next 12 months, the SEE team will enhance training delivery alignment with industry requirements and student employability skills.

Student welfare and the foundational support required for educational and employment outcomes remain key priorities.

'One of my students, Sula, teaches part-time at Greek Language school. She asked me for strategies to help make her own classes more interesting. I was able to model examples by playing Zoom English language games with the class.'

Salma

Skills First

The Victorian State Government-funded Skills First program continued to focus on the delivery of English as an Additional Language qualification. Considerable work was undertaken during the year to consolidate and refine systems developed during the previous expansion period.

The team comprised two training managers, two administration staff and 19 teachers. The main office moved to a new location at 356 Main Road West, St Albans, and delivery sites included Broadmeadows, Caroline Springs, Deer Park, Forest Hill, and St Albans. Partnerships with Melbourne Infinity Group and Proven Training Solutions continued to augment service delivery, and relationships with local referral agencies were strengthened.

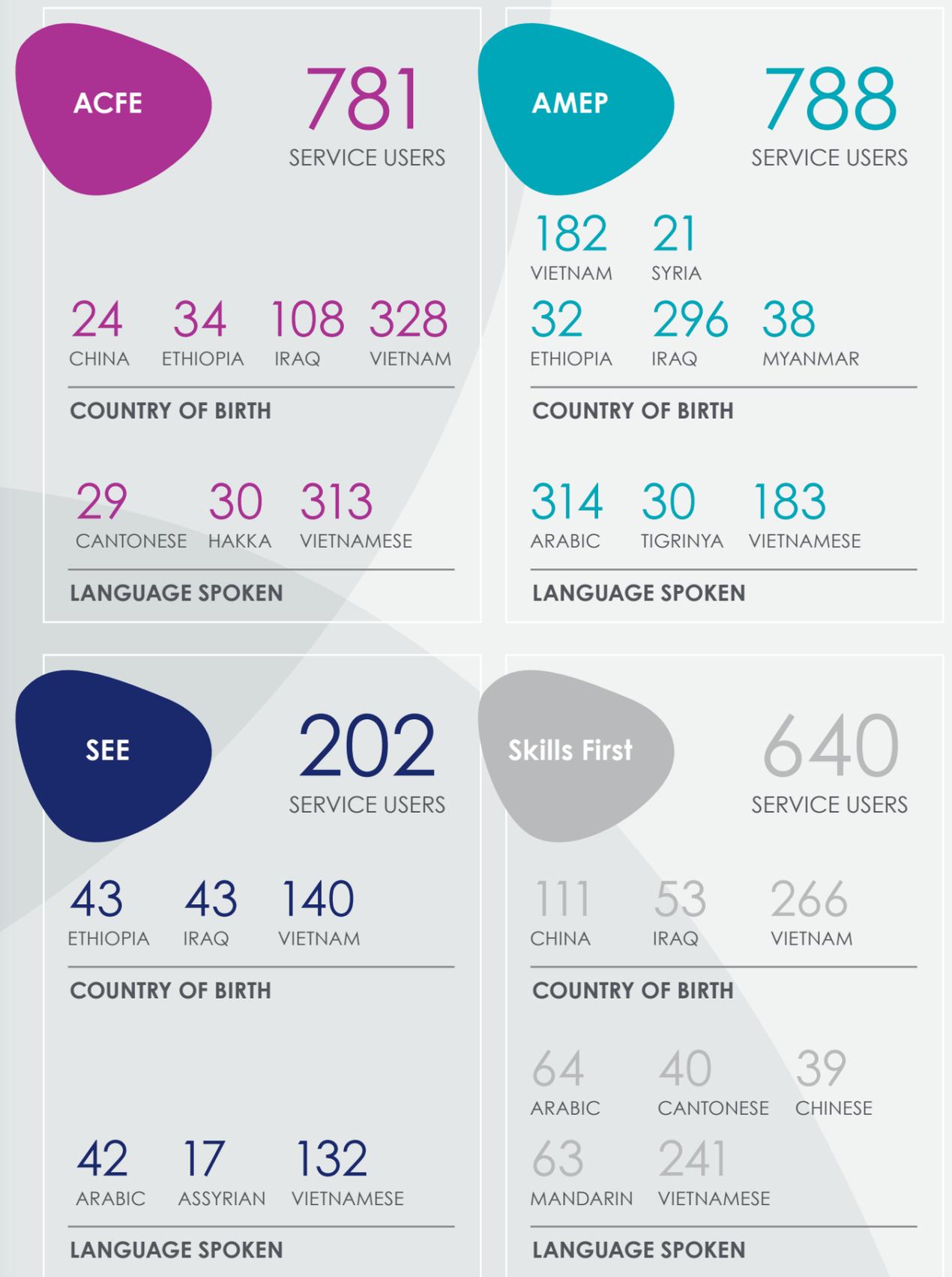
Prior to the COVID-19 pandemic, CU+ focused on improving service provision within outreach sites with additional technology, streamlined enrolment systems, and new client assessment processes, but limited student access to technology restricted the potential for blended program delivery and CU+ is currently exploring options to better support students, which will be outlined in a forthcoming Student Welfare Plan.

The year has undeniably been one of change, challenge, and innovation in the way we live and the way we work at CU+. The changes have seen trainers and staff in the Skills First Program develop new ways to deliver lessons and support the program's administrative requirements and obligations. Although staff have faced some difficulties accommodating the new challenges, the team has faced the hindrances with a positive attitude and a focus on outcomes.

The transition online from face-to-face training has opened new opportunities to deliver lessons via Microsoft Teams, Skype, Zoom and other platforms. Despite the difficulties, teachers have been able to engage beginner and intermediate-level learners to continue their learning via online classes. Students have become accustomed to being assessed online and have learnt to use their smartphones to send their homework, signatures and emails. Such accomplishments may seem minor for students brought up in the digital age, however these accomplishments are a significant feat for many of our learners.

A snapshot of our Education clients across all programs

(July 1, 2019 to June 30, 2020)



Skills First teachers, regardless of the strenuous conditions, have demonstrated their fantastic dedication, willingness and endless efforts to ensure that their students achieve the best possible outcomes. Whether that includes hours of preparation, mailing students' worksheets, guiding them and their families over the phone to set up a learning platform or merely finding solutions to complex issues, they have managed to increase attendance and ensure that their students' learning is not disrupted.

The pandemic has raised a range of challenges, however our teachers in the Skills First program have managed to continue working and supporting each other in many ways. Peer support has fostered an environment among our Skills First community that finds teachers emailing one another resources, as well as operating under a buddy system where they can discuss their daily delivery or any issues that may arise.

Our training manager has also played a significant role in creating our tight-knit community by holding regular online meetings with the Skills First trainers to keep everyone up to date and assist every trainer with any difficulties they encounter. Collaboration and strong supportive leadership have become hallmarks of the program.

New online professional development sessions have also been created by Skills First teachers, to share ideas, strategies, and online teaching examples. The teachers create these professional development sessions under the guidance of our training manager to address issues and concerns raised by the team.

The Skills First team has managed to accept the current situation and made all the necessary amendments to continue assessing new students and maintain service delivery. Without a doubt, the transformation has required commitment, cooperation and continual effort from every member of the team. As we all know, these are challenging times, and although we are becoming accustomed to the new way of teaching, we are aware that we are still learning and trying to procure effective strategies. As part

of the Skills First program, we can all agree that "In learning, you will teach and in teaching, you will learn" (Phil Collins).

Pre-accredited Programs

Pre-accredited education and training programs are short modular courses which focus on creating pathways for learners to further education and training or employment. Our Australian Centre of Further Education (ACFE) programs focus on employment, language and literacy, and settlement.

Future Directions

Building on the appointment of the new Executive and Senior Management teams over the past 12 months, commUnity+ Education Services will refocus on the development of new products and models of service to better meet community needs and, in the aftermath of COVID-19, foster connected service models that:

- Realign the education portfolio to better focus on community needs, including employment, foundation skills, and settlement services
- Refine our blended program delivery to incorporate diverse and sustainable teaching and learning methods, including conferencing, eLearning, and self-paced learning resources
- Maintain a focus on holistic community welfare, social connection and support, and implement measures to provide client support in the context of restricted site attendance
- Prioritise professional development within the education portfolio to increase staff capacity and improve product and service quality
- Identify and implement minimum standards for facilities and technology, within classrooms specifically
- Broaden our external partnerships to support community needs and underpin enterprise development.

'My student was offered a part time job in a restaurant before lockdown. She hopes to continue studying English while working. While she is waiting for the economy to improve, she is working hard at her English studies, using workbooks and daily phone contact with her teacher.' **Anu**

Outcomes for commUnity+ Graduates*

74.2%
achieved their main reason for undertaking the training

57%
were employed or enrolled in further study after training

90.2%
were satisfied with the overall quality of their training

77.9%
would recommend the training

* Data Source: National Centre for Vocational Education Research commUnity+ 2019 report

86.8%
would recommend their training provider

This data reflects outcomes for students who have completed their training. As many of those who started in 2019 will not yet have completed, this is indicative of performance over time.

Of the 57% who indicated they were either employed or engaged in further training, it is most likely, given the nature of CU+ learners and the focus on language and literacy, that this figure is weighted toward further training.

Overall satisfaction above 90% is a very positive result and reflects the anecdotal feedback provided in day-to-day contact with students.

Mohib's Story

Hard work pays off in the quest for a fresh start

Mohib emigrated from Syria in 2018 and, along with his wife Hadil, commenced English classes two months later through the Adult Migrant English Program at the commUnity+ Deer Park site. His teacher, Suresh Mackenzie, encouraged Mohib to accelerate his learning by speaking in front of the class and watching the British TV sitcom *Mind Your Language*. Mohib also enjoyed excursions to the Royal Botanic Gardens and Melbourne Museum.

During the final term of 2019, Mohib joined the Settlement Language Pathways to Employment and Training (SLPET) stream, learnt employment skills, and undertook practical Shop Assistant placement in the local IGA supermarket, where he stocked shelves and assisted with stocktake. Following

placement, Mohib sought employment and was offered two days per week. Currently, he is employed five days a week, 5-8 hours per day.

Mohib has undertaken 700 hours of English classes and recently graduated from his SLPET class.



Legal Services



Brimbank Melton Community Legal Centre

Brimbank Melton Community Legal Centre (BMCLC) is a placed-based centre providing free legal services to people who live, work or study in the Brimbank, Melton and Bacchus Marsh communities. Our key areas of legal practice include family law, family violence, infringements, summary crime, tenancy and civil matters (such as insurance, debt and motor vehicle accidents). BMCLC has its main office in St Albans as well as a range of generalist and specialist outreach clinics in Sunshine and Melton.

We also provide outreach services through key partner organisations such as Djerriwarrh Health Services, Sunshine Hospital, Australian Vietnamese Women's Association and the Sunshine Family Relationship Centre.

Health Justice Partnerships

BMCLC lawyers, via Health Justice Partnerships, are able to be embedded in the local community and work with allied health services to provide holistic and wraparound supports for vulnerable and disadvantaged cohorts, with the aim of enhancing client outcomes.

In the year ending June 2020, we strengthened the referral pathways between BMCLC and the allied health services located at Djerriwarrh Health Services and Sunshine Hospital, enabling allied health services to refer clients for legal support, and BMCLC to refer clients who may have non-legal needs.

Ties were strengthened between the partner organisations through a collaborative approach that allows clients to access multiple health and support services. Collaboration between project partners facilitated secondary consultations, enhancing the scope and quality of assistance provided to the client.

Professional development training on conducting Legal Health Checks was delivered to Djerriwarrh and allied health agencies in June 2020. This process helps to identify legal issues at an early stage so that intervention is made in a timely manner, before legal and social issues become compounded.

Duty Lawyering Services

Victim survivors of family violence benefit from receiving court representation to finalise their matters. The court hearing process is a crucial stage in the family violence journey, and often arouses the strongest emotional response. For this reason, clients benefit from an experienced lawyer who can be their voice at court.

Duty lawyers can also identify secondary legal matters or unaddressed need in other areas of law, such as family law, criminal law, infringements and debt, and refer clients for further assistance, thus promoting early intervention and preventing issues from compounding.

For vulnerable clients already experiencing multiple and complex legal issues, court is an intimidating and stressful place. A lawyer advocating on behalf of a client can significantly improve their mental wellbeing as well as their legal outcomes.

BMCLC lawyer Johanna Yee.



highlights

44%

of our clients spoke a main language other than English

99

family violence duty lawyer services delivered by BMCLC

13%

of clients are women who are victim survivors of family violence

COVID-19 Challenges

COVID-19 has disrupted the growth phase of the project partnership, which relies heavily on in-person interaction and consultations between BMCLC and staff of partner organisations. Despite this, BMCLC has continued to engage with staff remotely, via online service presentations and professional development to allied health teams.

When the pandemic suspended our in-person service delivery, staff adapted to the need to work remotely, but given the sensitivity of some legal matters (such as family law and family

violence) some clients wished only to discuss these issues face to face.

There has also been a general decline in the number of referrals since the emergence of COVID-19. Recent research, including by the University of Melbourne and Austin Health, has suggested that many people are disengaging from health services due to the pandemic. This in turn affects the volume of referral numbers coming to BMCLC from partner organisations and agencies.

We know that family violence is still occurring, and potentially at increased rates, but that the

stay-at-home orders also meant less opportunity for victim survivors to report family violence and seek support.

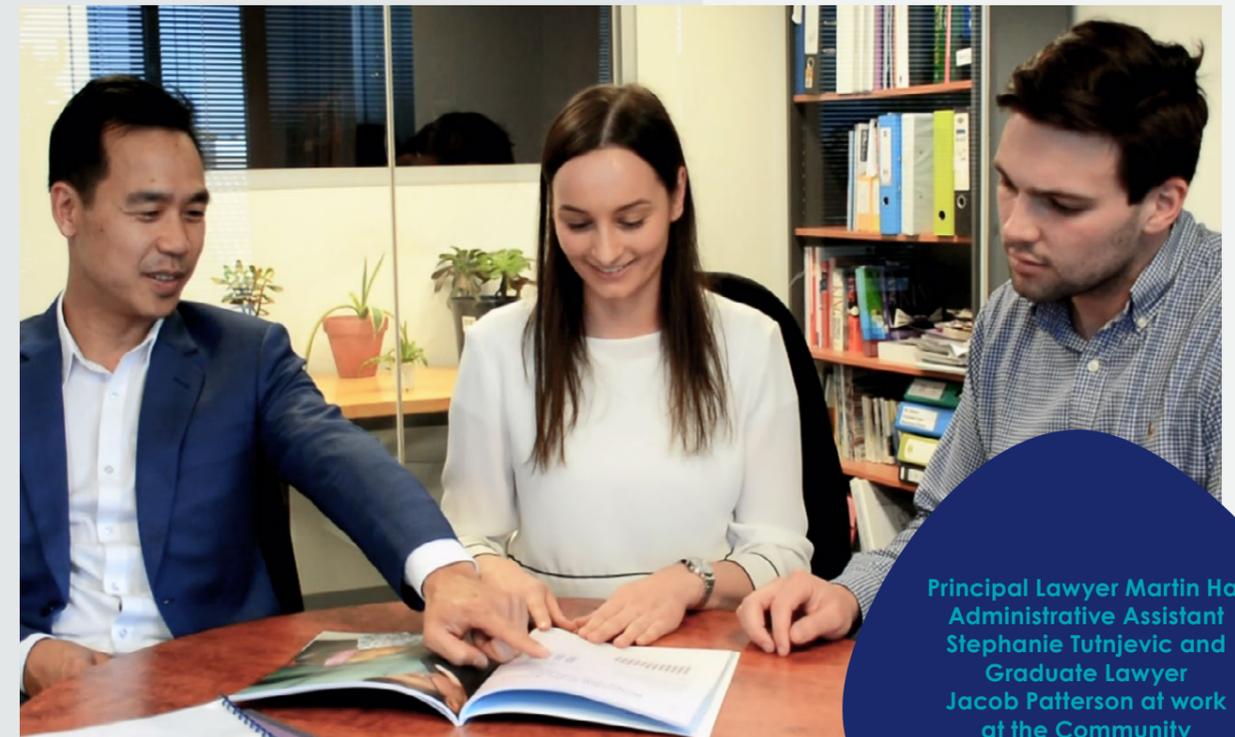
We will continue to work closely with our project partners to encourage engagement from victim survivors, as well as provide integrated support services to those who present for assistance. COVID-19 has resulted in a general reduction in matters listed at court and naturally our Centre has seen a decline in the number of clients assisted through duty lawyer services.

The impacts of COVID-19 and associated remote service delivery meant that in-person duty lawyer services were suspended as of mid-March 2020 (with comprehensive advice and assistance delivered by phone). The courts are moving towards remote hearings and this

novel scenario will no doubt present operational challenges and force fresh consideration about how best to improve client wellbeing and outcomes.

Our primary client focus over the next 12 months will be:

- Women who are at risk of family violence and have multiple barriers to accessing services
- Clients presenting with complex and manifold Family Law issues
- Culturally and linguistically diverse communities living in the catchment
- Those adversely affected by the COVID-19 pandemic
- Expansion of services at Melton



Principal Lawyer Martin Ha, Administrative Assistant Stephanie Tutnjevic and Graduate Lawyer Jacob Patterson at work at the Community Legal Centre.

Anna's Story

Advice for a first-time mother with complex needs

Brimbank Melton Community Legal Centre (BMCLC) first saw Anna* late in her first pregnancy. Anna was a victim of family violence perpetrated by her former partner, the father of the child. Anna also disclosed on her intake form that she was experiencing a mental health condition but declined to disclose its nature. Anna reported that her partner abused her financially, physically, and emotionally; controlling her finances to such an extent she was dependent on him to pay for her medical treatment and living expenses.

Anna's experience with family violence and her diminished mental health posed a challenge to her ability to understand and act upon the legal advice provided. She was assisted for the period of her pregnancy with legal advice (reiterated as often as needed to ensure it was understood) and with support on several occasions.

Anna presented at the initial appointment in a distressed state and was concerned about the potential risk to her child, given her partner's previous violent behaviour. She was also concerned about her economic

security if she separated from him, given her financial dependence. She also initially expressed that she did not want her partner's name on the child's birth certificate, given the circumstances.

BMCLC provided Anna with advice and reassurance on several occasions, including information about seeking an intervention order. Anna stated she was not ready to commence that process, but understood she could contact us for assistance when she was ready. She continued to be supported by the social work team at the Sunshine Hospital.

BMCLC also provided advice on family law and child support, and assisted Anna to complete the Newborn Child Declaration form for Centrelink and Medicare. Anna understands she can return to us should she require assistance to seek a family violence intervention order.

* not her real name

Children's Contact Service

The Children's Contact Service (CCS) operates across the Western and Inner Regions of Melbourne, from offices located in Brunswick West and Deer Park, providing a child-centred, safe and neutral onsite service to facilitate court-ordered changeovers and supervised visits for children and their separated families.

This enables the children to maintain a meaningful relationship with the parent or family members with whom they do not live. Separation can be a very difficult time for families and can be highly detrimental to the health and wellbeing of children who are exposed to high-conflict situations. Our aim is to advance the best interests of children through child-focused, trauma-informed and best practice service delivery. The children's safety and wellbeing is always the first priority for staff, who remain neutral in situations of parental or familial conflict.

The end goal of the program is for families to develop the attitudes, knowledge, skills and behaviours to safely move to sustained and workable long-term visiting and custody arrangements.

The table on the facing page provides the key metrics for the 2019-2020 year, including the number of families assisted, a breakdown of session numbers and types, and the number of children across the two different sites.

'The Mother of Invention'

The COVID-19 pandemic required the CCS to develop new ways of supporting and conducting contact visits. The turn of phrase 'Necessity is the mother of invention' has never been so true. Funded children's contact services have been operating in much the same format for several decades, with little variation or flexibility to provide alternative methods of contact. Any consideration of online contacts has to date been deemed 'too risky' to carry out, and so were not

previously adopted by funded services. In March 2020, when Melbourne went into lockdown, with all face-to-face contacts cancelled, we had little option but to reconsider how else we might support our clients. commUnity+ (CU+) staff devised a model to offer 'Virtual Visits', using Zoom as a platform to engage parents and children online in a safe, monitored and private environment, facilitated and managed by a CU+ CCS worker.

We established a comprehensive set of procedures and guidelines, a new service-user agreement that detailed expected behaviours and practices of all parties, and collaboratively designed a model of engagement that supported contact continuing during lockdown. Our philosophy was based on the premise that we needed to provide support to families most affected by the lockdown, and with no knowledge of how long the lockdown might last.

With little time and no precedent, we considered that we might not succeed – but, conversely, if we could develop a successful online model, we would have a new option added to the suite of supports we offer, and could share the information to support others in the sector to do the same.

The team enthusiastically undertook training on Zoom and practiced at length with each other how to host, set up waiting rooms, record meetings and facilitate visits through online play. The outcome has been a notable uptake in clients conducting Virtual Visits. We shared our successes and challenges with other service providers in the state and national network, and distributed our in-house resource guides. In a few short months, we had court orders that included virtual visits as a means of supporting contacts between families while COVID restrictions were in place. Other funded CCS services have adopted our methodologies and are offering the same service to their clients.

More recently we have engaged Tania Buck from innoValuation Consulting in a pro-bono

project to help train our staff in Participatory Action Research, so we could commence mapping the journeys of our clients into the CCS program and the factors that determine positive outcomes. We are examining the breadth of our services and how we can expand services to offer complementary supports in the family law space to families experiencing separation.

In six short months we've been able to achieve something that for many years had been considered an insurmountable challenge; embraced by the team with agility, flexibility, enthusiasm and a willingness to learn and embrace new opportunities.



Services provided by the CU+ CCS (July 1, 2019 to June 30, 2020)

	WESTERN	INNER
Changeover applications received	5	9
Supervised Visit Applications received	72	85
Intake Meetings	65	66
Familiarisation Sessions	23	10
Changeover Sessions	242	233
Supervised Visit Sessions	119	77
Virtual Visits Sessions	11	16
Court Reports	13	6

The challenge ahead

Funded CCS services often experience lengthy waiting lists due to their low-cost access. This means families that are most financially disadvantaged through separation can face long periods between contacts. CU+ is working with the CCS team to determine options for how we can reduce wait times at the resumption of onsite services. As a funded service we do not offer private fee-paying places, which limits the income for the program and therefore the resources needed to expand service provision. However, we are investigating other options to build our family law supports and wraparound services, including identifying service intersectionalities with our legal program and family violence supports. We expect 2021 to be a year of strategic growth and deliberative planning around how we can complement our CCS services across the organisation and community.



CCS team members Sandra Sandra and Zac Martinez.

Ruth's Story



A senior Child Contact Service worker delves deep: 'I see that they're grieving'

Social worker Ruth Kerkhoff is Team Leader at the commUnity+ Children's Contact Service in Brunswick West. She describes the service's clients as "the tiny per cent that can't work it out themselves"; parents who have fallen into intractable conflict, and children suffering the consequences.

Beneath all that anger, says Ruth, lie more complicated emotions. "We meet a lot of people that are mourning the loss of their family, the loss of their children, the loss of what they saw ahead for the rest of their life," she says. "I see that they're grieving."

Looking beyond aggression or recalcitrance with empathy is more effective than framing the supervised visits as a matter of court mandate: "I'm understanding that you've experienced conflict, something's happened in your relationship, that's how you ended up here and we want to make it work for you."

For many, experiencing increased separation from their children due to COVID-19 restrictions felt like a threat to an already fragile parenting role. The service's priority remained: For as many children as possible to be able to nurture a relationship with a parent they no longer live with. A careful transition to Virtual Visits was

developed, available to all but the most high-risk families ("where there is a threat of stalking, domestic violence, and so on") or really young children who couldn't operate the technology without requiring their parents to interact. A new agreement was also drafted, acknowledging the very high vigilance of office visits could not be replicated. The innovation was so successful, it will now be folded permanently into the service, creating greater and more affordable options for parents out of state or on final orders.

Ruth has now clocked 13 years in the field, effecting change via hundreds of "gentle, gentle conversations."

"We've certainly seen clients move a long way in terms of what they're happy for the other parent to do, because of our work," she says. "The parents may still be in incredible conflict ... but as far as the child is concerned, they can have a more normal relationship with their parent."

"I do think every CCS has to work within a trauma-informed, therapeutic lens – it's not childcare ... You're actually actively intervening in the child's best interests and in the parents', too."



Image right: Social worker and CSS team leader Ruth Kerkhoff in a room set up for supervised visits.

Neighbourhood House



It has been a year of significant change for the commUnity+ (CU+) Neighbourhood House program. Early in the year, the program underwent a Strategic Review that aimed to reacquaint the Deer Park HUB with a more grassroots approach to community development; linking with local communities to deliver more effective and measurable outcomes for service users. With a particular focus on celebrating our community's diversity, we aim to engage local CALD, Aboriginal and Torres Strait Islander communities, new and emerging communities, youth and the elderly, families and others in our area. Groups will also be encouraged to utilise the HUB to operate their own activities of interest.

This initiative, however, coincided with the onset of COVID-19, resulting in a prompt discontinuation of most onsite programs. Continuing to work toward our plan, we appointed a new coordinator, Carolyn Black, who took the lead in delivering programs online, with a focus on offering support and overcoming isolation. Carolyn joins our team from Community Hubs Australia, has a wealth of experience in the community development sector and is a lifelong local to the West. She has embraced the role with vigour, passion and enthusiasm.

While it is highly unusual to embark on a community development role that has to be delivered almost exclusively remotely, the challenges of that period also afforded a unique opportunity to make stronger connections with the invaluable Network West community of Neighbourhood Houses in the Western region, and to share experiences, resources and ideas.

At the same time, Carolyn collaborated with Cherie Sutherland, our Communications Officer, in rebooting our image. We now have a new logo, and a new suite of program initiatives in the works.

Range of Programs Delivered

Prior to the COVID-19 lockdown, our most popular programs were Zumba and Yoga, attended by between 25 and 70 participants each week. These classes were delivered in partnership with Reclink Australia, who work to connect communities through sport and activities, health and wellbeing. Our Homework Club also had a steady attendance of around five children per week during the school terms, and our partnerships with the Hunt Club and Westvale Community Centre led to a very well-attended school holiday program.

With the cessation of all face-to-face services and a move towards online service provision, weekly social groups were established via the Zoom platform, as we also began to share short clips on Facebook, to keep members of the community in touch with Neighbourhood House and each other. We were also successfully awarded a significant grant from the Federal Department of Health's 'Driving Social Inclusion through Sport and Physical Activity' program, with an initial plan to partner with Reclink in the provision of group activities for women and children via Zoom. When health guidelines allow it, we will transfer this program to our Deer Park facility.

COVID-19 has certainly challenged our understanding of the very nature of what constitutes 'community'. Social isolation has been a major issue in the face of lengthy and challenging lockdowns. We have seen mental health issues increase, higher incidences of anxiety and depression and increased financial stress due to the pandemic. At CU+ we have also observed diminished engagement from community members, correlating with the length of lockdown periods. Through the swift and creative provision of online support, we hope to help reconnect people and promote conversation and social engagement. Our online programs are aimed at providing a safe and neutral place for people to meet for short periods without pressure, have a cup of tea and talk. Our Storybook Tails clips on



highlights

\$66,720

'Driving Social Inclusion through Sport and Physical Activity' grant awarded



A new way for Neighbourhood House clients to connect @CUPlusNeighbourhoodHouse

20-70

Zumba and Yoga participants weekly

Facebook aim to give people some light relief while acknowledging the increasingly blurred lines of work and home life, and our standalone Neighbourhood House Facebook page (@CUPlusNeighbourhoodHouse) has been set up to sustain community remotely, offering support until we can safely meet in person again, and beyond.

Challenges Ahead

Communities are dynamic spaces that require adaptive and flexible services to support them. The old ways of 'doing' community development are rapidly changing, and post-COVID we know we will need to be agile and responsive

to the shifting needs of the people we support. CU+ is adapting the way we engage communities and seeking new ways of supporting those who are most vulnerable. In the coming year we aim to address the challenge of delivering measurable and impactful services in an uncertain public health context, and respond to the potential funding challenges that may result from the impact of the pandemic on the economy.

Meet Carolyn

Introducing our new Neighbourhood House Coordinator

Carolyn Black has a deep understanding of the often unseen needs of community, fostered during two decades as a family support worker. "I'm a welfare worker that went into homes and worked with families on creating routines, getting their kids back, drug and alcohol issues, homelessness – all the heavy stuff," she explains.

If that sounds challenging, it doesn't appear to have cost Carolyn any of her passion for making positive interventions in the community – or her sense of humour. During a recent webinar on community development, Carolyn was surprised to hear from a Futurist. "I didn't know they existed," she jokes. "I was expecting a crystal ball and smoke!"

His analysis was encouraging: Neighbourhood Houses are well placed to succeed in the wake of the pandemic, he predicted, because they are already highly skilled at running small groups – the only way we can safely gather for some time. "The same is true of support groups," Carolyn adds. "You don't want them too big. It fits perfectly with going forward, post-COVID."

In Stage 4 lockdown, however, even the small group activities of Neighbourhood House weren't permitted, so Carolyn – new to the Coordinator role – swiftly created a Facebook page and established Zoom groups, giving her clients ways to stay in touch online. In a testament to her skills at community building,

members of the Hub she had coordinated for the previous five years at Deer Park North Primary School followed Carolyn to her new role, and offered Neighbourhood House's older clients technical assistance with getting connected from home.

Even as lockdown restrictions are easing, Neighbourhood House's online presence will continue to deliver services, dovetailing with small in-person classes. You can hold a small exercise class of 5-10 people on site, Carolyn explains, and have the rest of the participants join in online. "I love the creativeness of this position," she says. "You have to be full of ideas."

Carolyn's appointment at Neighbourhood House coincided with a big opportunity to reimagine the program for commUnity+, and a comprehensive Community Needs Assessment survey is now underway to hear from locals about the kinds of support they need. Carolyn sees great potential for Neighbourhood House to act as the "glue" for the suite of services commUnity+ already focuses on; education, legal support and family. In partnerships with other organisations, she envisages programs addressing areas such as men's behavioural change, parenting orders, financial counselling, carers' support, "maybe dads with issues of separation," grandparents caring for children, mental health challenges, drug and alcohol issues, as well as groups to foster wellbeing, overcome



isolation and form friendships. "Training up bilingual volunteers to help people fill out forms, or maybe some digital literacy mentoring – just really looking at where we can fill the gaps," she adds. "One of the ideas we're entertaining is having a support group for mums who had babies during COVID isolation."

Carolyn says she feels incredibly lucky to have been appointed to another role in the Deer Park community, following her years at the school hub. "It's still like the '70s in some respect around here," she says warmly. "People know their neighbours and they help each other out, and I love that."

"The community in Deer Park is so welcoming and non-judgmental – a really, truly beautiful and unique environment to be in."

Shared Services

Shared Services

The Shared Services team at commUnity+ (CU+) exists to facilitate client-facing programs by providing the services and facilities they need to operate. The team includes specialists working across People and Culture, Information and Communications Technology, Facilities Management and Finance Services. The CU+ Shared Services team continued to deliver efficient and effective support to all of the organisation's programs in 2019-2020.

The importance of people to CU+ operations is reflected in two-thirds of its expenditure being dedicated to staffing costs. The other significant area is the cost to occupy and operate 11 key sites across the Western and Northern suburbs, along with a number of outreach sites in these areas and the Eastern suburbs.

At the end of June 2020, CU+ employed 94 staff, working the equivalent of 67 full-time employees. During the year, 32 staff had joined while 31 others had left the organisation. Of the 31 staff to leave during the financial year, 26 departed in 2019, with only five in the first half of 2020.

Just over one-third of the staff are employed on a full-time basis with the remainder working part-time or on a casual basis.

As part of its commitment to providing staff with a stable work environment, a number of staff were converted from casual employment to part-time during the year. Casual employment is only used where there is genuine variability in the level of work or where work is expected to be short term. The level of casual employees halved during the year.

Whilst almost one-third of the staff have joined CU+ during the last year, including all of the current Executive Team, there remains a significant core of longer-term staff. A quarter of the staff have been with CU+ for more than three years, and one in 10 have been part of the team for more than five years.

At the start of COVID-19 restrictions, we had to amend our plans to deliver workplace health and safety training to all of our staff. With the help of our WorkCover agent, CGU, we transitioned the training to an online platform and 90 per cent of staff completed five learning modules in the first three months. We have continued to expand our online learning with additional courses being progressively made available to staff on a new CU+ portal known as CommConnect. Just as our students have adapted to online learning, our staff have taken up the opportunity to continue professional development while working from home.

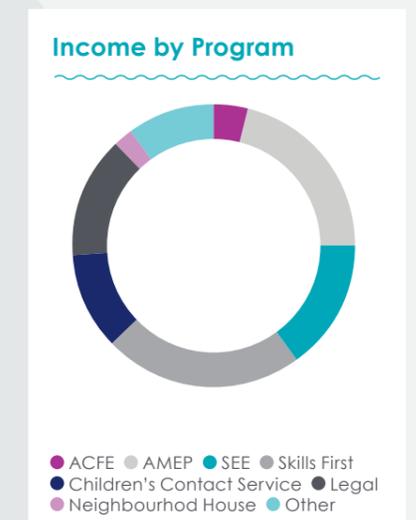
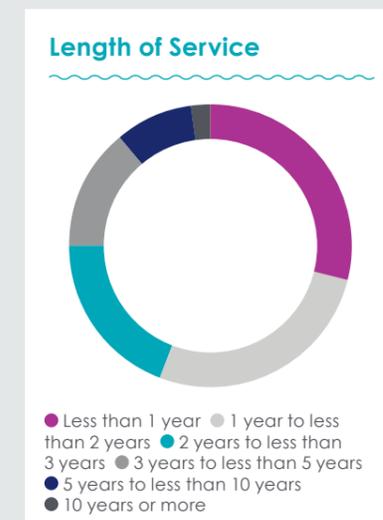
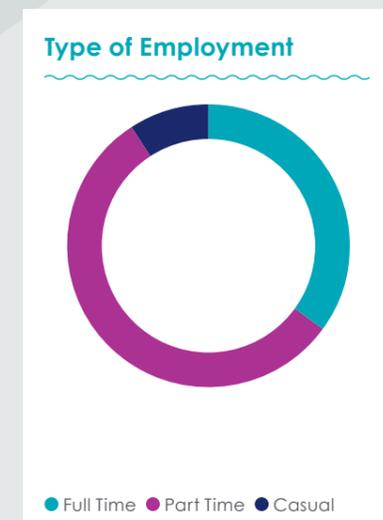
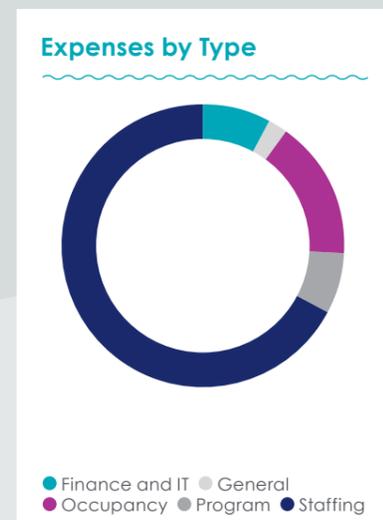
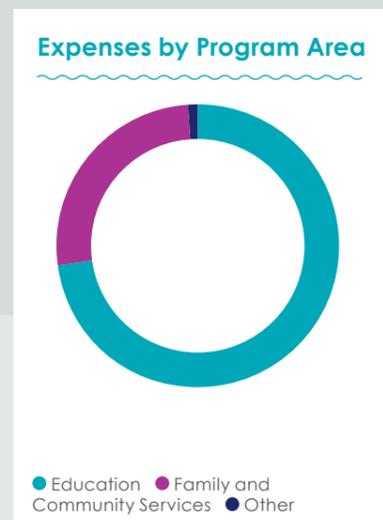
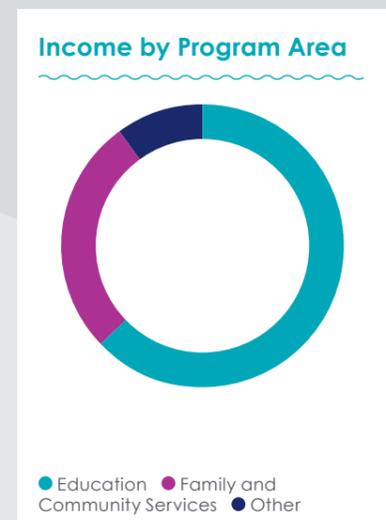
The challenges presented by COVID-19 had an impact on Shared Services as with all of the program areas. The transition to most staff working remotely in a short space of time, and eventually to all staff working offsite, was achieved without significant issues. These changes occurred at the same time as CU+ was undertaking a change in its IT service provider and how staff accessed systems. Keeping everybody online through most of this process was no small undertaking and our in-house IT team is to be congratulated on this achievement.

Looking to the future, the uncertainties created by COVID-19 will continue through 2020-2021. Financial support packages from federal and state governments will wind down and the funding received through the middle of 2020 will be used to smooth the transition to ongoing business levels. Our now sound financial position and better business intelligence will allow informed decisions to be taken on the opportunities and challenges that occur as government priorities and demand for our services change.

Income statement Comm Unity Plus Services Ltd

	2020	2019
ACFE	362,643	432,881
AMEP	1,927,873	1,880,840
SEE	1,360,007	1,747,624
Skills First	2,097,513	2,001,195
Children's Contact Service	961,174	877,811
Legal	1,295,329	1,211,836
Neighbourhood House	164,757	109,781
Other	937,451	87,615
Total	9,106,747	8,349,583

The end result for the 2019-2020 financial year was a healthy surplus of \$648,000.



People and Culture

There were a number of key initiatives and achievements over the 2019-2020 period, that included:

- New meeting and communication arrangements, particularly whole of organisation meetings and a cross-program General Manager and Team Manager meeting
- An online staff development and learning portal 'CommConnect', developed by ELMO
- An Intranet created for staff and the Board by Mity Digital
- A fortnightly staff update 'The Bulletin', and quarterly newsletter 'CommNews'
- A more participatory approach to staff planning events
- Review of the Employee Assistance Program arrangements and a stronger, proactive approach to staff wellbeing

These changes have resulted in an increase in staff confidence and satisfaction with management and workplace arrangements. The staff survey results below are indicative of these positive changes, albeit within the limitations imposed by COVID-19.

Findings of the Staff Survey

Staff were generally positive about the organisation's growth and development over the past six months, and its adaptability and flexibility in responding to the evolving needs of the community and to funder expectations during COVID-19.

Commendations and recommendations included:

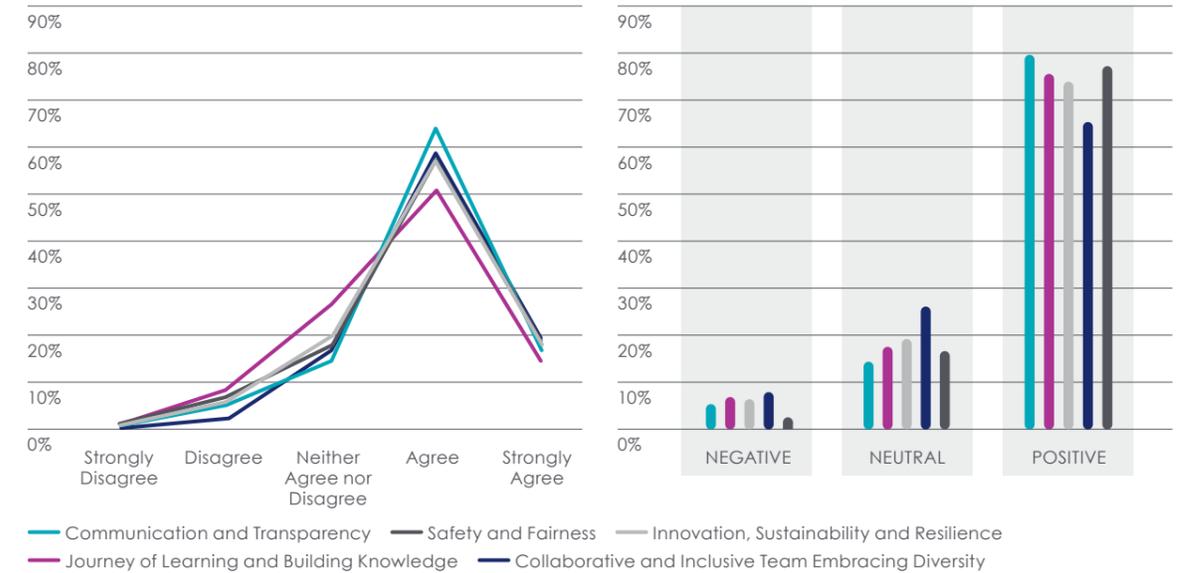
- An increased sense of 'living the organisational values' and value alignment among the staff was universal, as well as a clear appreciation for the purpose of the organisation

Daily Shwe, Sindy Li, Beth Stewart-Wright, Carmel Tedesco and Nim Peiris campaign for gender equality on International Women's Day.

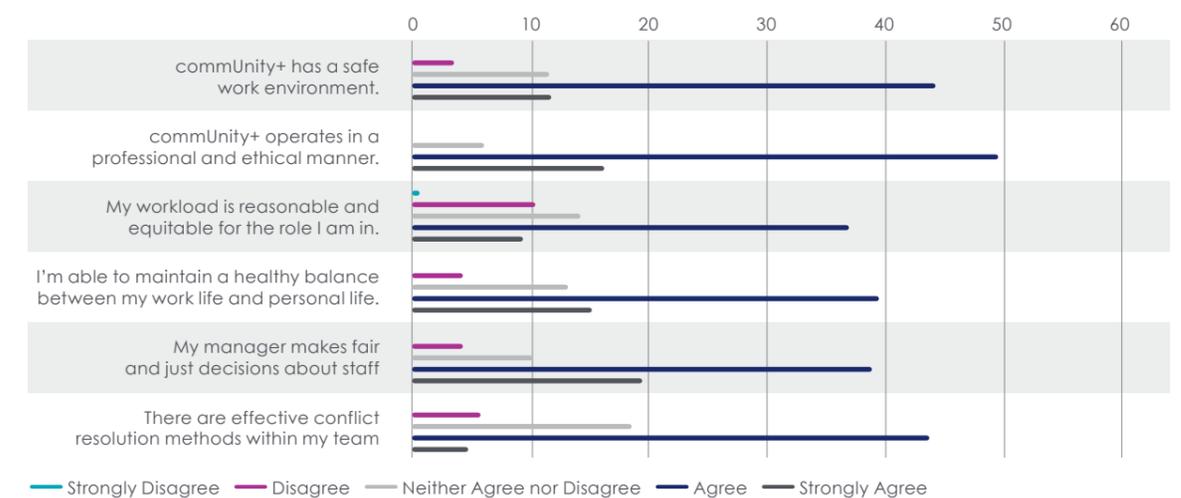


- An appreciation for the ability of staff members from diverse cultural backgrounds to coexist and work cohesively towards organisational goals
- Appreciation of the improvements made to facilities, technology and staff welfare, with staff expressing optimism that the benefits of making these changes will be realised in the near future
- Communication and connection between management and staff have vastly improved, though there remains some room for growth
- A need for more opportunities and initiatives for cross-functional interaction, communication, knowledge sharing and service integration was stated in multiple contexts
- A need to build greater awareness of the commUnity+ strategic direction
- A need to arrange for support programs on the new program delivery methods – such as Zoom, online training platforms, webinars, blended learning, etc. – to assist in managing technology during remote working
- A recommendation that new employees joining during remote working arrangements be provided with a higher level of support in order to establish the connections needed to perform their job roles and for ease of integration
- A suggestion to explore opportunities for additional staffing or sharing of workloads where there are seasonal fluctuations of volume of work
- A need for focused efforts to develop the management skills of the frontline staff, to transition from their roles as teachers or frontline staff members into managers

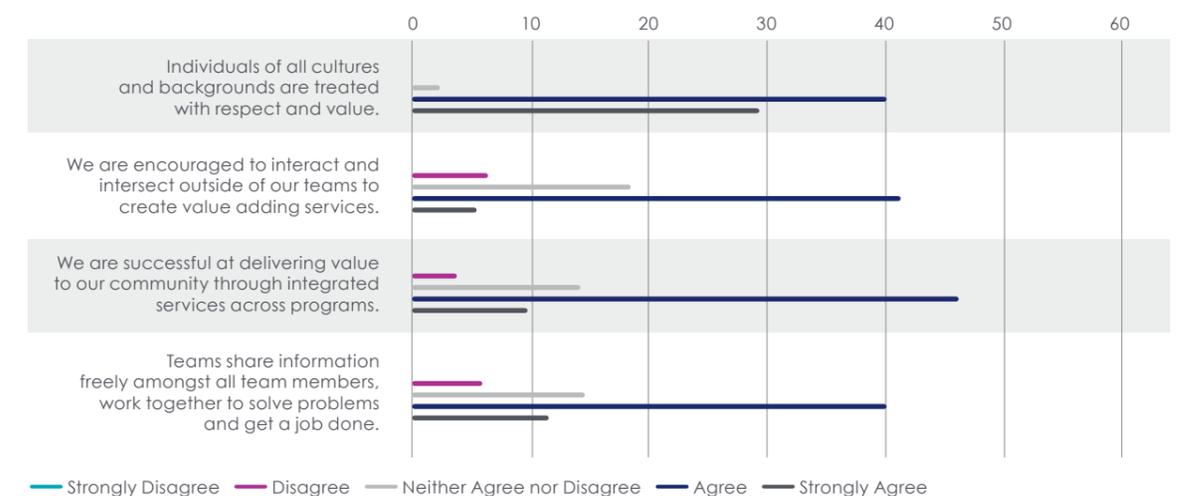
commUnity+ Values, Employee Engagement



Safety & Fairness



Collaborative and Inclusive Team Embracing Diversity



Funders and Partners

Funders

Adult, Community and Further Education Board
 Australian Government Attorney-General's Department
 Brimbank City Council
 Department of Social Services
 Department of Education, Skills and Employment
 Department of Education and Training
 Department of Home Affairs
 Department of Health and Human Services Victoria
 Department of Justice and Community Safety
 Victorian Legal Aid
 Victorian Legal Services Board and Commissioner

Partners

All Primary and Secondary Schools in the Brimbank and Melton Region
 AMES Australia
 Angliss Neighbourhood House
 Anglicare Victoria
 Asylum Seekers Resource Centre
 Australian Children's Contact Association
 Australian Vietnamese Women's Association
 aXcelerate
 ANZ
 Bacchus Marsh Maternal and Child Health Centre
 BKODE Dance Studio
 Braybrook Community Hub
 Brimbank and Maribyrnong Interfaith Network
 Brimbank Learning Futures
 Brimbank Libraries
 Brimbank Neighbourhood Houses and Community Centres
 Brimbank and North West Star Weekly

Brimbank Social Justice Coalition
 Bunnings Warehouse
 Cairnlea Community Hub
 Campbell Page
 Caroline Chisholm Society
 CatholicCare Parenting Orders Program
 Centrelink
 Centre for Innovative Justice
 Centre for Multicultural Youth
 Circle Alliance Bank
 Commonwealth Bank
 Community Legal Centres Australia
 Consumer Action Law Centre
 Cohealth
 Dame Phyllis Frost Centre
 Deakin University
 Derrimut YMCA Early Learning Centre
 Djerriwarrh Community and Education Services
 Djerriwarrh Health Services
 Domestic Violence Resource Centre Victoria

Duke Street Community House
 EACH Employment
 Energy and Water Ombudsman Victoria
 Family and Relationships Services Australia
 Federation of Community Legal Centres
 Filipino Community Council of Victoria
 Financial and Consumer Rights Council
 Fitzroy Legal Service Inc.
 FutureConnect
 Good Shepherd Australia New Zealand
 Greek Senior Citizens Club of Manningham
 Headspace
 Health Justice Australia
 Hunt Club Community and Arts Centre
 Independent Tertiary Education Council Australia
 IPC Health
 Job Prospects
 Jobs Australia
 Justice Connect

Thank you

Lady Northcote Recreation Camp
 Lander & Rogers Lawyers
 Landmark Printing
 LeadWest
 Laverton Community Integrated Services
 Learning for Employment
 Legal Services Board and Commissioner
 Life without Barriers
 Maddocks
 Mambourin Enterprises
 Magistrates' Court (Bacchus Marsh and Sunshine)
 MatchWorks
 Maurice Blackburn Lawyers
 Max Employment
 Measina Treasures of Samoa
 Melbourne City Mission
 Melbourne Infinity Education
 Metropolitan Remand Centre
 Melton City Council
 Melton & Moorabool Star Weekly
 Men's Referral Service
 MacKillop Family Services

Migrant Resource Centre North West Region Inc.
 Mind Works
 Mity Digital
 Moorabool Shire Council
 Neighbourhood Houses Victoria
 Network West
 North Balwyn Senior Citizens' Club
 Northern Integrated Family Violence Services
 No to Violence
 Parent Education Network
 Playgroup Victoria
 Proven Training Solutions
 Reclink Australia
 Relationships Australia
 RMIT University
 Salvation Army Employment Plus
 Salvation Army Social Housing and Support Network
 Same Day Printing
 Sarina Russo Job Access
 Serap's
 Snap Laverton North
 Spectrum Migrant Resource Centre

Stepping Up Consortium
 Sunshine Family Relationships Centre
 Sunshine Library
 Tenants Victoria
 The Family Court of Australia
 The Youth Junction
 Think West
 Tracy The Placement People
 U3A Network Victoria
 Victoria Legal Assistance Forum
 Victoria Law Foundation
 Victoria Police (Western Region)
 Victoria University
 Victorian Chamber of Commerce and Industry
 Victorian Government Solicitor's Office
 Victorian Council of Social Service
 Visy Cares Hub
 Volunteer West
 West Justice
 Western Suburbs Law Association
 Westgate Community Initiatives Group

Western Bulldogs Community Foundation
 West Sunshine Community Centre
 Westvale Community Centre
 Wesley Mission
 Western Health
 Western Integrated Family Violence Committee
 Western Metropolitan Regional Aboriginal Justice Advisory Committee
 Williamstown Community and Education Centre
 WISE Employment
 Woolworths Deer Park
 Women's Health West
 Wyndham Community and Education Centre
 Yarraville Community Centre
 Youthlaw
 YouthNow



'I am struck by
the human spirit's
boundless capacity
to endure, persist
and keep finding
the positives'

Chair

Susanne Legena

commUnity+ Locations and Services

Adult Education, Children's Contact Service, Corporate Office & Neighbourhood House

822 Ballarat Road
Deer Park VIC 3023

Brimbank Melton Community Legal Centre

Melton Community
Health Centre
195-209 Barries Road
Melton West VIC 3337

Adult Education

90 Blair Street
Broadmeadows
VIC 3047

Adult Education

30 Craigieburn Road
Craigieburn
VIC 3064

Adult Education

1A Erickson Street
Springvale VIC 3171

Adult Education

63 Mahoneys Road
Forest Hill VIC 3131

Adult Education & Brimbank Melton Community Legal Centre

Suite 2-4 & 6-8
30-32 East
Esplanade Street
St Albans VIC 3021

Adult Education

14 Gaffney Street
Coburg VIC 3058

Children's Contact Service

46 Grantham Street
Brunswick West
VIC 3055

Adult Education

Proven Training
Solutions
45 Main Road West
Street
St Albans VIC 3021

Adult Education

Level 1,
356 Main Road West
St Albans VIC 3021

Adult Education

79 Main Road West
St Albans VIC 3021

Adult Education

81 Main Road West
St Albans VIC 3021

Adult Education

Shop 8,
11 Victoria Square
St Albans VIC 3021

Adult Education

Watergardens
Town Centre
399 Melton Highway
Taylors Lakes VIC 3038

comm-unityplus.org.au

1800 266 675

