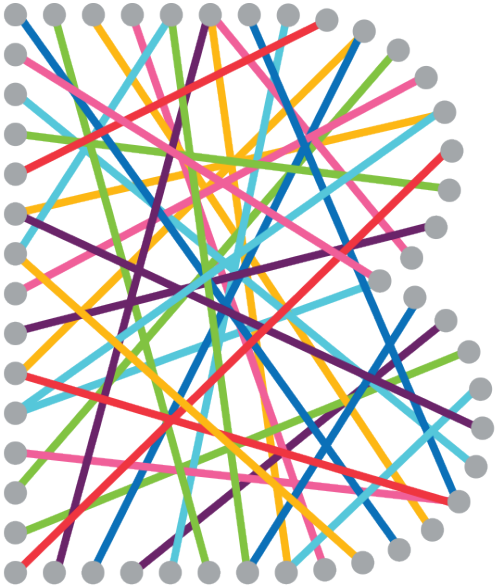


2019
Annual Report

Belconnen Community Service



Belconnen Community Service acknowledges Australia's First Peoples as the traditional custodians of the lands and waters where we live, learn and work. We appreciate their continued care for country and community.

Contents

Our Values	4
Our Vision	5
President's Report	6
CEO's Report	7
Treasurer's Report	8
Celebrations and Collaborations	10
Stories	22
Statistical Snapshots	34
Inclusive Connected Communities	36
Thanks and Recognition	38

Our Values

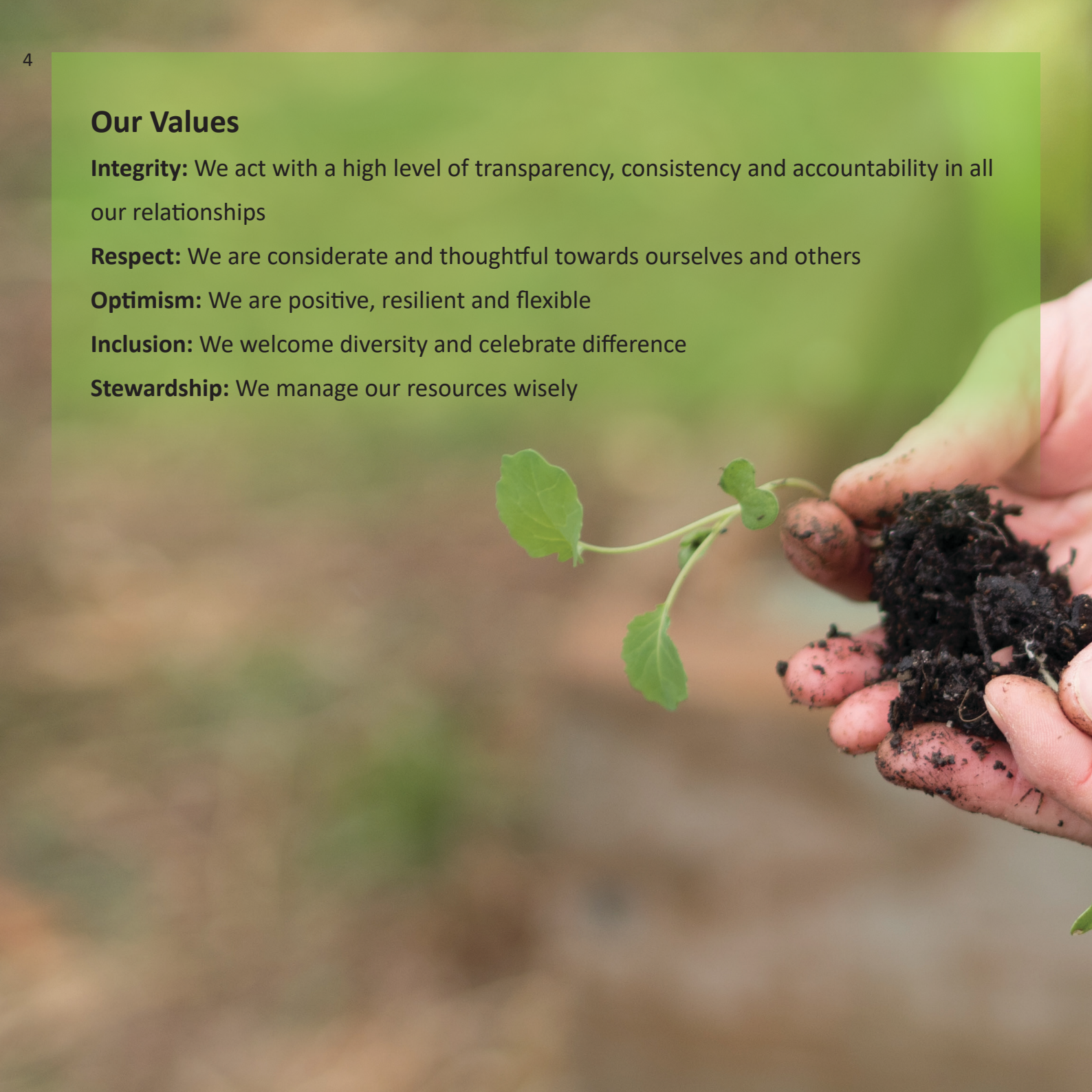
Integrity: We act with a high level of transparency, consistency and accountability in all our relationships

Respect: We are considerate and thoughtful towards ourselves and others

Optimism: We are positive, resilient and flexible

Inclusion: We welcome diversity and celebrate difference

Stewardship: We manage our resources wisely



Our Vision

An Inclusive Connected Community

Our Purpose

Offer flexible services that encourage and support people to participate in their community and enhance their wellbeing.



President's Report



This year has been a transformative one for BCS. With the arrival of a new Board, a new CEO and changes to the Executive Team, the Organisation is embracing the challenges that are emblematic of the community sector. BCS is known throughout the sector for its enthusiasm when new programs and partnerships are established, thanks to incredibly passionate and dedicated staff who work to ensure programs are fresh and innovative for our participants.

Over the course of the year, BCS interacted with over 5,000 people. BCS offers person-centred services in so many creative and interesting ways: whether drawing people to the community centre, providing in-home and social support services, using dedicated spaces to assist families in need, and providing the necessary transportation for people who rely on our support. This adaptability is what makes BCS unique.

Our biggest challenge is adapting to the Aged Care and Disability Reforms and the National Disability Insurance Scheme (NDIS). The current Royal Commission into Aged Care will no doubt see further improvements and guidelines for the sector, and we will be responding to such changes. Changes to the NDIS service model have significantly tested our responsiveness and adaptability as an organisation. Through a combination of hard work, advocacy and inspiration, BCS has again proven itself a leader in this field.

As the Organisation continues to work on embedded planning, accountability and evaluation systems, we will continue to look for new opportunities for growth and innovation. To the staff and volunteers of the organisation, your spirit and dedication is exemplary and without you we would not be able to achieve the great work that we do. A special thanks to our Executive Team: Mandy Green (CEO), Jenelle Tinham (Executive Manager – Programs and Services), Allison Sullings (Executive Manager - Children's Programs), Karyn Ferraris (Executive Manager - Business and Infrastructure) and Jennie Seppings (Executive Manager People and Culture). All of you have taken on significant challenges throughout the year and the Organisation has certainly been better for it!

Finally, thanks to all our members. It's been an absolute privilege to join the organisation, and I look forward to the coming year.

Chris Ermacora

CEO's Report



It is my great pleasure to welcome you to Belconnen Community Service's (BCS) 2018/2019 Annual Report as the CEO of BCS.

This year we achieved tremendous results and faced many challenges. A standout for me is the positive culture of BCS and the way in which our employees and volunteers have supported each other and our organisation throughout the year – and the overwhelming support for me as the newly appointed CEO.

Leading an organisation through change can be difficult, however, it is made less so when surrounded by a supportive Board and positive and capable leaders. I have the greatest admiration for our employees and volunteers who, throughout the year, remained unwavering in their commitment to the work they do and demonstrated the values of BCS throughout – to you all, thank you.

I'd like to acknowledge and again congratulate the winners of the BCS All Star Awards which celebrate those employees and volunteers who model the values of BCS.

The winners for 2018 were:

- **Leadership Award** – Jane Robins
- **Inspirational Volunteers** – Irene Hewitt and Carole Jenson
- **Optimism Award** – Risa Craig
- **Respect Award** – Majitha Kekulandar
- **Integrity Award** – Matty Samson
- **Inclusion Award** – Tracy Dodt
- **Stewardship Award** – Jessica Johnson

Moving forward, I am encouraged by the promise of tomorrow and BCS' aspirations for the future; a future that inspires leaders at all levels and puts our community at the centre of all we do.

This year, BCS' annual report truly reflects the incredible work undertaken by employees and volunteers in line with our strategic direction, values and vision. I look forward to implementing the BCS 10 year strategic plan in the coming year.

Mandy Green

Treasurer's Report



At the end of my first year as Treasurer of Belconnen Community Service (BCS), I am very pleased to present the 2018-2019 annual accounts to our members.

The organisation has produced a deficit of $128,307 (compared to a deficit in 2017-2018 of $76,324) which was not unexpected and in line with our expectations. Income for the year increased by approximately 7.3% while expenditure increased slightly more at 7.8% resulting in a higher deficit on the last financial year. The rise in expenditure was due to increased employment related expenses.

In order to sustain our contribution to the community and to continue to provide for the future replacement of operating assets and invest in our people and facilities, maintaining our financial strength is vital. BCS remains in a strong financial position with good cash flows and a strong growth plan across all programs and services. BCS is committed to strengthening our Early Education and Care Programs, School Age Care Programs, NDIS services, Aged Care, Transport and Youth and Family Support.

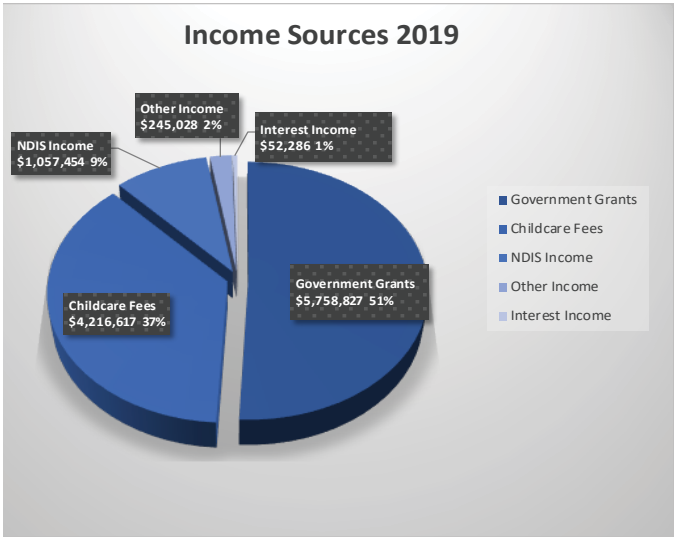
Over the last several years, BCS has invested significant resources into the quality and growth of our programs and services and this will continue into the future as we develop new business opportunities.

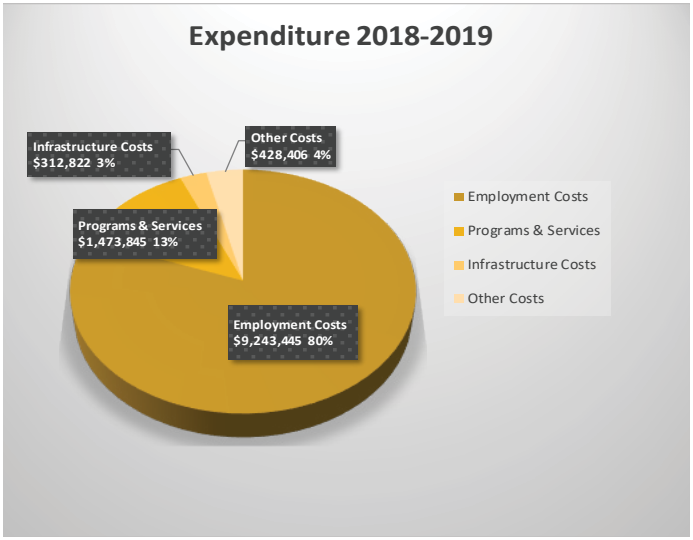
The key financial management challenge in the coming year for the BCS Board and Management will be to build on the efforts of recent years and continue to grow and develop our services through identifying and capitalising on opportunities as they arise, properly supporting the needs of our people and investing in our infrastructure to ensure it can meet our service needs.

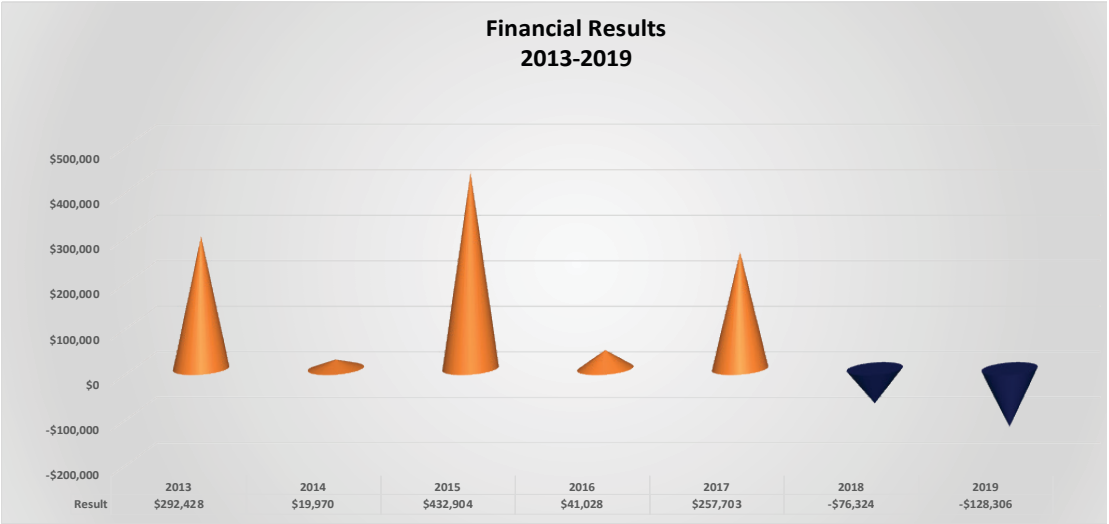
I would like to acknowledge the efforts of the CEO, Mandy Green, the senior leadership team, and the President, Chris Ermacora and my colleagues on the BCS Board.

Carolyn McPherson

FINANCIALS AT A GLANCE
2018 -2019









Celebrations and Collaborations

Plastic Free July

BCS took part in Plastic Free July in 2018 through a series of projects which aimed to encourage less plastic use by members of the community.

Our Sewing Groups worked hard to create Boomerang Bags, which became a global movement after it was founded in 2013 in Queensland, and works to reduce the use of plastic bags while engaging local communities. Using donated fabric, the groups created beautiful reusable bags which were given to The Source Bulk Foods, Belconnen.



Boomerang Bags community member Penelope Lilley donated the materials and boomerang patches to BCS to help the movement grow in the Belconnen area.

“It was exciting to share making Boomerang Bags with the creative sewing groups,” Penelope said.

BCS also held a photo competition during the month and asked for people to tag us in their photos with the hashtag **#onelesscupinbelco** when using plastic alternatives. The winner received a huge prize pack, supplied by The Source Bulk Foods, Dickson. The winner posted a photo every single day showcasing various plastic free ideas.



Throughout the month, discounted coffee was sold to everyone who brought their own mugs or take away cups to Astles Cafe in the Belconnen Community Centre. The cafe sold 267 discounted coffees, and the most sold in one day was 30 on 17 July.

A number of film screenings were held across BCS programs along with a plastic free tea to showcase how simple swaps to everyday actions can make a big change.

Bunnings Belconnen was also very generous, and donated a herb garden and worm farm for the community centre and the cafe to enjoy.

Belconnen Twilight Market in Margaret Timpson Park



On Friday 5 October 2018 between 4:30pm-8:30pm, Belconnen Town Centre came to life at the Belconnen Twilight Market in Margaret Timpson Park.

A range of local stallholders offered everything from crafts, food, art, ceramics, candles, crystals, community groups and storytelling. Margaret Timpson Park was filled with food trucks and music, and places to relax around the iconic grassed pyramids.



The Twilight Markets were the third part of the ACT Government sponsored “Belconnen Showcase” a program designed to promote Belconnen as a place to do business, and to enjoy life and community.

Community groups and people who make and sell crafts, art or food had the opportunity to set up a stall and either sell to the public or tell them what they do and spread their message. There was no charge for stallholders to attend.

The day was a huge success and it has been estimated nearly 4,000 people came to the event.

A photo competition was held at the Twilight Markets, which BCS helped to promote.



MLA Tara Cheyne hosted the competition to highlight the best of the Belconnen Town Centre, and opened three different categories: Landscape/nature, Business, and Community/people.

Nara O’Neil, Michael Reid and Davey Barber each won $200 for their winning photographs which Tara said “truly showcase Belconnen”.







Trivia Night and the 10/10 Project

The West Belconnen Raiders Club was haunted by some scary-looking characters on Friday 13 July 2018, when Belconnen Community Service (BCS) presented its Trivia Night.

The spooky-themed event raised over $4,200 for the annual 10/10 project and will help BCS volunteers clean up 10 gardens in the Belconnen region this spring. The 10/10 project helps at-risk homes by providing garden makeovers with 10 groups of volunteers mowing lawns, doing weeding, removing rubbish and making other improvements.

BCS CEO, Mandy said, “the costumes were fantastic and the night was great fun!”

BCS Receptionist Maryam came dressed as a fortune-telling gypsy and was nominated for a best dressed award.

“I think it’s a great way to get together with friends and see what you don’t know,” she said.

“There was a good mix of questions which made it more inclusive, even for those who thought they didn’t know any trivia!”

The best dressed award was won by Nick who is a regular at Belconnen Community Centre. Nick came dressed as An American Werewolf in London.

The 2018 10/10 Project took place on Friday 19 October. It was a hot day but the volunteers made the best of it, and some even created a competition to see who could get the most steps.

This year BCS partnered with local schools. A group of students also took part on the day, helping to makeover the public areas of local housing estates.



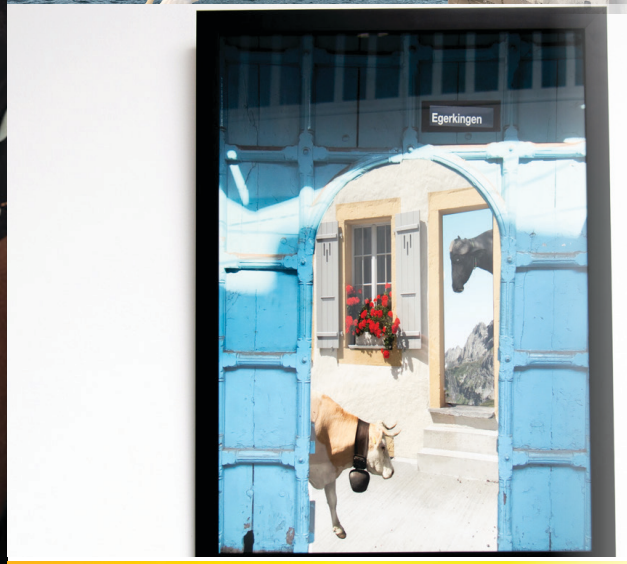











Egerkingen



Springboard Series

Every year Belconnen Community Gallery partners with local arts educational institutions to support emerging artists and help them create an exhibition outside of the educational environment. The 'Springboard' exhibition series aims to launch new artists into their post study practice.

The Gallery has formed a strong relationship with the Australian National University (ANU) School of Arts Emerging Artist Support Scheme (EASS) over the years. Every year the Gallery staff attend the ANU School of Art Graduate exhibition to invite artists to be part of the Springboard series.

The 2018 EASS prize winner, Amandeep Kaur created a series of works which depicted transitional dreams, and her colourful photomontages were inspired by mythological stories, symbolism and the colours of India and the Swiss cities of Solothurn and Basel.

The Gallery also continued their partnership with the Canberra Institute of Technology (CIT) Photography department in 2018 and showcased the winners of their collaborative competition with the United Nations Information Centre (UNIC).

CIT's 2017 Photography Competition Prize winner Andrew Plant travelled to the Solomon Islands to capture images, in support of the Markets for Change Project.

Andrew said, "I was not only exposed to the daily challenges faced by market vendors from farm plot to market stall, but to their enthusiasm in developing a cohesive voice and being active participants in defining their future opportunities through market vendor associations."

"Voices of the Market" was held in the Belconnen Community Gallery between 17 July-10 August 2018, and an official opening celebration was held on Wednesday 25 July 2018.

"Transit" was held between 13 August to 14 September 2018, and the official opening celebration was held on Wednesday 22 August 2018.





Plucked Exhibition

The Plucked exhibition is part of the Belconnen Community Gallery's Springboard Series and is a chance for artists' graduation work to find a new public audience.

Belle Palmer and Meredith Pammeter-Legg both completed their honours degree in Print Media and Drawing. They exhibited their works along with third year graduates, Olivia Klinger, Nathaniel Kempton and Mirka Finch in January 2019.

While they might have all graduated from the same department, that doesn't mean all their work is the same.

Meredith's works, a series of wet media and pigment ink drawings, explore the concept of 'ordinary and extraordinary' bodies.

"I just wanted to start depicting people not as stylised, classical perfect bodies but as ordinary people, the way people are, while including these augmentations people have.

"It's just a new way of looking at how we view regular or normal, and how we see extraordinary," Meredith said.

Belle said she wanted to deconstruct the artistic process and include the audience in the art. Her interactive artwork encourages people to contribute to the artwork through a custom designed bamboo arm.

"Every time the art is exhibited and every time you see it, it's going to have this different collection of people leaving their own mark within the space," she said.

"My practice led me to question the barriers that usually come when you see art in a gallery space, and I wanted the people seeing it to question that too."

Meredith and Belle both agree finishing their Honours has been an empowering experience.

The pair are excited about their artistic futures. Meredith said she will continue to explore bodies, and Belle has already planned some future exhibitions.









Youth Engagement Team a Winner

The Annual Yogie Awards (the Yogies) highlight the exceptional commitment, talent and innovation that exists in the youth sector. On Friday 30 November 2018, Belconnen Community Service (BCS) Youth Engagement was announced the winner of the Outstanding Achievement in Youth Participation award.

This award recognises an organisation, service, program or project that has demonstrated an outstanding commitment to developing meaningful partnerships with young people.

But the recognition didn't stop there. BCS Youth Support Worker James Small was also highly commended for the Outstanding New Talent Award.



BCS Walkers - Fundraising and Award Winning



Walking has been part of the positive culture of BCS employees for the last two years. On 16 November 2018, the BCS Little Bit Fit Project won the Gallagher Health & Wellbeing in the Workplace Award at the ACTCOSS Community Sector Awards.

The Little Bit Fit project began in 2016 among a small group of BCS managers and coordinators. It was a friendly way of encouraging each other to walk, move and become aware of their own physical health through sharing the data from their Fit Bits. The aim of the project was to keep all participants focused on their step counts and movements as an ongoing activity.

A side effect of this focus was the cessation of poor life habits. People started walking to meetings, walking to work and taking regular "250 step" breaks during longer meetings.



By January 2017, the managers could see the benefits in their own lives and so offered the Little Bit Fit project to all employees at BCS to help create a healthy, active workplace. The project was open to all ages with a focus on healthy ageing and developing social connections. For many people, outlaying the initial cost for a Fitbit was difficult to work into the family budget. To ensure everyone had the opportunity to participate, BCS purchased Fitbits and employees were able to pay them off with small, fortnightly installments.

The Little Bit Fit project continued for 10 months and during that time the participants' improved habits became ingrained. The organisers took the opportunity to deliver health promotion information and participants talked about the benefits of tracking their movements and other ways to improve health such as reducing or ceasing smoking, abuse of alcohol and obesity.



The BCS Walking Team also took part in the 2019 Relay for Life to help raise funds to fight cancer.







Social Art Park

In Feburary 2019, Belconnen Community Service (BCS) was successful with a grant from the ACT Government to encourage participation in the arts.

Using the grant money, the BCS Community Development team created the Social Art Park project which was a big success in the Belconnen area.

The project aimed to highlight the transformative power of art and encouraged the public to help restore life to a forgotten area of Belconnen. Throughout May 2019, BCS and Wellspring Environmental Arts and Design held a series of events and invited everyone in the community to join in the fun.

From performing artists to live music and even circus acts, the small park behind the Belconnen Library came to life as the Belconnen community celebrated public art and enjoyed their own backyard.

The events were held at various times and days to try and engage a large cross section of the community. The project launch, held on Saturday 4 May, included a performing artist, stilt walkers and art activities with Wellspring.

Two local bands performed at two other events, and one even included an interactive drumming workshop which was a huge success with the public.

The Belconnen Library held an outdoor Story Time session on Friday 17 May.

The community feedback was very positive.

“Gorgeous setting; a space I’ve walked past for six years and have never seen a person walk through and sit in. That’s changed,” Tara Cheyne, MLA said.

Another event-goer said, “The new garden space is super relaxing with many chairs and cool events, they also have a cute little hut for children to play in with special messages written on butterflies.

“Overall I think this is a great place added to the Belconnen



Stories

New CEO for BCS

The BCS Board welcomed Mrs Mandy Green as the newly appointed Chief Executive Officer to BCS in April 2019.

BCS Board president, Chris Ermacora said the board were looking forward to working with Mandy.

“Mandy has served in the Acting Chief Executive Officer role for several months, having been with BCS for over a decade, managing People & Culture. Throughout this time Mandy has built an extensive body of knowledge around BCS and the community sector and helped drive the organisation forward through some challenging times – building positive stakeholder relationships along the way.

“The Board and Recruitment Panel worked closely with HorizonOne to undertake a rigorous search for a new CEO after the role became vacant in July last year. The Panel, led by the BCS Chair and Vice-Chair, were very impressed with the standard of candidates shortlisted for the role, and the process was a highly competitive one.

“The role of Chief Executive Officer is integral to driving and supporting BCS through a period of transformational growth, responding to the changing needs of the sector to ensure that BCS continues to deliver high-quality services to all its participants.

“Mandy was found to be more than aptly suited to rise to these challenges.

“The Board warmly welcomes Mandy to the role and looks forward to collaborating with a range of stakeholders to shape a bright future for the organisation.”

Dr Vanessa's Citizen Science

The BCS Citizen Science classes are anything but quiet. Before you even enter the room there is laughter greeting you at the doorway, and the mingled voices of the participants as they shout out answers to Dr Vanessa's questions.

From the properties of water, to bottle-rockets and even Dr Who, this class covers it all. And, only starting at the end of 2018, it has already become a favourite among the NDIS participants here at BCS.

This is, in large, due to the amazing Dr Vanessa, who has over 20 years of experience in the disability and education sectors.

Dr Vanessa now works at the Australian National University as a scientist and delivers workshops for organisations with students with disabilities. She says the citizen science program has been great at BCS, "we've had some participants return this term and I'm so happy because they've remembered everything. It's great to see them moving forward in their science."

Citizen Science encourages people who are not scientists to participate in research and increase their knowledge.

With the new term, new participants have signed up to the BCS program, allowing Dr Vanessa new opportunities with the group.

"One of the participants has allowed me to modify a lot of the equipment to be more inclusive. And he's so cooperative.

"We had to adjust a bike pump so he was able to use it, and together we managed to modify the pump for him. And once you've modified the equipment and know it's usable, it's usable for so many people," she says.

And while the group cover so many topics, Dr Vanessa says they have enjoyed the botany experiments the most.

"We followed the life cycle of a plant right through to dehydration and disintegration until the plant was dead. They loved it."













2018 Winter Ball - A Party to Remember

The first Winter Ball held on 24 August was a smashing hit! The Belconnen Community Centre (BCC) is always bustling with different people, but on the afternoon of the ball, the guests were excitedly buzzing through the centre, picking out their corsages and getting their hair and makeup done.

BCS employee Tracy said, “the aim of the ball was to provide a grand scale, social event that embraced diversity and individual strengths.”

At 5:30pm a hot pink party bus arrived and everyone clambered to get on, excited for what was sure to be a fun night.

Tracy said, ““If the success of an event can be measured in smiles and laughter then I would say our very first Winter Ball was a huge success.”

A Polaroid camera station was a highlight, as the participants took a break from their dancing to snap a few photos with their friends.

Everyone was treated by not one but two dance performances from BCS’ dance instructor, Risa. The Dance Club performed their much loved choreography ‘Tick Tock’, before a special guest appearance from the Red Power Ranger. He and Risa showed off their moves before BCC regular, Ben revealed himself as the Red Ranger.

Ben wore many hats that night, after being voted King of the ball, next to Molly who was voted Queen.

Congratulations to everyone who won an award!

Tracy said, “There are already whispers about a repeat event next year and many of the volunteers that helped get participants ready for the evening have contacted me to ask if they could be involved again. Clearly the energy and optimism of BCS is contagious.”

The memories (and the Polaroids) are sure to last for many years to come.

A big thank you to all of our sponsors who made the night so special.









Meet Angela - The Surprise Olympian

The National Disability Insurance Scheme (NDIS) is nearing its projected 2020 completion date after initially being tabled in parliament in 2011. The ACT was one of the first jurisdictions to agree to the launch, and now over 6,000 people in the Territory access the NDIS.

BCS participant Angela said “I heard about BCS through my provider, before they got my plan going for the NDIS.

“The way the NDIS has changed my life is through my social skills, in talking with new people and gaining new friendships.

“With the NDIS you’ve got more choice and control … you can say ‘no, I don’t want these services’. You can individualise it.”

Before accessing the NDIS, Angela relied on her High School services, but after graduating she and her family began investigating other options, and in just a few short years she has gone through an incredible transformation. She first came to BCS to learn self-defence and build her social network.

Angela said “I’m starting to gain more confidence in talking to new people, having BCS as a base.

“It’s a safe environment where you can make social mistakes, and you won’t be judged. That aspect has really helped me be more social at work, in talking to colleagues, because I’ve had the practice here.”

Only a few days after securing a new job, Angela found she had also been selected to represent Australia at the 2019 Special Olympics in Abu Dhabi as part of the Basketball team.

Angela said she didn’t think this is where she would be when she started to play.

BCS NDIS liaison coordinator Masia said “it will be sad to see Angela go after having her here for so long, but I am so proud of her, and she is doing so well. It’s been great to watch Angela grow more confident, and walk a little taller and achieve everything she’s wanted to.”

Meet Molly - The Girl Who Does it All!

Over 6,000 people in the ACT access the NDIS and Belconnen Community Service (BCS) group programs have grown since the rollout, as demand has steadily climbed.

Molly started coming to BCS after NDIS Liaison coordinator, Masia, visited her home and encouraged her to try some social and recreational groups. Molly has epilepsy and said she became a lot more confident about her disability after she accessed BCS and started to participate in several group programs.

“There’s been a massive difference since I started coming here. I wasn’t as confident before,” she said.

Every Friday Molly joins in sewing classes held at Belconnen Community Centre. She has an album on her phone filled with photos of all the beautiful creations she’s made in those classes. From beanies and bags to soft toys for children, Molly’s skills with the sewing machine are evident.

But it’s not just sewing Molly takes part in. She goes to art classes, is part of the craft and dance clubs, does martial arts every Monday, and is part of the Be Active group on Fridays.

Before she started coming to BCS regularly, Molly said she didn’t have many friends her own age. But on her first day at BCS Molly was introduced to Allyscha and they have been inseparable ever since.

Molly said, “the best part of my day is seeing Allyscha. My favourite day is Wednesday because I get to spend the whole day with her. She’s teaching me Italian and I’m teaching her sign language.”

She juggles all of her classes while working part time as a learning support assistant two days a week.

“I help the kids with reading and writing, listening to them and helping them to improve if they need to.”

Molly said it’s important to “be honest, nice kind and to listen to everyone, not just when teaching but with everyone you meet”.





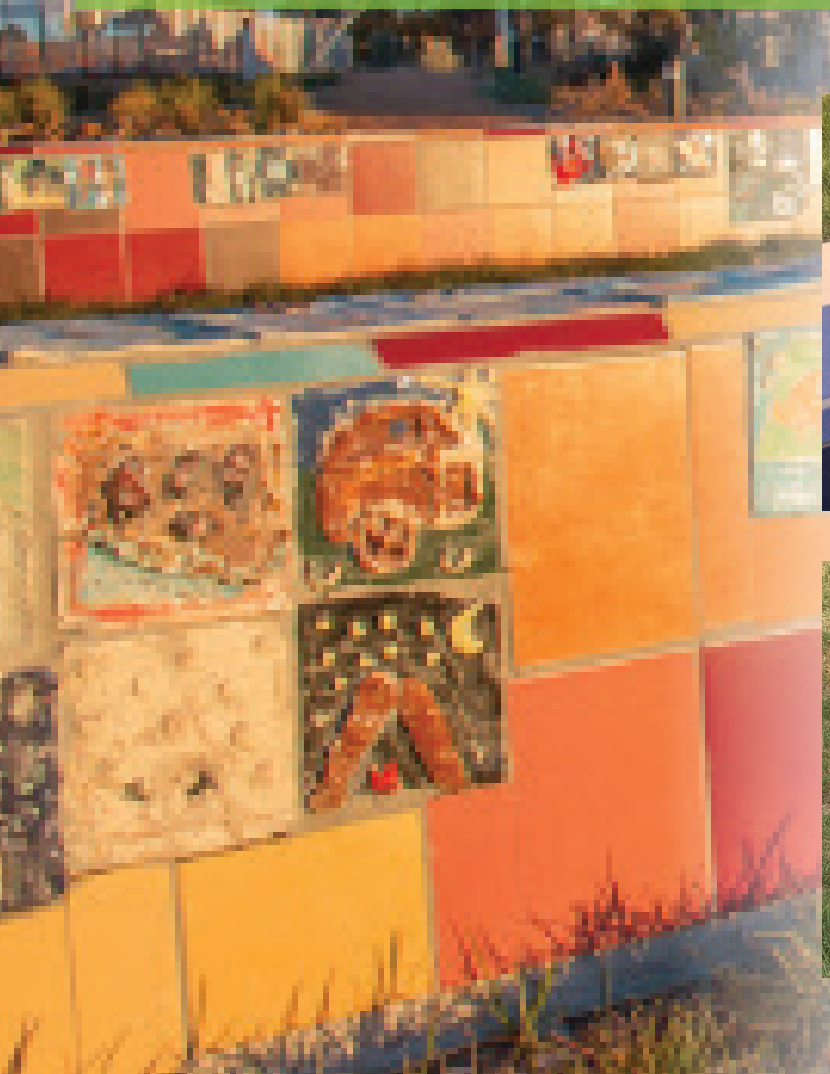


Local School Children Make Legacy Art

The Bungee Youth Resilience program partnered with Ginninderry, Belconnen High School and St Thomas Aquinas Primary School to produce two legacy pieces of mosaic art that are permanently installed in the community space at The Link in Strathnairn.

These projects, titled “Ginninderra Creek” and “Art For Life” were developed separately across two school terms, and drew on inspiration from local Indigenous history and European stories.

Both pieces can be seen at The Link.







High School Students Aspire to Achieve

Former Canberra Raiders Captain, Alan Tongue visited the Belconnen Youth Centre to lead a group of students through their third session in a six-part program called ASPIRE. The program encourages students to work hard towards their dreams, overcoming any obstacles that may distract them. In 2018, with generous sponsorship from Lions Clubs across Canberra, Alan ran five ASPIRE programs in schools across Canberra and Queanbeyan.

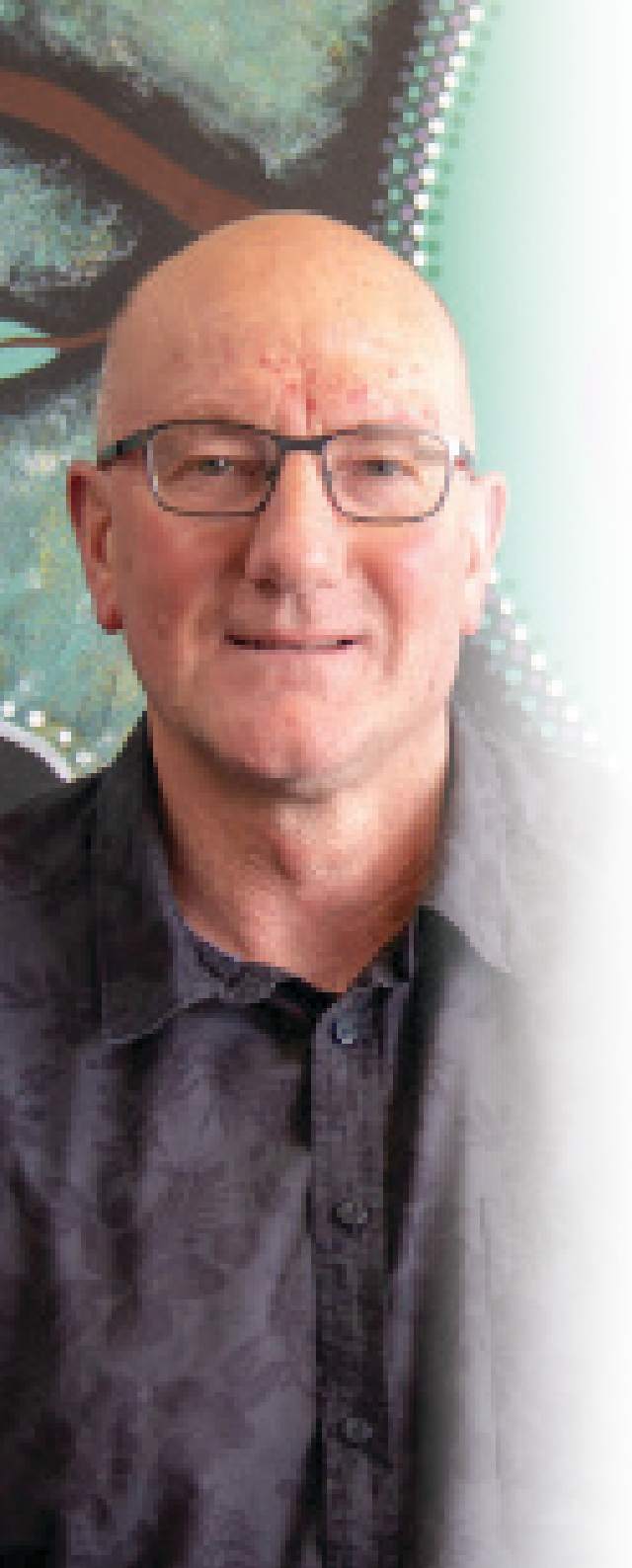
Tongue retired from the NRL at the end of the 2011 season. Since then he's become a certified fitness trainer and discovered a passion for working with young people to help them find their own kind of success. This work began when he paid a visit to Bimberi Youth Justice Centre to attend a church service with young offenders. Very few of the detainees attended the service and someone commented that if Alan had brought a football, they would all have been there. He returned with a football and found a new way to make a real difference in the lives of young people.

Through the ASPIRE program, Alan uses football as a metaphor for life. He says, "You don't focus on the grand final on day one of pre-season training." He encourages young people to set themselves small, achievable targets.

In the first session of each program he lays down the ground rules for the physical challenges in the program.

"It's not about winning or losing – just do your own best effort," he said.





Steven - Happy to Help

When Steven retired he knew he wanted to do some volunteering. Looking to combine his desire to give back to the community with something he enjoyed, Steven decided offering driving services would be a great way to help.

“I’ve always enjoyed driving. I’ve never found it a chore at all.”

Volunteering ACT was able to direct him to BCS and its Community Transport service, and so for the past nine months Steven has been driving people around Canberra three days a week.

Steven said he enjoys meeting the people he drives around.

“I get a wide range of passengers. From the elderly, the frail and the disabled there’s quite a diverse range of people.

“I often get feedback from the passengers. They say they really appreciate the service and that they don’t know what they would do without it.”

But Steven said the most enjoyment he gets is just helping others.

“Being there and doing the job whether that be putting groceries in the car for someone or helping them get to the doctors or whatever it might be, just helping them, that’s the best part.”

Steven encouraged everyone to help out in any way they can. He said many organisations need volunteers to operate and it’s extremely rewarding for the volunteers themselves.

“The people you’re helping really appreciate it, they need the help and there are really no downsides to volunteering.

“It’s rewarding individually and the benefit you’re giving to the community is great. I think it’s important that people chip in to help out in their community in whatever way they can.”

Barbara - The BEST Volunteer

Belconnen Community Service (BCS) was built by volunteers, and today BCS works to incorporate volunteers into the many programs we run. Barbara is one of those volunteers, and she has been volunteering her time at BCS for over a decade!

“I grew up in Auckland, but lived in Canberra since 1974. My three brothers are still in New Zealand. We don’t get over much since Mum and Dad passed away. I started volunteering with BCS, and it’s been 16 years. I started in 2003,” Barbara said.

“The reason I did that was because I’d retired from work and my parents were getting older and needed some assistance back in Auckland and because I wasn’t able to provide that for them, I thought one way to help in a remote way was to help others around their age.”

Barbara has been volunteering for the Belconnen Energetic Seniors on a Tuesday (BEST) Club all this time, and she also volunteered for our Transport team for a number of years, driving participants to and from the BEST Club.

“It’s mainly interacting and getting to know the participants that I enjoy. They have interesting backgrounds, and I get on well with the other volunteers. We assist the facilitator Amy, helping to give the participants an enjoyable morning.

“It’s a great program because I imagine there’s quite a number of isolated people out there in the community. Having the transport options as well to get them there and home is really good.”

Every month the program facilitator will develop a plan of events which include guest speakers and activities for the participants. Barbara said anyone considering volunteering should find something they enjoy, and it will be a very rewarding experience.

“I would recommend it to those who have the time. You need to choose something you can relate to or that appeals to you, and then it’s a very rewarding experience.”





Dance Club

Every Wednesday from 1:30pm to 3:00pm you will hear loud music pumping from the Belconnen Community Service (BCS) Gym. If you were to peak through the doors you would see around 30 people moving to the music, in a Dance Club led by BCS program officer Risa.

The BCS Dance club is a dance class for adults living with mild to moderate disability.

Risa said “I have a loose structure; everyone can kind of do what they want.”

The class will usually start with structured lessons and end with a freestyle section, letting the participants get a little wild, and move however they want.

Risa said the Dance club had really grown over the past six months. What had usually been a cohort of around 18 to 20 participants had climbed to an average of 30 people in the club.

“It’s never been this big before.”

Risa said “we get a mix of a lot of participants that come to a lot of the other programs here, so there are already existing social networks.”

The club doesn’t focus on one particular style of dance. The group could work on Hip Hop and move on to Bollywood before switching to some partner dancing.

Risa said “I like to focus on a lot of different things, and get them to direct their own leaning as well. So, if they want to learn a dance or a movement … from a different culture, or from a different decade [we will]”.

But it’s not all about learning how to shine on the dance floor.

“I like to try and bring in some conscious attitudes and ways of thinking about the body in a different way. It’s not just movement, but also thinking about rhythm, and the relationship between music and movement.”



And the act of dancing and learning to be expressive through the body has shown a leap in the confidence levels of the participants.

“For a lot of people getting into your body can be difficult, can be arduous, and can feel like a chore. But music and movement in the context of dance and self-expression can really inspire people.”

Risa said a “human existence is a physical existence”.

She said the things people learned through their bodies, and in the dance class often corresponded to other parts of their lives.

“Dance pulls in personality, pulls in sound from music, and movement in the body. Flexibility, strength and spirit and emotion – it really brings a lot of those things together.”



When people joined the Dance Club, they were feeling a little shy or insecure. But Risa said they very quickly opened up after seeing the rest of the group. Watching the class be expressive and confident has helped break down any hesitation newcomers might feel.

That’s what Risa said she loves about the Club.

“So many of the participants aren’t inhibited in how they express themselves, which is really different. There are a lot of adults who really don’t feel comfortable, they get insecure about looking funny, but a lot of the participants aren’t like that. They’re happy to give it a go and just get into it.”

Risa said no one should be nervous to join the club. She encouraged everyone to give it a go, and connect with other people and their own bodies.



“Your body is your tool. Everybody has their own body, everything you experience in your life is experienced through the body, and so you giving yourself the time for your body to move, for your body to express itself, for your body to have a stretch, have a dance and communicate with other people, why not? It’s the best thing you can do for yourself.”

Statistical Snapshots

Domestic Assistance

5,300 hours

Social Support

3,012 hours

Home Maintenance

1,631 hours

CHSP Social group programs

11,463 hours



Personal Care

2,305 hours

Flexible Respite

236 hours

406,572 page views

6,110 E-News Opens

108,548 Facebook Engagements

91,337 Twitter Impressions

Community Portfolio

BCS provides In-Home Care and Social Support to people over the age of 65 through the Commonwealth Home Support Program (CHSP) and to people with temporary or episodic health conditions through the ACT Government's Community Assistance Support Program (CASP).

In May 2018 BCS became an approved Home Care Package provider. These packages offer person-centered service delivery for people with an aged care plan.

The statistics relate to the Community Care program outputs.

In 2019 the BCS Community Care offices relocated from the Kippax Health Centre to the Ochre Health Centre.

During the 2018/19 financial year BCS ran 29 weekly programs in the Disability and Mental health space. 2018 saw the establishment of a partnership between BCS and CarersACT which resulted in the creation of the Connect 4 Program for people over the age of 65 years who are caring for someone.

Digital Engagement

In June 2019 BCS partnered with Region Media which offers some exciting new marketing possibilities. BCS will be able to publish stories on the RiotACT and have featured articles written by the journalists at Region Media. This will significantly expand BCS' reach and increase our Search Engine Optimisation (SEO). BCS will have exposure on Region Media's social media platforms which reach over 800,000 people in the ACT and encourage over 150,000 post engagements.

Inclusive Connected Communities

BCS is active in the community. Here are some of the events we have taken part in over the past year.

10/10 Trivia Night Fundraiser – 13 July 2018
A fun, spooky-themed night to raise funds for the annual 10/10 Project.

ACTSmart Business Recycling expo - 12 September 2018

Belconnen Twilight Markets – 5 October 2018
Part of an ACT Government initiative to showcase the Belconnen community and business sector

Children's Week - 25 October 2018

CAP Expo – 4 May 2019
BCS had a stall at this community event to showcase our services.

Canberra Short Film Festival – 13 September 2018
BCS held its second screening of this wonderful event.

Giving Tree

Tracks to Reconciliation 30 May 2019
Collaboration with West Belconnen Child and Family Centre, Uniting Care Kippax and Libraries ACT

Indigenous Literacy Day Event - 6 September 2018

Mental Health and Wellbeing expo – 11 October 2018
BCS had a stall at this community event to showcase the range of services we offer

NAIDOC in the North – 13 July 2018
A celebration of Aboriginal and Torres Strait Islander Cultures.

Relay for Life – 24 March 2019
A team of BCS employees entered into the world's largest cancer research fundraising event.

Seniors Expo – 21 March 2019
BCS had a stall at this event to showcase the services we offer

Springfest at Ginninderry – 28 October 2018
BCS had a stall on the lawns of The Link building at this family friendly event

Take One Leave One Winter Coat Project
BCS was a donation point for this student-led initiative to collect second-hand winter coats for the homeless.

Tenants Union Exhibition - 24 September

University of Canberra Employer Connect Careers Fair - 7 March 2019
BCS had a stall at this event to showcase our community care services.




Belconnen
Community


Belconnen Community Service

Thanks and Recognition

Belconnen Community Service is grateful for the significant contributions provided by our funding partners and the generous support from individuals, families, employees, businesses and community organisations. On behalf of the community we work with, we thank all of our partners for their support during the year.

Funding Partners

Alcohol and Drug Foundation
The Snow Foundation

ACT Government

ACT Office for Women
Community Services Directorate
Health Directorate
Chief Ministers, Treasury and Economic Development Directorate
Youth InterACT

Australian Government

Department of Health
Department of Social Services

BCS Board

Chris Ermacora
Peter Henss
Carolyn McPherson
Wanda Oram-Miles
Michael Lee
Shirley Smith
Adam McEvoy
Amani Kerr

Our Friends

A Gender Agenda
Ablaze Total Solutions
ACTCOSS
ACT Office for LGBTIQ Affairs
ACT Playgroup Association
ACT Policing
ACT Together
ACTSmart
Aids Action Council
Alcohol and Drug Foundation
Amaroo Senior School
AMF Bowling
Anglicare
ANU College of Business and Economics
ANU School of Art
ARACY
Australian Catholic University
Barnardos Australia
Barwon Child, Youth & Family
Belconnen High School
Belconnen Soccer Club
Belwest Foxes
Benny Hodges Consulting
Better Music
Between the Lines Events
Big 4
Big Splash Water Park
Blue Earth
Blueblood Solutions
Broulee Surf Life Saving Club
Bunnings Belconnen
BWS
Campbell High School
Canberra ACTice (Mobile Personal Training)
Canberra City Care
Canberra City Farm
Canberra High School
Canberra Indoor Rock Climbing
Canberra Institute of Technology Bruce campus
Canberra Institute of Technology - Floristry
Canberra Police Community Youth Club
Canberra Raiders Club
Canberra Short Film Festival

Canberra Southern Cross Club Jamison
Capital Chemist Charnwood
Capital Football
Capital Workplace
Caroline Chisholm School
Carers ACT
Catholic Care Next Steps
Charnwood Primary School
Charnwood-Dunlop School
Children's First Alliance
CMA Make-up academy
Coates Hire
Cockington Green
Colour, Cut and More Hawker
Communities@Work
Community Service #1
Curves gym
Dendy Cinema
Designher
Doris Women's Refuge
Eckersley's Belconnen
Elizabeth Kikkert MLA
Emma Evan's Cakes
Erin Greenwood
Evatt primary School
Every Chance to Play
Expedition (Escape Rooms Canberra)
Families ACT
Felicity Henss
Floating Lotus Yoga
Florey Hair Design
Florey Newsagency
Florey Primary School
Fusion ACT
Gilmore Primary School
Ginninderry
Gold Creek School
Good Grief MacKillop Family Services
Gordon Primary School
Grace Church, Belconnen
Greater Good Foundation
Grill'd Belconnen
Guild Insurance
Gungahlin Child and Family Centre
Gungahlin College
Gugan Gulwan Youth Aboriginal Corporation
Hall Heritage Museum
Hardwickes
Harrison School
Hawker College
Headspace
Hippy UCK
Holy Spirit Primary School
Housing ACT
Hoyts Australia
Hoyts Belconnen
iPlay Belconnen
Ishka
Jamison Travel
Jugger Canberra
K&L Gates
Kennards Belconnen
Kikki K
Kingsford Smith School
KU Children's Services – Adult Migrant English Program
Latham Primary School
Libraries ACT
Lions Club
Mackmores cleaning
McDonalds Belconnen

Melba Copland Secondary School
Menslink
Messengers
Monash Primary School
Mother Teresa Primary School
Multicultural Youth Services
Namadgi School
National Gallery of Australia
National Portrait Gallery
Network Student Engagement Team
North Ainslie School
Northside Community Service
Nourished Life
Office for Child Youth and Family Support - Children's Services
Onelink
OzHarvest
Peter Blackshaw Real Estate Gungahlin
Peter the Painter
Photo Access
Pink Party Bus
Priceline Belconnen
Questacon
Raiders Club Kippax
Rashays
Salvation Army Employment Plus
Sancho's Dirty Laundry
Sexual Health and Planning ACT
Snakes Alive
Southern Cross Early Intervention
St Michaels Primary School
St Thomas Aquinas School
St Vincent Primary School
St Matthews Primary School
SQCA Architects
Target Belconnen
Taylor Primary School
Tara Cheyne MLA
The Abbey Function Centre
The Body Shop Belconnen
The Brumbies
The Cleaning Warehouse
The Games Capital
The George Harcourt
The National Dinosaur Museum
Theodore Primary School
Thoroughbred Park
Thunderstone Aboriginal Cultural Services Pty Ltd
Tidbinbilla Nature Reserve
Toora Domestic Violence Services
Tuggeranong Arts Centre
Tuggeranong Child and Family Centre
T2 Belconnen
UnitingCare Kippax
University of Canberra
University of Canberra High School Kaleen
University of Canberra Senior Secondary College Lake Ginninderra
Warehouse Circus
Webbs Mechanical Repairs Queanbeyan
Westpac Bank
West Belconnen Child and Family Centre
Westfield Belconnen
Woden Community Service
Woolworths Belconnen
Woolworths Kippax
Youth Coalition of the ACT
Yvette Berry Deputy Chief Minister
YWCA Circles of Support
YWCA Youth Engagement
Zone 3 Belconnen

Belconnen Community Service

2019 Annual Report

02 6264 0200 | bcs@bcsact.com.au | www.bcsact.com.au

/bcsact | @BCSACT |26 Chandler St, Belconnen