

Where you will find us





44-46 Mandarin Street Fairfield East:Head Office
Disability Services





GO8 1 Villawood Place Villawood:
Community Initiatives



Auburn / Lidcombe

Auburn Youth Centre: Community Initiatives

Chester Hill





7 Karella Avenue
Carramar:
Early Learning Centre



Liverpool



14 Mill Road Liverpool: Disability Services

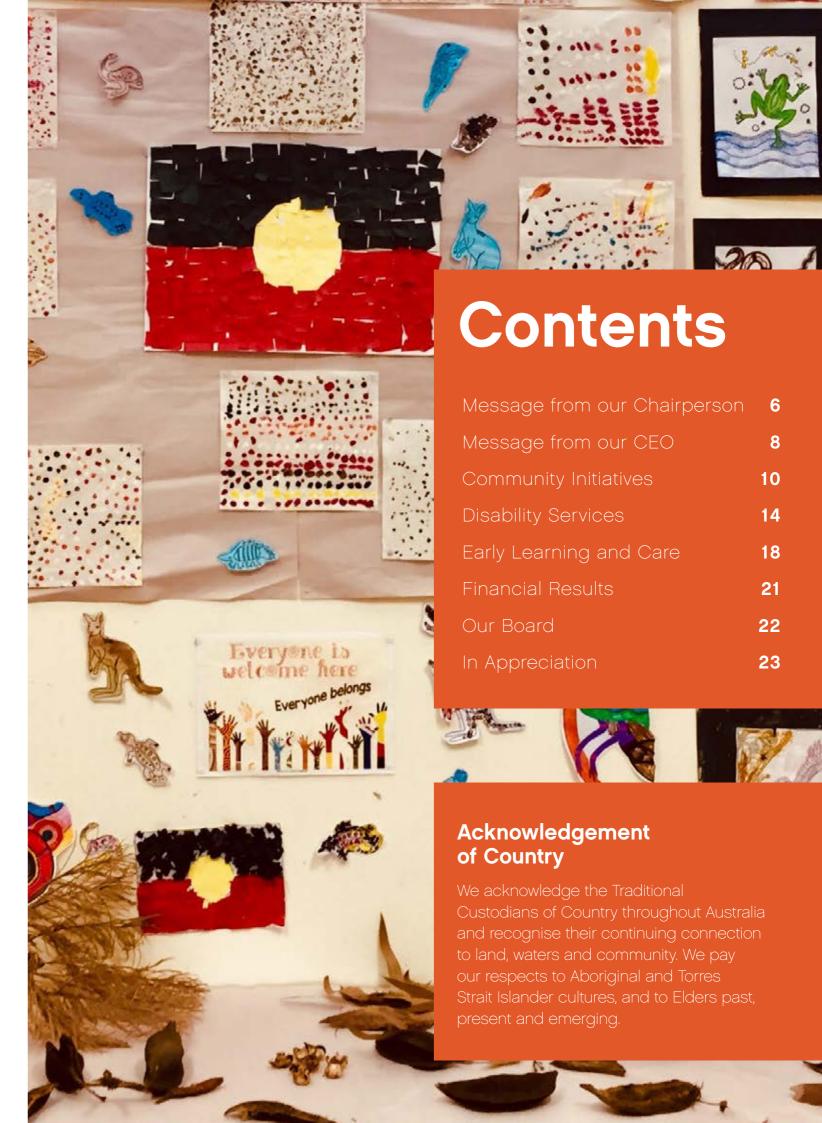


Chester Hill Community Centre: Disability Services

Contact

Woodville Alliance 44-46 Mandarin Street Fairfield East NSW 2165 PO Box 468 Villawood NSW 2163 Phone: 02 9722 5200 Email: info@woodville.org.au www.woodville.org.au

Copyright 2023. ABN 70 813 625 570





Message from our Chairperson



This year marks a milestone at Woodville Alliance as we come to the end of our most recent five-year strategic plan.

In 2018 we spent nine months developing our strategic plan for FY19 to FY21. We listened to clients, staff and our community; reviewed analysis of past successes and failures; and looked at what the future sector needs might be.

At the time, the NDIS had only been in full operation for two years, COVID didn't exist, and no one had ever experienced a global pandemic that would confine people to their homes and reduce the capability for community support services to be delivered.

Because of COVID and the immediate need to focus on client and community service delivery, the Board extended the strategic plan to include FY22 and FY23.

Our five-year strategy was underpinned by five priority areas:

- Growth
- Clients and communities
- Consistent, high-quality services
- Empowered and values driven culture
- Business model and financial capability

So how have we done against the strategic plan?

We have grown. We support more clients and the Western Sydney community with more services. Our services are externally audited and achieve

good results. We achieved NDIS reaccreditation and maintained ISO accreditation. We invested in staff through practical and online training programs. Staff are engaged and live our values. And the organisation has performed well in a tumultuous environment

FY23	Variation to FY19
We supported 2529 people	+58%
We provided 164,353 hours of service	+41%
We employed 149 people	+16%
We generated \$11.8m in revenue	+53%
We have net assets of \$4.6m	+81%
We delivered a 3% operating surplus	+4 points

The Board is very proud of the organisation's achievements over this extremely difficult period. Generating a cumulative surplus of \$1.8m has allowed us to invest in the organisation's capability and capacity to do more for more people in Western Sydney, while ensuring we maintain the viability of Woodville Alliance to keep doing this into the future.

Under the leadership of our previous CEO, Pam Batkin, the FY19-23 strategic plan was developed



and enacted. The plan was stretched to fit operational service delivery in a global pandemic, ensuring safety and service continuity for clients, staff and the organisation. That it could be, is a reflection of its strength and relevance in our community and sector. That it delivered strong results, is a testament to the great people who work at Woodville Alliance.

And so, as this year marks the end of a strategic plan, it also marks the start of a new strategic plan. Leading Woodville Alliance through the development and implementation of the new strategic plan, is our new CEO, Melanie Andrews.

Mel started at Woodville Alliance in January 2022 and was appointed CEO in October 2022. As we started looking to our future, the Board's direction was to ensure we do not lose sight of our core reason for being – to support and strengthen clients and the Western Sydney community. And to do this, recognised the need for an even more purposeful engagement with clients and community, to ensure:

- We know what clients think about what we do
- We know what clients want us to do more of or less of
- We know what our community thinks is important
- We know what service investments our community needs

- We speak up for clients and community in forums we have access to
- We give clients opportunities to speak for themselves to decision makers
- We know what will make a difference

So, with the full support of the Board, Mel has realigned the organisation's structure, and sharpened our strategic purpose, focus and plan.

As we look forward to the next five years, the Board is excited about the passion, commitment and enthusiasm Mel and her team are bringing to not only Woodville Alliance as an organisation, but also the clients who rely on our services and the Western Sydney community we support.

I would like to thank Tony Calderan and David Hua who retired as Board Directors this year. Their dedication and commitment to Woodville Alliance was much appreciated and will be sorely missed.

Thank you to the clients, families and carers who continue to choose Woodville Alliance for their service needs. Thank you to our staff, your dedication and care is what makes us who we are. And thank you to my fellow Board Directors for the generous commitment of their expertise and time.

Ken Bone Chairperson

Message from our

Chief Executive Officer



It is both an honour and a privilege to be appointed as CEO, and I thank the Board for the trust and responsibility given to me to lead Woodville Alliance into the future.

I thank my predecessor Pam Batkin, who led Woodville Alliance for 12 years and created a strong and viable community organisation.

Building on this legacy and my own 25 years of experience in community service and the Western Sydney community, I am committed to leading Woodville Alliance to provide support and services so everyone can live their best life. I am passionate about creating a fairer and more just society, and committed to promoting inclusion and embracing all forms of diversity.

This year we grew stronger from the challenges of COVID and a focus on the safety and wellbeing of clients, their families and staff. We got back to implementing our FY19-23 strategic plan and delivered pleasing financial results.

We formally opened our new Villawood Community Hub in August with a smoking ceremony performed by Uncle Darrell Fabar. At the opening we launched two new community education projects:

 Game Over – funded by the NSW Office of Responsible Gambling, and with the guidance of a community-based reference group, collected real life stories of online gaming in the Fairfield community. The stories were developed into short films to promote awareness of the impact of online gaming. LGBTQIA+ – funded by Cumberland City Council, based on real life experiences of growing up in Western Sydney and identifying as LGBTQIA+, this project creates awareness through educational videos.

In early 2023, we purchased a house to be our second Supported Independent Living home, providing the opportunity for more people with disability to live in their own home.

We conducted an audit against the National Principles for Child Safe Organisations and actioned areas of improvement to enhance our approach to quality and safeguarding when working with children and young people. Our commitment to children's safety and wellbeing continues to be prioritised in the delivery of our child, youth and family services.

In September we completed a Business System Process review, to identify opportunities to improve operational efficiency so we can provide more and better support services to clients and the community. The review initiated eleven projects that will provide immediate or short-term improvements to the way we work and has highlighted a number of areas for us to further work on in the coming 12 months.

Through our staff engagement survey, we know we have a team of passionate, committed and engaged



people, who want to be part of an organisation that continues to grow, innovate and do more to support the Western Sydney community.

In consultation with the Board and staff, we developed a new organisational structure, refreshed our Vision, Mission and Values, and set our new strategic plan for the next five years. Recognising the fantastic work of our predecessors, the new strategic plan builds on the strength and foundations of Woodville Alliance to continue the evolution and development of our organisation.

As the new Executive and Management teams take up their roles, and we set about implementing our new strategic plan, I am excited about the opportunity we have at Woodville Alliance to do more together with clients, the community, partners and our staff.

We will remain focused on Western Sydney with its rich and diverse community. We will engage more with clients and the community to understand needs. We will provide services that strengthen wellbeing, resilience and independence. We will increase the capability and capacity of Woodville Alliance. We will measure outcomes for clients, the community and ourselves to ensure our impact is in alignment with client and community needs and delivers our Mission.

Thank you to every client, family, carer, and community partner who continue to choose Woodville Alliance as their service provider or partner. Thank you to all our staff for your passion and unwavering commitment to what we do. And thank you to the Board for your guidance and support.

Melanie Andrews
Chief Executive Officer

WOODVILLE ALLIANCE ANNUAL REPORT 2023
WOODVILLE ALLIANCE ANNUAL REPORT 2023



Community Initiatives

This year, Woodville Alliance continued to build new partnerships and extend existing collaborations with partners who share our values and commitment to making a meaningful difference in the lives of children, young people and families, and community.

Reconnecting to community

In recent years, the Western Sydney community has dealt with fires, floods, and a global pandemic, which have taken a toll on communities, with many people feeling exhausted and traumatised. Woodville Alliance has always been there when we are needed, and this year has been no different.

Our community initiatives team managed a significantly increased demand for our services. Working collaboratively with our community and major government funding bodies, the NSW Department of Communities and Justice and the Australian Government Department of Social Services, the team responded flexibly to changing needs for programs and services promoting community connection, wellbeing, mental health and strong relationships.

We continue to strengthen our Targeted Earlier Intervention (TEI) programs and increase our focus on providing quality services to build connections with and in our community, particularly with local families with children under 18. This year, we provided 283 community connections, social inclusion and evidence-based program sessions through TEI. We expanded our Learning Through Music playgroup to meet community demand by providing a second weekly session. We moved our Supported Playgroup to a bigger facility to make

room for more families and to ensure children have room to play and learn. With funding from Fairfield City Council, we created and delivered The Green Thumb project, which catered to the interests of a variety of children, young people and families, and delivered more opportunities for the community to build connections, promoting wellbeing and building strong relationships.

"I really like coming to Woodville. They've helped me and my family a lot. We do many fun activities. I really like the garden. At first, I didn't know anyone, but now I have friends here."

Client from Green Thumb project.

COVID brought many challenges for students, and after the previous two years of disrupted learning, schools have become overwhelmed by student wellbeing needs. This year, we worked with over 30 schools to provide wellbeing, resilience and mental health-related programs to equip students with the skills and ability to reengage with their education and improve their wellbeing now and in the future.

Our Building a Bridge to High School program was extended into the Fairfield LGA this year, enabling us to support over 1,200 children, parents and teachers



with transition to high school activities including targeted evidence-based programs, inspirational speakers, parenting programs, information sessions and teacher training sessions.

Between January and June 2023, we rolled out the Building a Bridge to Resilience project to seven schools funded by the Department of Regional NSW. The project aimed to support the wellbeing of children and young people from affected flood areas in Liverpool and Bankstown. We provided evidence-based programs, including Seasons for Growth, which focuses on supporting students through the grief and loss process and understanding that change is part of life; and Peaceful Kids/Teens, which teaches mindfulness practices.

Our community development program continued to deliver significant community capacity building and community hub services. Our Playgroups, after-school and school holiday groups, craft groups and the community garden helped to reduce social isolation and build stronger community connections.

Perfect Presence, funded by NSW Department of Education, is a new program developed specifically to meet the needs of Year 9 and 10 students at risk of disengaging from education. The tailored program utilises evidence-based programs and research, and combines both individual support and group work. This combination of rigorous foundation and flexible delivery, creates activities for students to learn to develop capability, resilience and coping skills, while also providing safe environments to talk and think. The success of the program is highlighted by the NSW Department of Education extending the funding for a further 12 months.

Connecting with children, young people and families

Strong Minds, funded by Australian Department of Social Services, is a family mental health support service working with children, young people and their families. The service covers local government areas (LGA) of Fairfield and Cumberland. This year, we supported 473 children, young people and

families through individual and family casework, practical assistance and referral.

Based on assessment and family action plans to identify relevant goals, casework is delivered weekly or fortnightly for up to twelve months, though sometimes short-term interventions of up to three months are all that is required. This is usually the case for families where the assessment process indicates a need for one-off provision of practical assistance or referrals to external agencies and home-based supports to stabilise a one-off crisis or encourage resilience for emerging risks.

"My caseworker really took the time to listen to me, and I'm so thankful for her support and guidance; when I was down, this support really lifted me and the kids up. We now have a plan on how to make things better" Parent

Our community initiatives team also delivered mental health support group work through evidence-based therapeutic programs such as Drumbeat, Rock and Water, Love Bites, Peaceful Kids and Tuning into Teens. The team provided 13 programs to over 120 students in three high schools and four primary schools.

"The Strong Minds program is an invaluable resource to our school's Learning Support Team. Several of the program caseworkers have supported our students and their families to access a range of support such as counselling, psychology, parenting advice and financial support. The relationships our families have developed with many of the Woodville Alliance staff have enriched their lives and assisted them in fully accessing the school curriculum, even issues relating to school attendance, which can often be so complex to address"

Cumberland LGA high school representative



Disability Services

Woodville Alliance has continued its strong connection with clients and their families, with quality improvement and client and staff wellbeing at the forefront.

In a highly competitive NDIS environment, Woodville Alliance understands the importance of retaining staff long-term, enabling them to build strong relationships with clients, developing the diverse skill sets needed in our sector, and having clear paths available for career progression.

We welcomed changes to the Social, Community, Home Care and Disability Services (SCHADS) Industry Award, which acknowledges the critical role of support workers in delivering services to people with disability. The changes represent an important step for the disability sector to help create a more permanent and secure workforce in the long term.

We acknowledge the continued financial assistance provided by the NDIS during the last financial year. Woodville Alliance was able to claim COVID funding from the NDIS to assist with the extra costs of complying with NSW Health regulations, including isolation and vaccination requirements. This helped protect clients, their families, and our staff, and ensured Woodville Alliance could continue to meet the needs of clients.

Quality improvements

Our staff engagement survey results highlighted a need for more training in the disability services business. Our partnership with etrainU delivered over 100 online training courses, including medication and risk management training and workshops conducted as face-to-face clinical courses.

We focused on quality improvements to data collection and entry of client information to iplanit, a client relationship management system, building more competence in working towards digital technology to provide useful insights and accurate reporting. The changeover has not been without difficulties, but we acknowledge the tenacity and creativity of all those involved in the project who have been able to keep us on track.

With disability services teams spread over several LGAs, Microsoft Teams allows our staff from all locations and teams to interact daily while reading the latest Woodville Alliance news, client stories, sector developments and leader insights. Our staff have taken the opportunity to join the platform, with many positive interactions and a steady sharing of information demonstrating the benefits of improved communication.

Wellbeing

Clients' wellbeing is an ongoing priority. We continued to listen and adapt our service delivery method to cater for individual needs, and as a result, we have gained stronger connections with clients and their families, focused on inclusion and diversity.

From client and family feedback, we continue to improve our disability services programs by offering more activities. We encourage regular feedback through monthly meetings with families and staff to

collect client feedback on programs. Our cultural celebrations throughout the year created more opportunities for communication with families, and families demonstrated their openness to engage by joining us in celebration events and activities. We will continue to strengthen the program focused on belonging by celebrating the diverse cultures of clients and staff.

We continue to build and strengthen community connections with key partnerships with organisations and local groups. This year, we provided more music therapy, a dance studio and an ongoing PCYC program of activities. Also, bringing back night and weekend programs has proved popular with clients and families. Clients joined in various activities, including the celebration of VIVID events, city night outings, participation in football season, dinner, social activities, agua golf and more!

Our short-term holiday program has grown stronger. This year, multiple trips were made to Canberra, Dubbo, and the South Coast, visiting beaches, zoos, museums and interesting tourist attractions. It's something clients and families are expecting to be bigger and better, and we are pleased to work with them to improve the programs.



"I have a lot to say on behalf of my group. Woodville gives me the opportunity to make a speech at special events. I really like how everyone stops what they're doing and listens to what I have to say. And then my friends pat me on the back to say well done. It makes me feel alive." Client

"There is so much to do at Woodville. We go out to interesting places. We laugh and talk. We have lots of fun. At night, too, parties, football, city, everywhere!"

"My favourite thing to do at Woodville is go on holiday with friends. This year we have been everywhere! I love the beach, staying nice places, eating and going around to see new places."



Early Learning and Care

It's been another successful year for our Carramar Early Learning Centre. We maintained high utilisation, and with our strong connections with families and diverse local communities, we continued to give children the best possible start in life by ensuring they have the learning, development, and wellbeing outcomes they need for school and life.

More than care

The role of early childhood education in supporting young children's learning and development and supporting families to work has never been more evident than during COVID. Woodville Alliance has continued to invest in our people, safety, quality improvement and social inclusion to ensure our service meets the needs of children and families.

With the support of funding from the NSW Department of Education, the preschool program focuses on early literacy and numeracy outcomes and has seen 35 children access early learning and education services. Some of our services include the school readiness program, guided playgroup sessions, counselling, specialists and therapy. This year, we celebrated the graduation of 22 children who are now ready for school.

We made significant capital investments in our centre primarily due to the major flooding experienced by the southwest Sydney community. The flooding closed the centre for several days, and we helped our families obtain services from local partners while repairs were completed. In addition, funding and grants contributed to upgrading the centre's soft fall outdoor grounds and play equipment.

Quality improvement

Woodville Alliance has continued to improve the quality of our Early Learning Centre, with our service assessed to meet the National Quality Standards. The management team has commenced planning with educators to work towards exceeding the standards in the future.

Our Quality Improvement Plan, which includes what we believe and value, involved feedback from families and staff, and focused on inclusion and sustainability of practice. The plan is accessible to families, and regular updates are provided in the daily updates on Kinderm8, face-to-face conversations and the bi-monthly family newsletter.

We have embedded a group and individual training plan to support educators' practice. The training plan has given our educators the tools they need to support crucial language development in young children. We have also worked to deepen the quality of supervision with our training program. Our social inclusion program is evolving to offer therapies and further support for our children. They are also being supported with our inclusive practices program, using the Be You mental health resource and intensive behavioural support practice for children who require additional support.

Communication

The HubHello digital sign-in was implemented to improve quality, data, and reporting. Families were provided one-on-one support to use the technology for the first time and build digital literacy. "Practice makes Perfect. The more I try, the easier it is.", one parent said.

Our regular newsletter keeps families up to date with information about the centre and developments in the sector. The daily updates from each room are popular with families as they see the progress and development of their children. Families are encouraged to provide feedback and contribute to the service decisions through surveys twice a year and educator and parent meetings.

I am so happy that my daughter says new words every day. Educators are very helpful and kind. They gave me updates every time my daughter at the centre about what she learnt and what she is interested in. They send me many pictures every day so I capture every moment of my daughter's day.

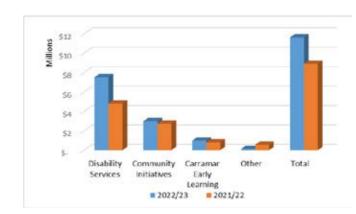
Danielle

Teachers are helpful and look after my child. They take time to talk to me every day and explain what happened in the centre. They always ask how my child do at home to do same at the centre. I am so happy with all what they doing and would recommend the centre to family and friends.

Thi Pham

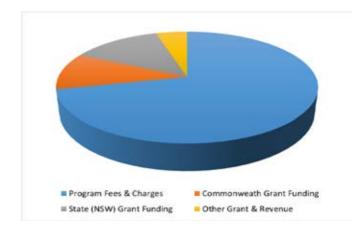
Financial Results 2022/23

TOTAL INCOME 2022/23 COMPARED TO PREVIOUS YEAR



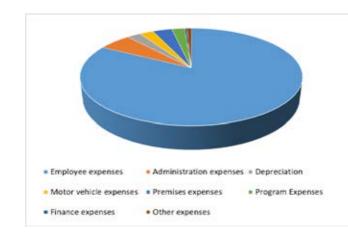
Service Area	2022/23	2021/22
Disability Services	\$ 7,527,882	\$ 4,816,838
Community Initiatives	\$ 2,984,942	\$ 2,721,970
Carramar Early Learning	\$ 990,824	\$ 809,284
Other	\$ 122,443	\$ 554,889
Total	\$ 11,626,091	\$ 8,902,981

SOURCE OF REVENUE 2022/23



Source of Revenue	Annual Income
Program Fees & Charges	\$ 8,311,629
Commonweath Grant Funding	\$ 1,251,101
State (NSW) Grant Funding	\$ 1,528,817
Other Grant & Revenue	\$ 534,544
Total	\$ 11,626,091

EXPENSES 2022/23



Category		Annual Expenses
Employee eypenees	c	0 202 077
Employee expenses	\$	9,383,977
Administration expenses	\$	640,448
Depreciation	\$	270,803
200.00.00.00.00	*	2.0,000
Motor vehicle expenses	\$	269,060
Premises expenses	\$	380,089
Program Expenses	\$	253,142
_		
Finance expenses	\$	44,208
Other expenses	\$	86,137
Total Expenses	\$	11,327,864

Our Board

Tony Calderan Vinita Deodhar Ken Bone **Elizabeth Grinston** Director Director Chairperson Deputy Chair Sandra Gamble **David Hua Anthony Zheng** Hanna Ebeling Director Director Director Director

In Appreciation

With sincere thanks to our funding bodies, sponsors and partners in 2022/23.

Affordable Community Housina Anglicare Australia Arab Council Australia Arthur Phillip High School Assyrian Resource Centre Auburn Diversity Services International Auburn Girls High School Auburn Multicultural Auburn Youth Centre Australian Kookaburra Kids Foundation Australian Vietnamese Volunteers Association Auto Enginuity Bankstown Arts Centre Bankstown Community Resource Group Inc. Bankstown Girls High School Bankstown West Public School Bankstown Public School Bankstown Women's Health Centre Inc. Barnardos Auburn Bendigo Bank Benevolent Society Birrong Girls High School Berala Public School Better Goals Blaxell Street Public School Bonnyrigg High School Breakthru Solutions Brighter Futures Bankstown Bunnings Villawood Cabramatta Community Centre Cabramatta Library Canley Vale Public School Canterbury-Bankstown Council CAPS Canley Heights Public Carramar Care Centric Carramar Public School Casula High School Casula Powerhouse Arts Catholic Care Fairfield Catholic Education, Diocese of Parramatta Chester Hill High School Chester Hill

Neighbourhood Centre Children's Discovery Museum Coles Fairfield Commonwealth Bank of Communities for Children. Bankstown and Fairfield Community First Step Community Migrant Resource Centre – Parramatta Condell Park Public School Core Community Services Council of Social Services of New South Wales Cumberland Council Cumberland Multicultural Community Cumberland Women's Health Centre Curiousworks Dandelion Support Network Darcy Street Project Deakin University Department of Education Department of Human Services Department of Premier and Cahinet Department of Social Services Disability Advocacy Association Dvnamic4 Edensor Park School Fairfield City Council Fairfield Emerging Communities Action Partnership Fairfield Public School Fairfield High School Fairfield Intensive English NSW Police Fairfield LAC Fairfield Public School Fairfield Schools as Community Centres Fairvale Public School Families NSW Flipout Fairfield Gecko Sports **Guildford Community** Centre Granville Boys High School

Granville Public School

Granville South High School Granville South Public School Ground Chai Harrington Street Public School Headspace Holos Consultina Housing NSW Holroyd School Host International Hoxton Park High School Hurlstone Agricultural High School lan Potter Foundation I-Planit Juvenile Justice NSW Junction Works Kaleidoscope (Commonwealth Respite and Carelink Centre) Kari Aboriginal Resources Inc. Karitane Kinchela Boys Home Aboriginal Corporation KU Children's Services Lansvale Public School Liverpool Council Local Community Services Association Macquarie University Mary Immaculate Catholic School Matchworks Meridian IT Australia Merrylands Public School Mission Australia Montessori Preschool Mums 4 Refugees National Disability Insurance Agency National Disability NSW Department of Communities and Justice NSW Department of Industry NSW Department of Sport and Recreation NSW Health Office of Communities Aboriginal Affairs NSW Refugee Health Service NSW Office of Responsible Gambling NSW Office of the

Honourable Jason Clare

NSW Police Officeworks Old Guildford Open Orbit Our Lady of the Rosary Catholic Primary School Fairfield Oz Harvest Parks Community Network Parramatta Holroyd Community Support Patrician Brothers College Fairfield PCYC Auburn PCYC Bankstown PCYC Cabramatta PCYC Fairfield Phoenix Eye Playgroups NSW Powerhouse Museum Prairiewood High School Quan Huong Vietnamese Restaurant Villawood Relationships Australia RV Chavez Consulting Rydges Bankstown Sacred Heart Catholic Primary School Villawood SAI Global Saint Joachim Catholic School Salvation Army Villawood Smithfield Public School StewartBrown St Gertrudes Catholic School Settlement Services International -Community Hubs Sherwood Grange Public School Sing and Grow Smithfield Public School Social Enterprise Council of NSW & ACT South Strathfield High School South Western Regional Tenants Association South Western Sydney Local Health District South West Sydney Community Health South West Sydney Family Referral Service South Western Sydney Primary Health Network St John Vianney Catholic

STARTTS St Brendan's Community Sydney Film Festival Sydney Community Foundation Sydney Indigenous Coordination Centre Sydney TAFE Liverpool TAFE Bankstown TAFE Wetherill Park The Mercy Foundation The Salvation Army The Smith Family The Social Outfit The Sydney Children's Hospital Network (SCHN) The Black Dog Institute The University of Sydney The Walter and Eliza Hall Holdings Pty Ltd The Woods Pantry Tiger Pak Uniting Care Mental Health University of NSW Verona School Villa Bakery Villawood Villawood Musallah Villawood Senior Citizen Centre Western Sydney Community Forum Western Sydney University Western Sydney Local Health District Wishbone Poultry Villawood Woodville Alliance LGBTQIA+ project reference group Woodville Alliance Game Over Project Reference Group WorkDvnamic Yaqoona Community Hub Youth Action YMCA NSW Yoga and Beyond Youth off the Streets 180 Degrees Consulting -University of Sydney

22

St John's Park High School

Public School

