

COMMUNITY WEST
ANNUAL REPORT 2013-2014



OPEN DOORS,
OPEN PATHWAYS:

Training

Respect

Achievement

No Wrong Door

Support

Family

Opportunity

Rights

Multicultural

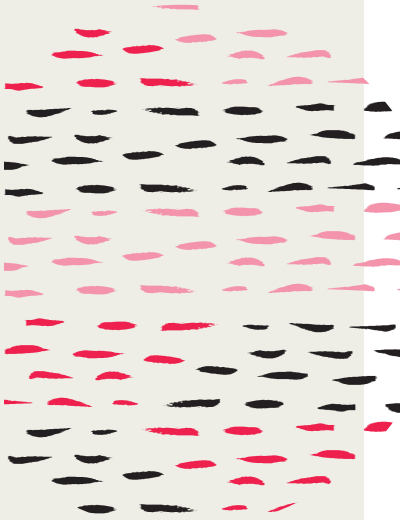
OPEN DOORS AND OPEN MINDS

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.



CONTENTS

About Community West	2
Chairperson's Report	4
Strategic Plan	6
CEO'S Report	8
Board Members	10
Senior Management Team	12
Locations	13
Community Consultative Committee	14
Funding	16
Partners and Stakeholders	16
Volunteers	18
Staff	19
Neighbourhood House	20
Education Program	22
Education Program Student Survey	26
Family Support Programs	28
Family Support Programs Survey	30
Legal Program	32
Legal Program Survey	35
Corporate Services	36
Financial Report	38



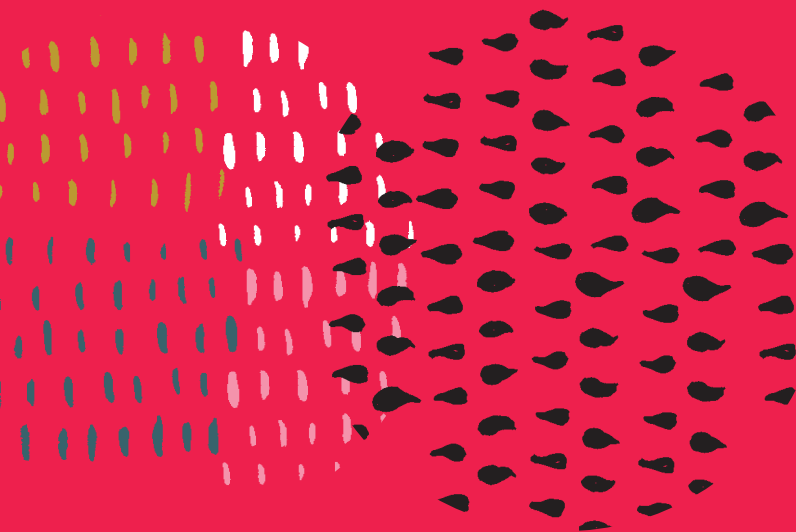


ABOUT COMMUNITY WEST

Community West is a multi-disciplinary agency servicing Melbourne's western suburbs with a particular focus on the City of Brimbank, City of Melton and Bacchus Marsh. Community West has grown from a small residents' action group at the Deer Park Neighbourhood House to a large community-based organisation funded by Local, State and Commonwealth government departments and other philanthropic trusts. Community West delivers a range of early intervention and prevention programs focusing

on informing and engaging with our community through high quality Adult Education, Neighbourhood House, Legal (through the Brimbank Melton Community Legal Centre) and Family Support Programs, as well as community engagement and development activities. 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 West throughout the year, visit our website and sign up to our newsletter: www.communitywest.org.au



OPEN DOORS OPEN PATHWAYS

Open doors lead to new beginnings that transform lives in a diverse community.

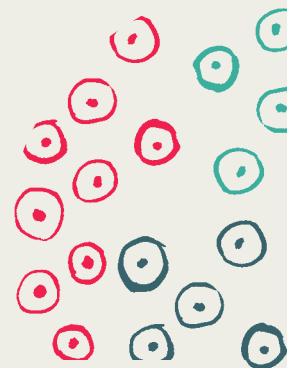
Community West is a safe place. Everyone is welcome. We work with our clients to make hopes become reality.

We resolve to build a strong community through respect, inclusion and collaboration.

Community West staff

CHAIRPERSON'S REPORT

James McCarthy



We are proud to continue on Community West's path of significant growth, innovation and collaboration throughout the past year. The Board and Chief Executive Officer, Rachna Muddagouni began the 2013/2014 financial year with clear aims, including the review of our 2011-2014 Strategic Plan, consolidation of our achievements, exploration of our strengths and opportunities and the development of our new 2014-2017 Strategic Plan. Extensive consultation was undertaken with staff, stakeholders, clients, community members and funding bodies to set our goals, identify our priority groups and develop clear strategies to meet the needs of our community. I would like to thank Carolyn Wood, Strategic Plan Project Officer, who worked alongside the Board and CEO to develop a realistic plan focusing on capacity building, collaboration and continuous improvement.

Following our road map to deliver streamlined and seamless services, this year has been one of significant achievement for the Board. Meeting on a bi-monthly basis and executing governance responsibilities with due diligence, Board Member attendance at each meeting was over 80 per cent. A portfolio or key project was also allocated to Board Members based on their skills and expertise. This new structure supported the CEO to ensure and oversee financial, risk and compliance issues, and key deliverables of major projects.

We have reached a key milestone in our building project at the Deer Park Site. Sally Young from Embracing Architecture worked tirelessly with our Building Sub-Committee to develop the design of our new purpose-built facility. We are currently waiting for planning approval from Brimbank City Council

and look forward to the implementation phase of the project in 2014/2015.

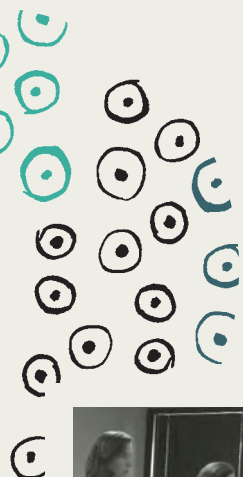
The Finance Sub-Committee and Risk Audit met regularly to inform and advise on key strategic issues. This ensured the effective management of over \$6 million of funding, double the revenue of last year. This growth has been possible due to the generosity of our funding bodies and the fantastic work of our CEO, senior management staff and staff across our program areas. I would like to thank all our funding bodies - Commonwealth, State and Local government and philanthropic organisations who continue to contribute to our success.

Throughout the past financial year Community West's programs focused on working together to ensure our clients and communities are provided with quality services across the continuum. We continued to strive to embody the

"No Wrong Door" policy by improving our internal and external referral systems, increasing our outreach and delivering services from sites across the state. We were very proud to deliver community education programs across Victoria, improved legal services across Brimbank, Melton and Bacchus Marsh and Family Services across Melbourne's north-western and western suburbs.

Our Corporate Services Program continued to deliver an excellent suite of human resources, facilities, OH&S, IT, student liaison, finance, stakeholder engagement and communications, and compliance and auditing support to Community West's programs. Corporate services were also successfully provided to other community organisations as a social enterprise initiative. We hope to continue to develop and consolidate these services, as well as build the capacity of our Corporate Services Program to offer high quality services to a range of small organisations.

Finally I would like to thank my fellow Board Members – Helen Douglas, John Typaldos, Godefa G'her, Sejla Kadric, Kim Nguyen and Dawn Rees for their incredible commitment and support. A very big thank you also to our CEO Rachna Muddagouni and our staff who continue to provide excellent services to our western region community.



"We're working towards an inclusive community where everyone feels valued and their differences are respected."

Branka Stevanovic, Manager Education



STRATEGIC PLAN 2014-2017

VISION

Building the capacity of our community by respecting diversity and striving for social justice

VALUES

- Engage with our community by being collaborative and inclusive
- Respond to the needs of our community and develop innovative and flexible services
- Accountable by providing beneficial and sustainable programs

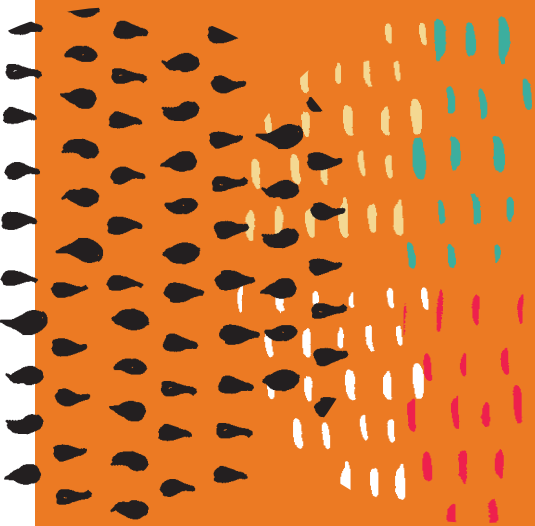
GOALS

- Plan and deliver a range of services across the continuum, including intervention and prevention services
- Accessible flexible and easy to navigate, cohesive programs
- Comprehensive engagement with the community and stakeholders to respond to unmet needs and evaluate our services

PRIORITY GROUPS

Children, families and community members who may experience multiple barriers due to:

- Social isolation
- Language, literacy and numeracy
- Concerns for social, physical or emotional safety



STRATEGIES

1. Build relationships and collaboration for improved service delivery

- Establish community engagement strategies to provide input into planning programs
- Ensure services are delivered in partnership with relevant stakeholders
- Commitment to evaluating effectiveness of our programs from both client and stakeholder perspectives

2. Deliver services across the continuum

- Plan, implement and monitor early intervention and prevention services
- Provide outreach models and flexible delivery options
- Seamless referral pathways provided with improved referral processes

3. Embed a sustainable future through organisational development

- Develop mechanisms to monitor quality of service delivery and regular evaluation
- Commit to building capacity in our workforce and offer ongoing professional development opportunities
- Value the skills, knowledge and attributes of paid, unpaid staff and community members of Community West

CEO'S REPORT

Rachna Muddagouni



The 2013/2014 financial year was one of growth, expansion, opportunity and collaboration. As we enter our 30th year our organisation is very proud to announce the development of our new strategic plan for 2014-2017 focusing our work on building the capacity of our community by respecting diversity and striving for social justice. The vision of the new strategic plan facilitates the continued development of innovative programs that build on the delivery of our existing high quality programs. The team of highly dedicated Board Members, our committed staff and volunteers worked together to ensure it was a year to significantly remember.

Our program planning and delivery has focused on the needs of our community and clients. We are proud of the research undertaken by the Legal Team to determine the legal needs of our communities in Brimbank and Melton. These studies provided valuable insight for all the program areas of Community West. Our clients have multiple barriers to accessing services, employment and education, which often impacts on their ability to achieve social, physical and emotion well-being. We continue our campaign to eliminate violence and discrimination in our community through building our clients' strength and resilience.

The establishment of the Community Consultative Committee ensures that community and stakeholder feedback informs our service delivery models so that they meet community needs, as well as focus on quality, sustainability and the desired outcomes of clients.

Community West continued to streamline our services and provide the best outcomes for clients through improved information and referral pathways. The integrated approach of our programs and community development activities through the Neighbourhood House Program ensures clients can easily navigate our range of services and experience a "No Wrong Door" policy to access our services. Our advocacy work and social justice projects continue to allow clients, staff and our community to participate in activities that ensure that systemic reforms are undertaken, along with direct service delivery.

Community West grew significantly throughout the year and we thank our funding bodies for their support. (Details listed on page 16). We also thank the departmental and funding program staff who supported and liaised with us to ensure we met compliance and reporting requirements. Additional

funding for the innovative Community Partnership Projects in the Legal and Education Programs allowed us to target segments of our community who are often disengaged and have experienced social isolation in the past.

The Neighbourhood House Program developed several innovative programs focusing on family safety and community engagement in the Deer Park community. The program's structure was reviewed and a new direction developed with support and guidance from Network West and the Department of Human Services. We continued to work in partnership with the Neighbourhood House Cluster Group supported by Brimbank City Council.

The Education Program achieved some significant milestones during the financial year. The organisation successfully underwent the VRQA registration audit process, securing our registration until 2019. Community West was also approved as a provider of Foundation Skills Courses by the Department of Education and Early Childhood Development, which allows us to continue subsidised training in English as Additional Language and General Education. Community West successfully tendered for Department of Industry funding as a member of the Learning for Employment Consortium.

“For many of our clients, resolving their legal problems means they can move on and take up new opportunities with confidence, knowing that as their local community organisation, we are there whenever they need us.”

Stephanie Tonkin, Managing Lawyer

This enhanced our ability to deliver the Skills for Employment and Education Programs (SEE) in both the Calder and Westgate regions.

The continued Adult Education for Further Education (ACFE) funding allowed the delivery of pre-accredited programs for people seeking employment or working towards further learning. Community West also continued to deliver classes through this program at Allara Mambourin Disability Services.

The Victorian Training Guarantee Program, funded by the Department of Education and Early Childhood Development, grew steadily throughout 2013-14. Our Community Partnership delivery model allowed us to work with community leaders to deliver targeted programs in a culturally appropriate setting. This improved our student retention rates, the quality of our service delivery and allowed us to work with communities on other early intervention and prevention strategies that can impact on education and employment outcomes.

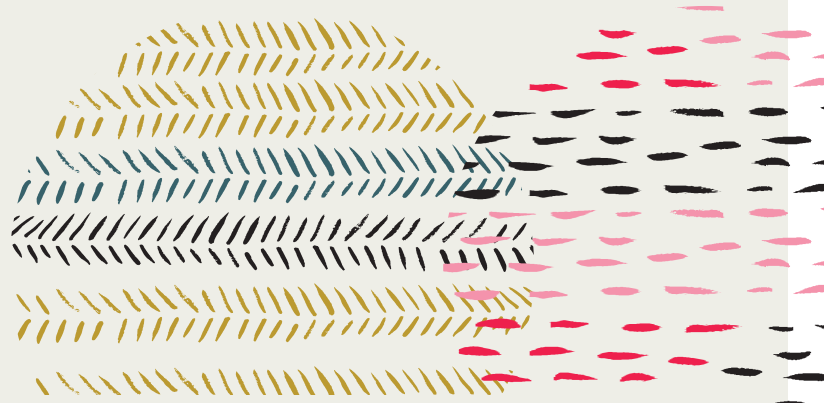
The Legal Program expanded significantly to double its service delivery capacity. This was possible by moving to a community needs-focused service delivery model, the introduction of specialist clinics, completion of research projects, outreach services

from other non-legal community services providers and increased community legal education and law reform work. The Western Legal Assistance Forum was established to improve state and local collaboration between generalist legal assistance providers to ensure improved and seamless referral systems, as well as increased capacity through professional development. We also participated in the Western Community Legal Centre Reform project, funded by Victoria Legal Aid.

The Children’s Contact Service was restructured according to the recommendations of the review undertaken earlier in the financial year. We established a highly skilled team of social workers focused on improving case management, group-based client engagement activities and an integrated service delivery model. The Change Over waiting list decreased and we were able to manage demand for Supervised Visits by providing appropriate referrals if a client was able to access other services. The Family Support Programs also continued to deliver high quality early intervention programs for parents with children who are experiencing separation, family violence and other social and emotional issues. Additional grants also allowed us to deliver innovative programs to other social workers in the sector.

The Corporate Services Program provided excellent services and infrastructure support to all our program areas. This included enhanced classroom facilities through improved technology and other learning resources. Community West further enhanced our quality and compliance frameworks and improved our risk management strategies. The Corporate Services Program also extended its services to other small organisations as the beginning of our social initiative project. We also focused on increasing professional development for our staff. We commissioned the Deer Park site Building Project and will soon start the construction stage of our multipurpose hub.

These achievements could not have been possible without the commitment of our staff and volunteers who worked tirelessly to provide excellent service delivery and ensure the needs of our clients and community are met. Partnerships with our stakeholders, support from our probono partners, funders and our community all enhanced our ability to continue our mission of strengthening our community’s capacity and championing improved and increased services in the west.



BOARD MEMBERS

James
McCarthy



James McCarthy,
Chairperson

James has been a Community West Board Member since 2004. James currently works as the Business and Quality Manager of Anglicare Victoria Northern Region. He has extensive experience working with young people with disabilities, disadvantaged youth and in the homelessness sector. James is a member of several other community organisations. He is the Deputy Chairperson of No to Violence and Men's Referral Service and is a previous President of Interchange Victoria. He is committed to social justice and community development, particularly in the Western Suburbs. James has been the Chairperson of Community West for three terms and was Deputy Chairperson during the 2010-2011 term.

Sejla
Kadic



Sejla Kadic,
Treasurer

Sejla was elected to the Community West Board in 2012. She is the manager and chartered accountant at Agostinelli Perlen Pty Ltd Chartered Accountants. Sejla moved to Australia in 1996 and grew up in the western suburbs. As a Board member, her financial expertise ensures Community West has highly developed financial and internal control systems to mitigate any risks. Sejla has significant experience auditing not-for-profit organisations and understands the structures, rules and reporting obligations of incorporated associations. Sejla was appointed to the Board as Treasurer in 2013.

Helen
Douglas



*Building the capacity
of our community by
respecting diversity and
striving for social justice.*



Godefa
G'her



Kim
Nguyen



Dawn
Rees



John
Typaldos

Helen Douglas

Helen emigrated to Australia in 1987 and has dual qualifications in general and children's nursing. Helen worked for both hospital and community based organisations in various roles over 25 years and is currently the Director of Operations at Calvary Community Care, a not-for-profit community organisation. Helen continues to study and has qualifications in risk management, quality assurance and occupational health and safety. Helen is passionate about family and has a wide knowledge of the community sector. Helen has been a Community West Board Member since 2009.

Godefa G'her

Godefa was elected to the Community West Board in 2013. Godefa is an experienced adult educator currently teaching Community Services, as well as working extensively with newly arrived communities in Melbourne's western suburbs. Godefa sits on several boards and committees, including the Migrant Resource Centre North West and City West Water. He is also currently completing his PhD.

Kim Nguyen

Kim was elected to Community West's Board in 2013. She has worked extensively in the employment sector assisting culturally diverse clients find pathways to employment. Arriving to Australia as a refugee over 17 years ago, Kim is passionate about the rights of culturally and linguistically diverse communities and advocates to remove barriers to employment. Kim has strong professional networks in Melbourne's north and west which add enormous value to her work with our Board. She strongly believes in integrating compassion, respect and honesty into her daily work.

Dawn Rees

Dawn is a former teacher from the Brimbank area. She has a particular interest in the development of the Brimbank community. Over the past five years Dawn has worked in the government and health sectors in several countries. During 2014 Dawn was on maternity leave for a period of time. She is also studying her Master of Business Administration at Melbourne Business School. Dawn's education and business expertise are valuable to our Board and to Community West. She is committed to supporting the community and its development.

John Typaldos

John was elected as to Community West's Board in 2012. As a partner at Shine Lawyers, John is a strong advocate for the rights of everyday Australians and passionately believes in the need for high quality and affordable legal assistance. Throughout his career John has handled several landmark cases and conducted extensive litigation in the Victorian Magistrates', County and Supreme Courts. He also co-authored the Victorian Worker's Compensation chapter of the Halsbury's Laws of Australia. His knowledge and experience allows Community West to develop services that lighten the burden faced by disadvantaged clients in our region.

"Community West strives to empower our clients to lead a fulfilling life and to actively contribute to their community."

Rachna Muddagouni, CEO

SENIOR MANAGEMENT TEAM

“Community West works with our clients to discover new solutions and opportunities, helping create an inclusive, understanding and harmoniously diverse community.”

Ben Bayley, Administrative Officer



CEO

Rachna Muddagouni

Business Operations



*Manager
of Operations*
Robin Shepherd



Manager, Finance
Melissa
McShane-Murphy



*Manager,
Human Resources*
Bilyana Simic

Community West would like to acknowledge the work of other senior managers across 2013-2014: Deirdre Hardy, Lynette Dawson and Carolyn Wood.

Programs

Legal



*Director of Legal
Practices (Consultant)*
Denis Nelthorpe



Managing Lawyer
Stephanie Tonkin



*Team Leader
Family Programs*
Kelly Williamson

Community Strengthening

Education



*Manager, Quality
and Compliance*
Annelise Worn



*Manager, Business
Development
Education Projects*
Melinda Kavanagh



Manager, Education
Branka Stevanovic

COMMUNITY WEST PROGRAMS ARE
STRENGTHENING COMMUNITIES
ACROSS THE METROPOLITAN AREA.

New locations and auspice arrangements
were established in the following locations:

Bacchus Marsh

Coburg

Deer Park

Derrimut

Epping

Fawkner

Footscray

Glenroy

Kings Park

Meadow Heights

Melton

Mill Park

North Balwyn

Pascoe Vale

Preston

Springvale

St Albans

St Kilda

Sunshine

Surrey Hills

Taylors Lakes

Templestowe



COMMUNITY CONSULTATIVE COMMITTEE

Community West is committed to comprehensive engagement with our community and stakeholders to respond to unmet needs and evaluate our services. To achieve this, the Community Consultative Committee was created at the beginning of 2014.

The Committee provides strategic advice to the CEO and Program Managers about service delivery models, innovative projects and other issues relating to service access. The key tasks of the Community Consultative Committee are:

- to help Community West identify ways to target our services more effectively in line with Community West's mission of strengthening the community in Melbourne's west;
- to identify opportunities for developing partnerships and collaborations to increase our capacity and reach, and to promote cross-sector dialogue to improve service delivery; and
- to ensure Community West undertakes regular consultation with the community and stakeholders to guide project development.

Committee members provide their expert knowledge and input to issues and projects before they are presented to Community West's Board. The Community Consultative Committee also advocates particular client and community issues in relation to

services, as well as identifying opportunities for partnerships and collaborations.

The Committee is made up of 10 representatives from a wide range of organisations with whom Community West works, or who are impacted by our work. Representatives are nominated from the Community Legal Sector, Adult Education and Family Programs, and who possess in-depth knowledge of the western suburbs area. Representatives of the diverse groups with whom Community West works are also sought. Community West's CEO chairs the Community Consultative Committee and Program Managers attend meetings.

Current Community Consultative Committee members include:

- Colleen Bergin, *Executive Officer Youth Now*
- Graeme Brown, *CEO Brimbank/Melton Local Learning Employment Network*
- Helen Cooney, *CEO Caroline Chislm Society*
- John Doyle, *Managing Lawyer Victorian Legal Aid*

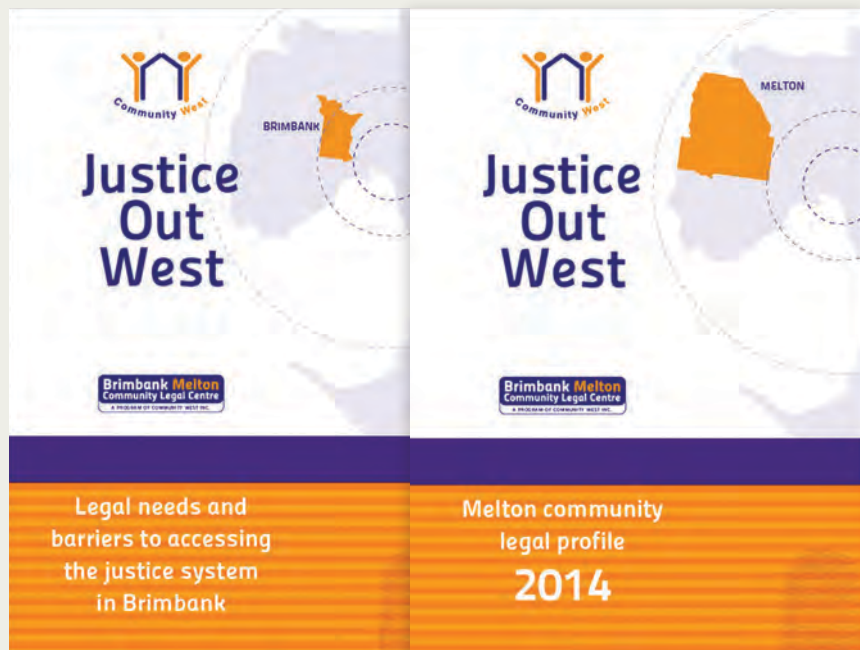
- Michael Girolami, *Director of City Support Services ISIS Primary Care*
- Assunta Morrone, *Manager Community Participation and Diversity Western Health*
- Cam Nguyen, *CEO Australian Vietnamese Women's Association*
- Juan Peake, *Manager Parenting Order Program Catholic Care*

Our Brimbank and Melton communities

The publication of the Justice Out West Brimbank legal needs analysis and Melton community profile allowed the Legal Program to prioritise and target our services, reach clients that most need our help and reach them early. People living in the Brimbank and Melton areas are of low socio-economic status and experience high levels of disadvantage. Disadvantaged members of the community have higher incidences of legal needs and experience substantial barriers to accessing the justice system and legal assistance.

“Community West’s strength lies in its passion, diversity, vision and connection with our community.”

Joanna Wood, Communications & Stakeholder Engagement Coordinator



OUR BRIMBANK AND MELTON COMMUNITIES:

- Our catchment areas experienced four times the growth rate of the rest of Greater Melbourne between 2006-2011;
- Brimbank is one of Melbourne’s most culturally diverse areas with almost 50% of residents born outside Australia and 56% of residents speak a language other than English at home;
- 25% of Melton residents were born overseas and this figure is steadily increasing; and
- Melton’s Indigenous Australian population is much larger than the rest of Greater Melbourne.



FUNDING

Our funding bodies – thank you

Adult Community and Further Education (ACFE)
Brimbank City Council
Department of Social Services
Department of Education and Early Childhood Development (DEECD)
Department of Human Services (DHS)
Department of Industry Relationships Australia
THEISS grants
Victorian Law Foundation (VLF)
Victorian Legal Aid (VLA)



PARTNERS AND STAKEHOLDERS

The strength of our programs is their connection to the community through our partners and stakeholders. The organisations below have made significant contributions to Community West's success over the past year and we gratefully acknowledge their support.

Allara Mambourin
All Primary and Secondary Schools in the Brimbank and Melton Region
AMES
Australian Council for Private Education and Training
Australian Vietnamese Women's Association
Bhutanese Community Group
Brimbank City Council
Brimbank Early Years Reference Group
Brimbank/Melton Local Learning & Employment Network
Brimbank Neighbourhood House Partnership Group
Brimbank and Melton Leader
Bunnings Warehouse
Catholic Care Parenting Order Program
Centrelink
Centre for Multicultural Youth
Community Legal Centres (Western Region and state wide centres)
CRS Australia
Dame Phyllis Frost Centre
Deakin University

Design Bus
Derrimut Community Centre
Distinctive Options
Djerriwarrh Community and Education Services
Djerriwarrh Health Services
Each Employment
Family Mediation Centre
Federation of Community Legal Centres
Filipino Community Council of Victoria
Good Shepherd Youth & Family Service
Greek Elderly Citizens' Club of Manningham
ISIS Primary Care
Job Prospects
Jobs Australia
Kontrast Design
Kurdish Association of Victoria
Laverton Community Services
Learning for Employment Consortium
Landmark Printing
Legal Services Board
Maddocks Lawyers

Magistrates' Court
(Bacchus Marsh and Sunshine)

Matchworks

Max Employment

Melton City Council

McKillop Family Services

Migrant Resource Centre North West

National Association of
Community Legal Centres

Neighbourhood House Network

Network West

North Balwyn Senior Citizens' Club

Parent Education Network

Relationships Australia Victoria

RMIT University

RTO Logic

Saint Francis' Filipino Community Club

Shine Lawyers

Spectrum Migrant Resource Centre

Springvale Monash Buddhist Temple

Sunshine Family Relationships Centre

Sunshine Library

Tracey Placement People

U3A

Victoria Law Foundation

Victoria Legal Aid

Victoria Police (Western Region)

Victorian Children's Contact
Service Network

Victorian Council of Social Service

Volunteer West Network

Western Suburbs Law Association

Westgate Community Initiative Group

Wesley Mission

West Metro Regional Aboriginal Justice
Advisory Committee (RAJAC)

Western Region Indigenous Family

Violence Regional Action Group

Victorian Employers' Chamber of
Commerce and Industry (VECCI)

Victorian Government
Solicitor's Office (VGSO)

Victoria University

Violence Regional Action Group

Williamstown Community Education Centre

Wise Employment

Western Integrated Family
Violence Network

Women's Health West

Wyndham Community and
Education Services

Yarraville Community Centre

Youth Now



“Community West opens different doors for each person – everyone is welcome and we work together to find the right pathway to a new beginning.”

Liridon Shaqiri, Student Liaison and Compliance Officer



VOLUNTEERS

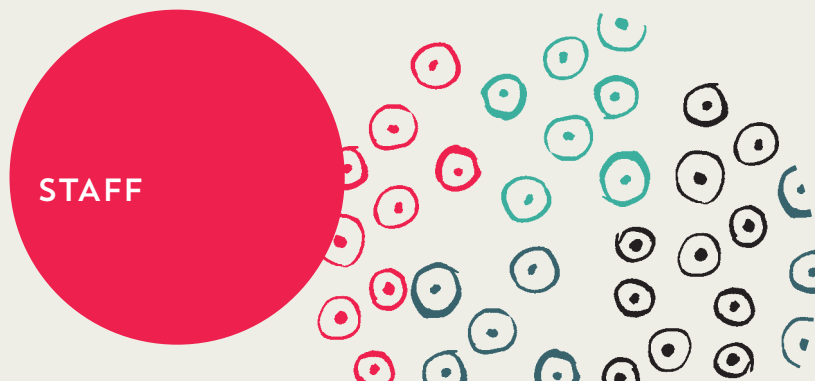
“I am passionate about giving back to my community. My role allows me to empower clients and our community for a better future.”

Rebecca Ballard, Graduate Lawyer

A wonderful group of volunteers support Community West to deliver our community strengthening programs. We thank all our volunteers for their time, skill and commitment.

Jenny Awad
Kushalya Balachandran
Emilia Boughen
Leonardo Catovic
Jamila Cruz
Christian David
Asha Devi
Natalie Eldridge
Tara Fisher
Claire Francis
Loren Giles
Michael Ho
Natasha Howse
Susan Huang
Mai Huynh
Sheryl Klein
Joshua Lee-Hartford
Michelle Lay
Irene Lu
Leah Mathieson

Cristal Micallef
Tessa Micucci
Elizabeth Mitchell
Stephanie Neal
Ai Lin Ng
Fiona Nguyen
Sussan Nguyen
Kelly O’Meara
Anne Poulos
Louise Pringle
Sean Rogers
Samantha Rowe
Helin Saygili
Beth Shelley
Navjot Singh
Chetsadaporn Sonsiri
Andrew Spreadbury
Natasha Vermezovic
Nhi Vo



Staff who contributed to Community West in the 2013-2014 financial year

Eponie Abarico
Enna Abarico
Christina Alexiou
Melissa Amon
Stephen Andrews
Louise Azzopardi
Marion Baartmans
Sonia Babic
Ana Balica
Rebecca Ballard
Eduardo Barraza
Ben Bayley
Camilla Begely
Melisa Bentaberry
Shengying Bi
Matty Biliac
Liana Bui
Mary Buttigieg
Nazza Buttigieg
Laura Casella
Rajnesh Chand
Helen Chenoby
Valerie Choloszneki
Dzemka Civic
Justin Cook
Kelly Cooper

Anna Cranney
Peter Crowle
John Dal
Sylvia Daravong
Lynette Dawson
Anne Dedman
Annika Dimitrijevic
Zaklina Dimovska,
Samuel Dipnall
Amila Dizdarevic
Xhavdet Djelosevic
James Edwards
Melanie Fattore
Lisa Field
Michael Goodison
Kate Grang
Natalie Gunn
Enisa Hajdarevic
Deirdre Hardy
Kathleen Hatton
Matthias Hine
Tuyet Huynh
Jacquelina Janceva
Susan Joachim
Melinda Kavanagh
Sarah Kelly

Cam Khuong
Ourania Kousouris
Tu-Lien Lam
Felicity Lathrop
Chi Le
Kira Levin
Angela Li
Anqi Li
James Luu
Suresh Mackenzie
Darrin Madaffer
Alireza Majazi Amiri
Amy Martin
Sharyn Maude
Katherine McCracken-Bell
Melissa McShane-Murphy
Amanda Megarrell
Cristal Micallef
James Milsom
Sarah Mitchell
Amatullah Motakis
Polina Motina
Rachna Muddagouni
Marie Murfet
Shahir Naga
Sam Navarria

Denis Nelthorpe
Hang Nguyen
Phuoc Nguyen
Zhijiong Ni
Maree Nicol
Abigael Ogada-Osir
Marissa Pacheco
Lasantha Perera
Tung Pham
Stephen Pollard
Rosina Pollino
Anne Poulos
Byron Preston
Louise Pringle
Svetlana Prokopic
John Quirk
Roopa Raman
Jessie Ravenscroft
Paul Rawlinson
Kerry-Jo Reilly
Carlina Ridgeway
Tracey Ryan
Kristina Sajfar
Rita Saltalamacchia
Khaled Sanadzadeh
Janet Saric
Robyn Schilders
Janine Schmidt

Lindim Shaqiri
Liridon Shaqiri
Amjad Shehada
Robin Shepherd
Bilyana Simic
Joseph Slaiwa
Miriana Smoljko
Craig Stabler
Branka Stevanovic
Fiona Stewart-Steele
Stephanie Tonkin
Rosalie Toomey
Vivian Tran
Pandora Trenkovska
Margarita Volkoff
Xu Wang
Jennifer Ward
Sarah Webb
Daniel Wells
Kaye Widdowson
Kelly Williamson
Connie Wong
Carolyn Wood
Joanna Wood
Annelise Worn
Abdul-Rahim Ymer



NEIGHBOURHOOD HOUSE

Neighbourhood House programs are for everyone – for people of all age groups, backgrounds and abilities. The programs and activities are provided at no cost or low cost in order to strengthen local communities and provide pathways through a range of program and activities, including training, skills development, volunteering, social gatherings, leisure classes and other opportunities for individuals and groups.

The programs and activities provide the opportunity for community members to meet new people, volunteer and get involved, learn new skills, join a support group or organize their own group, as well as participate in activities that support wellbeing and a healthy lifestyle.

Anti-Poverty Week Food Drive (13-19 October)

Anti-Poverty Week aims to reduce poverty and hardship by raising awareness of the causes and consequences of poverty and hardship around the world and in Australia. Community West hosted a non-perishable food drive to help ease hardship in our community.

Australia's Biggest Morning Tea (28 May)

Community West's Biggest Morning Tea was one of over 6000 morning teas held across Victoria in homes, schools, workplaces and community clubs. The Biggest Morning Teas provided an opportunity for Community West staff and our community to come together to share a cuppa and raise funds for cancer research.

Brimbank Neighbourhood House Network

Community West is a member of the Brimbank Neighbourhood House Partnership and actively contributes to the development of our community through collaboration with other local Neighbourhood Houses.

Cultural Diversity Week (15-23 March)

Community West celebrated Cultural Diversity Week, including Harmony Day. Our community was welcomed to join in the activities celebrating our cultural, linguistic and religious diversity, and share our Harmony Day lunch.

Christmas Celebrations

Community West celebrated Christmas in the spirit of diversity, respect and welcoming all our staff to our Neighbourhood House. A feast was put together for the entire organisation by the Children's Contact Service Team.

Learning Law in Our Land

Learning Law in Our Land gave adult educators the confidence, training and resources to include legal and referral information into their classes. Funded by the Victoria Law Foundation, the project was initially delivered to 18 adult educators, then the knowledge piloted in 30 classes across the western suburbs.

Love Bites (26 May)

30 participants from agencies such as the Centre for Multicultural Youth, Victoria Police, local councils and lawyers from Brimbank Melton Community Legal Centre were trained to take Love Bites "No to Violence" message to high schools across the western suburbs. The programs encourages agencies to work together to go into schools to provide education and act as role models for young people.



“The Community Partnership Program helps people avoid feeling isolated by staying connected with their community and learning new skills.”

Melinda Kavanagh, Community Partnerships Manager

Rhythm and Rhyme

Rhythm and Rhyme is a weekly playgroup based on the principles of active listening and participation in oral language through nursery rhymes, stories and songs. The program is open to the community and encourages connections through rhythm, sound, interactive play and the meaning of language to help parents/care givers experience joy with their child.

Rockbank NAIDOC Carnival (6-13 July)

Community West continued to sponsor the Rockbank NAIDOC Carnival. Rockbank has a large number of Indigenous residents and the carnival continues to be one of the largest in Victoria.

White Ribbon Day (25 November)

White Ribbon Day aims to prevent violence against women by raising awareness among men and boys. Community West continues to campaign against family violence by marking White Ribbon Day.



Rockbank NAIDOC Carnival



Harmony Day



Love Bites Training



Christmas Celebrations



Australia's Biggest Morning Tea



Learning Law in Our Land



EDUCATION PROGRAM

Over the past year our Education Program focused on increasing service delivery and embedding continuous improvement strategies. One of our key achievements was securing Community West's re-registration as a training organization (TOID 3755) until 2019. The re-registration process allowed us to re-examine our financial viability, undertake strategic and business planning, review our policies and systems and ensure our operational and corporate services best support the education program.

Many new trainers and management staff were welcomed to the newly expanded Education Program. Each trainer personifies quality, compliance, service delivery and most importantly, passion for adult education. Community West also recruited highly qualified pre-training assessors to undertake individual training assessment interviews, ensuring our students are placed in the most suitable course level for their skills and abilities. A team of professional student liaison and compliance officers is now in place to provide customer service, administrative and compliance support to trainers and students at each of our sites.

We were very fortunate to secure Skills for Employment and Education (SEE) funding as a member of the Learning for Employment (LfE) consortium. This funding enabled us to start new classes in Pascoe Vale and Coburg as a part of our expansion into the Calder Region. Our relationship with Job Services Australia agencies continues to strengthen, and our

partnerships with Centrelink and other agencies have ensured the referral and retention of students in our programs.

Victorian Training Guarantee funding allowed us to develop our Foundation Skills Program across Victoria alongside a range of community organisations. This strategy was implemented in response to research that showed communities with limited English skills were more likely to participate in adult education if trained educators were supported by community leaders and classes took place in a community-based setting. The Partnerships Program continues to be very successful, with over 25 community programs currently underway across Melbourne.

Employability and engagement are the Adult Council for Further Education (ACFE) program's key focus. Community West continues to work closely with Allara Mambourin clients in the disability sector. We also endeavoured to improve and target our pre-accredited technology

and smart device courses to encourage retrenched workers, mothers returning to work and newly arrived migrants to learn skills that will help them find a job.

Our excellent team of student compliance officers, supported by Chris Enright and Clinton Newall from RTO Logic, ensure we continue to meet compliance requirements and deliver high quality education programs at all of our sites. The Corporate Services Team continues to add value by working alongside the program to deliver excellent human resources, IT, facilities, administration, reporting and Occupational Health and Safety Support.

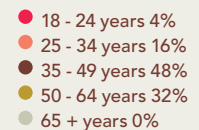
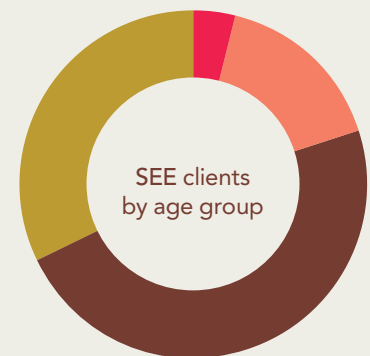
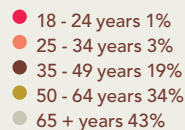
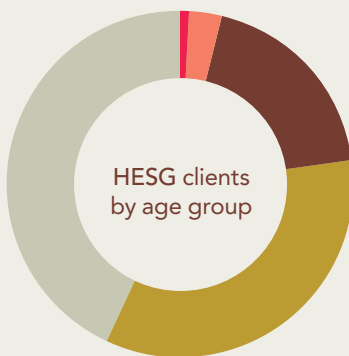
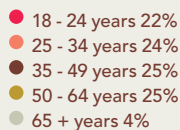
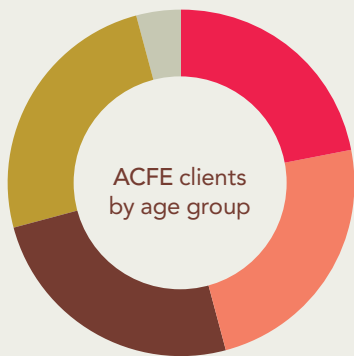
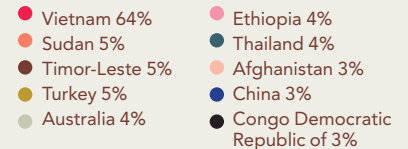
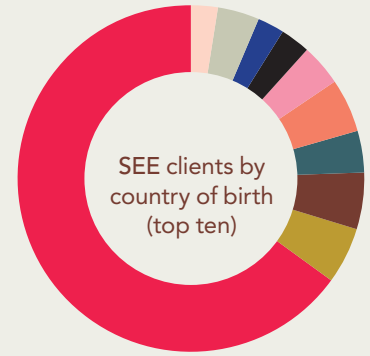
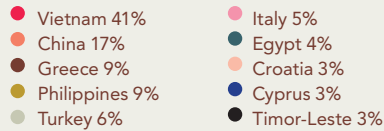
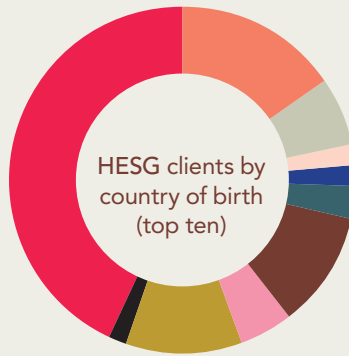
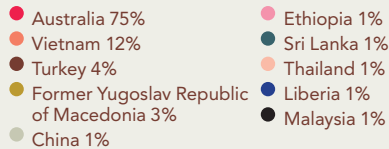
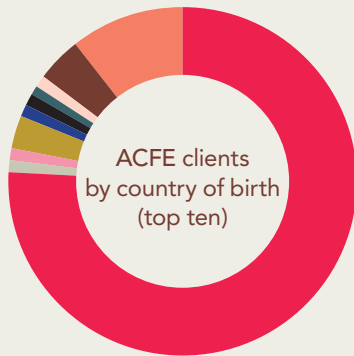
Building the capacity of our learners in a respectful manner is the slogan to which the education team has adhered. With a clear focus on accessibility and quality, we look forward to consolidating and building on our achievements in the next year.

"Education = empowerment."

Kaye Widdowson, Teacher

“We’ve developed a palpable sense of community within our class, opening doors for these often isolated students to feel connected for the first time in Australia.”

Anna Cranney, Teacher





EDUCATION PROGRAM CONT...

Working together for a good cause

Community West students raised over \$1,000 for the Save the Children Philippines Appeal in December 2013. There were games - chess, Chinese chess, word bingo, UNO, limbo dance, ten pin bowls and bin the ball. A gold coin donation bought treats like hot crepes with various fillings, Korean coffee, cupcakes, tofu in syrup. There was a lucky dip, second hand clothing and books for sale and guessing competitions, all going towards relief for children affected by the typhoon in the Philippines. Everyone had a great time using their English language skills to talk about what was going on.

Carlina Kaye, Skills for Education and Employment Teacher

Accessible and inclusive education services

I teach basic numeracy and literacy at Mambourin, a centre supporting adults with disabilities. The achievements are gradual but profound and my students take great pride in their work and enjoy themselves immensely. At the moment we are working on money skills (like working out change). One student sells soft drinks to the other students and is slowly becoming more confident in handling money. He hopes to gain supported employment in the future. Although this may seem small, this achievement, and many others, brings great pride and self-esteem.

Kate McCracken-Bell, Adult Council for Further Education Program Teacher

Reducing social isolation

The most rewarding aspects of being a teacher are observing students' determination to learn English and how their self-confidence builds as they learn. I teach English to a group of Bhutanese students. Initially they were very shy and too embarrassed to even attempt to speak English. As classes continue they have come out of their shells and are beginning to overcome their shyness. Now they are always smiling and laughing.

Matty Biliias, Higher Education and Skills Group Teacher

**I LIKE WATCH TV, LISTENING ENGLISH
AND PRACTICE SPEAKING WITH SOME
OTHER PEOPLE. ADULT LEARNER**

“Supporting students through positive and comfortable learning environments helps them find new beginnings.”

Abdul-Rahim Ymer, Facilities Coordinator

Working together for a sustainable future

Our focus was sustainability in our homes, our classroom and our local community. As a part of this unit, we visited recycling plants in Moreland and the City. These visits offered students a chance to learn more about waste, recycling, our local council, Occupational Health and Safety, financial savings from energy efficiency and improved their understanding of local industries.

Anna Cranney, Skills for Education and Employment Teacher and Assessor

THE BEST THING WE DID WAS SPEAKING BECAUSE EVERYWHERE I GO PEOPLE SPEAK ENGLISH. ADULT LEARNER

Opening doors to new careers

A highlight for students was attending the Careers and Jobs Fair as they had an opportunity to find out about careers and jobs directly from employers and education providers. As a result, several students used their learning to follow up courses or career opportunities. Two students enrolled in a Coffee Perfection course with Djerriwarrh to learn barista skills. Evgenia Kotsifis was recently accepted into Certificate IV in Health Science Foundations to follow her dream of working as a nurse in Australia.

Suresh Mackenzie, Skills for Education and Employment Teachers

THE BEST THING WE DID WAS WATCHING MOVIES AND WE WENT TO THE JOBS FAIR. I WAS HAPPY TO COLLECT THE PENS FROM THE JOBS FAIR, ALSO I INTERESTED TO SEE THEIR EVENTS. ADULT LEARNER

Building a diverse community

In Term 2 we focused on understanding Australian culture and “standing up for your rights” in the workplace and your community. We watched several movies relating to these topics – The Castle, Mabo and Erin Brockovitch. Activities based around the movies such as writing a letter to a friend to tell them about The Castle and discussion about Mabo took place and bookmarks featuring students’ favourite inspirational quotes were made.

Kaye Widdowson, Skills for Education and Employment Teacher

I LIKED TO LEARN AUSSIE CULTURE. THE BEST THING I LEARNT WAS THE SLANG WORDS. BECAUSE I COULD WATCH AND HEAR FROM THE NEWS ON TV, THE MOST IMPORTANT THINGS WERE I UNDERSTOOD AND SPOKE THE WORDS I HAVE LEARNT. ADULT LEARNER



EDUCATION PROGRAM STUDENT SURVEY

I can read, write and speak English better

97% of students said that their ability to read, write and speak English has improved. This matched the result achieved in the 2013 survey.

Strongly Agree 29%	Disagree 3%
Agree 68%	Strongly Disagree 0%

I feel better about myself after improving my English

97% of students responded that they feel better about themselves after improving their English. This was a 1% improvement compared with the results of the 2013 survey.

Strongly Agree 35%	Disagree 3%
Agree 62%	Strongly Disagree 0%

I feel better about doing more study

98% of students responded that they feel better about undertaking further study. This matched the result achieved in the 2013 survey.

Strongly Agree 45%	Disagree 2%
Agree 53%	Strongly Disagree 0%

I feel more confident about applying for jobs

78% of students responded that they feel more confident about applying for jobs. This was a 2% improvement compared with the results of the 2013 survey.

Strongly Agree 21%	Disagree 21%
Agree 57%	Strongly Disagree 1%

This was the only question in which we did not achieve our goal of 80%. Despite not meeting our goal, this result is an improvement on the 2013 survey results.

I have met new people and made new friends

100% of students stated that they have met new people and created new friendships since commencing their studies at Community West. This consolidates Community West's 100% result achieved in the 2013 survey.

Strongly Agree 35%	Disagree 0%
Agree 65%	Strongly Disagree 0%

I understand other cultures and beliefs better

94% of students stated that they have a better understanding of other cultures and beliefs since commencing their studies at Community West. This was a 1% improvement compared with the results of the 2013 survey.

Strongly Agree 44%	Disagree 6%
Agree 50%	Strongly Disagree 0%

“What students learn at Community West will influence every area of their lives.”

Annelise Worn, Manager Quality & Compliance

Staff at Community West were polite and good to me

97% of students stated that the staff at Community West were polite and good to them. This was a 3% decrease compared with the results of the 2013 survey.

Strongly Agree 60%	Disagree 3%
Agree 37%	Strongly Disagree 0%

Community West offered me support services that met my needs

98% of students stated that Community West offered them support services that met their needs. This new question in the 2014 survey aims to evaluate the student support services provided by Community West.

Strongly Agree 53%	Disagree 2%
Agree 45%	Strongly Disagree 0%





FAMILY SUPPORT PROGRAMS

Community West's Family Support Programs continued to provide families in conflict with flexible and easy to navigate programs to improve their emotional resilience, with a particular focus on children. The Children's Contact Service (CCS) provided safe, neutral, onsite facilitated changeovers and supervised contact visits for children and their separated parents.

Community West is committed to providing programs and services that make a difference to the lives of vulnerable children and families in its catchment area by promoting engagement, participation and wellbeing. The catchment includes Brimbank, Hume, Maribyrnong, Moreland, Melton and Wyndham.

The programs and services provided are responsive to the needs of a culturally diverse community. They are not just promoted as inclusive, creative, local and accessible but are aligned to key social policy reform agendas including the National Framework for Protecting Australia's Children 2009-2020; the National Plan to Reduce Violence against Women and their Children; the Social Inclusion Agenda and Building Australia's Future Workforce; the Welfare Reform Agenda; and for Indigenous children and their families, Closing the Gap.

In early 2014 a review of the CCS recommended strategies to improve the efficiency and quality of the program. The review was the result of extensive

consultation with staff, key stakeholders and service users. Significant progress in the implementation of the review's recommendations has been made with a new staff model already in place. The new team is committed to the review's recommended case management model and culturally competent practice. CCS policies are under review and will provide a strong framework to guide practice. Strategic communication with key stakeholders continues to improve collaborative service delivery.

Throughout the year the Family Support Programs also worked to develop strong internal referral systems with Community West's Education and Legal Programs to ensure a continuum of care for clients. This enabled seamless and effective referrals for clients with family issues in other Community West programs to benefit from the Family Support Programs, as well as provide early identification of legal issues and education opportunities.

Community West Family Support Programs provide education and support that assists

participants to identify and acknowledge the emotional trauma that all members of a family experience during separation and divorce. This allows participants to shift their focus from their suffering and distress to the wellbeing of their child. The annual Family Support Programs' client survey found most clients feel safer; feel more confident as parents; believe their relationship with their child has improved; and report having new skills and knowledge to use in their family.

One such program is Breakthrough, specifically designed for separating or separated individuals experiencing ongoing or unresolved conflict, and/or family violence. It aims to help families move forward by providing a safe, supportive, educational and non-judgemental environment that focuses on the needs of the participants' children.

The Family Support Programs Team has developed close partnerships with the CatholicCare Parenting Orders Program, the Family Mediation Centre Supporting Children After Separation Program, various Independent Children's Lawyers, Relationships Australia Victoria, Victoria Police and Women's Health West. The CCS is also an active member of the Victorian Children's Contact Services Network, Brimbank Early Years Network and Brimbank Service Providers Network.

Case Study

Best practice services that best support clients

Community West is committed to a best practice case management approach to engage clients beyond their court ordered supervised visits and changeovers, supporting clients to set goals and work towards improved outcomes.

Family Court ordered that supervised visits between a family and an 18 month old child take place through the CCS. The child's parents were highly motivated to establish a relationship between the child and father despite their own difficult and often conflicted relationship. Despite their best efforts to encourage contact, the child was highly distressed before each supervised visit and refused contact on the second and third visits.

Both parents were eager to explore alternative strategies to encourage contact that would not distress their child further. The child was very comfortable with their mother's sister, so it was agreed that she would accompany the child throughout the supervised visit. This strategy was highly successful as the child felt supported by their aunt's presence and

happily engaged with their father. Both parents were satisfied with the outcome and the arrangement continued.

By the sixth visit both parents expressed disappointment that contact would cease following their block of eight supervised visits. They both had a strong desire to maintain the relationship being built between father and child. A Community West CCS Social Worker discussed with them the possibility of mediation instead of returning to court as a less conflicted way to agree on parenting arrangements.

When followed up soon after, both parents reported that they were arranging additional contact between father and child independently of the CCS. The parents also created a parenting plan which was submitted to their respective lawyers and the CCS was advised that our services were no longer required. The social worker followed up soon after they left the service and happily reports that both parents are content with their new arrangement.

"We support clients to develop goals that that will open up new pathways, partnering with them to build their capacity to create better connections with their community and improve the way their family functions."

Kelly Williamson, Team Leader Family Programs



- Supervised contact visits: 185
- Facilitated change-overs: 175

FAMILY SUPPORT PROGRAMS SURVEY

Our family feels safer

92% of clients stated that their family feels safer since using Community West's Children's Contact Service. This was a 13% improvement compared with the results of the 2013 survey.

*2014 survey responses were standardised across Community West's programs, removing "not sure" as a response.

Strongly Agree 69%	Disagree 8%
Agree 23%	Strongly Disagree 0%

I feel more confident as a parent

85% of clients stated that they feel more confident as a parent since using Community West's Children's Contact Service. This was a 27% improvement compared with the results of the 2013 survey.

Strongly Agree 38%	Disagree 0%
Agree 47%	Strongly Disagree 0%
Not stated 15%	

I am able to get support from Community West staff when I need it

100% of clients stated that they are able to receive support from Community West staff when needed. This was a 17% improvement compared with the results of the 2013 survey.

Strongly Agree 54%	Disagree 0%
Agree 46%	Strongly Disagree 0%

I was provided with information about other support services when I needed it

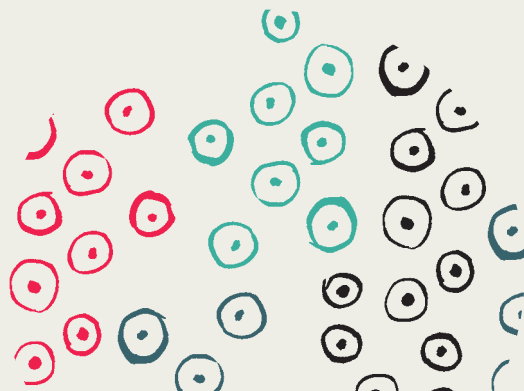
84% of clients stated that they were provided with information about other support services. This is a 8% increase compared with the 2013 survey.

Strongly Agree 46%	Disagree 16%
Agree 38%	Strongly Disagree 0%

Community West staff treated me well

100% of clients stated that Community West staff treated them well. This is a 7% increase compared with the 2013 survey.

Strongly Agree 77%	Disagree 0%
Agree 23%	Strongly Disagree 0%



My relationship with my child/children has improved

69% of clients stated that their relationship with their child/children improved since using Community West's Children's Contact Service. This was a 4% increase compared with the results of the 2013 survey.

Strongly Agree 31%	Disagree 8%
Agree 38%	Strongly Disagree 8%
Not stated 15%	

I have new skills and knowledge to use in my family relationships

62% of clients stated that since using Community West's Children's Contact Service they developed new skills and knowledge to use in their family relationships. This is a decrease of 3% compared with the 2013 survey.

Strongly Agree 31%	Disagree 23%
Agree 31%	Strongly Disagree 0%
Not stated 15%	

“Community West opens the doors to better family relationships and connectedness.”

Natalie Gunn, Social Worker





LEGAL PROGRAM

The Legal Program is committed to social justice and improving access to justice through the provision of effective early intervention and prevention services across the continuum to the Brimbank, Melton and Bacchus Marsh communities.

The Legal Team's growth and the opening of Brimbank Melton Community Legal Centre's (BMCLC) new office in Melton increased the program's capacity to deliver expanded quality services. The development of strong internal referral systems within Community West's other program areas enabled seamless and effective referrals for clients, from the early identification of legal issues to legal representation, support and advice.

Denis Nelthorpe was appointed Director of Legal Services between April 2013 and May 2014 to provide strategic expertise, mentor and build the capacity of the Legal Team. Denis was instrumental in the establishment of the legal advice clinic model to efficiently deliver legal information, advice and casework to clients. This model allows lawyers to develop skills and expertise in specialist areas of law and helps the program to identify trends and systemic issues that inform policy and advocacy work. Denis' industry knowledge and experience assisted the Legal Program to enhance and expand its community legal education program and develop innovative projects,

including a prisons project and a Melton roundtable event on mortgage stress. Denis continues to provide ongoing support and mentoring to staff and the Legal Team is extremely thankful for his contribution.

Learning Law in our Land community legal education project, funded by Victoria Law Foundation, aimed to increase collaboration between Community West's legal and education programs to improve legal literacy. The targeted professional development program was designed to give adult educators the confidence, training and resources to incorporate basic legal and referral information into their classes. The Learning Law in Our Land professional development will continue to be offered to adult educators in the coming year.

The Legal Program's focus on delivering early intervention services grew throughout the year through partnerships with ISIS Primary Care to deliver outreach from its health services, Centrelink in Bacchus Marsh to provide an advice service, and Derrimut Community Centre to provide community legal education sessions. A pro bono arrangement with the Victorian Government

“Community West empowers clients experiencing family violence to feel more in control of their situation and encourage them to believe that they can and will live free from violence.”

Annika Dimitrijevic, Community Lawyer

Solicitor's Office (VGSO) provided legal and paralegal support for our general legal advice clinic in St Albans, through which 15 clients are advised each week. We thank the VGSO for their continued support and commitment to the Legal Program.

Other achievements include the creation of a duty lawyer service at Bacchus Marsh Magistrates' Court to advise and represent clients applying for the protection of a family violence intervention order; an outreach service from Community West's Deer Park site for clients with complex family law issues; an arrangement with Sunshine Magistrates' Court to refer complex family violence cases to our specialist family violence service; and the establishment of a specialised fines advice clinic in Melton.

Focus on Family Violence in the West

Bacchus Marsh

Since October 2013 the Legal Program helped over 50 clients to apply for family violence intervention orders at Bacchus Marsh Magistrates' Court. The significant number of clients assisted is alarming, given the recent extension of the service and regional location of Bacchus Marsh. The Legal Program undertook a significant amount of stakeholder engagement and

Pathways to Partnerships: advocating for law reform and greater access to justice

Community West continued to lead the Western Region Legal Assistance Forum (WLAF) in partnership with Victoria Legal Aid. WLAF members include other community legal centres and law firms in Melbourne's west, Victoria Legal Aid, housing services, Youthlaw, Tenants Union of Victoria, Victoria Police, Women's Health West and the Legal Services Board. WLAF has policy focus areas of youth and housing, which are significant and particularly prevalent and issues for those living in Melbourne's west.

The Legal Program also drafted a law reform submission in relation to the recent reforms to infringement laws and collaborated with Wyndham, Footscray and Western Suburbs community legal centres on a submission in relation to affordable housing in the western suburbs.

community legal education to promote the new service and encourage people living with family violence to access free representation and support.

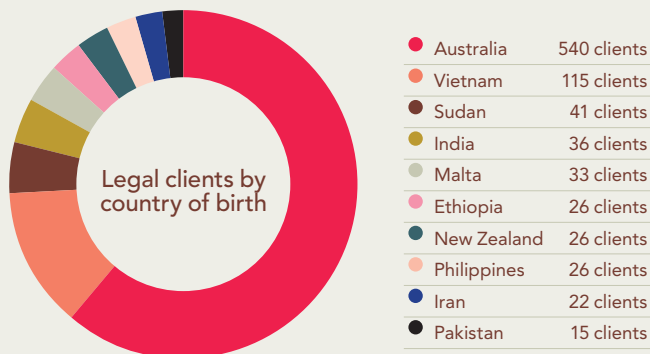
Melton and St Albans

Following Commonwealth funding in 2013, a specialist family violence legal service was developed to provide legal information, advice and representation focusing on family violence intervention orders, Victims of Crime assistance and family law. The service also supports clients with the fallout of family violence, including complaints about Police, criminal and civil law matters (consumer complaints, debt and infringements). The service aims to assist clients across the continuum, including linking with support services such as financial counsellors, housing services, family violence caseworkers, Centrelink, and other culturally specific services.

2013/14 Service delivery statistics:

Activity	Target	Achieved 2013-14
Information and referral services to clients	850	1042
Legal advice to clients	850	1393
Casework	200	340
Legal education sessions conducted	30	57
Law reform projects undertaken	2	8
Provide advice at Sunshine Family Relationships Centre	85	86
Provide representation at the Bacchus Marsh Magistrates' Court (family violence cases)	60	53

Our clients come from diverse backgrounds.
Of those who identified their country of birth, we saw:



“The Legal Program’s new Melton office strengthens relationships with service providers such as Victoria Police, Melton City Council, local politicians and other community organisations to improve access to justice.”

Kira Levin, Family Violence Coordinator



Case Studies

Accessible services for clients experiencing multiple barriers to justice

Ms P was a pensioner recently arrived from Vietnam and spoke no English. Ms P’s ex-husband, Mr P, incurred 15 infringements using cars registered in Ms P’s name. Mr P was able to do this without Ms P’s knowledge as their relationship had broken down due to family violence. BMCLC made a number of applications to have the fines cancelled and most of the fines were withdrawn. One Council refused three applications for cancellation.

BMCLC referred the fines to Sunshine Magistrates’ Court and represented Ms P. After some negotiations, the Council agreed to withdraw two of the infringements and Ms P decided to accept one charge. The Magistrate then dismissed the final charge, requiring Ms P to pay a small administrative fee for failing to nominate Mr P as the owner and driver of the car sooner.

Quality early intervention services

Julie lived with her partner of 13 years and two children in Melton. A Melton City Council worker referred Julie to BMCLC for legal advice. Before seeking legal advice, Julie had little understanding of the intervention order system and did not recognize that she experienced verbal and psychological abuse.

Through our specialist family violence legal service, BMCLC assisted Julie to successfully apply for an intervention order and to exclude her ex-partner from their home. Julie was also referred to the Applicant Support Worker at the Sunshine Magistrates’ Court for further support.

Julie received legal papers offering a “50/50” split of their property and an agreement to child custody arrangements. As a result of obtaining legal advice at an early stage, BMCLC was able to assist Julie with the application to exclude the perpetrator of violence from their family home and empower her to regain control of her life.



LEGAL PROGRAM SURVEY

BMCLC was easy to contact

95% of clients stated that BMCLC was easy to contact. This was a 2% decrease compared with the results of the 2013 survey.

Strongly Agree 61%	Disagree 5%
Agree 34%	Strongly Disagree 0%

BMCLC were quick to respond to my query

97% of clients stated that the staff at BMCLC responded quickly to their query. This was a 3% decrease compared with the results of the 2013 survey.

Strongly Agree 57%	Disagree 2%
Agree 40%	Strongly Disagree 1%

BMCLC gave me advice that was easy to understand

100% of clients stated that the advice provided by BMCLC was easy to understand. This matched the 100% result achieved in the previous four surveys.

Strongly Agree 82%	Disagree 0%
Agree 18%	Strongly Disagree 0%

BMCLC helped deal with my legal issue

99% of clients stated that BMCLC was able to assist them with dealing with their legal issue. This was a 1% decrease compared with the results of the 2013 survey.

Strongly Agree 71%	Disagree 1%
Agree 28%	Strongly Disagree 0%

My understanding of my legal rights and responsibilities has improved

97% of clients stated that since using BMCLC's services, they have a greater understanding of the legal rights and responsibilities. This matched the results of the 2013 survey.

Strongly Agree 60%	Disagree 3%
Agree 37%	Strongly Disagree 0%

"Being approachable and empathetic to clients helps them to feel comfortable and empowered to be able to deal with their legal issue."

Cristal Micallef, Practice Administrator

I am now more confident to deal with the legal system in the future

95% of clients stated that they are now more confident to deal with the legal system. This was a 5% improvement compared with the results of the 2013 survey.

Strongly Agree 49%	Disagree 5%
Agree 46%	Strongly Disagree 0%

BMCLC staff treated me well

100% of clients stated that BMCLC staff treated them well. This matched the 100% result achieved in the 2013 survey.

Strongly Agree 71%	Disagree 0%
Agree 29%	Strongly Disagree 0%



CORPORATE SERVICES

The Corporate Services Team contributed to Community West's strategic direction by ensuring the smooth operation of all program areas and ensuring the financial viability and future sustainability of our service delivery.

The Corporate Services Team went through significant change and growth throughout the year. The team is responsible for providing business and corporate support to Community West's programs including finance, human resources, IT, facilities, administration, compliance, reporting and governance. The qualified staff who make up the team develop and implement organisational infrastructure, systems and processes to help Community West achieve its strategic objectives.

Many major projects were successfully completed throughout the year including upgraded IT servers, new IT operating platforms, five additional sites, records management, Registered Training Organisation (RTO) re-registration audit preparation and the implementation of the new student file data management system. These projects involved a significant investment of time and resources and their success continues to enhance Community West's ability to deliver services to the community.

Ongoing projects include the major redevelopment of our property at 822 Ballarat Road Deer Park, classroom

enhancements to create the best possible learning environment for our clients and support for the expansion of the Community Partnerships Projects, involving the delivery of education programs in community venues across Melbourne, all of which continue to progress according to schedule.

Scoping of business opportunities has begun in relation to our ability to offer our professional services to other community organisations. Providing a range of professional support services to other organisations creates an additional revenue stream, as well as give other organisations access to high level professional services in key risk areas. A successful pilot project providing financial services to Footscray Community Legal Centre was completed with plans underway to expand this to other community legal centres in the western region.

Operational improvements in the past 12 months include reductions in utility expenditure through use of the State Government procurement agreements, the review and enhancement of existing systems in Occupational Health and

"We are investing in increasing our capacity to deliver high quality services to the community."

Lasantha Perera, IT Coordinator

Safety with the benefit of external specialist consultation, a thorough new Staff Induction Program, procedures and policies developed in facilities management, IT training and new software implemented and a more streamlined online stationery ordering system.

The staff satisfaction survey conducted in March 2014 demonstrated significant positive achievements from improved HR functions and other major operational projects when compared with 2013. The large investment Community West made in IT and facilities over the past 12 months was justified with dramatic improvement in staff satisfaction with essential work infrastructure.

The Finance Team is committed to continuously build, improve and provide support to Community West's internal and external financial functions. The organisation's exceptional growth justified the creation of a Finance Business Unit and this increased capacity ensured reporting and compliance requirements were accurately and efficiently met. Internal systems and processes to support Community West's growth were also implemented such as outsourcing payroll activities and the use of tools including a superannuation cleaning house. The Finance Sub-Committee met on a regular



basis and ensured compliance with accounting and other relevant standards and disclosures with the support of our new auditors, Collins & Co. This growth and implementation of processes allowed the Finance Team to provide payroll and bookkeeping services to Footscray Community Legal Centre. This formed part of Community West's social enterprise initiative, with scope to expand the project to work with other community legal centres.

**WORKING FOR COMMUNITY WEST
ALLOWS ME TO HELP MAKE A
DIFFERENCE IN OUR LOCAL COMMUNITY.**
AS A MIGRANT MYSELF, I AM PASSIONATE
ABOUT ASSISTING CLIENTS FROM
CULTURALLY AND LINGUISTICALLY
DIVERSE BACKGROUNDS TO
ACHIEVE THEIR GOALS AND
DREAMS THROUGH EDUCATION.

Enisa Hajdarevic,
Team Leader Student Liaison & Compliance

**COMMUNITY WEST IS THE PLACE TO BE
IT PROMOTES STRENGTH,
COURAGE AND DIVERSITY**

**IF YOU NEED A PLACE TO DEVELOP
YOUR SKILLS
WE OFFER MANY SERVICES THAT
HELP YOU BUILD,
YOUR KNOWLEDGE IN ENGLISH,
COMPUTERS OR THE LEGAL FIELD**

**COME TO COMMUNITY WEST
AND WE WILL TAKE CARE OF YOU
DISCUSS YOUR ISSUES AND WE
RESPECT YOUR POINT OF VIEW**

**WE ARE THE LEADING AGENCY
IN THE WEST
AND HAVE EXPANDED OUR SERVICES
BEYOND THE REST**

**SO WHEN YOU NEED SUPPORT
AND A HELPING HAND
COMMUNITY WEST WILL GUIDE
YOU TO DEVELOP A PLAN
TO HELP REACH YOUR GOALS
AND EXPLORE YOUR DREAMS
IT'S AS SIMPLE AS SAYING 1, 2, 3
COMMUNITY WEST IS FOR ME.**

Amatullah Motakis,
Assessment and Compliance Officer





FINANCIAL REPORT

Community West Inc.

Reg no. A00 028 70g

General Purpose Financial Report
for the year ended 30 June 2014

Board of Management Report	39
Income Statement & Statement of Comprehensive Income	40
Statement of Financial Position	41
Statement of Changes In Equity	42
Statement of Cash Flows	43
Notes to the Financial Statements	45
Statement by Members of the Committee	61
Detailed Income And Expenditure Statement	62
Independent Auditor's Report	65

BOARD OF MANAGEMENT REPORT

The Board of Management presents their report on the Association for the financial year ended 30 June 2014.

Board of Management

The names of members of the Board of Management in office at any time during or since the end of the year are:

Name	Board Position
James McCarthy	Chairperson
Helen Douglas	Deputy Chairperson
Sejla Kadric	Treasurer
Dawn Rees	Secretary
John Typaldos	General Member
Godefa Gher	General Member
Kim Nguyen	General Member
Rachna Muddagouni	Chief Executive Officer

The members of the Board of Management have been in office since the start of the financial year to the date of this report unless otherwise stated.

Principal Activities

Community West delivers a range of early intervention and prevention programs and focuses on informing and engaging with their communities by delivering:

- Adult Education
- Family Services
- Legal Services (from the Brimbank Melton Community Legal Centre) and
- A range of community engagement activities from their Neighbourhood House at Deer Park.

There were no significant changes in the principal activities of the Association during the year.

Operating Results

The surplus for the year attributable to the entity amounted to \$309,369 (Restated 2013: \$112,565 Surplus).

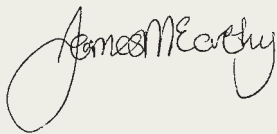
Significant Changes in State of Affairs

No significant changes in the entity’s state of affairs occurred during the financial year.

After balance day events

No matters or circumstances have arisen since the end of the financial year which significantly affected or may significantly affect the operations of the Association, the results of those operations or the state of affairs of the company in future financial years.

Signed in accordance with a resolution of the Members of the Committee.



Chairperson
James McCarthy



Treasurer
Sejla Kadric

Dated this day of 23 September 2014

INCOME STATEMENT FOR THE YEAR ENDED 30 JUNE 2014

	Note	2014 \$	2013 \$
REVENUES		6,203,630	3,747,135
EXPENSES			
Employee benefits expenses		(3,989,525)	(2,629,160)
Depreciation and amortisation expenses		(116,186)	(60,496)
Loss on Sale of Property, Plant & Equipment		(14,673)	(8,520)
Program Resources		(389,391)	(74,381)
Lease Expenditure		(776,005)	(442,962)
Other expenses		(608,482)	(419,051)
Profit attributable to entity		309,369	112,565

STATEMENT OF COMPREHENSIVE INCOME FOR THE YEAR ENDED 30 JUNE 2014

	Note	2014 \$	2013 \$
Profit attributable to entity		309,369	112,565
Other comprehensive income after income tax		-	-
Net gain or loss on revaluation of non-current assets		-	652,637
Other comprehensive income for the year, net of tax		-	652,637
Total comprehensive income for the year, net of tax		309,369	765,202
Total comprehensive income attributable to entity		309,369	765,202

STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2014

	Note	2014 \$	2013 \$	1 July 2012 \$
CURRENT ASSETS				
Cash and Cash Equivalents	4	1,033,781	932,725	752,843
Trade and Other Receivables	5	236,764	302,659	74,332
Other Current Assets	6	30,373	3,823	21,746
TOTAL CURRENT ASSETS		1,300,917	1,239,207	848,921
NON CURRENT ASSETS				
Property, Plant and Equipment	7	1,324,210	1,144,486	430,893
TOTAL NON-CURRENT ASSETS		1,324,210	1,144,486	430,893
TOTAL ASSETS		2,625,127	2,383,693	1,279,814
CURRENT LIABILITIES				
Trade and Other Payables	8	338,831	502,339	160,748
Provisions	9	225,494	129,920	129,545
TOTAL CURRENT LIABILITIES		564,325	632,259	290,293
NON-CURRENT LIABILITIES				
Trade and Other Payables	8	-	-	-
Provisions	9	-	-	3,328
TOTAL NON-CURRENT LIABILITIES		-	-	3,328
TOTAL LIABILITIES		564,325	632,259	293,621
NET ASSETS		2,060,802	1,751,433	986,193
EQUITY				
Accumulated Funds		1,408,165	1,098,796	986,193
Reserves		652,637	652,637	-
TOTAL EQUITY		2,060,802	1,751,433	986,193

STATEMENT OF CHANGES IN EQUITY FOR THE YEAR ENDED 30 JUNE 2014

	Accumulated Funds \$	Asset Revaluation Reserve \$	Total \$
Original Balance as at 1 July 2012	998,847	-	998,847
Adjustment for Payroll oncosts on Employee Leave Entitlements	(12,654)	-	(12,654)
Restated Balance as at 1 July 2012	986,193	-	986,193
Profit Attributable to Entity	112,565	-	112,565
Additions	-	652,637	652,637
Prior Year Adjustments	39	-	39
Balance as at 30 June 2013	1,098,796	652,637	1,751,433
Profit Attributable to Entity	309,369	-	309,369
Additions	-	-	-
Balance as at 30 June 2014	1,408,165	652,637	2,060,802

STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 30 JUNE 2014

	Note	2014 \$	2013 \$
CASH FLOWS FROM OPERATING ACTIVITIES			
Receipts from Customers & Grants		6,209,389	3,601,946
Payments to Employees & Suppliers		(5,813,944)	(3,332,663)
Interest Received		16,193	27,157
Net Cash Generated from/ (Used in) Operating Activities	12	411,639	296,440
CASH FLOWS FROM INVESTING ACTIVITIES			
Proceeds from Disposal of Property, Plant and Equipment		-	-
Payment for Purchase of Property, Plant and Equipment		(310,583)	(116,557)
Net Cash (Used in)/ Provided by Investing Activities		(310,583)	(116,557)
CASH FLOWS FROM FINANCING ACTIVITIES			
Proceeds from Borrowings		-	-
Repayment of Borrowings		-	-
Net Cash Used in Financing Activities		-	-
Net increase/ (decrease) in cash held		101,056	179,883
Cash and Cash Equivalents at Beginning of Financial Year		932,725	752,842
Cash and Cash Equivalents at End of Financial Year	4	3033,781	932,725

STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 30 JUNE 2014 CONT...

	2014 \$	2013 \$
Receipts from Customers		
Grant and Other Funding Income	5,984,995	3,679,635
Corporate Services Income	137,889	-
Fees Received	39,149	37,338
Other Income	25,404	3,005
(Increase)/decrease in trade and other receivables	65,895	(232,150)
Increase/ (decrease) in Income Received in Advance	(43,943)	114,117
	6,209,389	3,601,945
Payments to suppliers and employees		
Total Expenses	(5,894,262)	(3,634,570)
Add: Depreciation	116,186	60,496
Add: Loss on Disposal of Fixed Assets	14,673	-
Add: Prior Year Adjustments	-	39
(Increase)/decrease in other assets	(26,550)	21,746
Increase/(decrease) in trade and other payables	(119,566)	227,475
Increase/(decrease) in provisions	95,574	(2,953)
Fixed assets written off	-	(4,895)
	(5,813,944)	(3,332,663)

Note 1. Statement of Significant Accounting Policies

The financial statements and notes represent those of Community West Inc (the "Association"), an incorporated association, which is incorporated in Victoria under the Associations Incorporation Reform Act (Victoria 2012).

Policies Basis of preparation

Community West Inc applies Australian Accounting Standards - Reduced Disclosure Requirements as set out in AASB 1053: Application of Tiers of Australian Accounting Standards and AASB 201 0-2: Amendments to Australian Accounting Standards arising from Reduced Disclosure Requirements.

The financial statements are general purpose financial statements that have been prepared in accordance with Australian Accounting Standards - Reduced Disclosure Requirements of the Australian Accounting Standards Board and the Associations Incorporation Reform Act 2012. The Association is a not-for-profit entity for financial reporting purposes under Australian Accounting Standards.

Australian Accounting Standards set out accounting policies that the AASB has concluded would result in financial statements containing relevant and reliable information about transactions, events and conditions. Material accounting policies adopted in the preparation of the financial statements are presented below and have been consistently applied unless stated otherwise.

The financial statements, except for the cash flow information, have been prepared on an accruals basis and are based on historical costs, modified, where applicable, by the measurement at fair value of selected non-current assets, financial assets and financial liabilities. The amounts presented in the financial statements have been rounded to the nearest dollar.

Accounting Policies

a. Property, Plant and Equipment

Freehold land and buildings, plant & equipment are brought to account at cost less, where applicable, any accumulated depreciation and impairment losses. The carrying amount of property, plant and equipment is reviewed annually by Directors to ensure it is not in excess of the recoverable amount of these assets. The recoverable amount is assessed on the basis of the expected net cash flows which will be received from the assets employment and subsequent disposal. The expected net cash flows have not been discounted to their present values in determining recoverable amounts.

The cost of fixed assets constructed within the Association includes the cost of materials, labour, borrowing costs and an appropriate proportion of fixed and variable overheads.

Subsequent costs are included in the assets carrying amount or recognised as a separate asset, as appropriate, only when it is probable that future economic benefits associated with the item will flow to the company and the cost of the asset can be measured reliably. All other repairs & maintenance are charged to the income statement during the financial period in which they are incurred.

Increases in the carrying amount arising on the revaluation of land and buildings are credited to a revaluation reserve in equity. Decreases that offset previous increases of the same asset are charged against fair value reserves directly in equity; all other decreases are charged to the income statement.

The depreciable amount of all fixed assets including building and capitalised lease assets, but excluding freehold land, is depreciated on a straight line basis over their useful lives to the Association commencing from the time the asset is held ready for use. Properties held for investment purposes are not subject to depreciation.

The assets' residual values and useful lives are reviewed, and adjusted if appropriate, at each balance sheet date. An asset's carrying amount is written down immediately to its recoverable amount if the asset's carrying amount is greater than its estimated recoverable amount.

Gains and losses on disposal are determined by comparing proceeds with the carrying amount. These gains and losses are included in the income statement.

The depreciation rates used for each class of depreciable assets are:

Class of Fixed Asset	Depreciation Rate
Buildings	2.50%
Computer Software	30.00%
Telephone System	20.00%
Computer Equipment	30.00%
Office Equipment, Furniture & Fittings	7.50% - 30.00%
Security System	25.00%

b. Impairment of Assets

At each reporting date, the Association reviews the carrying values of its assets to determine whether there is any indication that those assets have been impaired. If such an indication exists, the recoverable amount of the asset, being the higher of the asset's fair value less costs to sell and value-in-use, is compared to the asset's carrying value. Any excess of the assets carrying value over its recoverable amount is expensed to the income statement.

Where it is not possible to estimate the recoverable amount of an individual asset, the Association estimates the recoverable amount of the cash generating unit to which the asset belongs.

c. Leases

All leases are classified as operating leases. Minimum lease payments made under operating leases are charged as an expense in equal instalments over the accounting periods covered by the lease term.

d. Financial Instruments

Initial Recognition and Measurement

Financial assets and financial liabilities are recognised when the entity becomes a party to the contractual provisions to the instrument. For financial assets, this is equivalent to the date that the Association commits itself to either purchase or sale of the asset (i.e. trade date accounting is adopted).

Financial instruments are initially measured at fair value plus transactions costs, except where the instrument is classified 'at fair value through profit or loss', in which case transaction costs are expensed to profit or loss immediately.

Classification and Subsequent Measurement

Finance instruments are subsequently measured at either of fair value, amortised cost using the effective interest rate method, or cost. Fair value represents the amount for which an asset could be exchanged or a liability settled, between knowledgeable, willing parties. Where available, quoted prices in an active market are used to determine fair value. In other circumstances, valuation techniques are adopted.

Amortised cost is calculated as (i) the amount at which the financial asset or financial liability is measured at initial recognition (ii) less principal repayments (iii) plus or minus the cumulative amortisation of the difference, if any, between the amount initially recognised and the maturity amount calculated using the effective interest method; and (iv) less any reduction for impairment.

The effective interest method is used to allocate interest income or interest expense over the relevant period and is equivalent to the rate that exactly discounts estimated future cash payments or receipts (including fees, transaction costs and other premiums or discounts) through the expected life (or when this cannot be reliably predicted, the contractual term) of the financial instrument to the net carrying amount of the financial asset or financial liability. Revisions to expected future net cash flows will necessitate an adjustment to the carrying value with a consequential recognition of an income or expense in profit or loss.

Financial assets at fair value through the profit & loss

Financial assets are classified at "fair value through profit or loss" when they are held for trading for the purpose of short-term profit taking, or where they are derivatives not held for hedging purposes, or when they are designated as such to avoid an accounting mismatch or to enable performance evaluation where an Association of financial assets is managed by key management personnel on a fair value basis in accordance with a documented risk management or investment strategy. Such assets are subsequently measured at fair value with changes in carrying value being included in profit or loss.

Loans and receivables

Loans and receivables are non-derivative financial assets with fixed or determinable payments that are not quoted in an active market and are subsequently measured at amortised cost.

Loans and receivables are included in current assets, except for those which are not expected to mature within 12 months after the end of the reporting period, which will be classified as non-current assets.

Held-to-maturity investments

Held-to-maturity investments are non-derivative financial assets that have fixed maturities and fixed or determinable payments, and it is the entity's intention to hold these investments to maturity. They are subsequently measured at amortised cost.

Held-to-maturity investments are included in non-current assets, except for those which are expected to mature within 12 months after the end of reporting period. If during the period the Association sold or reclassified more than an insignificant amount of the held-to-maturity investments before maturity, the entire held-to-maturity investments would be tainted and reclassified as available-for-sale.

Available-for-sale Financial assets

Available-for-sale financial assets are non-derivative financial assets that are either not capable of being classified into other categories of financial assets due to their nature, or they are designated as such by management. They comprise investments in equity of other entities where there is neither fixed maturity nor fixed or determinable payments.

Available-for-sale financial assets are included in non-current assets, except for those which are expected to be disposed of within 12 months after the end of the reporting period.

Financial liabilities

Non-derivative financial liabilities are recognised at amortised cost, comprising original debt less principal payments and amortisation.

Fair Value

Fair Value is determined based on current bid prices for all quoted investments. Valuation techniques are applied to determine the fair value for all unlisted securities, including recent arm's length transactions, reference to similar instruments and option pricing models.

Impairment

At the end of each reporting period, the entity assesses whether there is objective evidence that a financial instrument has been impaired. In the case of available-for-sale financial instruments, a prolonged decline in the value of the instrument is considered to determine whether an impairment has arisen. Impairment losses are recognised in the statement of comprehensive income.

Derecognition

Financial assets are derecognised where the contractual rights to receipt of cash flows expires or the asset is transferred to another party whereby the entity no longer has any significant continuing involvement in the risks and benefits associated with the asset. Financial liabilities are derecognised where the related obligations are either discharged, cancelled or expired. The difference between the carrying value of the financial liability, which is extinguished or transferred to another party and the fair value of consideration paid, including the transfer of non-cash assets or liabilities assumed, is recognised in profit or loss.

e. Employee Benefits

Short term benefits

The provisions for employee entitlements to wages, salaries, annual and paid maternity leave represent obligations resulting from employees' services provided up to reporting date, calculated at undiscounted amounts based on wage and salary rates, including related on-costs, which the Association expects to pay at the end of each reporting period.

Long term benefits

The provision for employee entitlements to long service leave represents the present value of the estimated future cash outflows to be made resulting from employees' services provided up to reporting date.

Superannuation

Superannuation contributions are made by the Association to approved superannuation funds for all employees. The costs are charged as employee expenses as they are incurred. The Association has no legal obligation to cover any shortfall in the superannuation funds' obligations to provide benefits to employees on retirement.

f. Provisions

Provisions are recognised when the Association has a legal or constructive obligation, as a result of past events, for which it is probable that an outflow of economic benefits will result and that outflow can be reliably measured.

Provisions are measured using the best estimate of the amounts required to settle the obligation at the end of the reporting period.

g. Cash and Cash Equivalents

Cash and cash equivalents include cash on hand, deposits held at call with banks, other short-term highly liquid investments with original maturities of three months or less, and bank overdrafts. Bank overdrafts are shown within short term borrowings in current liabilities in the statement of financial position.

h. Revenue

Revenue comprises income from the provision of government grants, client contributions and donations. Revenue from major products and services is shown in Note 2.

Government Grants

A number of the organisation's programs are supported by grants received from the Federal, State and Local Governments.

Where conditions are attached to a grant which must be satisfied before the organisation is eligible to receive the contribution, recognition of the grant as revenue is deferred until those conditions are satisfied.

Revenue from a non-reciprocal grant that is not subject to conditions is recognised when the organisation obtains control of the funds, economic benefits are probable and the amount can be measured reliably.

If the organisation receives a non-reciprocal contribution of an asset from a government or other party for no nominal considerations, the asset is recognised at fair value and a corresponding amount of revenue is recognised.

Client Contributions

Fees charged services provided to clients are recognised when the service is rendered.

Donations

Donations collected are recognised as revenue when the organisation gains control, economic benefits are probable and the amount of the donation can be measured reliably.

Interest Received

Interest revenue is recognised on a time proportional basis taking into account the interest rates applicable to the financial assets.

All receipts are stated net of Good and Services Tax.

i. Trade & Other Payables

Trade and other payables represent the liabilities for goods and services received by the Association that remain unpaid at the end of the reporting period. The balance is recognised as a current liability with the amounts normally paid within 30 days of recognition of the liability.

j. Goods and Services Tax (GST)

Revenues, expenses and assets are recognised net of the amount of GST, except where the amount of GST incurred is not recoverable from the Australian Tax Office.

Receivables and payables are stated inclusive of the amount of GST receivable or payable. The net amount of GST recoverable from, or payable to, the ATO is included with other receivables or payables in the statement of financial position.

Cash flows are presented on a net basis. The GST components of cash flows arising from investing or financing activities which are recoverable from, or payable to, the ATO are presented as operating cash flows excluded from the receipts from customers or the payments to suppliers.

k. Income Tax

By virtue of its aims as set out in the constitution, the Association qualifies as an organisation specifically exempt from income tax under Section 50-45 of the Income Tax Assessment Act, 1997.

l. Comparative Figures

Where required by Accounting Standards, comparative figures have been adjusted to conform with changes in presentation for the current financial year.

When an entity applies an accounting policy retrospectively, makes a retrospective restatement or reclassifies items in its financial statements, a statement of financial position as at the beginning of the earliest comparative period must be disclosed.

m. Critical Accounting Estimates and Judgements

The direction evaluate estimates and judgements incorporated into the financial statements based on historical knowledge and best available current information.

Estimates assume a reasonable expectation of future events and are based on current trends and economic data, obtained both externally and within the Association.

Key Estimates - Impairment (General)

The Association assesses impairment at each reporting date by evaluating conditions specific to the Association that may lead to impairment of assets.

Where an impairment trigger exists, the recoverable amount of the asset is determined.

Key Judgements - Provision for Impairment of Receivables

The management believe that 100% amount of the debt is recoverable, and therefore no provision for impairment has been made.

NOTES TO THE FINANCIAL REPORT FOR THE YEAR ENDED 30 JUNE 2014 CONT...

	2014 \$	2013 \$
Note 2. Operating Activities: Revenues		
Grants & Other Funding Income	5,984,995	3,679,635
Corporate Services Income	137,889	-
Fees Received	39,149	37,338
Other Income	25,404	3,005
Interest Received	16,193	27,157
Total Revenues	6,203,630	3,747,135

Note 3. Operating Activities: Expenses		
Depreciation of non-current assets	116,186	60,496
Salaries and wages	3,177,986	2,227,325
Superannuation	283,625	189,651

Key Management Personnel Remuneration

Key management of the Association are the members of the Board of Management, the Chief Executive Officer and Senior Executive Managers. Included in salaries and wages above is the following key management personnel remuneration:

Key management personnel remuneration	541,182	355,110
Note that the Board of Management are not financially remunerated.		

Note 4. Cash and Cash Equivalents

Cash on Hand	569	2,267
Commonwealth Bank of Australia - Trading Cheque Account	53,173	8,968
Commonwealth Bank of Australia - Term Deposit Account	8,519	-
Commonwealth Bank of Australia - Cash Deposit Account	445,495	436,644
Commonwealth Bank of Australia - Cash Management Account	526,024	484,846
	1,033,781	932,725

NOTES TO THE FINANCIAL REPORT FOR THE YEAR ENDED 30 JUNE 2014 CONT...

	2014 \$	2013 \$
Reconciliation of Cash		
Cash at the end of the financial year as shown in the cash flow statement is reconciled to items in the balance sheet as follows:		
Cash and Cash Equivalents	1,033,781	932,725
	1,033,781	932,725
Note 5. Trade and Other Receivables		
Trade Debtors & Grants Receivable	236,764	302,659
Less: Provision for Doubtful Debts	-	-
	236,764	302,659
Note 6. Other Current Assets		
Other Debtors	30,373	3,823
GST Receivable	-	-
	30,373	3,823
Note 7. Property, Plant and Equipment		
Freehold Land & Buildings		
At Directors Valuation	1,118,879	1,099,083
Impairment	(177,926)	(157,305)
	940,953	941,778
Computer & Office Equipment		
At Cost	287,928	190,908
Accumulated Depreciation	(152,496)	(129,691)
	135,431	61,217
Telephone System		
At Cost	43,006	39,881
Accumulated Depreciation	(20,388)	(15,925)
	22,618	23,956

NOTES TO THE FINANCIAL REPORT FOR THE YEAR ENDED 30 JUNE 2014 CONT...

	2014 \$	2013 \$
Office Equipment		
At Cost	252,536	238,389
Accumulated Depreciation	(120,986)	(127,227)
	131,550	111,162
Security System & Card		
At Cost	17,359	18,264
Accumulated Depreciation	(15,011)	(15,030)
	2,349	3,234
Software Pool		
At Cost	17,108	17,643
Accumulated Depreciation	(11,445)	(14,504)
	5,663	3,139
Motor Vehicle		
At Cost	33,002	-
Accumulated Depreciation	(3,094)	-
	29,908	-
Capital Works in Progress	55,738	-
Total Property, Plant and Equipment	1,324,210	1,144,486

(i) The revaluation of land performed by an independent property valuer.

Note 7. Property, Plant and Equipment (Continued)

(b) Reconciliation of Movement in Carrying Values

	Land & Buildings	Computer & Office Equipment	Telephone System	Office Equipment	Security System & Card	Software Pool	Motor Vehicle	Capital Works in Progress	Total Property, Plant Equipment
Written down value at 1 July 2012	266,636	42,076	9,930	103,378	4,389	4,484	-	-	430,893
Additions	34,628	37,849	20,290	37,142	-	-	-	-	129,909
Revaluations	652,637	-	-	-	-	-	-	-	652,637
Disposals	-	-	(586)	(9,535)	(74)	-	-	-	(10,195)
Depreciation expense	(12,123)	(18,708)	(5,678)	(19,823)	(1,081)	(1,345)	-	-	(58,758)
Written down value at 30 June 2013	941,778	61,217	23,956	111,162	3,234	3,139	-	-	1,144,486
Written down value at 1 July 2013	941,778	61,217	23,956	111,162	3,234	3,139	-	-	1,144,486
Additions	26,410	137,107	4,628	51,233	-	3,465	33,002	55,738	311,584
Revaluations	-	-	-	-	-	-	-	-	-
Disposals	(2,321)	(6,661)	(210)	(9,621)	(103)	-	-	-	(18,915)
Depreciation expense	(24,914)	(56,233)	(5,756)	(21,225)	(782)	(941)	(3,094)	-	(112,945)
Written down value at 30 June 2014	940,953	135,431	22,618	131,550	2,349	5,663	29,908	55,738	1,324,210

NOTES TO THE FINANCIAL REPORT FOR THE YEAR ENDED 30 JUNE 2014 CONT...

	2014 \$	2013 \$
Note 8. Trade and Other Payables		
Current - Unsecured		
Trade Creditors	79,952	146,638
Accrued Expenses	-	-
Income Received in Advance	111,069	155,012
Superannuation Payable	23,058	46,414
GST Payable	87,960	88,271
PAYG Withholding Tax Payable	36,825	65,403
Commonwealth Bank of Australia - Credit Cards	(32)	601
	338,831	502,339
Non-Current - Unsecured		
Other payables	-	-
	338,831	502,339
Financial liabilities at amortised cost classified as trade and other payables		
Trade and other payables		
- Total current	338,831	502,339
- Total non-current	-	-
	338,831	502,339
Note 9. Provisions		
Current		
Annual Leave	136,481	75,861
Long Service Leave	89,013	54,059
	225,494	129,920
Non-Current		
Long Service Leave	-	-
	-	-

NOTES TO THE FINANCIAL REPORT FOR THE YEAR ENDED 30 JUNE 2014 CONT...

	2014 \$	2013 \$
Note 10. Leasing Commitments		
Operating Lease Commitments		
The organisation's future operating lease payments are as follows:		
Payable - Minimum Lease Payments		
- no later than 12 months	493,955	486,626
- between 12 months and 5 years	1,617,980	1,079,899
- greater than 5 years	-	-
	2,111,935	1,566,525

The property lease commitments are non-cancellable operating leases with lease terms between one and five years. Increases in lease commitments may occur in line with CPI or market rent reviews in accordance with the agreements.

Note 11. Capital Commitments

Future capital commitments include the following:

IT Infrastructure Upgrade Project	-	148,783
Redevelopment of Deer Park Property	2,122,000	-
	2,122,000	148,783

The redevelopment of the Deer Park property will create the Deer Park Community Centre, which will be financed by a loan from the Bank.

Note 12. Cash Flow Information

(a) Reconciliation of Cash Flow from Operations with Profit after Income Tax

Operating Surplus/ (Deficit)	309,369	112,565
Non-cash flows in profit		
Depreciation	116,186	60,496
(Profit)/Loss on Disposal of Property, Plant & Equipment	14,673	-
Prior Year Adjustments	-	39
Changes in Assets and Liabilities		
(Increase)/Decrease in Trade and Other Receivables	65,895	(232,150)
(Increase)/decrease in Other Assets	(26,550)	21,746
Increase/(Decrease) in Trade and Other Payables	(163,509)	341,592
Increase/(Decrease) in Provisions	95,574	(2,953)
Fixed Assets Written Off	-	(4,895)
Cash flow from operations	411,639	296,440

Note 13. Financial Risk Management

a. Financial Risk Management

The Association’s financial instruments consist mainly of deposits with banks, local money market instruments, short-term investments, accounts receivable and payable, loans to and from subsidiaries, commercial bills and bank loans.

The Association does not have any derivative instruments at 30 June 2014.

The totals for each category of financial instruments, measured in accordance with AASB 139 as detailed in the accounting policies to these financial statements, are as follows:

	Note	2014 \$	2013 \$
Financial Assets			
Cash and cash equivalents	4	1,033,781	932,725
Loans and receivables	5	236,764	302,659
		1,270,545	1,235,384
Financial Liabilities			
Trade and other payables	8	338,831	502,339
		338,831	502,339

(i) Credit Risk

The maximum exposure to credit risk, excluding the value of any collateral or other security, at balance date to recognised financial assets is the carrying amount, net of any provisions for doubtful debts, as disclosed in the Statement of Financial Position and notes to the financial statements.

(ii) Liquidity Risk

The Association manages liquidity risk by monitoring forecast cash flows and ensuring that adequate borrowing facilities are maintained.

(iii) Interest Rate Risk

The Finance Committee meet on a regular basis to analyse the interest rate exposure in the context of the most recent economic conditions and forecasts.

NOTES TO THE FINANCIAL REPORT FOR THE YEAR ENDED 30 JUNE 2014 CONT...

	2014 \$	2013 \$
Note 14. Contribution of Assets		
Federal Government Grant Funding		
Department of Social Services	377,968	293,159
Department of Industries	1,952,976	1,350,479
Victoria Legal Aid	231,740	-
State Government Grant Funding		
Department of Human Services	98,153	92,761
ACFE Funding	215,883	207,189
ACFE Capital Grants	-	4,000
ACFE Concessions	35,131	29,117
Department of Education & Early Childhood Development	2,409,969	990,439
Victoria Legal Aid	566,360	589,546
Victoria Law Foundation	24,000	28,565
Local Government Grant Funding		
Brimbank City Council Grants	15,600	15,000
Miscellaneous Grant Funding		
Victoria Law Foundation	1,784	2,677
Sunrise Alliance Inc	-	29,606
Relationships Australia	45,430	45,427
The Smith Family	-	1,671
Thiess Community Grants	10,000	-

Note 15. Victoria Legal Aid Compulsory Disclosure

Breakdown of Income from Victoria Legal Aid

Commonwealth Income for the 2013/2014 Financial Year	231,740
Victorian State Income for the 2013/2014 Financial Year	486,360
Victorian State Income carried forward from the 2012/2013 Financial Year	80,000
Total Income from Victoria Legal Aid	798,100

Grants from Victoria Legal Aid being carried forward to 2014/2015 Financial Year:

SACS ERO Extra Income from 2012/2013 Financial Year	4,200
SACS ERO Extra Income from 2013/2014 Financial Year	18,395
SACS ERO Extra Income carried forward to 2014/2015 Financial Year	22,595

Specific CLSP Assets at 30 June 2014

Computer Equipment	8,204.91
less Accumulated Depreciation	(6,249.43)
	1,955.48
Office Equipment	32,617.62
less Accumulated Depreciation	(21,716.82)
	10,900.80
Telephone System	11,015.66
less Accumulated Depreciation	(6,862.06)
	4,153.60
Motor Vehicle	33,713.97
less Accumulated Depreciation	(3,160.68)
	30,553.29
TOTAL CLSP Assets	85,552.16
less Accumulated Depreciation	(37,988.99)
Written Down Value of Total CLSP Assets at 30 June 2014	47,563.17

Details of changes in CLSP assets (including purchases, sales and depreciation), legal commitments for future years and any CLSP Allowable Surplus and Excess Surplus are shown clearly in either reports or Notes to Accounts.

Note 16. Change in Accounting Policy: Employee Leave Entitlements

Provision for Annual Leave

During the current financial year, the Board of Directors has decided to change the Association’s accounting policy in relation to the provision of employee entitlements. The decision was made to make provision for annual leave employee entitlements for the Association’s permanent staff members. The impact of the change in the employee entitlements accounting policy is reflected in the disclosure note below.

Provision for Long Service Leave

During the current financial year, the Board of Directors has decided to change the Association’s accounting policy in relation to the provision of employee entitlements. The decision was made to make provision for long service leave employee entitlements for the Association’s permanent staff members. The impact of the change in the employee entitlements accounting policy is reflected in the disclosure note below.

	2014				
	Previous Policy \$	Prior Year Adjustments \$	Annual Leave Adjustment \$	LSL Adjustment \$	Revised Policy \$
Income & Expenditure Statement					
Annual and Long Service Leave Expense	98,700	-	(7,218)	(5,153)	86,329
Net Surplus/ (Deficit) for the year	319,592	-	7,218	5,153	331,964
Statement of Financial Position					
Provision for Annual Leave	122,919	16,367	(2,805)	-	136,481
Provision for Long Service Leave	80,168	8,929	-	(84)	89,013
Retained Earnings	1,408,353	25,296	(2,805)	(84)	1,430,760

NOTES TO THE FINANCIAL REPORT FOR THE YEAR ENDED 30 JUNE 2014 CONT...

	2013			
	Previously Stated \$	Annual Leave Adjustment \$	LSL Adjustment \$	Restated \$
Statement of Comprehensive Income				
Annual and Long Service Leave Expense	1,364	(1,604)	1,591	1,351
Net Surplus/ (Deficit) for the year	112,552	1,604	(1,591)	112,565
Statement of Financial Position				
Provision for Annual Leave	68,480	7,382	-	75,861
Provision for Long Service Leave	48,799	-	5,260	54,059
Retained Earnings	1,111,438	(7,382)	(5,260)	1,098,796

	1 July 2012			
	Previously Stated \$	Annual Leave Adjustment \$	LSL Adjustment \$	Restated \$
Statement of Financial Position				
Provision for Annual Leave	85,364	8,985	-	94,349
Provision for Long Service Leave	34,855	-	3,669	38,524
Retained Earnings	998,847	(8,985)	(3,669)	986,193

Note 17. Association Details

The registered office of the Association is:	The principal place of business of the Association is:
Level 1	Level 1
358 Main Road West	358 Main Road West
St Albans VIC 3021	St Albans VIC 3021

STATEMENT BY MEMBERS OF THE COMMITTEE

In the opinion of the Committee the financial report as set out on pages 38 to 65:

1. Presents a true and fair view of the financial position of Community West Inc as at 30 June 2014 and its performance for the year ended on that date in accordance with Australian Accounting Standards.”)
2. At the date of this statement, there are reasonable grounds to believe that Community West Inc will be able to pay its debts as and when they fall due.

This statement is made in accordance with a resolution of the Committee and is signed for and on behalf of the Committee by:



Chairperson
James McCarthy



Treasurer
Sejjia Kadric

Dated this day of 23 September 2014

DETAILED INCOME AND EXPENDITURE STATEMENT FOR THE YEAR ENDED 30 JUNE 2014

	Note	2014 \$	2013 \$
REVENUE			
Grants		5,984,995	3,679,635
Federal Government Grants		2,562,684	1,643,638
State Government Grants		3,098,482	1,701,311
Local Government Grants		15,600	15,000
ACFE Funding & Concessions		251,014	240,306
Miscellaneous Grants		57,214	79,381
Fees		39,149	37,338
Course Fees		25,613	16,300
Child Contact Service Fees		12,664	15,080
Facility Fees		436	3,059
Course Materials		436	2,899
Corporate Services Income		137,889	-
Corporate Service Fees		109,804	-
Rental Income		15,035	-
Bookkeeping Service Fees		13,050	-
Other Income		41,598	30,162
Donations		722	968
Interest Received		16,193	27,157
Legal Costs Recovered		4,009	175
Miscellaneous Income		20,673	1,862
TOTAL REVENUE		6,203,630	3,747,135
EXPENDITURE			
Depreciation & Amortisation		116,186	60,496

DETAILED INCOME AND EXPENDITURE STATEMENT FOR THE YEAR ENDED 30 JUNE 2014

	Note	2014 \$	2013 \$
Employee Benefit Expenses		3,989,525	2,629,160
Consultancy Fees		396,187	196,166
Holiday Pay & Long Service Leave		86,329	1,351
Salaries & Oncost		3,177,986	2,227,325
Superannuation Contributions		283,625	189,651
WorkCover		23,931	14,668
Staff Professional Development		12,068	-
Payroll Processing Fees		9,398	-
Lease Expenditure		776,005	442,962
Rent		725,371	414,915
Venue Hire		50,634	28,047
Loss on Sale of Property, Plant & Equipment		14,673	8,520
Program Resources		389,391	74,381
Program Resources		50,812	32,512
Special Program Expenses		301,728	-
Translation Services		163	163
Subscriptions		18,583	28,632
Staff Training, Conferences & Seminars		18,105	13,074
Other Expenses		608,482	419,051
Accounting, Audit & Admin Fees		3,571	13,212
Advertising		8,005	2,821
Bad Debts		12,451	-
Bank Charges		1,664	955
Catering & Meeting Costs		8,041	8,100
Cleaning		20,924	31,006
Computer Software & Maintenance		12,610	34,269
Data Management Fees		102,541	-
Donations		819	1,200
Furniture & Equipment		10,496	7,217

DETAILED INCOME AND EXPENDITURE STATEMENT FOR THE YEAR ENDED 30 JUNE 2014

	Note	2014 \$	2013 \$
General Expenses		3,899	4,810
Insurance		13,182	7,860
Internet & Web		40,232	57,241
Legal & Secretarial Expenses		-	253
Light & Power		36,022	28,087
Motor Vehicle Expenses		2,146	-
Postage & Freight		10,407	6,207
Printing & Stationery		63,033	42,737
Rates & Taxes		24,241	10,933
Recruitment Expenses		54,853	1,092
Repairs & Maintenance		39,328	37,576
Security Costs		3,608	3,130
Staff Amenities		37,516	39,716
Storage Fees		2,813	2,516
Telephone & Fax		53,922	45,974
Travel & Accommodation		35,978	26,242
Waste Disposal		6,184	5,895
SURPLUS FOR THE YEAR		309,369	112,565

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS

Report on the Financial Report

We have audited the accompanying financial report of Community West Inc (the Association), which comprises the statement of financial position as at 30 June 2014, and the statement of comprehensive income, statement of changes in equity and statement of cash flows for the year ended on that date, notes comprising a summary of significant accounting policies and other explanatory information and the statement by the members of the committee.

Committee's Responsibility for the Financial Report

The committee of the Association is responsible for the preparation of the financial report that gives a true and fair view in accordance with Australian Accounting Standards- Reduced Disclosure Requirements and the Associations Incorporation Reform Act (Victoria 2012) and for such internal control as the committee determines is necessary to enable the preparation of the financial report that is free from material misstatement, whether due to fraud or error.

Auditor's Responsibility

My responsibility is to express an opinion on the financial report based on my audit. I conducted my audit in accordance with Australian Auditing Standards. These Auditing Standards require that I comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant

to the Association's preparation and fair presentation of the financial report in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Association's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the committee, as well as evaluating the overall presentation of the financial report.

I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my audit opinion.

Independence

In conducting my audit, I have complied with the independence requirements of the Australian professional ethical pronouncements.

Auditor's Opinion

In my opinion, the financial report of the Community West Inc (the Association) is in accordance with the Associations Incorporations Reform Act (Victoria 2012), including:

- i. giving a true and fair view of the Association's financial position as at 30 June 2014 and of its performance for the year ended; and
- ii. complying with Australian Accounting Standards - Reduced Disclosure Requirements.



Name of Firm: Collins & Co
Name of Auditor: Frederik R. L. Eksteen
Address: 127 Paisley Street, Footscray VIC 3011
Date Audited: 24 September 2014

NOTES

NOTES



www.communitywest.org.au
info@communitywest.org.au
ph: 03 8312 2000

