



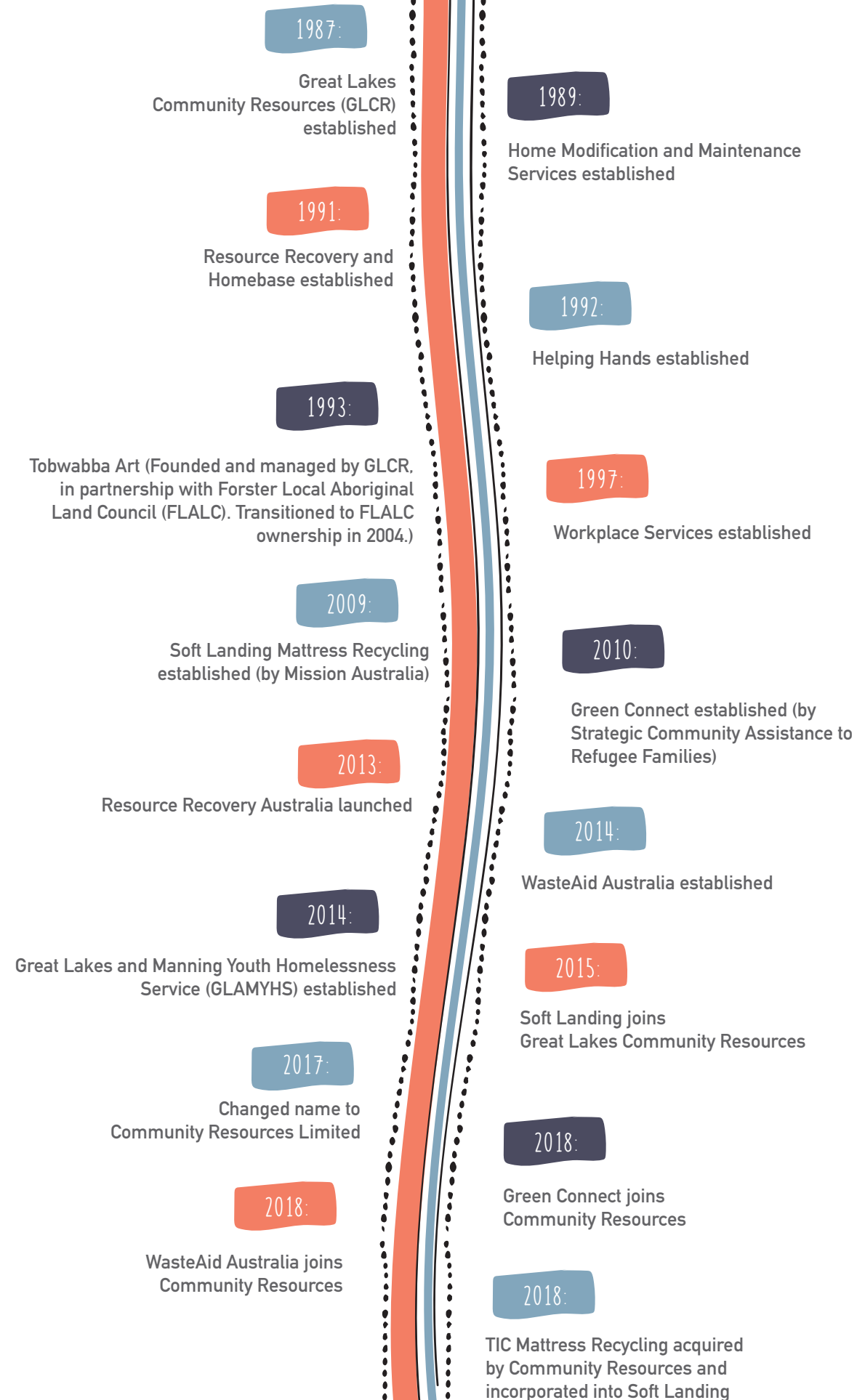
Community
Resources

2019 ANNUAL REPORT



Creating jobs that make
communities better

TIMELINE



Contents

Who We Are	4
Our Impact	5
CEO's Report	6
Our Board	7
Resource Recovery Australia	10
Green Connect	17
Soft Landing	20
Soft Landing Product Stewardship	23
Community Services	24
Homebase	25
Wakali Fund	27
GLAMYHS	28
WasteAid Australia	30
Helping Hands	32
Creative Culture	34
Heart to Heart	34
Management, Administration and Development Team	35
Funders & Partners	37
Organisational Chart	38
Memberships and Associations	40
Financial Report	41



Who We Are



Our Vision

Thriving communities that value people and the planet.

Our Mission

Create jobs that make communities better.

Strategic Objectives

- » Be an organisation that can sustain and grow our impact
- » Create jobs and employment pathways for groups and places that need them most
- » Provide goods and services that help people and planet
- » Innovate, learn and inspire



Worimi Dancers perform at NAIDOC Week

Our Impact



469 Total number of staff



178
Number of permanent staff



74
Total number of staff that identify as Aboriginal



206
Equivalent full time staff



100
Number of staff who identify as former refugees



30.5 %
Staff who identify as female



406,270
Number of hours worked by staff *



69.5%
Staff who identify as male



26,501
Estimated number of training hours 2018/19*****



75%
Proportion of staff who joined us when experiencing barriers to work



52,000
Tonnes of waste diverted from landfill through re-use, repair and recycling



35,166
Kilograms of fair food grown and distributed



18,016
Instances of community service provision to individuals

As at 30 June 2019

* Assuming salaried people work 30 hrs/wk

** Total amount of money spent on learning divided by 17.09 (average hourly rate)

CEO's Report

Our Board



"...the grass ain't always greener on the other side, it's green where you water it". So sang Justin Bieber. He could have been singing about Community Resources' recent journey. He probably was.

Community Resources is a national not-for-profit community development organisation. Our mission is to create jobs that make communities better.

To do this, we run three environmental repair social enterprises – Green Connect, Soft Landing, and Resource Recovery Australia; as well as a range of community services, including Homebase Youth and Aboriginal Services, Great Lakes and Manning Youth Homelessness Services, WasteAid Australia, and a fourth social enterprise called Helping Hands.

We specialise in social enterprise, defined by Social Traders as "businesses that trade to intentionally tackle social problems, improve communities, provide people access to employment and training, or help the environment". This lets us to create jobs, create products that help people and planet, and generate revenue to fund social good.

We are proud members of Supply Nation, as an Aboriginal controlled organisation with over 50% Aboriginal Board and membership.

2019 was another huge year for us.

We delivered on our aim to create jobs and opportunities for groups and places that need them most. We employed 469 people across NSW, ACT, VIC, QLD and WA, 75% of whom joined us when experiencing barriers to employment. These jobs cared for people and planet, and through this work we kept 52,000 tonnes of waste out of landfill, grew and distributed 35,166 kilograms of fair food, and provided 18,016 community services to individuals.

More than numbers on a page, these outcomes are about the health and wellbeing of the people and communities we work with. Su Meh, Senior Farm Hand at our farm in Warrawong – one of the most disadvantaged suburbs in Australia – said about her workplace: "I want my children to come here, and one day their children. I want them to see what we built here, to be a part of it when their turn comes, and to love it as much as I do".

There is great joy in the work we do.

This year we also navigated big challenges following five years of rapid growth, and built and realised our strength and resilience.

We lived the reality that in our organisation's haste to grow and create more impact, we grew too fast for too long. From financial years 2014 to 2019 we grew turnover from \$4.5M to \$25.1M (453%). Last year, at a time when we should have consolidated, we completed two mergers, one acquisition, and grew turnover 27%. Completing these mergers and acquisition took time and took their toll. Community Resources made a financial loss and took on significant risk and operational burden.

This year, we grew a further 33%, largely a result of the previous year's mergers and acquisitions. However, we changed focus and watered the grass. We worked to stabilise, simplify and renew. We invested heavily in the integration of new businesses, restructuring, bringing in specialist skills and strengthening operations. While making this investment, we also made a significant return to financial health, with a \$468,387 surplus for the year; a \$1.2M turnaround on last year's result.

Jess Moore
CEO



Anne Sattler (Chair)

Anne Sattler is an Advisor in the National Indigenous Australians Agency (formerly The Department of the Prime Minister and Cabinet). She is responsible for co-ordinating the Agency's Indigenous service delivery in Eastern NSW. She was previously employed by Forster Local Aboriginal Land Council. Her roles included Projects Manager and Human Resources/Training Manager.

Anne brings excellent knowledge of Indigenous affairs, the labour market, government policy and a strategic approach to the positioning of Community Resources.

Served on the Board for many years and re-joined in November 2010.



Joël Dunn (Deputy Chair)

Joël is a local Veterinary Surgeon and Landcare Co-ordinator in Tuncurry.

Joël has worked on local projects for community empowerment through sustainable localised food systems, including facilitating the establishment of Great Lakes Seed Savers Network, developing Forster Community Garden working for Forster Neighbourhood Centre, and establishing and supporting Sustainable Farming Groups working for MidCoast Council and Karuah/Great Lakes Landcare. Appointed to the Board in September 2004.



Melanie Ridgeway

Melanie works as Team Leader Administrative Support for the Aboriginal Health College (Aboriginal Health and Medical Research Council of NSW).

Melanie is a local Tuncurry community member who commenced employment with Community Resources in 2006 as a Business Administration trainee after her former training with The National Aboriginal and Islander Skills Development Association. Melanie has applied her administration skills in producing and directing short films on social issues in the Worimi Biripi Aboriginal community. As a founding director of Community Resources' Forster Film Festival, Melanie was also on the board of the Forster Aboriginal Film Unit. We value Melanie's continued support of the Association through her position as Board Member. Appointed to the Board August 2013.



Jason Ardler

Jason Ardler (BEc) is currently Head of Aboriginal Affairs (NSW) leading strategy and program development in Aboriginal economic participation, community governance, culture and heritage, community safety, environmental health and service delivery reform. Jason was a Founding Director of WasteAid Australia, and we were delighted that Jason was keen to transition to the Community Resources Board when WasteAid joined us in 2018. Jason's cultural ties are to the Yuin people of the NSW south coast will link in where many of our social enterprises and community projects are based. Jason brings extensive experience in Aboriginal affairs, land management and organisational leadership. Jason is currently a Director of the National Aboriginal Sporting Chance Academy, and former Director of the Aboriginal Children's Advancement Society.

Appointed to the Board May 2018.



Christian Fieldhouse

Christian has worked as a School Counsellor for the past 20 years and was the Founder of Great Lakes Early Intervention and served as Director for 10 years.

Christian comes to us from the Management Committee of Manning District Emergency Accommodation who merged with Community Resources for the purpose of delivering the Great Lakes Youth Specialist Homelessness Services package. Christian is a strong advocate for Women's Services.

Appointed to the Board in August 2014.

Our Board

Janice Paulson

Janice has worked for the past 30 years in health and support for women in crisis accommodation. Prior to this, Janice was a domestic engineer for 21 years. Janice comes to us as a well-respected Worimi Elder in the area and someone with deep connection to the lands upon which we operate in. Janice has a Nurses Aid Certificate, Diploma of Aboriginal Health and Community Development, and an Advanced Diploma of Aboriginal Community Development from Macquarie University.

Appointed to the Board in May 2016



Katriina Heikkanen

Katriina holds the position of Indigenous and Social Policy Manager for the AFL and serves on the Board of Tranby National Indigenous Adult Education and Training. In addition, Katriina has spent 9 years working in Commonwealth Government across Indigenous portfolios for employment, education, arts and sports across NSW.

Katriina joined the Board with a strong connection to the Worimi people and land and a passion for bringing together sports, youth and communities to create safe and inclusive environments for future generations.

Appointed to the Board May 2018.



Jazlie Davis-Grygoruk

Jazlie is a Biripi-Dunghutti woman with a passion and commitment for working with Indigenous people. After graduating from the University of NSW, Jazlie had 3 years' aviation experience before moving into the development sector in the Northern Territory where she spent 8 years working in remote Indigenous communities developing strong cross-language and cross-cultural competency (working with Yolngu people of NE Arnhem Land).

Today, Jazlie is studying law with a particular interest in interactions between traditional Indigenous law and mainstream Australian Law, as well as being a mum and voluntary board member and secretary for Why Warriors Org (a small not-for-profit facilitating community development /community lead projects in remote Arnhem Land).

Jazlie brings strong administrative and project support skills, as well as extensive grassroots community development experience.

Appointed to the Board June 2017.



Gaye Tindall

Gayle is actively involved in the MidCoast community including her role as President of the Green Point Community Association and has a special interest in women's groups and politics.

Gaye operated her own Graphic Design company (1989-2004) and has received 25 industry awards from Australia and England. Gaye relocated to Forster where she pursued a career change into the health industry as a ward clerk at Forster Private Hospital before retiring.

Appointed to the Board in September 2011.



Terese Innes, Renee Hawkins, Claire Beattie and Stephen Oxley served on and left our Board this year. An enormous thank you to them for their combined 14 years contribution as Directors at Community Resources.

Our Board has also been working with consultant Nick Thomas to review the organisation's governance, structures and processes, provide advice, and guide a program to strengthen governance. He has helped us navigate a challenging year, and we are stronger for his no-nonsense advice.





Resource Recovery Australia

Resource Recovery Australia (RRA) operates a range of reuse stores, community recycling centres and transfer stations. We also run a problem waste recycling service and waste education and upcycling and repair programs. We do our work in partnership with Councils and their local communities across NSW, WA, QLD and the ACT.



A word from the General Manager

What a huge year for RRA with the opening of two new Reviva sites at Noosa and Toowoomba creating 20 new local jobs in Queensland. A huge team effort. RRA Dunmore has been awarded a 5 year contract with Shellharbour City Council, securing employment for the Dunmore team. MCRS Problem Waste Service has been awarded another 3 year contract with Cumberland, Parramatta and Blacktown Councils. The opening of the Container Deposit Scheme at our Tuncurry Community Recycling Centre also created 2.5 new jobs and has seen 4.8 million containers recycled in the region.

The Tuncurry Community Recycling Centre, a successful 28 year contractor partnership with MidCoast Council, was recognised with a National Innovation Award at the Waste Transfer Stations Awards, supported by the Waste Management Association of Australia. The Tuncurry Community Recycling Centre was also awarded the NSW IPWEA Engineering in Excellence Award, as well as being a feature of the Waste 2019 Technical Tour. What an achievement for our pioneering social enterprise where I first started out as a trainee 14 years ago!

It's been a big year for staff training, as always, with Aboriginal leadership paving the way at our Noosa and Tuncurry sites. Emerging leaders across our national team included Brando Ridgeway and Emilie Cullen who were promoted to Area and Site Supervisors on the mid-north coast following Dave Rees move to a new role with MidCoast Council. The talented Russell Ping was promoted to Manager of RRA Noosa, while Jeff Prater is doing an excellent job as RRA Toowoomba Manager. David Sheather, Assistant Manager, continues to lead the team at Moss Vale, given Ally continues to be in high demand - in both establishing RRA and our consulting partners reuse shops around the country. The talented Sophia Hans relocated from RRA Moss Vale to try her hand as Acting Manager at RRA Dunmore whilst Amanda Jackson was on maternity leave, and Lori Robert-Scott continues to do a great job managing and supporting our teams in the ACT. RRA Dunmore was also thrilled to have the multi-skilled Jarrod Roskell join the team this year from Soft Landing.



Ally Glendenning, RRA Retail Outlets Manager and 2IC

Our integrated site design, policy and procedures, risk management, goals, work ethic, re-use, repair and recycling outcomes and social impact are being spoken of by many of our principals, making the RRA track record and model much sought after. I was proud to be promoted to RRA General Manager this year after celebrating 14 years with the company. I manage alongside the very talented Ally Glendenning as RRA Retail Outlets Manager and RRA 2IC. We wouldn't achieve half of what we do without the passion and expertise of Krysten Banks - who brings extensive experience in sustainability, HR and community development to her role as RRA MidCoast Manager and Employee Relations Manager. Amanda Chapman continued to ensure our staff return home safely in her role as Safety and Compliance Manager, and Dani Tuazon remains our much loved technical analyst, enviro engineer and tender writing legend. And last but not least, to the versatile Steve Glendenning (AKA Can-do) who can step into any role across RRA as our Jack of all Trades, and Amanda Jackson who provides exceptional administration skills and support. Way to go team!

~ Matty Curtis

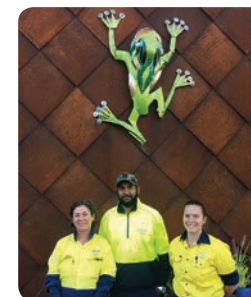


Krysten Banks RRA MidCoast and Employee Relations Manager



RRA Midcoast

In partnership with MidCoast Council, RRA Midcoast operates the Tuncurry Community Recycling Centre (including the local dog pound, The Green Garden and Green Bikes), Bulahdelah Transfer Station, Tea Gardens Transfer Station, Stroud Landfill and an independent automated container deposit depot at the Tuncurry site. All our Mid Coast sites are situated within the Worimi country.



Krysten Banks (RRA MidCoast Manager), Brando Ridgeway and Emilie Cullen (RRA MidCoast Site & Area Supervisors)

A Word from the MidCoast Manager

Our management changed in the latter part of the year when David Rees (Operations Manager) accepted the role of Technical Officer with MidCoast Council. Dave was with RRA for over ten years and although he continues to have input into the sites we operate, his experience and leadership are missed by the RRA team. We wish Dave well in his future endeavours. Dave Rees' departure created promotions for Emilie Cullen and Brando Ridgeway. Kudos to both Emilie and Brando for accepting additional responsibility and facing head-on the challenges that their leadership roles bring. RRA Midcoast was also awarded Keep Australia Beautiful NSW's Return and Earn Litter Prevention Award thanks to our highly successful Container Deposit Scheme Depot which recycled 4.8 million containers.

The design of Tuncurry Community Recycling Centre was acknowledged with MidCoast Council receiving the Brisbane Waste Management and Resource Recovery Association's Innovation in Waste Transfer Station Award and the NSW IPWEA Engineering in Excellence Award. The site was also recognised with a visit on the annual Coffs Waste Conference Technical Tour. The successful Green Bikes project is now in its eighth year! Green Bikes amazing volunteers have repaired and assembled over 250 bikes this year. They ran repair and maintenance workshops for community members.

The Green Garden continued to provide social and community engagement opportunities. Our partnership with MidWaste allowed us to facilitate three Scraps to Soils composting and worm farming workshops. A partnership with Community Connections developed the Plants with Purpose Project. Participants celebrated International Day of People with a Disability with an Open Day on the garden including showing and selling the plants they propagated.

The Green Shop continued to evolve. Investment in shelving and a nursery gave better display and sale opportunities for our items. We started monthly silent auctions for interesting and special items that were otherwise destined for landfill. The shop's increasing popularity meant it was a tour destination for two community groups during the past year, a testament to the hard work and efforts of shop personnel and the salvaging ability of the whole team! Team members received Clearweigh training and National Measurement Institute qualifications, Forklift Licences and training in chemical handling. ~ Krysten Banks

Our Staff, Our Community

Our customers speak for us!

I was very pleasantly surprised by my visit. The gent that greeted me was very friendly and assisted me, the lady at the weigh bridge was very friendly and extremely courteous. As I went to off load my rubbish and I was uncertain as to where to put it, a young man who was sorting out mattresses came over to make sure I was ok and very politely showed me what to do. I would like very much for you to send my thanks and appreciation to the staff there. If we could only get this type of service everywhere the world would be a much better place.

Excellent customer service experience, 10/10 shopping experience.

Greatest shop in town, love the new look!

Great staff always helpful and a nice smile, great place for treasures, it's simply the best! I can't stay away!

Having not visited for six months - what a shock - the place is amazing, credit to all involved, wow.



Students completing the Green Bikes program



Doc and Tracey providing excellent service

Our Impact



292 tonnes
Total tonnes diverted from landfill for reuse



26
Number of staff employed



11
Number of staff that identify as Aboriginal



230 hrs
Staff training hours completed



2272 hrs
Community Garden volunteer hours and training provided



12
Number of "Green Bikes" participants



6 tonnes
CRC (problem waste) diverted from landfill



12 104 hrs
Total volunteer hours



Joel and Dan work the Tuncurry automated singulator depot & RRA's Dave Rees with colleagues Krysten Banks and Dani Tuazon.

MidCoast Partners

MidCoast Council, Midwaste, Tomra Cleanaway, ETC, Taree Community Corrections, Homebase Services, Youth Justice NSW.

RRA Dunmore

The RRA Revolve re-use shop is located in the Shellharbour City Council Resource Recovery facility in Dunmore NSW. The site is also home to The Tinkering, a community upcycling and repair space open for drop-ins and monthly workshops. The site is the traditional lands of the Dharawal people. We continue to maintain a positive relationship with Council, with Revolve staff assisting with the operation of the Community Recycling Centre (CRC) and Transfer Station facilities on top of our primary operation of the Revolve Shop.



RRA Dunmore Co-Manager Sophia Hans with staff Frank, Jarrod and Dave.



Daniel, RRA Dunmore Team Leader

A Word from the Managers

For the Dunmore Revolve team, the year has been full of challenges and surprises Sophia picked up the baton and stepped into the Acting Managers role in April, taking over from Amanda during her maternity leave. Baby Aurora came into the world in April. We were excited to welcome Jarrod who transitioned from his role at Soft Landing to depot hand with us at RRA. Together we have continually surpassed our contract value. The team are providing CRC and Transfer Station support and polystyrene recycling. The team have been developing and building our retail space, training in test-and-tag, first aid, asbestos awareness and forklift. RRA Dunmore also took part in the Zero Waste Network of Australia's Reuse Impact Measurement Tool trial as part of a sector wide project to measure both social impact and reuse.

Local artist Anita Larkin continues to amaze us as the Tinkering Coordinator. Drop in Fridays and monthly workshops remain popular, with staff teaching and enabling locals to use reclaimed materials to create, repair and upcycle. Collages, wire weaving, rug making, sculpting with metal, mosaics, clothing repair and others have featured in the popular workshop series. With 432 participants this year, The Tinkering is community engagement, waste avoidance and skills share at its most fun and creative. Our collective achievements are a testament to the dedication of all our staff and volunteers. The ability of the entire team to support one another and carry us over every hurdle to deliver our best service to our community and customers. ~ Amanda Jackson & Sophia Hans



RRA's Amanda Jackson and baby Aurora

Our Staff, Our Community

'I enjoy working with customers to find solutions to their projects using available materials. We've helped to build an obstacle course for a local school, gardens and homes for residents, and sourced furnishing and appliances for people moving from difficult circumstances to new accommodation.'

'Another great project and top tuition at The Tinkering'
(Native Bee Hotel Workshop) @georgitud

'I like coming in every day to work to help the community and keep the environment in shape. I work with a great bunch of people' Frank, Team Leader

'I love that people come here to get their items for a fraction of the retail price. It's what we're here for – keeping things out of landfill. I work with a great team. At the end of the day I can relax knowing I've done my fair share and helped people in need'
David, Depot Hand

'I love that I can indulge in so many learning opportunities. Every day holds the unexpected and I enjoy overcoming challenges with the awesome people I work with'
Sophia, Acting Co-Manager

Our Impact



479
Total tonnes of waste diverted from landfill for reuse



19,034
Customers served in the Reuse shop



8
Number of staff employed



160
Staff training hours completed



12
Number of Tinkering workshops



83
Number of Tinkering drop ins



432
Number of Tinkering participants



6
Number of staff that identify as long term unemployed

RRA Dunmore Partners

Shellharbour City Council, MAX Employment, Illawarra Correctional Services, Illawarra/Shoalhaven Joint Organisation (ISJO), NSW Department of Education, Workers of Wollongong (WoW), Zero Waste Network of Australia



Tinkering Coordinator Anita Larkin



Mosaics from broken Ceramics Workshop, Tinkering

RRA Moss Vale

Reviva Moss Vale is located in the Resource Recovery Centre of the Wingecarribee Shire. Our site is situated on the traditional lands of the Gandangara people. The site is retail space that focuses on stopping items going to landfill that can be reused, repaired or recycled. We are proud to share the site with Bikes for Life, working together for many years with local Hans Radowitz to help get containers of bikes up to remote communities in the Kimberley region - where we are fortunate to have assisted not-for-profit East Kimberley Job Pathways to establish their own Revive Reuse Store in Kununurra through our RRA Consulting arm.



A Word from the Team

Reviva Moss Vale has had another very productive year. Staff participated in training for test and tag, first aid, asbestos awareness and leadership and management. Saving landfill and maximising sales is what Reviva Moss Vale is all about and this year was no exception. Reviva continues to be a self-sustaining operation, supporting its 7 staff. Reviva continues to support local community groups, by providing donations of items from the shop including books, building equipment, electrical items, furniture and material. New shelving in the shop means items are well displayed and easy to find.

Reviva volunteer Hans Radowitz won a Citizen of the year award for all his hard work and dedication to the Bikes for Life program and the local community, a well deserved award. In eight years, with one offside, Hans has restored 3000 bikes which have been sent to Africa through the Bikes for Life program and to local community groups. The latest filled container will be heading up to East Kimberley Job Pathways in Kununurra. Another great community collaboration. Fostered, of course, by RRA. This year we also participated in the Zero Waste Network Australia trial for reuse measurement. We captured data for a point of sales system for reuse stores. We also held a tyre workshop for council during recycling week, with our efforts producing sales of the finished product. ~ Steve Glendenning

Our Staff, Our Community

Once again Moss Vale staff excelled at customer service. We received a lovely letter sent to council regarding two of our staff members Steve Glendenning and Phil Platt. Staff going above and beyond their customer service duties, giving up their own time to help an elderly gentleman with some items he had purchased from the shop.

'We can't believe how good this place is, we will be back!'

'This place is so well laid out, it's the best one of these I've ever been to'

'What don't you guys sell, this place is amazing!'

'Why would anyone ever buy first hand stuff with a place like this on your doorstep'

'You never know what interesting things you will come across here'



Bikes for Life team



Tamara Strong



Libby Lee



RRA Moss Vale staff Ash, Ally, Dave with Hans from Bikes for Life

Our Impact



420
Total tonnes of waste diverted from landfill for reuse



23,000
Number of customers served in the Reuse shop



7
Number of staff employed



130
Staff training hours completed



12
Number of bike repair sessions



1
Number of staff that identify as Aboriginal



5
Number of staff that identify as long term unemployed

RRA Moss Vale Partners

Wingecarribee Council, Bikes for Life, Zero Waste Network of Australia

RRA Noosa

Noosa Reviva opened its doors in July 2018 with RRA Managers Matt and Ally spending 8 weeks building the local team, site setup and opening. We appreciated the talents and efforts of Steve Glendenning and the rest of the Noosa staff. By the time we were ready to open, the site looked amazing. Ally's design and layout ideas really came to life, making Noosa Reviva one of RRA's showcase sites. After some initial reservations about Reviva opening in Noosa, it was all turned around on opening day when people saw the site and realised what RRA stood for, and that once again it was all local and professional. Opening day was a huge success with a welcome to country from Brent, that bought the whole place alive. Noosa is home to the Gubbi Gubbi (Kabi kabi) people. Landcare provided landscaping and plants to beautify the site- much appreciated.



A Word from the Manager

I was very happy to fit into the position of Site Manager this year. I'm really enjoying and embracing my role. Leading hand Mitch McIntyre took on the Health Safety Representative role and is Council Liaison. Between us we have the experience and dedication to keep Reviva in top shape. The Reviva staff expanded their resume's this year with forklift tickets, test and tag, first aid and fire safety training and gas refrigerant licences. The team here at Reviva is awesome and everyone gets along so well.

The Noosa staff were so successful with the bulky waste collection for Council last year, that we have been asked to do it again this year. This means 2 extra jobs. Last year we saved an extra 5 tonnes a day from landfill!

The Reviva Noosa site also commenced mattress recycling as our sister enterprise Soft Landing has been preparing to enter the Queensland market on a larger scale. Mattresses are stripped manually on site at Noosa. Reece is a champion at this skill, and has trained the rest of the staff on the most efficient way to cut mattresses. All the foam is baled and sold to Dunlop, managing to keep 1732 m3 out of landfill. Council were so happy with the outcome they promoted it as a good news story. SevGen (seven generations), a local Aboriginal organisation in Noosa, established "The Deadly Espresso" coffee cart on site during the summer. The program is designed to give young Aboriginal people experience in retail and working with the public. We are very proud to continue to support the program. We said farewell to Lucy Yule, one of RRA Noosa's inaugural co-managers, Lucy was integral to developing our partnership with Council and the local community.

We wish Lucy all the best in her future endeavours... ~Russell Ping

Our Staff, Our Community

"I love this job so much, the only way I'm ever going to leave is when they carry me out in a box" Russell Ping.

"Everyone gets along so well here, I love coming to work and seeing what's come in." Charlie Sparks

"How could it get any better than this! I love my job, I'm blessed, I complete my work and

I'm never judged." Reece Mitchell

Our Impact



580
Total tonnes of waste diverted from landfill for reuse



36,000
Customers served in the Reuse shop



10
Number of staff employed



340
Staff training hours completed



6
Number of workshop (upcycling / repair etc) sessions



2
Number of staff that identify as Aboriginal



6
Number of staff that identify as long term unemployed

RRA Noosa Partners

Noosa Council, SevGen, Noosa & District Landcare group, Cleanaway



RRA Noosa, Opening morning



Reece and Russell working through the mattresses.



RRA's Ally Glendenning and Dani Tuazon. Steve and Ally from RRA made this on-site water feature out of an old 2 door fridge, the middle of a piano and other recycled pieces from Reviva.

RRA Toowoomba

The Reviva Re-Use Shop Toowoomba is located at the Great Toowoomba Waste Management Facility, Wellcamp, QLD. The Toowoomba region is the traditional lands of the Giabal and Jarowair people. RRA opened this site in partnership with Toowoomba Council on Christmas Eve in 2018. Way to go team! We also operate and maintain the resource recovery area at this site.



RRA Toowoomba Manager Jeff with our volunteer Terry who fixes the mowers.

A Word from the Manager

RRA commenced operations at the Toowoomba site on 24th December, 2018. A very challenging time of the year to begin our contract, however through the strong work ethic of our team, assistance and guidance from the RRA National team, we had the Reviva Re-Use Shop ready for a successful opening day on 29th December. Our focus at the Toowoomba site is to divert as much as we can away from landfill through our operations in the resource recovery area and the Reviva Re-Use Shop. The shop is the site's retail space where reclaimed items are sold to the public for re-use to lessen the impact on the environment. The resource recovery areas function is to divert items such as cardboard, co-mingled items (paper, plastic bottles, cans, etc.), scrap metal, batteries, chemicals, paint, tyres and motor oils just to name a few.

We have upskilled our staff in many ways in our short time of operation. Some examples are test and tag certifications, white cards, forklift tickets, first aid and HSR Training. We enabled greater gender diversification through our operational areas by training staff in all aspects of our service. ~Jeff Prater

Our Staff, Our Community

RRA Toowoomba have a small, committed team but we are working to expand our presence in the region, leading to more job opportunities and skill development for local people in need. The Toowoomba team is always looking for opportunities to improve the way we deliver on our commitment, which benefits the local community and Toowoomba Regional Council.

Our volunteers are an important facet of our group and contribute greatly to the success of our operation. Terry Burrow volunteers his time to repair mowers for sale in the Re-Use Shop. This is of great benefit to the business as it creates a strong income stream for the shop and as Terry is thorough in his work, our customers love their revitalised, renewed mowers.



Opening week at RRA Toowoomba: Gaile, Jeff, Ally, Chris and Jason with RRA's trade mark fridge planter boxes out the front of Reviva

Our Impact



249
Total tonnes of waste diverted from landfill for reuse



11,000
Customers served in the Reuse shop



10
Number of staff employed



340
Staff training hours completed



1
Number of staff that identify as Aboriginal



3
Number of staff that identify as long term unemployed

RRA Toowoomba Partners

Toowoomba Regional Council, Vanguard Laundry



Gaile

RRA ACT

RRA ACT manages the daily weighbridge operations for ACT NoWaste at three separate locations (Mugga Lane, Mitchell and Belconnen Resource Management Centres). RRA ACT also has staff employed as depot hands at the Corkhill Bros green waste depot at Mugga Lane for the decontamination of waste from mulching products.



A Word from the Manager

In recent months our weighbridge staff have been recognised as an integral part of the waste management sector for their ongoing product knowledge and directional support to customers and companies by ACT NoWaste. Staff are being supported and encouraged to attend onsite meetings by ACT NoWaste. They are briefed on operations and how procedures are developed and the importance of staff feedback prior to changes being implemented. We have found the involvement of staff working on site very valuable and staff are left feeling appreciated for their input.

We are happy to announce an extension to our operations at the Corkhill Bros (green waste) site located at Mugga Lane. We currently have 4 staff at this site and the contamination rate has decreased by over 65% since RRA staff first came onto site and began educating customers on prohibited waste types and alternate recycling options. ~Lori Roberts-Scott

Our Staff, Our Community

Corkhill Bros domestic and commercial patrons have been more than impressed with the recruitment strategies of RRA. We have received overwhelming support from customers with RRA focusing on long term unemployment in the region.

"Working for RRA has been an exciting and constantly evolving experience that has opened my eyes towards the waste industry and the opportunity to change and challenge peoples perceptions of waste within a modern disposable society" Garreth Illic-Roberts - 2IC Senior Weighbridge Operator Mitchell RMC

"When RRA came to Canberra our operations now run more efficiently, with direct communication and friendly management, an increase in staffing levels and education resources coming to work is no longer a task" Dean Thomas - Senior Weighbridge Operator Mugga Lane RMC

Our Impact



18
Number of staff employed



360
Staff training hours completed



4
Number of staff that identify as Aboriginal



7
Number of staff that identify as long term unemployed

RRA ACT Partners

ACT NoWaste, Corkhill Bros, Soft Landing ACT

RRA Mobile Community Recycling Service

The Mobile Community Recycling Service (MCRS) collects problem waste items like paints, oils, gas bottles, fire extinguishers, smoke detectors, batteries, fluorescent lights and e-waste from the residents that live within the Cumberland and Parramatta LGA's.

A Word from the Managers

The MCRS has delivered another quality service over the last year with over 147 tonnes of problem waste being collected across Gadigal country. The collection of e-waste items was added to the service with an impressive 42 tonnes of e-waste collected and recycled instead of going to landfill. The MCRS contract finished in February 2019, however we continued to provide the service on a month by month basis until RRA was awarded the tender for the MCRS for the Cumberland, City of Parramatta & Blacktown City Council area on a 3-year contract starting July 2019.

John Huynh

Our Staff, Our Community

"I love my job it makes me so happy, I like helping the customers and the community" John Huynh

Our Impact



147 Total tonnes of problem waste diverted from landfill for reuse and recycling



3,750 Number of hours worked



Paint = **64t**



Gas bottles = **10t**



Oils = **18t**



Lead acid batteries = **9t**



E-waste = **42t**



MCRS drivers John Huynh and Robert Lambert by our purpose built MCRS



RRA Mobile Problem Waste Vehicle

RRA MCRS Partners

Cumberland Council, City of Parramatta City Council, Toxfree. Area covered **Cumberland & Parramatta LGAs**

RRA Consulting

RRA Consulting continue to work alongside remote communities, co-developing programs to re-use, repair, upcycle and recycle. We are proud at RRA of our experience across multiple sites. We love learning and working in other locations and cultures about how they would like their set up to be. In our opinion, the more people that work towards better reuse and recycling and community engagement in a positive manner the better the world will be.

A Word from the Manager



Ally Glendenning with Steve and the crew from East Kimberley Job Pathways in Kununurra.

RRA Consulting has been busy again this year. Steve and I continue to head over to Kununurra, consulting for East Kimberley Job Pathways and their Revive Reuse Store. Kununurra, where the store is based, is home to the Miriwoong, Gajirawoong and Gidga people.

I co-designed the Revive shop in 2017 with the local community. Everyone was really onboard with the concept and Revive is one of the most popular shops in Kununurra. It was initially a year until Steve and I returned. The task upon returning in December was simple, fix what wasn't working well and train the new manager Paige and her offsider Ash in RRA's tried and tested practices. We shared everything from visual merchandising to pricing and sourcing items. Steve worked with Johnny and Corinthian training them in sourcing goods, making recycled items and encouraging them to chat and talk to the customers whilst doing so.

April found us back in the Kimberley, this time to streamline the remodelled recycling depot at Mango Street and to help with further staff training and to assist with a comprehensive model for Revive's structure. The team tackled job descriptions, tasks and logistics, and everyone was onboard for the plan moving forward. Then it was time to do the setup!

Matty Curtis and Dani Tuazon from RRA National continued to lend their extensive expertise to our consulting partners at Cardno Engineering this year, with operational input into the design and functionality of some of their contracts. Champions! ~ Ally Glendenning

Our Staff, Our Community

"It is always a pleasure to come to Kununurra and see how much what we have helped to achieve means to the town itself. People love it. Community engagement is very strong. In a word, it's Deadly" Steve, RRA Consulting

"It's been so much easier with all the guidance you guys gave us! Makes it so much easier!" Ash, East Kimberley Job Pathways

Paige, East Kimberley Job Pathways

"Functioning so much better! Loads of compliments from customers. Thanks for all the ongoing support"



Johnny received an award for leadership.

RRA Consulting Partners

East Kimberley Job Pathways, Revive Kununurra, Cardno



Green Connect

Green Connect is a not-for-profit social enterprise based in Wollongong, NSW. We create jobs and employment pathways for young people and former refugees in work that helps the planet and the community. We sell four things:

- » Fair food from our farm
- » Zero waste services
- » Second hand goods through an op shop
- » Staffing solutions, including labour hire and recruitment services to connect staff to other opportunities

We provide training and support to our team to use their employment experience as a springboard to sustainable and fulfilling jobs and careers.



A Word from the General Manager

Someone asked me recently what it takes to run a social enterprise. I said that you need a bunch of awesome human beings who are really passionate about the change you're making, who work really hard and who have weird and wonderful skills that are a bit outside the box. Essentially, you have to be a human Swiss army knife. Luckily for us, we have lots of those on the Green Connect team – and they're wonderful to work with. I'm thankful to be surrounded by such great people doing great things. The last 12 months held some huge ups and downs, with plenty of recognition for the value of Green Connect but life as a social enterprise is never simple - so we also managed our bumps in the road.

Our latest business unit is an op shop in Bellambi (a northern suburb of Wollongong), which we took on in April 2019. We were excited to bring the wonderful team of staff and volunteers in to the Green Connect family. Since then, the shop has been going from strength to strength. We're always finding creative ways to reuse, recycle or repurpose donated items that can't be sold so that they stay out of landfill.

Our support worker, Emmanuel Bakenga, farewellled Green Connect in June 2019 after working with us for five years. He helped countless former refugees and young people to settle into the workplace. As Emmanuel says, though, "Green Connect is like a family. Even when you leave, you will always come back home to visit." He will continue working with us in a voluntary capacity as the first Green Connect Ambassador.

In November 2018, we launched a work experience program at the Green Connect Farm, in partnership with the NSW Government under the Youth Employment Innovation Challenge (YEIC). Work experience gives people a chance, and somewhere they can try new things, meet new people, make a few mistakes and make a difference. After work experience, the participants are offered paid work with Green Connect when they're ready. We are excited that two young people have already transitioned into mainstream employment in the first six months of this program.

We continue to work with former refugees too and find that the two groups work beautifully together. Both groups need help to understand and experience what it takes to have and keep a job in Australia. We train and support them, we offer them paid work and lots of feedback, and we watch them thrive in a supported environment. In the last 12 months, we have had 21 staff transition to mainstream employment. Congratulations to those staff and we look forward to keeping up with your journeys!

~ Kylie Flament

We were also honoured with three big awards this year:

- » Excellence in Social Enterprise in the 2018 Illawarra Business Awards
- » Jess Moore, previous General Manager of Green Connect, won a Community Hero award from IMB Foundation for her work at Green Connect
- » Community Group of the Year from Wollongong City Council

Thank you to the community of people we work with. Green Connect is not any one person's project or efforts, but the hard work and commitment of many to a world that values people and planet.



Green Connect Ambassador Emmanuel Bakenga



Youth employment program participants taking part in a toolbox talk at the Green Connect farm



Green Connect staff successfully completed training

RRA Collective National Impact



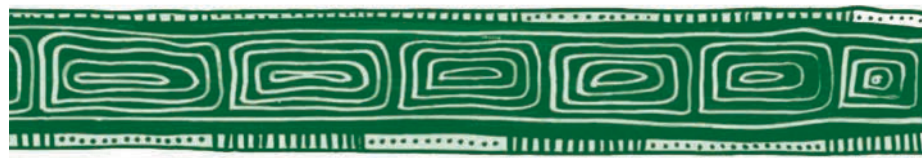
81 Total number of staff



23,000 tonnes of waste diverted from landfill through reuse and recycling



19,000 tonnes of waste diverted from landfill through co-managed activities with Council.



Highlights and Achievements

Green Connect Farm

We run an 11-acre permaculture farm in Warrawong. We employ former refugees and young people to grow fruit, vegetables, herbs, and to farm small groups of pigs, chickens and sheep. Highlights of this year included:

- » Starting farm tours for adults and farm experiences for kids
- » Selling record numbers of fruit vegetables boxes (129 per week)
- » Welcoming visitors to the farm including Gardening Australia, ABC Illawarra, Paul Scully (Member for Parliament), Gareth Ward (NSW Minister for Families, Communities and Disability Services), Geoff Lee (Minister for Skills and Tertiary Education) and Senator Mehreen Faruqi
- » Having both our pigs and sheep escape a couple of times and feast on our market gardens, which has led to some new and improved fencing
- » Launching new farm products: eggs and honey (both of which are so popular we can't keep up with demand!)



Beekeeper Andrea Persico at the farm

Green Connect Zero Waste

We help businesses, schools and event organisers to be more sustainable by doing waste audits, preparing waste management plans, and by directly managing waste at events.

Our staff hand sort all rubbish to ensure as much as possible is composted and recycled.

This year we:

- » Piloted camping festival reuse, working with a local charity to test, inspect and remove leftover tents, chairs and other items from one of the largest music festivals we manage waste for
- » Were worried the new regulations for music festivals introduced in February 2019 would decrease demand for sustainable waste solutions at events. We are excited to have maintained all our major customers and added new, smaller customers.
- » Started waste audits for schools and businesses wanting to fight the war on waste
- » Welcomed Courtney Salter as Zero Waste Coordinator
- » Invested in a mobile recycling table to sort waste more quickly and safely at events
- » Kept 85 tonnes of waste out of landfill



Zero Waste team busy sorting

Green Connect Op Shop

We run a second-hand shop to return clothes, shoes, toys, books, homewares and more to be used in the community. We keep as much as possible out of landfill by recycling and upcycling where possible, and we keep our prices low so that the whole community can benefit. Highlights this year were:

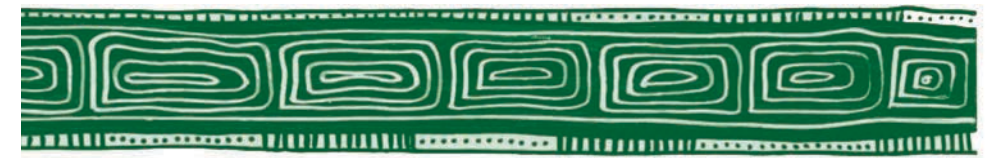
- » Joining Green Connect
- » Holding a community morning tea, with further events planned for July 2019 including upcycling craft workshops and a sustainable fashion event
- » Selling almost 50 tonnes of items, keeping them in use and out of landfill
- » Launching as a Container Deposit Scheme return and earn point



Ama is always keen to get to work



Alana and Mark, Op Shop team



Green Connect Staffing Solutions

We recruit, train and support more than 100 young people and former refugees at any given time. Once our staff show they have key work skills (including turning up on time, in the right clothing, following instructions, working as a team and working safely), we offer them work within our Labour Hire team to introduce them to other businesses, industries and opportunities. From there, it is a much smaller step into mainstream employment.

This year we:

- » Onboarded more than 50 young people as part of our Youth Employment Program
- » Engaged 91 staff in training
- » Grew Labour Hire by 40%
- » Transitioned 21 staff to mainstream employment
- » Rebranded our Labour Hire arm into Staffing Solutions



Green Connect staff at Select Civil

Our Staff, Our Community

One participant's mother sent our HR Manager an SMS after her son's first day at the farm saying: "Hi Bron [he] had a ball he was so happy on the way home! First time I've seen him smile for ages thank you he can't wait to go back he said!"

Atesh Maharaj, Deputy Principal, Wollongong Flexible Learning Centre, gave the following feedback in March: "I think it's a fantastic program and the students are loving it. There are four students that started paid work at the farm this morning and it's really great for them to see the pathway - if you work hard, you get rewarded for it."

Beau Castledine, Soilco (labour hire customer) "All the staff are good and they fit in well to the site. The regular guys, they're pretty much Soilco staff really. They know how the site runs and they pitch in" and about our labour hire booking system: "The streamlining of things has made life really easy. We book staff, we get staff. Simple."

Emmanuel Bakenga answering "what's the best thing about working for Green Connect?" "It's the people you work with. For me it isn't like a workforce, it's like a family. We support each other, you're 100% sure you're going to get the support you need. People care for each other."



Zero Waste Manager Jacqui Besgrove on site with the Zero Waste team

Our Collective Impact



119

Tonnes of waste out of landfill



59

Tonnes of waste composted



35,166

Kgs of fair food sold



122

Number of young people and former refugee people employed



16

Number of people employed on permanent or fixed term contract



21

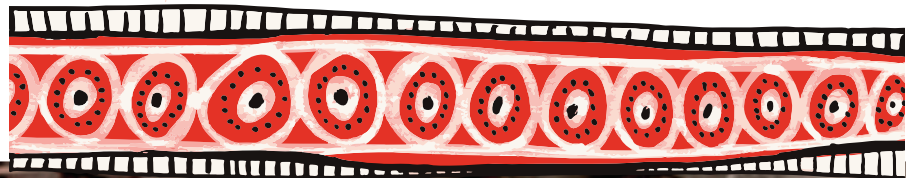
Number of people transitioned to mainstream employment

Green Connect Partners

Flame Tree Community Food Co-op, Kiama Community College, NSW Department of Education, SCARF, Select Civil, Citizen Blue, The Source Bulk Foods, University of Wollongong, Warrawong High School, Warrigal Employment (Illawarra Aboriginal Corporation), Wollongong City Council, Wollongong Flexible Learning Centre



Our Farm team: Manager Cal Champagne, Su Meh, HR Manager Bronwyn Williams, Ama Folly Bebe, Darren Bell, Eh Moo, Kristin Watson, GM Kylie Flament and Shay Reh



Soft Landing

Soft Landing is a national social enterprise which collects and recycles end of life mattresses and ensembles. The mission of Soft Landing is to create employment opportunities for people who experience barriers to open employment through its recycling operations. 2019 is Soft Landing's 10th year of operation, being part of Community Resources since 2015. Since inception, Soft Landing has grown to 6 sites in NSW, Victoria, WA and the ACT, employing 100 staff and recycling 470,000 pieces of bedding every year.



A Word from the General Manager

2019 has been a big year for Soft Landing. At the start of the financial year, Soft Landing had scaled its impact in a big way through expansion of recycling operations into other states. Community Resources acquired TIC Mattress Recycling and merged it with Soft Landing. This represented a significant increase in the size of Soft Landing and its overall impact. The acquisition of TIC was aimed at further increasing the number of staff that Soft Landing employ and the number of mattresses we divert from landfill. I am proud to say that Soft Landing has diverted 470,000 mattresses from landfill and employed over 100 staff in the 2019 financial year.

Despite our impressive outcomes, 2019 was not a year without significant challenges for Soft Landing. The acquisition of a large automated recycling business required significant changes for Soft Landing to adapt and learn how best to leverage the new process to best maximise our environmental and social goals. In the past financial year, Soft Landing said goodbye to some champions of its development, notably Peter Currie, Jarrod Roskell, Emmaline Froggatt and Stan Brookes. Losing these key people was the primary challenge for Soft Landing to overcome. In addition, the acquisition of new processes and sites in Sydney and Melbourne created capacity constraints for us to meet increased logistical demand from our customers. We have worked hard and continue to refine our logistical efforts, I am confident that we have come a long way and we will see further improvement in the year to come.

Our challenges represented an opportunity for renewal and reinvigoration of our service. We have worked hard to rebuild the team and reimagine the processes of our business. We have welcomed new faces to the team and will continue to work hard on building a team to realise a stronger business. In the year to come the greatest focus for Soft Landing will be to cement changes to create a great place to work, a great service for our customers and maximise the impact of our enterprise. We will be focusing on human resources, safety, process improvements, impact measurement and customer service to see this happen. I am very excited to see these changes bring stability to Soft Landing after a challenging 2019.

Looking to the future, with the support of Shorebirds Positive Partnerships, we are pursuing expansion opportunities in Queensland. With the new landfill levy in Queensland commencing on July 1, Soft Landing will conduct a feasibility study and business case for opening a site in a high unemployment community in South East Queensland. *~Evan Cocks*

Soft Landing Bellambi, NSW

Soft Landing Illawarra has continued the valued service for the local councils and retailers in the area from our Bellambi site.

Corey Godbold was promoted to Team Leader and has shown great leadership skills to the team at Bellambi. 6 trainees completed their Cert II in Waste Management with 2 moving on to further job opportunities within the area and 2 remaining employed within Soft Landing. Bodine Clayton has commenced a casual contract at the Soft Landing Smithfield site, training new staff for the manual processing of mattresses. Bradley Twaddle has remained employed at Bellambi and is proving to be a valued team member.

Soft Landing Newcastle, NSW

The Newcastle Soft Landing site has worked hard this year to reduce the amount of mattresses ending up in landfill. We completed 6 'Mattress Musters' for Cessnock, Maitland and Port Stephens Councils with an amazing result of 3,859 mattresses being diverted from landfill from this single campaign. Congratulations to the whole team on this outstanding effort.



Our Bellambi team drivers



Our Newcastle team



Soft Landing Hume, ACT

In Hume we farewelled the site's original Manager, Davydd Cunningham, who was an asset in the set up and operation of the Hume site. This opened the opportunity for Jason Heron to be promoted. Jason began working at Soft Landing Hume as a Work for the Dole participant and has progressed through the various roles onsite and shown himself to be a capable supervisor. Jason has successfully overseen the reduction in a large stockpile of mattresses onsite and returned the Hume operation to its stable baseline. Hume continues to work well as a productive and impactful partnership with ACT NoWaste.



Big farewell to Davydd Cunningham, ACT Manager and Stan Brookes, Illawarra and ACT Regional Manager.



Soft Landing Smithfield, NSW

Soft Landing Smithfield became the highest volume site for us in 2019, receiving an average of 600 units a day. In response to a range of incidents onsite, it was decided that in the medium term, the site would return to manual processing of mattresses.

This improved diversion rates, created 20 more employment opportunities and through collaboration with refugee, Aboriginal and disability support enterprises, Smithfield was able to provide jobs for 17 additional staff experiencing barriers to open employment. The site welcomed Joe Rasmussen as its new operations manager, and Jacob Lalor, Leo Fuataga and Adam Thurst were officially welcomed into the supervisory team. *~Joe Rasmussen*



Our Smithfield (Sydney) team



Emmaline, Raghu, Keerthi and Julie worked with Westpac on Logistics



Farewell Pete Currie

Soft Landing Tottenham, VIC

Soft Landing was significantly expanded in 2019 as a result of the TIC acquisition, which included the Tottenham site in Melbourne. We welcomed 15 new staff to our ranks, including operations manager, Steve Maizels, who enjoyed his 15th year in mattress recycling and Zachary Bennett successfully attained his truck licence.

In terms of customers, Tottenham gained the following Councils: Melton, Brimbank, Ballarat, Bacchus Marsh and extended service for Wyndham and Boroondara. It was a great year for the team and we are excited for the future of the site.



Tottenham Manager Steve Maizels



Tottenham (Melbourne) site

Soft Landing Wangara, WA

Wangara enjoyed a very strong 2019. The branch farewelled Evan Cocks, who moved to Sydney to take on the General Manager role for Soft Landing. Alan Davenport was welcomed as the new WA Manager and has been an excellent support to Harry-Daniels Grant, who has absolutely thrived in creating a great place to work, as the Site Manager.

Harry had this to say about 2019: "At the beginning of 2019 I had the news that Soft Landing WA will be moving sites, something I had dreamt about for a while." The site relocated to a better location, acquired new customers, had excellent financial performance, recycled 65,000 mattresses and employed over 25 staff. Thanks to all the team for their hard work.



Our Wangara (WA) team

Our Staff, Our Community

As our business reaches over 140 customers across 4 states, this is just some of the feedback we receive around the country.

"Such a wonderful idea that should have been done years ago."

"It's fantastic that mattresses are now getting recycled instead of going into the landfill."

"The idea of mattresses are not going into the tip as well helping people getting back into the workforce is such a great initiative."

"That's great to hear that recycling of mattresses is happening instead of going to the tip."

Some quotes from staff across the country.

"I couldn't of asked for a better place to have to do my parole hours. I learned a lot from the team at Soft Landing. If there are any problems with the job that I have lined up I would like to return to Soft Landing as a volunteer." An unnamed community services participant having successfully completed his 250 hours community services.

"Over the past 8.5 years my time at Soft Landing has been an amazing experience. I would love the opportunity to advance my career within the company. I have learned so much and built amazing relationships with the staff and customers of Soft Landing and am looking forward to many more exciting years." Kiana Smithers, Soft Landing Administration Officer.

"I like that I have a regular pay package coming in each fortnight with consistent work. It has enabled me to buy a car and save money. I have made new friends and having a job at Soft Landing has improved my outlook on the future." Josh Pringle, Soft Landing Newcastle.



Kiana Smithers has been a part of the Soft Landing team for 8.5 years

Our National Impact



470,000
Mattresses recycled



100
Number of staff employed



7,000
Steel (Tonnes)



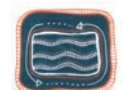
60%
% of staff experiencing barriers



1,500
Timber (Tonnes)



400
Training instances/hours



2,400
Foam (Tonnes)



140
Customers served



Josh Pringle, from the Newcastle team

Soft Landing Partners

Westpac Foundation, Minter Ellison, Cardno, ShoreBirds, The Centre for Social Impact, Zero Waste Network of Australia.

Meet our bedding industry partners who form our Product Stewardship Scheme over leaf.



Soft Landing Product Stewardship

The Mattress Product Stewardship Scheme is an industry funded partnership between leading bed manufacturers, retailers, supply chain and Soft Landing Mattress Recycling. The Scheme, established in its first iteration in 2016, just after Community Resources acquired Soft Landing, currently has twenty-one members. The Scheme gives Australian consumers the opportunity to achieve a significant social and environmental impact at point of sale, recycling their old mattress when purchasing a new one.

A Word from the Manager

The Scheme was pleased to welcome new members in 2018-19 including Chiropedic, FoamCo, Dow Chemical (Australia), Bekaert (Australia) and FutureSleep. We continued to talk with other retailers and manufacturers, and the growing online bedding sector.

The Federal Government's Product Stewardship Act review process recommenced in June 2019. We were pleased to attend a small group discussion with the team responsible for the review. We felt they had been actively listening to the industry and look forward to the outcome of the review.

We also provided feedback into the NSW Circular Economy Policy and continue to consider approaches to working with Councils most effectively.

With the commencement of the Waste Levy in Queensland on 1 July 2019, we commenced discussion with South East Queensland Councils and State Government on bringing product stewardship to the region. In addition, we are developing a project with other product stewardship organisations to investigate opportunities for improved regional access to recycling.

New markets for recovered materials are critical to a Scheme's success and we continued to explore opportunities in this area.

We ended the year with renewed vigour by our members to developing a long-term funding program to get more mattresses off our streets, out of landfill, and ethically recycled.

~ Janelle Wallace

Our Community

'Recycling is a service edge for our customers' Domayne Belrose

'SLPS is assisting Tempur Australia in completing our CSR position. It is paramount as good citizens that we think holistically about the product lifecycle and how we can be 100% recyclable' Jason Nicholas, Managing Director -Tempur Australia & New Zealand

Our Members

Manufacturer



Retail



Supply Chain



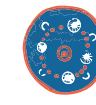
Our National Impact



7
Number of member manufacturers



10
Number of member retailers (franchisors and independents)**



6
Number of member supply chain



23
Number of members total



Janelle Wallace Soft Landing Product Stewardship Manager with Michael Hunt (Chair), Garry Beard (AH Beard), Assistant Minister, Waste Reduction & Environmental Management Trevor Evans & Ryan Trainer (President, International Sleep Products Association and Mattress Recycling Council, USA)



Community Services



The Green Bikes team worked with the crew from Tuncurry High with some great outcomes



A word from the General Manager

Community Services provides services that meet local community needs, including Homebase, Great Lakes and Manning Youth Homelessness Service (GLAMYHS), Helping Hands and WasteAid. Homebase offers holistic wrap around services to young and Aboriginal people, to help them build skills and access opportunities that make life better. GLAMYHS is a specialist homeless service that helps young people have safe housing, providing crisis accommodation, transitional properties and outreach services. Helping Hands is a social enterprise that provides housekeeping, personal care, respite, and welfare checks to help people live in their own homes for as long as possible.

WasteAid is a not-for-profit that works with discrete Aboriginal and Torres Strait Islander communities, to co-design waste solutions that work for and can be sustained by local communities. All business units work together in a strong partnership to achieve positive social, environmental and economical outcomes for the local communities in which we work and live.

2018/2019 has been a year of significant challenges within Community Services. The respect and admiration I have for all the Community Services Managers and staff is beyond words. They have rolled with the punches while still identifying and working with community on their needs and challenges. I'm so thankful to be surrounded by a dedicated and diverse group of people. *~Lisa Berry*



Homebase
Youth Services



Homebase

Homebase is a dedicated Youth and Aboriginal Service located in Tuncurry and Taree. We pride ourselves on being an approachable and open service for all those needing assistance.



A Word from the Managers

We are proud of our staff and the services we provide to our community.

Homebase is a unique entity. We have a range of different funding bodies each with its own focus. These range from Indigenous specific servicing (W.A.R'S), to Family focused (Families First and Supported Playgroup), to safer driving and licensing assistance (DLAP) to youth programs and case management (Youth Services), or toward employment or education (Transition to Work). While blending the requirements of different services can sometimes be difficult, the benefits for both staff and clients make it all worthwhile.

2018-2019 has had its challenges, however throughout the year we were able to ensure that our clients were serviced, our staff were supported and our service targets were met. We maintained the reputable name that Homebase has established in the local community.

As Managers, we want to ensure that our staff have the right tools and resources to complete their roles. We have invested heavily in upskilling. Five of our staff were supported to complete their Certificate IV in Community Services in 2019. In partnership with the Youth Mental Health Project, we provide monthly Inhouse Mental Health Training to increase our understanding of mental health issues and referral pathways. Additionally, all staff are actively encouraged to attend training that will further contribute to their roles, and to bring that training back to all staff.

We have worked to increase our staff communication and interaction and have worked hard to continue to provide a harmonious and respectful workplace for all, which translates to an effective service for our clients. *~Margie Donnelly & Jane Lynch*



Managers Margie and Jane Lynch with staff: Joey Engel, Sarah Little, Karina Tudor, Liahna French, Sarina Kapeli, Cameron Galle, Toni Buckshiram, Micheal Hodge, Tanya Simon and Regan Mickle.
Not pictured Homebase staff Jake Bolt and Vicki Anlezark.



Our Staff, Our Community

'Karina has worked with our Senior & Junior Students on a wide range of programs and projects. Her support and assistance with our students is invaluable' **Tanya - Teacher Alesco Senior College**

'Every year we support Homebase with donations and assistance as we acknowledge what a wonderful job they do.'

Heather- Great Lakes Quota Club President

'I have had students involved in Homebase's Surfing Transition to High School Program and an Art Therapy group. The support from Homebase has been so well received by students & parents alike'

Anna – School Psychologist Pacific Palms, Bungwahl & Hallidays Point Primary School



50 people successfully completed L & P plate tests

Our Impact



14
Number of employees



6
Number of employees who identify as Aboriginal or Torres Strait Islander



80
PaCE clients assisted – Ngarramba Indigenous Homework Club



72 *
Number of playgroup sessions + Christmas Party & Holiday Sessions.



17,000
Number of advice and referral instances



178
Number of case management instances



100+
Number of training hours/instances



50
Number of successful L & P plate tests

Homebase Partners

Family Support Worker; Home-Start Child and Family Worker; Manning Great Lakes Early Intervention; Tobwabba Aboriginal Medical Centre; Novaskill; Mission Australia Communities for Children and Housing; Forster Local Aboriginal Land Council; Hunter New England Health; Cabarita Men's Group and Mid North Coast Regional Aboriginal Men's Group; Great Lakes and Manning Local Area Command; Family and Community Services; Break Thru; Mission Australia; MidCoast Council, Mid Coast Assist; Ted Bickford; Great Lakes Campus'; Centrelink Outreach Workers; Department of Housing NSW; Brighter Futures; Woolworths Tuncurry; Juvenile Justice; Club Forster; Department Prime Minister and Cabinet; Department of Jobs and Small Business; Transport NSW; Tursa; Nortec; ETC; Booroongen Djugun; Forster Public School; Gloucester High School; Great Lakes Aquatic Centre; Great Lakes Library; Holy Name Primary School; Quota; Tafe – Aboriginal Learning Circle; Verto; Forster/Tuncurry Uniting Church; Forster Catholic Church; Little Pioneers Pre-School, Pacific Palms Primary School, Hallidays Point Primary School, Wingham Beef Exports, Big 4 Holiday Parks, ADF Recruitment, Estia Wingham



THE WAKALI FUND

Wakali Fund

The Wakali Fund is a scholarship fund of Community Resources that has been in place for over 13 years. We work alongside local high schools to help close the gap for young Aboriginal people. The fund works to assist students excel in their studies and pursue their chosen careers.

Each year Community Resources matches a range of generous community and corporate donors to realise this program. In the 2019 Financial Year we were excited to extend the program into the Illawarra region through the generous support of Veolia who donated \$10,000 to two local schools in need. These were Community Resources first scholarships in Dharawal country. As a result the Wakali Fund helped young students in Worimi and Dharawal country to purchase everything from shoes, books to driving lessons. The scholarships help take the pressure off parents and guardians and provide tangible opportunities for young people to succeed.

In the coming financial year we are excited to further extend the program providing employment pathways for fund participants. ~ **Natalie Bolt & Bronwyn Williams**

'The Wakali Fund is ideal for a lot of the kids... it provides them with a huge range of opportunities meaning kids aren't tied to just books and uniforms.'

High School Teacher

'I used my Aboriginal scholarship to purchase the school items I needed to be able to achieve my goal to finish year 12. With my scholarship, I purchased a new laptop. This has allowed me to complete various tasks throughout my subjects such as IT, Wood, Construction and English. The items that I purchased with the scholarship will also allow me to complete tasks after year 12 and TAFE.'

Cain, 2019 Wakali fund recipient

"Without the help of the scholarship my experience at school wouldn't of been so positive. My family can now afford to let me go on excursions and buy what I need for school."

2019 Wakali fund recipient

'My scholarship has helped me buy new shoes for school. I also start my work placement next week so I can get more equipment and stuff for that too.'

Keegan, 2019 Wakali fund recipient

'I have brought a laptop with my scholarship money, I am also thinking of buying a bag and paying for an excursion to the zoo with my class.'

Haydn, 2019 Wakali fund recipient



VEOLIA Thanks to Veolia for sponsoring the Wakali Fund in Dharawal country.





GLAMYHS Manager, Phil Pilgrim with the Team

GLAMYHS

The Great Lakes and Manning Youth Homelessness Service (GLAMYHS) provides specialist homelessness services to young people across the MidCoast region of NSW.

GLAMYHS deliver targeted responses through our 'Garage' Youth Refuge, a 24/7 supported crisis accommodation for young people aged 12 to 17. The Garage provides outreach support with a holistic approach supporting young people experiencing or at risk of homelessness. Services include case management, advocacy and referrals to specialised services and a transitional housing program.



A Word from the Manager

GLAMYHS aims to create a welcoming environment, striving to promote safety and wellbeing for clients and staff. The Garage Youth Refuge is not only a place for young people to access crisis accommodation, it is a place for them to work things out for themselves in a safe environment.

Once again, GLAMYHS could not provide the high level of support that we do without our dedicated staff. Our team continually provide support services to the highest standard, striving to go above and beyond our funding agreement. It is amazing to witness the support that our team provides, empowering young people to make positive choices and moving forward into independence.

The GLAMYHS team is headed up by Phil Pilgrim. Our Case Managers are Kay Holohan, Claudine Small, Ray Eather, Mel Lawrence and Sarah Forster. Shaniane Andrews is our Intake and Refuge Case Worker and David Whyte, Ray Eather and Nycolle Clayton work part time at the Refuge plus a pool of casuals. Thank you. ~ Phil Pilgrim

Highlights and Achievements

This year, Great Lakes and Manning Youth Homelessness Services provided specialist crisis homelessness support to 278 young people.

This included:

- » 332 support periods (funded to service 174)
- » 1094 bed nights in crisis accommodation
- » 3477 bed nights in our transitional housing

GLAMYHS facilitated four "Rent it Keep it" sessions to help 32 young people to maintain their housing during the 2018-2019 financial year.

Specialist Homelessness Services (SHS) enhancement funding has been rolled over for another 12 months. This funding allows us to continue our extra outreach support to young people in the MidCoast region.

GLAMYHS supported ten young people to apply and be granted the FaCS Housing Service Rent Choice Youth Subsidy (RCY). RCY subsidises the young person's weekly rent in a private rental for up to 3 years. The RCY also generates extra funding to allow ongoing case management support for the participant. This support will continue until the young person exits the RCY program. 2018/19 also saw our ongoing participation in the Safety Action Meeting (SAM), supporting young people experiencing, or at risk of, Family and Domestic Violence throughout the MidCoast region.



Our Staff, Our Community

'The previous 12 months has seen some wonderful outcomes for the young people we support. Through case management and advocacy we have been able to secure safe, affordable and appropriate housing for the many homeless young people in our local area during this last year. We have developed positive relationships and networks with local real estates and have begun working closely with our new housing provider Compass Housing.' Claudine, Case Worker.

'Thank you staff and awesome residents that made my time worthwhile. Love you all and will see you all soon. Moving on in life, will miss you all dearly, stay in touch.' Former resident, The Garage.

'Thanks for all your help and support, we would not have our place if it weren't for your service' Outreach and Rent Choice Youth participant.

'A day in the life of a youth worker can be varied and unpredictable, it can include managing crisis, quiet support for a traumatised teenager, house inspections, court support, lease signings, and advocating to agencies, parents, police, real estates and schools to name a few. It can be rewarding empowering young people on their path to independence.' Shaniane Andrews, Intake officer / case worker.

Our Impact



14
Number of staff



2
Number of staff who identify as Aboriginal or Torres Strait Islander



46
Number of training instances



278
Number of young people served



25
Number of supported placements into the transitional youth housing program



3477
Number of nights in youth transitional housing



1094
Bed nights in crisis accommodation provided

GLAMYHS Partners

Family and Community Services Taree; Juvenile Justice; Biripi Aboriginal Medical Corporation, FaCS Housing Services, Rent Choice Youth, Hunter Youth Team; Community Housing Limited, Taree; Compass Housing; HYAP; Providential Housing; Women's Domestic Violence Court Advocacy Service; Great Lakes Women's Shelter; Centrelink; TAFE, Taree Campus; NSW Police; Burnside Uniting Care; Hunter New England Area Health; MidCoast Council; Forster Neighbourhood Centre; Youth Mental Health Project; Parramatta Mission; Hunter Primary Care; HASI; Allambi Youth Services; Port Stephens Family and Neighbourhood Services and Ungaroo Aboriginal Corporation; Samaritans Homelessness Service and Women's and Children Refuge, Catholic Care (Brighter Futures); Manning Support Services; Wiseberry Foundation; Chatham High School; Taree High School. Ongoing positive relationships with local Real Estate Agents including L J Hooker Taree and Forster, First National Forster, Century 21; Pacific Coast Realty and the Manager of The Vic Hotel Taree.

WasteAid Australia

WasteAid Australia collaborates with state and federal funding bodies and other local organisations to co-design waste solutions in Aboriginal Communities. WasteAid has a strong focus on community engagement and collaboration in co-designing Waste Management Plans and Waste Education in Aboriginal Communities. As well as sourcing funds to create opportunities, we endeavour to build the capacity of local Aboriginal community members we work with to be part of assessing and monitoring the removal and remediation of waste, and participating in activities that can avoid and reduce environmental waste issues within communities.



A Word from WasteAid's Senior Project Officer

The main focus of WasteAid's work in the last 6 months has been completing the community consultation and collaborative process of developing Waste Management Plans for 5 communities across NSW, as part of the Aboriginal Communities Waste Management Program.

This involves implementing WasteAid's 7 step model of community engagement in collaborative waste management solutions. Three communities have been successful in receiving phase 3 funding from the NSW Environment Protection

Authority (EPA) to implement their Waste Management Plans over the next 2 years. I am excited to assist with their project management. Two communities are still being assessed due to high levels of asbestos contamination.

90% of the communities we work with have Asbestos contamination issues. The common form of contamination is from old asbestos housing that has been bulldozed and often just pushed into a nearby creek, pushed into a pile, or scattered over the ground sometimes in high access areas. Some of WasteAid's core work is in asbestos safety awareness, co-developing and implementing waste management plans, securing funding for removal and remediation, and training local community members in asbestos removal and safe handling.

The environmental health issues related to asbestos contamination are horrible. Generational impacts in communities will continue unless the problem is appropriately addressed and cleaned up. There is a high need for extra funding to support Aboriginal communities in professional remediation of asbestos contamination on country.

~ Elaine Toogood

Highlights and Achievements

Community consultation and engagement in developing an Asbestos Story Book for children

This year I toured through Walgett, Bourke and Enngonia spending time in communities and talking with kids about Asbestos waste and safety. Tannia Edwards, CEO of Murrawurri Aboriginal Land Council in Enngonia, gave us the great analogy of the echidna quills being similar to the needle like fibres of Asbestos that can 'stick' into the lungs when people are sadly affected by asbestos contamination.

VEOLIA sponsors Inaugural WasteAid Trainee

We were delighted that Veolia sponsored our first official WasteAid Aboriginal Traineeship this year. The trainee will complete a Certificate IV in Waste Management, supported by the WasteAid Senior Project Officer. We are excited to onboard this new team member in August 2019.



Elaine Toogood, Salome Green, Tash Morton, Blossom Pitt, Carol Wilson, Dirt Girl and Valmai June Pitt at the National Waste Conference



Education session on community



Legacy Waste with Asbestos contamination



Elaine at the Waste 2019 Conference

WasteAid Workshop at the LGA Northern Territory Waste Symposium

Anne Prince (Founder of WasteAid Australia) and Elaine Toogood were invited to present on 'A plan for tackling waste in Aboriginal Communities' and a workshop on 'How to engage Aboriginal communities in waste management solutions'. The Waste Symposium was very informative and many new relationships were formed. WasteAid is in the process of determining future projects with communities in the Northern Territory.

Our Staff, Our Community

'WasteAid has been a really big help to us because it has provided us with the resources to be able to clean up our community by working with us and getting funding, building relationships within the community and trying to tackle the rubbish issues. And it hasn't just been a one off thing. Our relationship with WasteAid is ongoing so that we can work together into the future. As the CEO of a LALC the work load is huge and this has taken a load off our shoulders to be able to work with WasteAid without having the worry.'

They also have done a lot of work helping the community be more aware of the issues surrounding waste, like the dangers of having old cars accessible on the community. We have planned with WasteAid a lot more waste education to continue to encourage every community member to take ownership. Waste is everyone's responsibility'

Tannia Edwards Chief Executive Officer, Murrawari Local Aboriginal Land Council

'The Local Government Waste Management Symposium NT was fortunate enough to have Anne Prince and Elaine Toogood from WasteAid deliver presentations to delegates. The sharing of their experiences in addressing waste management issues in remote indigenous communities was highly regarded by those who attended the symposium. The works being carried out by the Wasteaid Team is an inspiration to everyone working towards improving waste management and especially in remote communities. Thank you Wasteaid for coming to Darwin for our event.' Meredith Newall | Environment Project Officer, Local Government Association of the Northern Territory



Anne Prince(WasteAid/ APC), Meredith Newall (LGANT), Elaine Toogood (WasteAid)

WasteAid Partners

Sulo

Net Waste

North East Waste

LGANT

Asia Pacific Waste Consultants (Anne Prince)

NSW Environment Protection Authority (EPA)

Veolia

NSW Aboriginal Land Council

NSW Aboriginal Affairs

NSW Health

Resource Recovery Australia

Australian Packaging Covenant

Exchange for Change

NSW Local Government Association

Rural Fire Service



Clara Hart Community, Enngonia NSW



Greenhill, Kempsey NSW



Namoi Village, Walgett NSW



Helping Hands Home Modifications Manager Paul Martin with the team
Kylie Logan, Jimmy Rosamond, Ian Paulson, Beau Lowry, Clay Dooker (not pictured)

Helping Hands

Helping Hands Care Services employs local cleaners and AIN's to perform in home services for the local community, aged, NDIS and veterans to allow them to remain independent in their own homes for as long as possible.

Helping Hands Home Modifications is designed to keep clients safe at home in their own environment by completing minor works like grab rails, hand held showers, lever taps and major works like bathroom and shower modifications, ramps and platform steps for easier access.



A Word from the Helping Hands Managers

Well what a 12 months it has been in both Care Services and Home Modifications.

Helping Hands Care Services has had a huge transition in the past 12 months with staff changes and location. We are now located at Level 2, Bridgepoint office in Tuncurry. Rene Darwin is the Manager taking over from Hannah Thrippleton, with admin assistance from Catrina Cowan twice a week.

The team continues to improve all areas of customer service. Fresh advertising and marketing strategies have been put in place and we continue to strengthen our relationships with the NDIS, Veterans and 10 current contractors from which we receive new clients every week. We have employed 3 new Aged Care Staff and 1 cleaner making for a very busy weekly roster. We look forward to the future and are excited about being the go-to for our NDIS coordinators and consumers.

Over the previous financial year, Helping Hands Home Modifications team had a steady stream of lawn mowing and yard maintenance jobs, with some fabrication work for external rails. Now, at the end of the 2019 financial year we are completing an ever-increasing amount of home modifications for our Commonwealth Home Support Program (CHSP) clients, as well as all the home care package providers. We are working with the Department of Veterans Affairs to be accredited with them. To all the staff here at Helping Hands Care Services and Home Mods, thank you for your hard work and commitment to providing the best services possible to our clients!

~ Rene Darwin and Paul Martin



Joy celebrates her 100th birthday



Beau, Helping Hands Home Modifications

Highlights and Achievements

Helping Hands Home Modifications had several highlights throughout this year, we were successful with our application for a grant from the Honda Foundation. This allowed us to get 2 new mowers, a pole saw, a blower, trimmer and a new portable welder for onsite work. We were also excited to welcome a new casual staff member Clay Dooker to our team to help with the extra work load in the lawn mowing and yard maintenance area. The highlight of the year though was our new premises which we all moved into in early June, providing Helping Hands with a great base to grow and help the local community.

This year was a year of growth for the Helping Hands Care Services team. We welcomed a new manager in Rene. We moved offices so we now have one of the best views in Tuncurry overlooking the bridge. In 2019 Care Services grew so that we helped more clients than ever. We are excited to be helping more and more young NDIS clients to remain at home with genuine care of our beautiful team. We are providing more local jobs with new staff to handle the additional workload. The team continued to celebrate our incredible staff including two with over 9 years of care and experience with Helping Hands. The team invested time in training and development to improve our care services including first aid training for the whole team. We look forward to the challenges and growth that 2020 will bring.



Helping Hands Care Worker Lyn with Arthur

Our Staff, Our Community

"Working with Helping Hands has given me the employment opportunity where the rewards go home with you."

Larry Fulton, Helping Hands Care Services

Our Impact



18
Staff employed-Care services



6
Staff employed – Home Modification services



15%
% of staff who identify as Aboriginal



574 hrs
Hours of service – Care services



2614
Hours of service – Home Modification services



740
Number of jobs that supported client independence



59%
% of clients pensioner or war veterans



20
Number of bathroom and access modifications



24
Number of staff employed total

Helping Hands Partners

Australian Unity, McNamara's Frames and Trusses, Bennett's Steel, One Steel, Reece Forster, Tile Power Forster, Tuncurry Windows, JAL Plumbing, Lakes Electrical, Andrew Nunn Painting and Decorating, Tommy Taylor Floor and Wall Tiler, Scott Stewart Plastering, Tim Ward Wetseal Waterproofing, Coastal Detailed Joinery, GAW Mowing, Green Thumbs Mowing, Handy Andy, Cetnaj, Forster Mowers, Lumpy's Landscaping Yard, Commonwealth Carelink and Respite Centre, Carpet One Forster, Intalink Therapy Solutions, the Regional Assessment Team, Feros Care, Kin Care, Aboriginal Home Care, Many Rivers Regional Housing, Forster Tuncurry Physiotherapy Solutions, Occupational Therapists, Jan Longfield, Lyn Raines and Linda Walters, Dept of Veteran Affairs, NDIS and Uniting Care.

Creative Culture

Creative Culture uses art and storytelling to engage school students, tourists and the local community in the environmental and cultural heritage of the Worimi region. The initiative offers school programs, walks, bus tours, workshops, and historical and genealogical research.

This year we held a Creative Cultures Exhibition at Forster Library in February. Check out Pauline Grothkopp's fish made from Telstra wires ripped up when the NBN went in.

In June, we created artworks at Auntie Mae's Hut at TAFE Great Lakes Campus ready for NAIDOC week.

In October, we coordinated a Wallis Lakes Walk with staff from Dolphins Childrens Services in Tuncurry

To add to our walks, displays and murals this year the Creative Culture team have been creating merchandise to exhibit and sell locally, we have also been busy searching online archives, collecting local historical documents to use in Cultural Awareness Training and various Educational and Community Projects. ~ *Kate Morgan*

Creative Culture Partners

Great Lakes Tourist Information Centre, Dolphins Childrens Services, North Coast Institute TAFE – Great Lakes Campus, MidCoast Council – Forster Library

Heart to Heart

Heart to Heart is a local program which focuses on re-engaging young people through fine art, mindfulness, creativity and connection to others.

This was a busy year for Heart to Heart. It was a year of fundraising, expansion and sharing the knowledge of the Heart to Heart program.

21 Great Lakes College Students participated in the 8 week Heart to Heart program, creating their very own masterpiece while achieving a deeper understanding of mindfulness, making meaningful connections within the group and learning the magic of creativity. 90.91% of participants in the last group said they enjoyed coming to school more than they had before the Heart to Heart program.

Heart to Heart and founder Donna Rankin were featured on the ABC documentary, Womens Work, a series of short documentaries featuring women doing extraordinary things in their communities.

Heart to Heart visited Holy Name School Forster and the Linuwel School at Morpeth, where we shared a Primary School version of the Heart to Heart Program. The students were given the opportunity to do mindful drawing exercises and were taught about mindfulness and connection to others and how this can have a positive effect on mental health. It was the first time Heart to Heart has interacted with Primary School students and we found the students highly engaged and received great positive feedback from the schools and parents.

A fundraiser luncheon was held for Heart to Heart at the Reef Bar and Grill by a wonderful group of local women, with over 90 attending. Heart to Heart fundraisers are always great events that bring together community spirit and a shared desire to support the young people in our community.

This year Heart to Heart held its first 2 day Master Artist and Facilitator training program. A Master Artist and Facilitator were trained to take the Heart to Heart program to Muswellbrook High. This was the first of many training sessions as Heart to Heart aims to expand across Australia. ~ *Donna Rankin*

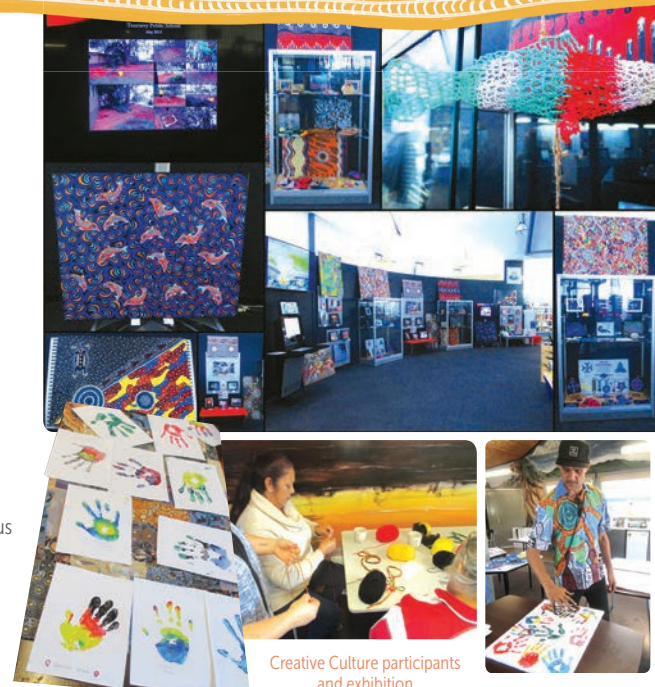
Our Impact



81
Number of young participants



6
Workshops



Creative Culture participants and exhibition



Heart to Heart art workshops

Our Collective Community Services Impact



61
Staff employed



20
Staff who identify as Aboriginal



410
Case management instances



18,016
Community Services Instances



740
Jobs that supported client independence



3,477
Nights in youth transitional housing

Management, Administration and Development Team

Community Resources' management, administration and development (MAD) team provides organisation-wide leadership and systems, as well as specialist support services and coaching to our business units.

It includes our CEO and four teams: Finance and ICT, Human Resources, Quality Assurance and Partnerships.

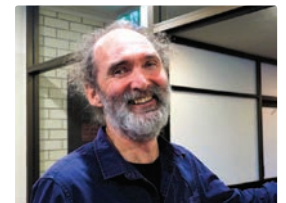
This year our team farewelled long-term leaders John Weate and Corinne Stephenson.

Corinne started with Community Resources as the Manager of Homebase eight and a half years ago, and moved into the role of General Manager, before stepping into the role of Co-CEO together with Jess Moore. In her time at Community Resources, she was a key driver of our organisation and its values and culture, and a workhorse in both the day-to-day and in driving big projects. Over the past challenging year, she played a critical role in steering our organisation to better health.

John was the founder and CEO of Community Resources for 31 years. A pioneer in both environmental management and community development, John was instrumental in establishing social enterprises before there was a name for them, particularly in resource recovery and job creation for Aboriginal people. He was and is an entrepreneur, who created a culture of innovation and initiative-taking.



CEO Jess Moore with outgoing Co-CEO Corinne Stephenson



John Weate

Finance and ICT

The finance team went through a restructure this year with Chris Williams (Will) accepting the role of Finance Team Leader. Congratulations and well deserved!

We were without a Finance Manager for part of the year. The accounting firm Purpose Accounting was engaged to assist Will and the team through managing the day to day and end of month accounting functions. The relationship also highlighted areas of improvement in accounting and process efficiencies which we are working to address.

The pull to return to Community Resources was too strong to resist and I returned to the organisation. I am proud to say that Caragh, Allie, Carl and Will proved their tenacity, pride and ability to work through tough times and we look forward to an exciting year ahead.

Mark Chicken ~ Financial Controller

This year the ICT Team (Information Communication Technology), focused on providing superior ICT support to our 400+ staff while working on projects to improve ICT hardware, systems and processes. We secured substantial cost savings for mobile services and hardware and the team also drafted a new ICT plan to guide ICT projects and strategy over the next 2 years.

In December 2018 we sadly farewelled three of our team members, Lynda Ritchie, Michael Collins and Brad Smith. Lynda, Michael and Brad left Community Resources having made significant and valuable contributions to the organisation. We thank them for their service to Community Resources and wish them all the best in the future. We are delighted Lynda continues to support the organisation through a specialist project management role, following an outstanding 18 years of service to the organisation.

From January 2019 the ICT team has consisted of myself and Matthew Hoadley, and while the team is smaller, we continue the service commitment that the team has always been proud of. In May 2019 myself and wife Josie welcomed baby Haven to our family and I'd like to thank Matthew for all his efforts holding the fort while I have been on paternity leave.

Matt Blanch ~ ICT Team Leader

Quality Assurance

I joined Community Resources in May 2019 to head up the Quality Assurance Team. As a practicing lawyer and corporate governance specialist with a strong interest in fairness and social justice, the creation of this role on the Executive highlights recognition by the Board and Leadership team of the increasingly complex regulatory framework within which we operate and the organisation's commitment to improved governance.

I am delighted to work alongside Toni Paulson, Executive Assistant to the CEO and Board, Brittney Paulson, Administration Assistant at our Tuncurry Head Office and Glenn Robinson, our Administration Manager. Toni is always there to crack a joke and make staff feel welcome, while providing deadly attention to detail and support to our Board, CEO and Finance Team. Britt offers those calling in, or calling up, a friendly first point of contact, while being a great assistant to the Marketing team with her beautiful quarterly newsletters for staff. And we are delighted to have the corporate knowledge and classic tunes still emanating from Glenn's office after 24 years of service to the organisation.

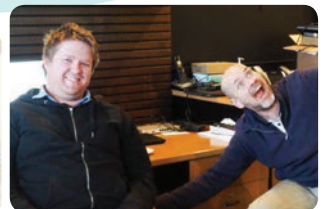
Raylee Golding ~ QA Manager



Finance Team; Mark Chicken, Carl King, Caragh Porter, Chris Williams and Allie Ciobanescu



Matt's new baby daughter, Haven



ICT Team members Matt Blanch and Matthew Hoadley



QA and Admin Team; Raylee Golding, Brittney Paulson, Toni Paulson and Glenn Robinson

Human Resources

I had the opportunity to join the Community Resources team in March 2019, and have been amazed by how dedicated, personable, well-intentioned, practical, innovative and collaborative colleagues have been. It's rare to be part of a team like ours that genuinely cares for each other and who completely align with the organisation's vision and mission.

My first couple of months have involved understanding the many wonderful activities that happen in our organisation, including the Employee Relations and WHS work by Krysten Banks, Nat Bolt and Amanda Chapman. My intention is to build on the best of our people practices to form the HR plan for 2019-20.

We hold a unique place in the sector and I feel energised about bringing a strengths-based focus to all of our people practices.

Claudia Cerroni ~ Human Resources Manager

The Quality, Compliance and Safety team have had a busy 12 months. Achievements for the year include the development of an organisation return to work plan that advises workers on the process should they get injured at work. This return to work plan also assisted us to engage national rehabilitation providers "People Sense" to assist in getting our workers back to work sooner following injury.

We have also been working with individual sites on strategies to reduce incidents from occurring and look forward to this being an ongoing strategy organisation wide. Centralisation of the contracts also took place this year with all contracts, agreements and leases being filed in a single location on the system so that all Managers can access them at any time.

Amanda Chapman ~ Quality Compliance & Safety Co-ordinator

Partnerships

Our team continued to develop strong relationships with Community Resources funders, contractors and partners. Special thanks to the Burraga Foundation for developing our beautiful new Community Resources logo and website, and Minter Ellison for their extraordinary ongoing pro bono legal support during a tough acquisition and year. Dani Tuazon continued to be a total All Star to our resource recovery businesses, providing analysis and technical writing to each as they continued their successful tendering for repeat and new business.

We were sad to farewell our Marketing Manager Justine Fitzgibbon in April 2019. Justine always provided a professional service with no fuss, was one of the original crew that built and marketed Soft Landing and launched our first Op Shop. We wish Justine the best.

We were delighted to welcome Amanda Henderson as Marketing Officer in April 2019. Amanda hit the ground running, bringing the skills and tenacity to promote the whole suite of products and services our social enterprises and organisation have grown to offer. We also enjoyed ongoing work with Illawarra and Tuncurry marketing and design contractors Lara Went, Bettina Kaiser and Tracey Stevenson.

Sarah Chisholm ~ Partnerships Manager



Dani Tuazon



Sarah Chisholm



Amanda Henderson



Claudia Cerroni



Krysten Banks



Amanda Chapman



Australian Ethical staff have a working bee at the Green Connect Farm in Warrawong NSW.

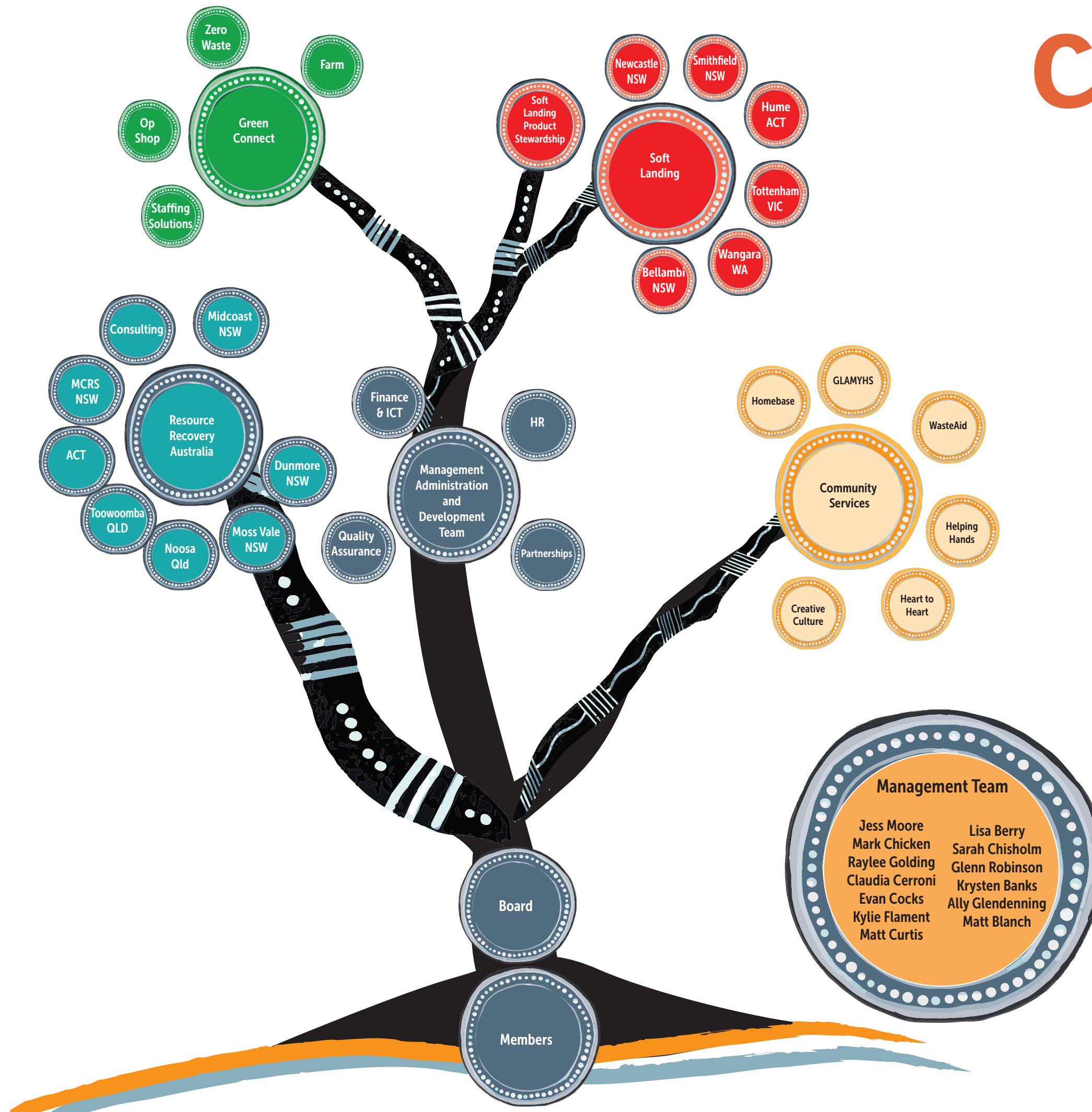
Funders & Partners

Community Resources would like to thank our funders and partners

- | | | |
|---|-----------------------|--|
| Department of Jobs and Small Business | Ian Potter Foundation | Sulo |
| Department of Prime Minister and Cabinet | ShoreBirds | Transport NSW |
| NSW Environment Protection Authority | Westpac Foundation | RMS (Roads and Maritime Services) |
| NSW Department of Family and Community Services | Scanlon Foundation | WA Community and Industry Engagement Program (CIE) |
| NSW Department of Industry | Veolia | |

Pro Bono Partners





Memberships and Associations

Australian Community Workers Association
 Australian Council of Social Services (ACOSS)
 Australian Institute of Company Directors (AICD)
 Australians for Native Title and Reconciliation (ANTaR)
 CoAct
 Connecting Up
 DV NSW
 Food Fairness Illawarra
 Governance and Management Pty Ltd
 Homelessness NSW
 Jobs Australia
 Master Builders Association NSW
 Mid Coast Communities
 NACRO (National Association of Charitable Recycling Organisations)
 National Disability Services
 Northern Region Construction Network (Home Modification & Maintenance)
 NSW Business Chamber
 NSW Council of Social Services (NCOSS)
 OHS Alert
 NSW Youth Action and Policy Association (Youth Action)
 Our Community
 Refugee Employment Working Group
 Social Traders Certification
 Supply Nation Membership
 Waste Management and Resource Recovery Association of Australia (WMRR)
 Waste Contractors and Recyclers of Australia (WCRA)
 YFoundation
 Zero Waste Network of Australia

Financial Report

	2019	2018	2017
REVENUE	25,095,399	18,918,952	14,930,412
EXPENDITURE	24,627,152.00	19,625,859.00	14,220,161.00
SURPLUS/(LOSS)	468,247	(706,907)	710,251

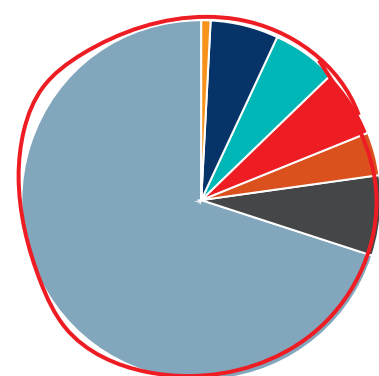
	2019	2018	2017
CURRENT ASSETS	3,227,846	2,875,062	2,527,647
NON-CURRENT ASSETS	2,395,834	3,010,650	2,591,204
CURRENT LIABILITIES	4,312,500	4,783,075	2,764,775
NON-CURRENT LIABILITIES	598,430	818,373	1,180,340
EQUITY	712,750	284,264	1,173,736

The Organisation's accounts were independently audited by WLP Auditors – Taree NSW. The Organisation received an unqualified audit report for 2018/2019. The full report can be viewed at www.communityresources.org.au

Financial Report

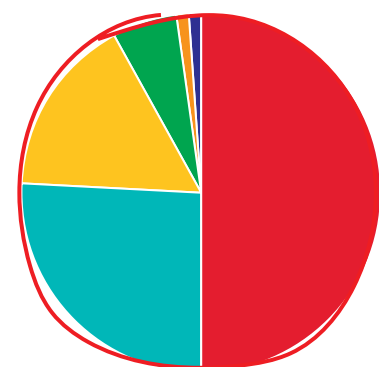


Expenses



- Wages & Contractors 70%
- Loss on Sale of Property, Plant & Equipment 1%
- Waste Disposal 6%
- Accommodation 6%
- Vehicles & Plant 6%
- Minerals & Equipment 4%
- Administration & Finance 7%

Revenue by Business Unit



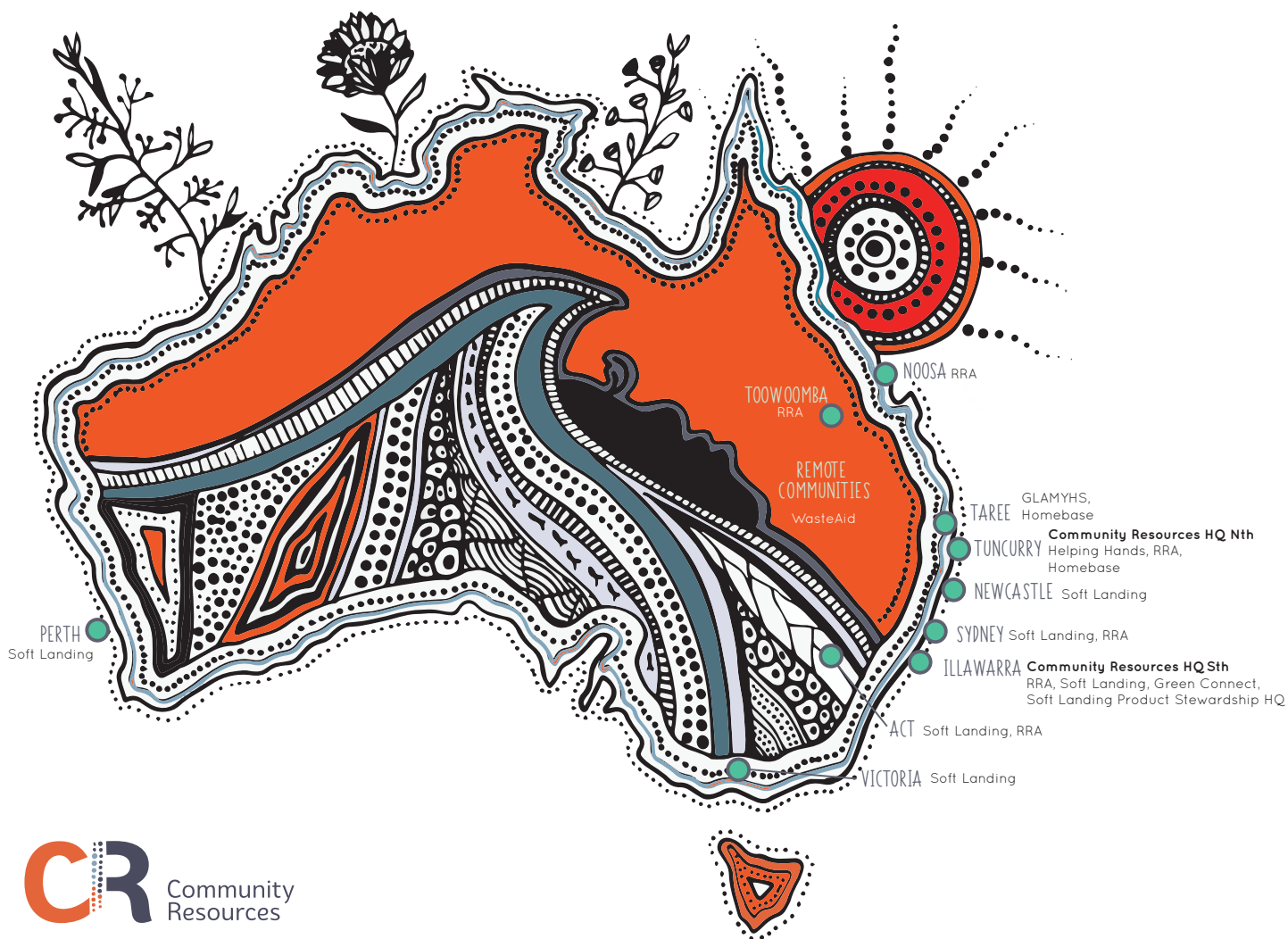
- Resource Recovery Australia 26%
- Green Connect 6%
- Soft Landing 50%
- Soft Landing Product Stewardship 1%
- Community Services 16%
- Management, Administration and Development Team 1%

As at 30 June 2019

* Total Salaries, Wages COC and Expenses

** Money spent on training and traineeships (including travel to training)





Community Resources HQ Nth

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1 Manning Street,
Tuncurry NSW 2428

Community Resources HQ Sth

5/82 Wentworth Street
Port Kembla NSW 2505

02 6555 8922

www.communityresources.org.au

All of the artwork you have enjoyed in this report was created by Lara Went from Yukul Art.

This map of Australia is available to buy as a t-shirt if you like it. Contact Lara to find out how you can own your own: larawent@yukulart.com

