

step up to a better life

community first inc. | annual report 2008



Community First



community first inc. values

vision statement

A national leadership organisation delivering local quality of life outcomes to people.

mission statement

Making a positive difference through employment, training and community services.

organisational values

L eadership

leadership • teamwork • vision • effective change

O penness

openness promotes honesty, transparency, integrity and a willingness to put forward our ideas

C reativity

to be productive and flexible through innovation and promotion of ideas

K nowledge

sharing and combining skills, experience, and abilities

E mpowerment

to give individual people the tools to be the best they can be

R espect

treat others the way you expect to be treated • the wheel goes round • karma

the organisation's 12 principles

1. To ensure that the Organisation has clear direction that is in alignment with the goals of the Organisation.
2. To ensure that plans are mutually agreed and that they translate into actions.
3. To ensure that we understand our customers and use this information to develop strategies and actions and to provide exceptional customer service.
4. To ensure that we strive for continuous improvement as an Organisation and develop appropriate systems and processes.
5. To ensure we care for and value our people and realise our potential through our people.
6. To ensure that we are continually learning as an Organisation.
7. To ensure that we identify system improvements and implement necessary changes.
8. To ensure that we contribute to the community and add value to the community.
9. To ensure that we use facts, data and knowledge to assist in making decisions.
10. To ensure sustainability through risk managing and careful financial planning.
11. Ensure effective leadership and role modelling throughout the Organisation.
12. Ensure we create a culture of innovation and idea generation.

community first inc:

- Provides both community and employment services. As a not for profit organisation, it develops the skills and abilities of those in the community who are disadvantaged because of mental illness, isolation or other issues.
- Runs community service programs which include Personal Helpers and Mentors Program, Personal Support Program and Home and Community Care.
- Works with job seekers, including young, mature-aged and disadvantaged people helping them to develop and improve their skills and gain useful employment.
- Provides placement services for employers who need staff.

community first inc. is:

Providing “a step to up to a better life” by

“making a positive difference through employment, training and community services”.

We do this by treating people as individuals... and not numbers.

We develop holistic plans for our customers because we believe that there is no such thing as ‘one size fits all’.

Our staff are committed, innovative and passionate about what they do.

That’s why many of our services are rated 4 and 5 stars (out of a potential 5) through the Federal Government’s star rating system, which compares service providers around Australia.

We love what we do and we are good at it.

But at the end of the day, we are just people helping people.

Thank you for supporting Community First Inc.

**“making
a positive
difference
through
employment,
training and
community
services”**

A great leader and former American President, Franklin Roosevelt is quoted as saying:

“The only limit to our realisation of tomorrow will be the doubts of today. Let us move forward with strong and active faith”.

The Community First team work from this principle, to help make positive change in people’s lives today because today is all that matters. We believe there is no room for doubt only faith and action. We work with individuals to create faith in themselves so that they are empowered to leave behind the yesterday and step into the now.

contents

- 1 Chief Executive Officer’s Report
- 2 Chairman of the Board Report
- 3 Our History
- 5 Changes in Our Structure
- 6 A Step Up To a Better Life
 - 7 Employment Services
 - 8 Work for the Dole
 - 9 Personal Support Program
 - 9 Community Services (Home and Community Care)
 - 9 Personal Helpers and Mentors
- 10 Board of Directors
- 12 The Executive Team
- 14 Good News Stories
- 18 Community Sponsorship Projects
- 19 Human Resource Management, Staff and Volunteers
- 20 Employee of the Year Awards
- 21 CFI Leadership Program
- 22 Triple Bottom Line Report
- 26 Business Excellence, Systems View
- 27 Treasurers Report
- 28 Financials
- 50 Where to Find Us



chief executive officer report



Drive and Passion seem to be the two ingredients that have been heralded by staff and directors of the Board of Community First. Everyone in the organisation is driven to achieve positive results and provide quality services for our

customers. The passion exuded from people within the organisation has been instrumental in achieving high performance, good financial results and a sense of purpose to enable people to better their lives.

At Community First we pride ourselves on having good governance practices, a strong strategic direction and a commitment to delivering the best possible service. The Board is committed to sustainable growth and diversification and this has resulted in a considerable increase in equity and surplus to turnover.

The staff have put in an amazing effort this year and this is reflected in high star ratings under Job Network and Community Work Co-ordination. The team-work across the organisation has been exceptional with all departments working together to achieve a strong organisational result, financially and operationally. The community services arm of the organisation is gaining strong credibility and is expanding to provide a range of services to the community. In reality Community First is helping people to step up to a better life. This philosophy is about empowerment and enabling people to take control of their own life with a little help from us.

The results achieved this year place the organisation in a strong position for expansion, particularly with the new employment service tenders being released in 2008. The organisation has a solid foundation and will continue to grow in a sustainable manner.

I would like to thank the Board of Directors for their contribution to the organisation and for their strong strategic approach.

I would like to thank the dedicated and amazing people that work for Community First, without you the results achieved would not be possible, you touch people's lives and this does not go unnoticed.

To our customers thank you for trusting us to provide you with a service that we hope meets your expectations and enriches your life.

In conclusion, this is a year that has consolidated our thinking and strengthened our resolve to achieve.

Clare Allen - Chief Executive Officer

chairman of the board report



This is the 7th Annual report that I have handed down as Chairman of Community First Inc and on reviewing my previous reports one particular item stands out which I believe has been the catalyst that has made us

the successful and professional organisation that we have become.

The catalyst, that key ingredient, is undoubtedly our people, and to those people I say thank you, whether your journey with us has just begun or if you have been onboard for the entire journey, on behalf of the Board I congratulate you all on the remarkable transformation you have all contributed to during the fascinating and rewarding journey we have been privileged to share.

You will see from CEO Clare Allen's report and our Treasurer Steve Milligan's report that we have had another very successful year. Each year I, on behalf of the Board of Directors have talked about embracing change and the need for continual improvement. I have mentioned the challenges that change brings with it, and the need to focus on our shared vision. How we must be more professional and efficient in the delivery of the services we provide and the need to pay a social dividend to the communities we operate in. We do this by providing opportunities through employment, training and community services.

Yes, every year we "raise the bar" and each year we become stronger and improve both financially and in the way we deliver our services to those in the communities we serve. As a result of commitment and professionalism of our staff under the leadership of our CEO and her executive management team CFI won the 2007 Western Australian Community Service Industry Award for Organisational Excellence.

Over the past 3 years CFI has reached out and assisted over 24,000 people in the Peel, South West

and Great Southern regions of Western Australia. During this time I have witnessed a remarkable personal development growth in our staff. CEO Clare Allen has the exceptional ability to encourage and nurture personal and professional development in those she comes in contact with and it was for this trait and her natural leadership ability that she was nominated in the 2007 Telstra Businesswoman of the Year awards.

Congratulations to Clare on being named the 2007 Telstra Businesswoman of the Year WA IBM Award for Community and Government. It is indeed gratifying to see her recognized for the commitment, leadership and inspiration she has contributed to CFI and the communities we serve. Whilst these awards and the 5 star ratings we have achieved this year are worthy recognition our staff's commitment. The true reward is witnessing the positive difference we have made for the more than 9,000 people we have assisted over the past year.

This coming year heralds more promise as we tender in our own right for the next round of employment contracts in Australia. We believe the new tenders will lead to industry consolidation, and we are well prepared and funded to meet the opportunities as they arise. We will continue to diversify our income streams, build on our Community Services contracts whilst developing international contracts and opportunities.

In closing I would like to thank the Board of Directors for their astute guidance over the past year. Special thanks to Clare Allen, the executive management team and our dedicated staff members. Their combined effort has had a beneficial effect on thousands of lives this year, thus enabling them to "step up to a better life".

John Gillingham - Chairman
Board of Directors

our history

Community First Incorporated is a dynamic, high performing Australian organisation which has made a recognised and successful transition from a small not for profit organisation to be a leader in the employment and community services field over the past three years. It is governed by an independent Board.

From its beginning in 1984 as a Community Youth Support Scheme (CYSS) to implement an Australian Government employment project, the organisation has grown exponentially to provide a wide range of high quality and responsive services. By 1995 when it became the Mandurah Community Support Group there were six staff, and an annual turnover of \$300,000.

Less than three years later, when the Government disbanded the Skill Share system, the organisation adopted a new name and approach as Peel Training and Employment and expanded into the South West region of Western Australia. The next year the Australian Government's Commonwealth Employment Service ended and was replaced by the privatised Job Network system. We implemented a Quality Assurance Program (QA 9002), and competed with other similar organisations to provide employment and training services in the Peel Region.

In 2004, when the present CEO was appointed, the company's name changed to Community First Inc and we adopted a new strategic focus, the Australian Business Excellence Framework and triple bottom line reporting on our economic, environmental and social outcomes.

Community First's Peel Generalist contract is now the second largest Job Futures Job Network contract in Australia. We have been awarded a five star rating for our generalist and Youth Services contracts at Mandurah. Following a further expansion to the Great Southern and Lower Great Southern Regions of Western Australia, we now provide employment and community services through our office at Albany, and employment services through our Bunbury and Katanning offices.

Our Chief Executive Officer, Clare Allen is the winner of the 2007 Telstra Businesswoman of the Year IBM and Community Government award for Western Australia. In 2007 CFI won the Community Service Industry Organisational Excellence Award. In 2008 Community First successfully nominated clients in both Achiever of the Year and Champion Employer of the Year at the NESA Awards in Cairns, winning both. Two members of Community First were also short listed for the Southern Regions Community Leadership Awards for Inspirational Leadership.

Perhaps one of the most significant achievements in 2008 is that CFI was awarded five stars for its Generalist and Youth Contracts at Mandurah; not only in Mandurah but elsewhere our success has continued with five stars for its Work for the Dole contracts at Albany and Bunbury and four and a half stars for the WFD contract at Mandurah.

“Perhaps one of the most significant achievements in 2008 is that CFI was awarded five stars for its Generalist and Youth Contracts at Mandurah”

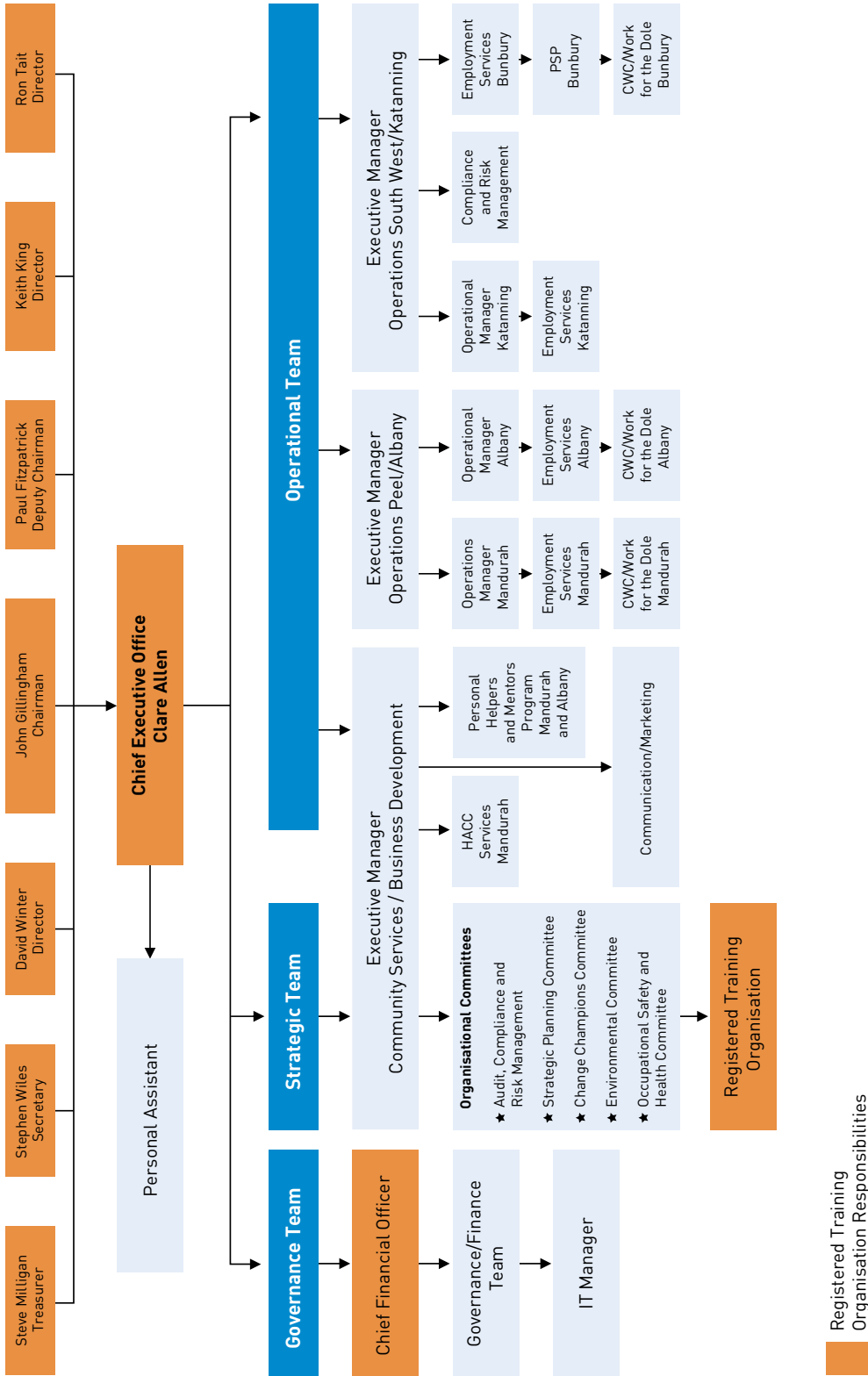
our history

Community First International has a high-performing staff, a disciplined and professional approach to business, and prides itself on achieving positive outcomes as it offers a step up to a better life to people.

- 1984 founded as a Community Youth Support Scheme (CYSS).
- 1995 becomes Mandurah Community Support Group.
- 1997 joins Job Futures.
- 1998 becomes Peel Training and Employment, expands to South West.
- 1999 Commonwealth Employment Service ends, replaced by Job Network system. CFI implements Quality Assurance (QA 9002), competes for employment and training services in Peel Region.
- 2004 present CEO appointed, name changes to Community First Inc; new strategic focus, Australian Business Excellence Framework and triple bottom line reporting.
- 2007 CFI's Peel Generalist contract is second largest Job Futures Job Network contract in Australia. Five star rating for generalist and Youth contracts at Mandurah; services expand to Albany and Katanning.
- 2007 CEO, Clare Allen wins Telstra Businesswoman of the Year Community and Government for Western Australia, and is an Australian finalist. CFI wins Community Service Industry Organisational Excellence Award.
- 2008 CFI Awarded Five Stars for its Generalist and Youth Contracts at Mandurah; Five Stars for its Work for the Dole contracts at Albany and Bunbury and Four and a Half Stars for WFD contract at Mandurah.



changes in our structure



Registered Training Organisation Responsibilities

how have we helped provide “a step up to a better life”?

employment services

In the past year we have seen further growth and diversification, which we believe has resulted in more positive outcomes for jobseekers, employers and staff.

Since our humble beginnings in 1984 when we started out with one office, Community First (formerly Peel Training and Employment Inc) has undergone rapid growth and service diversification – especially in the last financial year. We are proud as an organisation to have supported over twenty four thousand clients in the past 4 years. We have an established permanent presence throughout the Peel, South West and Lower Great Southern regions of Western Australia. Our strategies and consistent performance now enables CFI to seek further growth and expansion in the coming year. This means we can deliver more services to more people in need.

At present and within the Peel region, Community First delivers services from: Mandurah Terrace, Tuart Avenue, Cumberland Street and the Murray House

Resource Centre in Pinjarra (for outreach services). The Peel region continues to be the fastest growing region in the State which has led to an even greater demand on community services. Peel services include: Job Network, the Personal Support Program, Community Work (also known as Work for the Dole), Home and Community Care and the Personal Helpers and Mentors Program.

The South West Region covers an area of some 23,998 square kilometres. Community First delivers services throughout the South West from its Bunbury office and outreach services are provided to: Harvey, Collie, Capel, Busselton, Augusta-Margaret River, Nannup, Manjimup, Bridgetown-Greenbushes, Boyup, Brook and Donnybrook-Balingup. Services delivered include: Job Network, the Personal Support Program and Work for the Dole. In October 2006 Community First commenced operations in the Lower Great Southern region. We now have offices in Albany and Katanning, and outreach services are provided for the smaller communities in between. Services delivered include: Job Network, Work for the Dole and the Personal Helpers and Mentors Program (Albany only).

* In regional areas of the State where Community First does not have a permanent office, locations are hired on a short term basis to deliver employment and community services.



Community First has a strong focus on delivering higher than expected levels of customer service. This is why we achieve the results and are nationally recognised, by the Federal Government as providing five star services. The Federal Government’s star ratings for each of our services are as follows:



Mandurah Generalist Contract – 5 star rating



Mandurah Youth Contract – 5 star rating



Bunbury Youth Contract – 4 star rating

Albany Generalist – New Contract Star rating - not published

Katanning Generalist – New Contract Star rating - not published

At Community First we take a holistic and individualised approach towards finding solutions for our customers, both our jobseekers and employers, because every person and situation is not the same. Customer engagement at all stages is crucial to the organisations’ success in matching the right individual with the right employer.

Community First has a strong focus on delivering higher than expected levels of customer service.

The Job Network contract in the Lower Great Southern region in Albany and Katanning has enabled continued provision of Outreach, employment and Community Services to many communities throughout the area. New staff have been hired and trained and relationships with employers and partner agencies remain positive, effective and of real benefit.

Our primary focus in the region is to provide exceptional service to both jobseekers and employers, with a specific focus on achieving results for the region's long term unemployed, highly disadvantaged and Indigenous clients. Since commencing our staff in Albany and Katanning have assisted long term jobseekers achieve long term employment outcomes. Indigenous employment outcomes have been boosted with a uniquely tailored induction and training program in Katanning which provides opportunities at the WAMMCO meat works. Results to date have been positive with strong numbers of very long term unemployed Indigenous clients achieving sustained employment results. For many of these Indigenous jobseekers the WAMMCO employment is the first work experience they have had in years.

Last year, in recognition of the organisation's exceptional performance in the Peel and South West regions, Community First was offered employment contracts by the Federal department of Employment and Workplace Relations to deliver

Job Network services in the Lower Great Southern. This is the first occasion that Community First has directly delivered Job Network services in the region, independent of other agencies, and is a positive demonstration of the organisation's long term commitment to the community. The outcomes of this contract await formal clarification but indications are that the contract has met its required outcomes and we await the star ratings announcement.

In the South West Community First holds a Job Network specialist youth contract servicing jobseekers aged 15-24. Services include: careers advice, job placement, tailored training and employment assistance. During this financial year partnerships have been strengthened with employers and dual service agencies.

In the South West region, Community First has ended the financial year with a four star rated site in Bunbury. In June 2008 the Mandurah Job Network maintained a five star rating for the Generalist contract and a five star rating for the Youth Specialist contract. Community First was previously rated as four and four and a half star for each of these services.

With the Federal Government's new Welfare to Work policies (targeting parents, carers and mature age jobseekers) all regions are developing new

strategies to attract voluntary jobseekers via direct registration. The Federal Government's star ratings for each of our services are as follows:



★★★★★
Albany – 5 star rating

★★★★☆
Mandurah – 4.5 star rating

★★★★★
Bunbury – 5 star rating

Through developing strong partnerships, we are able to provide jobseekers with real work opportunities within a diverse range of industries. These opportunities help to build the individual's self esteem and confidence and often result in permanent jobs.

Community First has Federal Government Work for the Dole and Community Work

Coordinator contracts in each region. Through developing strong employer and community group partnerships Community First is able to offer a range of work activities including: building/ construction, horticulture, environmental, administration, childcare, hospitality, customer service, aged care, retail, visual arts and community support services. Community First's Work for the Dole projects address local skill shortages and create work experience and training

opportunities for the long term unemployed.

As was the case last year, in all regions buoyant labour market conditions are resulting in lower numbers of customers being referred to the program and lower contracted places being allocated by the Federal Government. However even with a tight labour market Community First has been effective at ensuring the viability of the program in all regions and has continued to achieve very high levels of service delivery. Community First's established Work for the Dole operations in the Lower Great Southern region, continue to deliver positive outcomes and success as the Community Work Coordination contractor in the Albany region.

Through developing strong partnerships, we are able to provide jobseekers with real work opportunities.

We have developed relationships with community groups including the Shires of Albany, Plantagenet, Katanning, Wagin and Denmark, to provide our participants with opportunities to gain practical work experience within a wide range of settings that meet the current skills in demand. Many Jobseekers have participated in the Albany Work for the Dole program and a high percentage of those participants have secured paid employment positions. In the South West, Community First's partnerships include: the Activ

Foundation, Manjimup Resource Centre, Busselton Community Nursery, Collie Police Citizens Youth Centre and the Bridgetown Historical Centre. This year has seen significant progress in the Activ Sensory Garden project. Participants working with supervisor Nick Marinelli are creating a safe interactive space for people with disabilities to enjoy and interact with nature using all of their five senses.

Over the past year Work for the Dole in the South West has trained jobseekers securing paid employment for many and as a result the Work for the Dole program in the South West finished the year with a 5 star rating from the Department of Employment and Workplace Relations.

In the Peel region, Community First maintains its funding as a Community Work Coordinator to provide services until 2009. The contract heralded a new era in the delivery of Work for the Dole services due to contractual requirements that have a strong focus on performance based outcomes. Community First has continued to streamline services to ensure the viability of the program, whilst maintaining high levels of service delivery. This is recognised by the Department of Employment and Workplace Relations which rated our service as a five star provider.

We continue to work collaboratively with various community groups across the region including: the Rural Trading Centre at Boddington, Murray House Resource Centre at Pinjarra and the City of Mandurah.



personal support programme

We provide intensive support for people who may be at risk, to help them stay connected with their community. The Personal Support Programme is a bridge between short term crisis assistance and employment related assistance. This helps participants to stay connected to the community and provides a service that is matched to the individual's abilities and personal circumstances.

Participants may be facing homelessness, drug/alcohol problems, severe psychological conditions, domestic violence and/or other issues. Community First has an extremely high success rate in the South West for this program. When measured against other providers in the country, we are consistently exceeding the national benchmarks. Our performance has been recognised in the past and rewarded by the Department of Employment and Workplace Relations with contracted allocations, for people in need, Community First introduced innovative programs to assist people in need in the Peel region. In collaboration with TAFE, the team have developed the 'Out there' program which encourages, engages and empowers participants through art therapy.



community services



Through our community services we are helping individuals to stay connected to their community, while reducing social isolation, personal and social barriers. With additional government funding from Home and Community Care (HACC), Community First was able to increase its community services this year. The HACC funding enables us to provide services to people living in the community who, in the absence of basic maintenance and support services, are at risk of premature or inappropriate long term residential care. This group includes a variety of age groups including the elderly, the frail and people living with disability

We also utilised funding from the Department of Families, Community Services and Indigenous Affairs to assist people living with a mental illness, through the Personal Helpers and Mentors Programme.

Throughout the year Community First has successfully delivered over 19,315 hours of Centre Based Day Care, Home Maintenance, Domestic Assistance, Personal Care and Social Support to the community. CFI applied for and was awarded additional funding by HACC to deliver an even greater volume of hours enabling us to expand our services and reach out further to the community delivering vital services supporting independence and wellness for our clients.

ability arts program

Ability Arts is a fee subsidised program for Home and Community Care (HACC) eligible clients and people with disabilities. It is run from the Community First centre in Cumberland St, Mandurah. Weekly programs and performances are offered in creative writing, photography, dance, drama, music, painting and the visual arts. The program empowers, educates and engages people with disabilities and the aged through artistic activities. It helps to increase an individual's self esteem, while learning a new skill and interacting with others in a non-stereotypical, inclusive environment. Some of the exciting projects that our participants are involved in include, working towards art exhibitions the next being in September 2008, producing a series of limited edition fine art photographic prints, performances of music and singing at the Mandurah Stretch Festival and producing props for local performances at the Mandurah Performing Arts Centre.

Community First is committed to providing quality HACC services across the Peel region and through various partnerships, including the WA Department of Health, will continue to develop these services. Our team have embraced the concept of Ability Arts with a passion and commitment to improving the welfare of our customers. It is helping to reconnect people with their community, reduce social isolation and offering individuals a platform to showcase their artistic talents.



personal helpers and mentors

Research shows that one in five Australians will experience a mental illness at some stage of their life. It is not uncommon for people to experience one or more mental illness at the same time, such as anxiety and depression. Community First has been operating the Personal Helpers and Mentors Programme during 2008 and maintains full compliance to the FaCSIA guidelines. This program has assisted people living with mental illnesses and is funded by the Department of Families, Community Services and Indigenous Affairs.

Staff consisting of a program manager and four mentors, this program takes a strengths-based recovery approach; helps overcome social isolation; connects the client with the community; focuses on the their strengths; can help them manage daily activities; gives social support; helps find suitable accommodation and links clients with welfare and employment services when needed. Under the program, people aged 16 and over who struggle to manage their daily activities as a result of living with a mental illness, may be eligible for assistance. Participants do not need a formal diagnosis from a medical practitioner to be eligible. Through this program Community First has helped over 150 people in the South Metro and Albany area to improve their overall quality of life and empower them to create positive changes.

board of directors

Behind the scenes of Community First, our dedicated Board continue to provide direction, support and professional expertise. On behalf of our staff and customers we say 'thank you' to the following people:



John Gillingham

Chairman

John Gillingham a stockbroker, has a wide variety of experience across the business, community and not-for profit sectors. He has owned and operated a number of small and medium sized businesses. In addition he has served as Chairman for the South West Forest Structural Adjustment Package; the Forestry Assistance Programme; the Grants for Forest Communities Programme; and Deputy Chairman for the Dairy Industry Rural Adjustment Board. He has also served on local councils and as President of Apex and Rotary groups in his local area. John is the Managing Director of Macgill Financial Services in Bunbury. He is currently the Ambassador, Mandurah Performing Arts Centre Trust, Chairman of the Peel Community Foundation, Deputy Chair, and Bunbury Aged Persons Housing Collective.



Paul Fitzpatrick

Deputy Chairman

Paul's management experience extends across a variety of industries, community and public sectors. He is a graduate of the UWA Advanced School of Management program. Paul co-founded an international technology company in the early 90s that developed technology for smart houses for communities in over 14 countries. In recent years his community work has ranged from that of Shire President of Waroona, Chairman of the Peel Economic Development Unit and as a member of the Peel Planning Committee. Today, Paul runs a small diversified farm in Waroona and is Managing Director of Farmstead Technologies which he founded in 1998, a company that addresses the needs for enhanced technology in rural areas of Australia.



Steve Milligan

Treasurer

Steve is a financial management specialist with over 19 years experience within banking/finance and transport industry roles. He is currently the Group Business Manager to The Lane Group of Companies which incorporates Lane Ford Mandurah, Geographe Ford Bunbury, Geographe Ford Busselton and SGIO Southwest. Steve became involved in Community First as a way of giving back to the community. He believes the organisation plays an invaluable role to both employers and employees. For employers it offers a simple, quick and stress free way to find new staff. For the unemployed Community First can add value to their life by helping them participate in society whilst gaining financial security.



David Winter

Director

David is a strategic business and management consultant. His experience includes economic and employment development planning, project financing and implementation, strategic and feasibility analysis, overseas trade, and advocacy to and between governments and public consultation. He is a Certified Management Consultant and a Fellow of the Australian Institute of Company Directors and the Institute of Management Consultants. He is Managing Director of Business Horizons, which provides management and advisory services to government and corporate clients. David says he became involved with Community First to help make a positive impact on the quality of life of local people by contributing his business skills and social conscience. He believes the organisation helps make the connection between employers wanting staff to fit their business culture and employees wanting satisfying employment.



Stephen Wiles

Secretary

Stephen is a human resource management specialist who has used his experience to help develop and build a variety of small businesses and fledgling volunteer organisations. He has wide experience in working with 'Not For Profit' organisations at a national, state and local level. He is particularly interested in the interaction between business groups and the voluntary sector for the betterment of society as a whole.

Stephen believes that Community First Inc's ethical commitment in all its dealings with staff, clients and others with whom it has dealings is central to the reputation and success it currently enjoys.



Keith King

Non-executive Director

Keith has an extensive background in education. His areas of interest and expertise include vocational training programs for senior secondary education and training students and improving the lives of indigenous Australians. He has written and published strategies for improving the health of indigenous people, the benefits of providing onsite Aboriginal training and the development of a virtual classroom for engaging and re-engaging 16 to 25 year olds. Keith is currently the Principal of Mandurah Senior College.



Ron Tait

Non-executive Director

Ron has worked within the media industry for over 26 years. After working for several years in commercial radio, Mr Tait joined the ABC in a variety of roles including broadcaster, producer and regional manager. He is currently breakfast broadcaster for the ABC in Bunbury.

the executive team

Clare Allen

Chief Executive Officer

The Chief Executive Officer of Community First is Clare Allen, the winner of the 2007 Telstra Businesswoman of the Year WA IBM Award for Community and Government. Since being appointed in May 2004, Clare has worked with staff and the Board to make dramatic improvements in Community First's services, taking it from a three star performer in Job Futures at Mandurah to the highest five star rating.

Clare's approach is to develop excellence in governance, creating a culture of high performance across the organisation. She holds a Masters degree in Leadership and Management from Curtin University, and has many years' senior management experience in community services and local government.

She says the key to the success of Community First, which is reflected in the Telstra Award, is committed, passionate and innovative staff that treats people as individuals, not numbers.

Tracey Ford

Chief Financial Officer

As the Chief Financial Officer (CFO) for Community First Tracey ensures adherence to all the financial compliance requirements for the Australian Accounting Standards as well as the various government funding bodies. She is on the two internal Board Committees being the Audit Compliance & Risk Management Committee as well as the Strategic Planning Committee. As the CFO she is responsible for all financial reporting to the Board and its committees' and she leads a team comprising Finance, HR/Payroll and Information Technology. Prior to joining Community First in late 2003 Tracey obtained both a Commerce Degree and a Graduate Diploma in Accounting. She is currently completing her CPA (Certified Practising Accountant). Prior to changing her career to an accountant she managed various travel agencies across Australia



Eileen Allison

Executive Manager Operations Peel/Albany

Executive Manager Eileen Allison joined CFI in 2006. Her previous career path in the United Kingdom included Finance, IT and Local Government sectors. Since immigrating to Australia she has worked for Federal Government departments and in the not for profit sector in Senior Management positions. Her role in CFI has involved all aspects of CFI's operations including the successful development and expansion of the Home and Community Care programme and the implementation of the Personal Helpers and Mentors programme. Currently Eileen is responsible for the delivery of high performing Employment Services contracts across the Peel and Lower Great Southern Regions. She believes in strong leadership, building teams that have a high performance culture and in developing and empowering staff to achieve their full potential. CFI has provided Eileen with a unique opportunity to be part of a dynamic team and in being an integral part of the future growth of the organisation.

Nicky Waite

Executive Manager Operations South West/Katanning

The primary responsibilities of Nicky's role are to achieve organisational goals and facilitate effective working relationships through exceptional Leadership. Nicky currently oversees the Bunbury & Katanning sites who deliver Job Network, Work for the Dole & Personal Support. In addition to this she is also responsible for Risk & Compliance across the entire organisation. Since joining CFI in December 2000 she has held a number of positions across almost every site. "I became a part of the Executive team in 2005 and I'm enjoying the journey so far. It has been challenging, exciting and more importantly fun to be a part of the organisations vast evolution over the past few years."

Mark Furr

Executive Manger Community Services/Business Development

Executive Manager Mark Furr joined CFI in June 2008. His previous career before immigrating in May this year was with the British Military, completing 22 years in the Royal Logistics Corps. His role in CFI involves the successful development and continued expansion of the Home and Community Care programmes and the Personal Helpers and Mentors programme in the Peel and Great Southern regions. Mark is also involved in the organisations business development as well as overseeing communications and marketing. Strong leadership, continuous improvement and full investment in staff enabling them to maximise their potential are a few of the principles adopted by Mark. "CFI is a unique and rewarding organisation and it is an honour to be part of such a dynamic team and be part of an organisation going places".

good news stories

Every day Community First employees work with people of all ages, backgrounds and abilities to empower them, build self esteem and reengage them into society. The following are just a few of our many success stories.

Cliff's step up is a much better life

"It never crossed my mind that I could be a carer, but now 18 months later, I am and I have a real purpose and responsibility." Cliff Humpleby's words have added resonance when he explains the journey it has taken him to get to that point, and how grateful he is for the step up to a better life that Community First has given him.

When he returned to Western Australia in 2002 Cliff's life was extremely difficult and unhappy. He was an alcoholic, whose relationship had just broken up and he found it hard to hold a job down for much more than a month. He had reached rock bottom when he came to Community First initially.

Since meeting with Kay working in the Personal Support Programme Cliff's outlook on life has improved. Cliff went to live in a unit in a

five-unit complex where one occupant was almost blind, one was a quadriplegic, one suffered from schizophrenia and one had other problems. He formed a friendship with the man who was quadriplegic, helping him out a few times with tasks he struggled to achieve with every day living.

Kay suggested being a carer and CFI helped Cliff out with information and the right career pathway to achieve this goal. CFI assisted with finances for the application to TAFE and a payment plan for the cost of the training. "I didn't really have to do the TAFE training but I wanted to do it and now I'm on call 24 hours

a day and seven days a week as a permanent part-time carer.

"As a carer, the first time I had to take care and clean up a client, I found it really hard to do, but now I want to continue on this path and complete the Certificate IV course in Community Services next year."

"Eighteen months ago it was so different – I wouldn't have even thought about doing a job like this, my sisters still can't quite believe that I'm doing it!"



Betty Payer -lifetime of teaching creates musical magic

A chance meeting between a retired piano teacher and Community First's Darren Whiffler has resulted in a musical step up in life for a group of Mandurah people.

A few weeks after Betty Payer moved back to Western Australia following a lifetime of teaching music, she found she needed some help with cleaning because of health problems. Someone suggested she contact the manager of CFI's Community Services Centre, Darren Whiffler.

That was when she mentioned that she had been teaching piano and musicianship all her life and would like to do something for people who might never have had the opportunity of playing a musical instrument because of disabilities. Her own health problems meant she could no longer teach piano, but she still wanted to give people who had never played before the chance to read music and play a keyboard.

"I love teaching music, and have never wanted to do anything else. Even though I've played the piano since I was very young, I can't sing – not a single note in tune," she said.



But Betty's ability to impart the joy of music has a keyboard singing every Tuesday and Wednesday at the Cumberland Street Centre.

Now some of her students at Community First can play folk tunes, one is happy that she can play 'Old Macdonald had a farm', and another can now play all the pieces in the book Betty uses.

"I began by thinking that it would be worth using a small keyboard to teach bedridden children how to play music, and now I'm showing disabled young people and adults who would never have otherwise had the opportunity, how to play and they are enjoying it so much.

"It's very satisfying for me too, because I'm still teaching music but in a different way,"

CFI Albany- working with jobseekers and employers to achieve great outcomes

CFI Albany's ongoing commitment to deliver the best possible service to registered local jobseekers and prospective employers has led to some fantastic outcomes that demonstrate the key role the organisation has to play in the community.

Dog Rock Shopping Centre assistant manager and business manager for three enterprises in the centre Angela Hooper has discovered first hand the key benefits of using CFI's free job placement service.

"The biggest bonus is the time saved. All the ground work is done for me," Angela said. "I have used other agencies that charge a massive finders fee," she said.

Backed by continuing support from CFI staff four CFI registered jobseekers have secured part or fulltime employment in the shopping centre in the last six months and Angela could not be more pleased as they have all proved to be reliable and a great asset to the various businesses. Sasha Kelly, who had been registered with CFI for 33 weeks got fulltime work with the Mini Pancake Company in November last year and has since been promoted to assistant manager.

"CFI gave me the confidence to go for the job," Sasha said.

"It made it so easy," she said. Angela appreciated that CFI screened prospective employees and could bring them down and introduce them to the employer. "It's a good way to break the ice," she said. "I do a secondary interview and usually give staff a trial."

Paul Whittingstal had been registered with CFI for 197 weeks and unemployed for 10 months when he secured a job in the centre as a part-time maintenance person in January this year. Anne Davies had been registered with CFI for 17 weeks and came into the office one day making it quite clear she wanted work. Before long she had the job of cook at the Ace Café and has been there since March this year. "Rex promised me a job and he got me a job," Anne said.

Hannah Goodwin registered with CFI on Thursday, March 6 this year and was employed at the Ace Cafe by Monday, March 10. "I was at CFI looking at random ads in the newspaper and Rex rang the centre to see if there were any jobs going and he introduced me to Angela for an interview," Hannah said "I enjoy receiving compliments from the customers about the food, nice friendly staff and the cafe environment, she said.



"I didn't expect it to happen so fast,"



Her journey and subsequent success is an inspiration to all she meets.

Lynne Ward - realising a dream

Lynne Ward is a 55 year old mother of 7 children, foster mother of one and guardian to two of her 15 grandchildren and had not had full time paid employment since she was 16 years old. Lynne sought CFI's help when she sought to return to the workforce after 36 years of raising a family and then an extended family when her daughter was murdered in a domestic violence incident.

She expressed interest in studying at TAFE and was enrolled in Cert III in Business Administration.

Lynne did well in all aspects of the course and still participated with CDEP. She gained temporary part time work at CFI and, as a consequence, was successful in gaining full time employment in November 2007 in our Katanning office as Receptionist/Job Placement Officer.

Her journey and subsequent success is an inspiration to all she meets. She recently was acclaimed as the NESA 2008 Achiever of the Year in Cairns. A fitting reward for never giving up on a dream.

community sponsorship projects



Community First is committed to its community, its mainstream service performance enables the provision of support both financial or physically to local community projects. One such project is detailed below:

supporting bright ideas for a safer community

An idea proposed by a Mandurah mother and educator, auspiced by Community First and supported by Lane Ford, the police and Department for Child Protection is keeping children off the streets at night.

Mandurah's Community Youth Patrol which aims to get parents

to take responsibility for their children, was launched in May. It is a good example of how Community First can offer expertise in project financial and publicity management for projects which contribute to community well being and development.

Aboriginal and Islander Education Officer at Coodanup School, Katie Bennell was involved with The Geraldton Patrol about 14 years ago and knew it was a great way of "making the community a safer place for everyone because the kids weren't roaming the streets at all hours, getting into trouble," she said.

Katie talked to Senior Sergeant Jeff Beaman, officer in charge of the Mandurah police station who said there were sometimes

children as young as eight out on the streets in Mandurah at night and thought a patrol for Mandurah was a great idea.

From there, the idea gained momentum. Senior Sergeant Beaman applied for police funding to start, Lane Ford offered to provide a vehicle, and Community First offered financial management for the project. Within days there were 17 volunteers to help staff the patrols which are for the whole community, not just indigenous youth.

Volunteers are on duty every Thursday, Friday and Saturday night, meeting at the base office at the Department for Child Protection's Coodanup Community House before each night's five person team goes out on the beat talking to young people at local hot spots.

Team members talk to children who are still out in the streets at 10.30 at night and suggest it's time for them to go home, and contact their homes to arrange for a responsible adult to come and collect them or, in some cases take them to the Coodanup Centre where DCP is notified.

human resources, staff and voluntary work

As a not for profit organisation CFI's staff are proud to support and serve the community in work and outside the workplace. The number of volunteer work hours given by CFI staff for the past year number over 1500 which equates to 3.47 hours of voluntary work donated by staff every day of the last year. The range and tally of volunteering in financial year 2007-08 by CFI staff vary and are quoted by some employees below:

"I volunteered as an Admin Assistant to 504(ACU) Mandurah. On average whilst I was volunteering I have volunteered 105 hours"

"Peel Volunteer Resource Centre committee member for the full year and other support for the Centre – 36 hours for the year"

"The Compassionate Friends, supporting people suffering grief through the loss of a loved one facilitating the bereaved siblings monthly support group and other volunteer work for them – 50 hours for the year"

"Secretary of the Board of Directors for the South West Refuge - Approximately 10 hours a month".

"Secretary for the Management Committee of Bunbury Community Home Care – 5 hours a month".

"Member of Steering Committee for Disability Services pilot – Home 2 Home 2 hours a month".

"President of Bunbury Business and Professional Women Inc – represent organisation at various functions. 15 hours a month".

"Volunteer at the Bunbury Entertainment Centre – International Film Festivals as volunteer – 20 hours a year".

"Voluntary door collector for the Heart Foundation, 12 hours for the year".

"8 hours to the Seymour Agricultural & Pastoral Society's annual show as a steward in the fresh produce pavilion"

"8 hours to the Busselton Half Iron man/Triathlon serving customers in the merchandise tent and driving truck/trailer of event equipment".

"70 hours picking up bread from local bakeries (twice a week) which is made available to clients".

"I am a community volunteer for the Department of Education and Training Disciplinary Advisory Panel".

"I am now an advocate against domestic violence and as such have done two three hour workshops and have another three lined up in the near future".

2007 employee of the year awards

At Community First we foster an environment where people are encouraged to speak up, contribute and make changes that will benefit all. Our 'Employee of the Year' award is one small way we can say 'thank you' for their endless contributions.

This year there were 20 staff members nominated by their peers for the three Employees of the Year categories – innovation, business ethics and saving time and money.

The following people were this year's category winners:

innovation

Mr Ian Beeck

Ian is an integral part of the Albany team. Ian has won this award due to his creative thinking and ability to maximize networking opportunities to create exceptional results for the site.

business ethics

Ms Sara Hehir

Sara is well respected by her colleagues. Sara has an excellent work ethic, and is always willing to assist colleagues and clients alike. Sara has an extremely positive attitude and is committed to CFI.

savings – time/money

Ms Cathy Isbister

Through her work in the Ability Arts program Cathy has applied for a variety of grants, which has given CFI another funding source for the Arts programs. Cathy is a dedicated member of her team and is always looking for opportunities to promote CFI to the wider community.



CFI leadership program

Community First Inc. is committed to developing all people throughout the organisation and as such in 2007; it commenced its Inaugural Leadership Program. The first program was geared to those staff members aged 40 or under; this age group was selected due to the ageing workforce and the need to succession plan younger people into key leadership roles. The duration of the program was from September 2007 – August 2008.

The program commenced with a 3 day intensive training seminar conducted at Merribrook. Leadership members then met on a monthly basis to participate in meetings and workshops geared specifically to empower them and improve their leadership skills. The following participants completed the leadership program: Haydee Alaban, Emma Pickering, Tracey Paull and Elise Jago.

Rather than tell you about their experience we left it up to a couple of them to report how this program has impacted on them both professionally and personally:



Tracy Paull
Albany Office

“On acceptance into the Community First Leadership Program I had expectations of the chance to develop myself professionally that in turn would assist me in both current and future roles. On completion of the program I can now

reflect on the dramatic personal and professional growth that I have undertaken so far. The mentoring that I have received has given me the confidence to accomplish quite simply, anything in life that I put my mind to.

The Community First Leadership Program has proven to be one of the most challenging and exciting endeavours that I have ever embarked on. My life has now taken on an exciting new direction and with my new found knowledge and confidence I am looking forward to future successes.”

Elise Jago
Bunbury Office

“The Leadership Program has personally impacted my work life and personal life more than I ever imagined. Since entering into the program over 12 months ago I have developed skills in team work, public speaking, communication, leadership, management and goal setting both from a work point of view and a personal point of view. I have commenced university studies in business and I know it is a step I could not have imagined taking without the coaching and mentoring I received as a part of the leadership program. Above all I have had the opportunity to work with some amazing people and develop relationships with both my co-participants in the leadership program, my personal mentor/Coach, the Executive Team, the CEO, the Board of Directors and all of the CFI Team that I will continue to build and appreciate after the program has finished.”



triple bottom line report

It is Community First's fifth year to include a 'triple bottom line' report utilising the United Nations sponsored Global Reporting Initiative Sustainability Guidelines.

economic outcomes

During the year Community First Inc. (CFI) primary sources of income were derived from the Department of Workplace Relations, Job Futures National, Western Australian Department of Education & Training, Department of Housing, Families, Community Services & Indigenous Affairs and the Department of Health.

As the economic performance indicators demonstrate, CFI, as a not-for-profit organisation, has delivered its services in an economically responsible manner in compliance with its objectives.

environmental outcomes

CFI has addressed environmental challenges within the wider Community through its Work for The Dole activities.

Economic Performance Indicators:	2007-2008	2006-2007
Revenues from ordinary activities	\$6,700,593	\$5,417,062
Total payroll and benefits	\$4,059,466	\$3,244,997
Interest paid on borrowing's	\$2,265	\$13,106
Increase/decrease in retained earnings	\$688,384	\$185,678

To this end, 184 people participated in improving the environment through projects such as the Fairbridge Hospitality Property, Environment & Office Project, Mandurah City Bushland Conservation, Collie River Valley Support, Green Thumbs, Murray Skills & Conservation, Peel Enhancement & Land Management & Activ Foundation Touch Garden.

Along with these environmental programmes and activities CFI reports against the following key environmental performance indicators.

Environmental Performance Indicators:	2007-2008	2006-2007
Energy use (Electricity and Gas)	153,631 units	150,083 units
Motor vehicle fuel use	53,549 litres	52,311 litres
Water consumption	4,880 kilo litres	4,967 kilo litres
Incidents and fines for non-compliance with all environmental regulations/laws	None	None

Whilst energy and fuel use have increased slightly the number of sites and services provided by Community First has significantly increased requiring more vehicles and accommodation for the provision of these services.

social outcomes

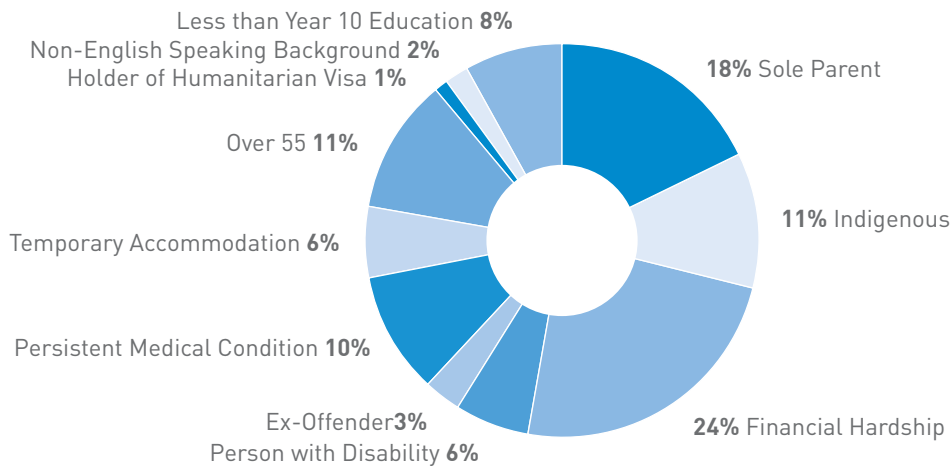
Contracts secured and funds received have enabled CFI to provide the following services to the community:

- Job Placements
- Job Search Training
- Fee For Service Training
- Competitive Allocated Training
- Personal Support Program
- Respite through Peel Activity Centre
- Work for The Dole programs
- Leadership Program
- Personal Helpers & Mentors Program
- Ability Arts Program
- Home Maintenance
- Domestic Assistance

The following social performance indicators show the outcomes CFI was able to obtain through its contract delivery process. In the 2007-2008 financial year Community First Inc. continued to improve on its existing Employment Services contracts, Community Services and Mental Health contracts which are reflected in the increased client numbers below.

Social Performance Indicators:	2007-2008	2006-2007
Number of clients assisted Community Services (Home & Community Care):	365	163
Number of clients assisted Community Services (Personal Helpers & Mentors Program):	142	27
Number of clients assisted Work for the Dole:	587	785
Number of clients assisted Employment Services, Personal Support Program:	5,205	5,556
Number of clients placed in to employment:	1,695	1,988
Number of highly disadvantaged and long term unemployed in to employment of more than three months:	634	358
Number of clients receiving job search training:	705	589

triple bottom line report



The social performance indicators within the organisation are listed below.

Workforce numbers:	2007-2008	2006-2007
Full time	48	53
Part time	30	24
Casual	5	4
The Net employment creation ratio:	1 : 28.06	1 : 32.45
Percentage of employees represented by union organisations:	3.61%	3.37%

Community First Inc. (CFI) conducts its business as a responsible, not for profit organisation within the community. CFI supports the UN Universal Declaration of Human Rights and aim to apply its principles throughout its business operations. CFI is committed to the elimination of unlawful discrimination and to the promotion of equality of opportunity for all customers/partners, stakeholders and other interested parties in all its functions. The aim of the policy is to ensure that all are treated equally, irrespective of race, colour, nationality, ethnic origin, gender, sexual orientation, marital or parental status, age, disability, political or religious belief or socio-economic class or spent criminal convictions.

The following policies and documents support the values and principles of Community First. The Policy & Procedures manual has been developed through consultation with Employees' and through the Change Management Committee and includes the following human resource policies:

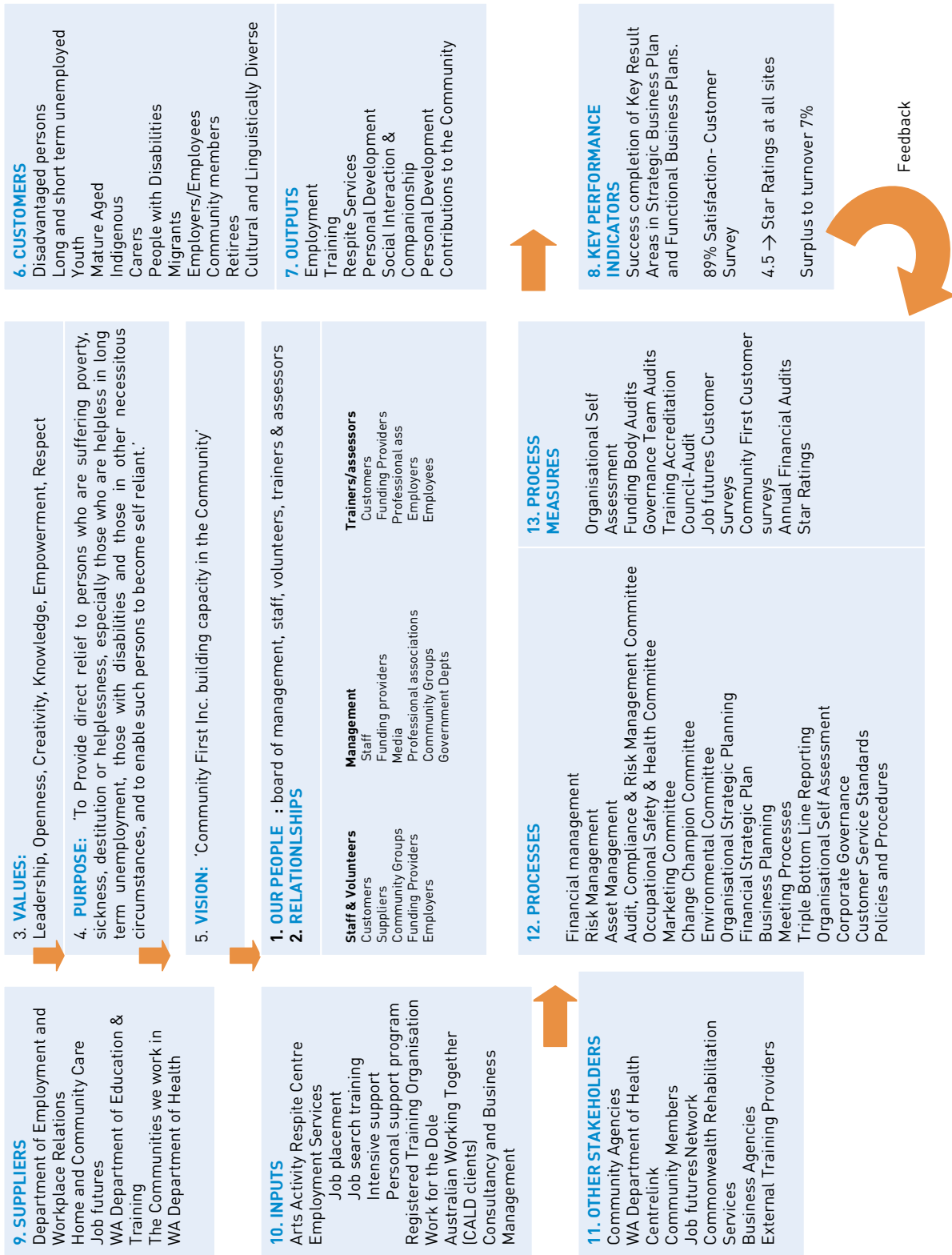
- Recruitment Policy
- Study Support policy
- Equal Employment policy
- Wellness & Fit for Work Policy
- Occupational Safety & Health policy
- Human Resources policy
- Risk Management policy
- Staff Recognition & Reward policy
- Grievances, Complaints & Appeals policy
- Motor Vehicle policy
- Electronic Equipment & Devise policy
- Dress Standards Policy
- Anti Workplace Bullying policy
- Anti Harassment & Anti Discrimination policy
- Alcohol & Other Drugs policy
- Staff Volunteering policy
- Orientation Policy
- Succession Planning Policy
- Supervision Policy
- Performance Management Policy

Composition of corporate governance bodies consists of a Board of Directors assisted and reported to by the following committees:

- The Strategic Planning Committee
- Audit Compliance & Risk Management Committee
- Executive Committee
- Risk Management Group
- Marketing Committee
- Occupational, Safety & Health Committee
- Change Champions

Community First Inc. employees have donated over 1500 hours of CFI's time to the local community and committees in this financial year. Community First Inc. and its employees are involved in many charity fundraising events such as the Biggest Morning Tea, Telethon, Cancer Council and SIDS & Kids.

business excellence, systems view



treasurer's report 2007-2008

Community First has enjoyed continued growth in the 2007-2008 financial year in line with the Board of Directors direction of consolidation to enable Community First's (CFI) to be in a position to provide increased and improved services to the community.

As with all not for profit organisations Community First has a responsibility to its stakeholders to achieve operating surpluses to fund expansion, diversification and operations of a business now employing 83 staff.

financial performance

Gross income for the 2007-2008 financial year was \$6,700,593 up 24.05% on the previous year. Community First has continued to diversify and expand on the services provided to the community and is reflected in the increased income for the year.

Community First's Operating Surplus was \$688,384 or 10.27% of gross income after abnormal items and was achieved through tight fiscal management and improved practices throughout all services.

Additional financial information is provided in the "General Purpose" standard audited accounts in this annual report.

triple bottom line

It is Community First's fifth year to include a "triple bottom line" report utilising the United Nations sponsored Global Reporting Initiative sustainability guidelines.

Some key points from the 2007-2008 financial year were as follows:

- Community First has helped over 6300 people in the last year
- Community First total payroll and additional benefits paid to its employees was \$4,059,466 or 61% of its operating income
- Community First has allocated \$20,000 out of its operating surplus to its Community Contribution. The Community Contribution Reserve currently stands at \$43,000

growth/diversification

In 2007-2008 Community First was again successful in tendering for growth funding for Home and Community Care.

Community First's major customers are The Australian Government's Department of Employment and Workplace Relations (DEWR) who accounted for 75% of operating income, Department of Health who accounted for 10% and Department of Families, Community Services and Indigenous Affairs (FaCSIA) who contributed 14%.

audit, compliance and risk management

Community First has a rigorous electronic Risk Management system in place that monitors potential risks to the organisation and their likely impact. Risks are continually monitored by CFI's risk management team.

The standing Audit, Compliance and Risk Management sub committee continues to monitor financial performance, risk management and compliance aspects of Community First's operations and provides recommendations to the full Board of Directors.

As in previous years 2007-2008 has been an exciting and challenging year with continued expansion providing a platform for growth and diversification into the future. Community First's Executive Team is dedicated to delivering quality of life outcomes to people and have excelled in this role.

Steve Milligan - Treasurer

financials

Community First (Inc)

Financial Report for the year ended 30 June 2008

contents

Independent Audit Report

Auditor's Independence Declaration

Directors' Report

Statement by the Board of Management

Income Statement

Statements of Changes in Equity

Balance Sheet

Statements of Changes in Equity

Cash Flow Statement

Notes to Financial Statements

independent audit report to the members of community first (inc)

Scope

The financial report and The Board of Management's responsibility

The financial report comprises the Income Statement, Balance Sheet, Statement of Changes in Equity, Cash Flow Statement, accompanying notes to the financial statements, and the statement by the Board of Management for the year ended 30 June 2008.

The Board of Management of Community First (Inc) (CFI) is responsible for the preparation and true and fair presentation of the financial report in accordance with the Associations Incorporations Act. This includes responsibility for the maintenance of adequate accounting records and internal controls that are designed to prevent and detect fraud and error, and for the accounting policies and accounting estimates inherent in the financial report.

Audit approach

We have conducted an independent audit of the financial report in order to express an opinion on it to the members of CFI, in order to provide reasonable assurance as to whether the financial report is free of material misstatement. The nature of an audit is influenced by factors such as the use of professional judgment, selective testing, the inherent limitations of internal control, and the availability of persuasive rather than conclusive evidence. Therefore, an audit cannot guarantee that all material misstatements have been detected.

We performed procedures to assess whether in all material respects the financial reports present a true and fair view, in accordance with Accounting Standards and other mandatory financial reporting requirements in Australia, and which is consistent with our understanding of CFI's financial position, and its performance as represented by the results of its operations and cash flows.

We formed our audit opinion on the basis of these procedures, which included:

- examining, on a test basis, information to provide evidence supporting the amounts and disclosures in the financial report; and
- assessing the appropriateness of the accounting policies and disclosures used and the reasonableness of significant accounting estimates made by the Board of Management.

While we considered the effectiveness of management's internal controls over financial reporting when determining the nature and extent of our procedures, our audit was not designed to provide assurance on internal controls.

In conducting our audit, we followed applicable independence requirements of Australian professional ethical pronouncements.

Audit Opinion

In our opinion, the financial report of CFI presents a true and fair view in accordance with applicable Accounting Standards and other mandatory professional reporting requirements in Australia, the financial position of CFI as at 30 June 2008 and the results of its operations and its cash flows for the year then ended.



R J CAMPBELL CPA - Principal
R J Campbell & Associates
459 Hay Street, Perth WA 6000

auditor's independence declaration

Auditor's Independence Declaration to the Directors of Community First (Inc)

In relation to our audit of the financial report of Community First (Inc) for the period ended 30 June 2008, to the best of my knowledge and belief, there have been no contraventions of the auditor independence requirements of the Corporations Act 2001 or any applicable code of professional conduct.



R J CAMPBELL CPA
Principal

R J Campbell & Associates
459 Hay Street
Perth WA 6000

directors' report

The directors present the report on the Association for the financial year ended 30 June 2008.

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

The net surplus of the Association for the financial year amounted to \$688,384.

A review of the operations of the Association during the financial year and the results of those operations are as follows:

The principal activities of the Association during the financial year were as follows:

Community First (Inc) is a not for profit organisation providing community services in the Peel, South West and the Great Southern regions and working with community groups, organisations and people to contribute to build a better community.

There have been no significant changes to the nature of the Association's activities during the period.

During the period, the Association applied Australian Equivalents to International Financial Reporting Standards (AIFRS) for financial reporting purposes.

statement by the board of management

In the opinion of the Board of Management of the Community First (Inc) (CFI), the financial report as set out on pages 9 to 24:

1. Presents a true and fair view of the financial position of CFI as at 30 June 2008 and its performance for the year ended on that date in accordance with Australian Accounting Standards, mandatory professional reporting requirements and other authoritative pronouncements of the Australian Accounting Standards Board.
2. The operations of CFI have been carried out in accordance with its Constitution.
3. At the date of this statement, there are reasonable grounds to believe that CFI will be able to pay its debts as and when they fall due.

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

A handwritten signature in black ink, appearing to be 'John G. ...', written over a faint, illegible printed name.

Dated this 23rd day of September 2008

income statement

For the year ended 30 June 2008

	2008 \$	2007 \$
Revenues from ordinary activities	6,700,593	5,417,062
Employee benefits expense	(4,060,286)	(3,244,997)
Depreciation and amortisation expense	(161,303)	(110,170)
Borrowing costs expense	(2,265)	(13,106)
Other expenses from ordinary activities	(1,788,355)	(1,863,111)
Surplus from ordinary activities for the year	688,384	185,678
Income Tax Expense	0	0
Total changes in equity	688,384	185,678

statement of changes in equity

As at 30 June 2008

	Capitals			
	Retained Earnings \$	Revenue Reserve \$	Asset Revaluation Reserve \$	Total \$
Balance at 30 June 2007	1,303,867	58,574	387,018	1,749,459
Surplus/(Loss)	688,384			688,384
Asset Revaluation			476,900	476,900
Transfer to Legal Costs Reserve	(128,359)	128,359		
Transfer from Legal Costs Reserve		(119,835)		(119,835)
Transfer to SPC Reserve	(20,000)	20,000		
Transfer from SPC Reserve		(14,993)		(14,993)
Transfer to Community Contribution Reserve	(20,000)	20,000		
		(3,000)		(3,000)
Balance at 30 June 2008	1,823,892	89,105	863,918	2,776,915

balance sheet

As at 30 June 2008

	Note	2008 \$	2007 \$
CURRENT ASSETS			
Cash assets	4	1,070,664	779,193
Receivables	5	282,514	342,424
Other Financial Assets	6	0	
Other	7	50,484	48,746
Plant & Equipment	8	532,817	440,271
TOTAL CURRENT ASSETS		1,936,479	1,610,634
NON CURRENT ASSETS			
Other Financial Assets		0	
Property, Plant & Equipment	8	2,078,104	1,632,647
TOTAL NON CURRENT ASSETS		2,078,104	1,632,647
TOTAL ASSETS		4,014,583	3,243,281
CURRENT LIABILITIES			
Payables	9	1,007,334	1,092,501
Interest bearing liabilities	10	6,904	77,366
Provisions	11	190,917	151,984
TOTAL CURRENT LIABILITIES		1,205,155	1,321,851
NON CURRENT LIABILITIES			
Interest bearing liabilities	10	3,348	149,792
Provisions	11	29,164	22,179
TOTAL NON CURRENT LIABILITIES		32,512	171,971
TOTAL LIABILITIES		1,237,667	1,493,822
NET ASSETS		2,776,915	1,749,459
EQUITY			
Revenue Reserve		89,105	58,574
Asset Revaluation Reserve		863,918	387,018
Retained Earnings		1,823,892	1,303,867
TOTAL EQUITY		2,776,915	1,749,459

cash flow statement

For the year ended 30 June 2008

	2008 \$	2007 \$
Cash flows from Operating Activities		
Receipts from operations	6,370,607	5,565,654
Payments to suppliers and employees	(5,920,010)	(5,003,731)
Interest received/ (paid)	59,204	(13,106)
Net cash provided by operating activities	509,801	548,817
Cash flows from Investing Activities		
Payments for property, plant and equipment	(106,010)	(559,709)
Proceeds from sale of property, plant and equipment	3,429	66,281
Proceeds from sale of investments	0	5000
Net cash used in investing activities	(102,581)	(21,034)
Cash flows from Financing Activities		
Repayment of borrowings	(219,588)	(111,643)
Proceeds/(Payments) of leasing	103,839	241,422
Net cash provided by/(used in) financing activities	(115,749)	129,779
Net increase/(decrease) in cash held	291,471	190,168
Cash at the beginning of the financial year	779,193	589,025
Cash at the end of the financial year	1,070,664	779,193

notes to the financial statements

For the year ended 30 June 2008

1. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

The financial report is a general purpose financial report that have been prepared in accordance with applicable Accounting Standards, Urgent Issues Group Consensus Views and other mandatory professional reporting requirements of the Australian Accounting Standard Board and the requirement of the Associations Incorporation Act.

Community First (Inc) ("CFI") is an association incorporated in Western Australia under the Association Incorporation Act.

The financial report has also been prepared on an accrual basis and is based on historical costs and does not take into account changing money values or, except where stated, current valuations of non-current assets. Cost is based on the fair values of the consideration given in exchange for assets.

The following is a summary of the material accounting policies adopted by CFI in the preparation of the financial report. The accounting policies have been consistently applied, unless otherwise stated.

(a) Taxation

CFI is exempt from income tax under the provisions of Section 50-5 of the Income Tax Assessment Act 1997. CFI is also a Public Benevolent Institution and is consequently exempt from Fringe Benefits Tax on fringe benefits paid to employees up to a grossed up limit of \$30,000 per employee.

(b) Fund accounting

On occasions CFI may receive resources restricted for particular purposes. To facilitate observance of these limitations, the financial statements disclose separately those funds which are restricted or designated and those funds which are unrestricted.

- Restricted funds are those funds presently available for use, but expendable only for purposes specified by the donor. Furthermore, if the Board of Management specifies a purpose for the expenditure of funds, where none has been stated by the original donor, such funds are classified as designated funds.
- Unrestricted funds are those funds presently available for use by CFI at the discretion of the Board of Management.

(c) Revenue

(i) Employment services contracts

Revenue from the employment services contracts is recognised when the claims have been made with the Department of Employment and to match service delivery. Monies received in advance by CFI are recorded as Provision for Service Obligation in Note 9.

(ii) Other income

Revenue from training and fee for service is recognised when an invoice has been issued. Revenue for work for the dole and management is recognised as it is earned.

(iii) Accounting for grants received

Grants received are accounted for by distinguishing grants between revenue based grants and capital based grants.

- Revenue based grants
These grants are credited to revenue in the same period in which the revenue expenditure to which they relate is charged.
- Capital based grants
These grants are generally received for the acquisition of plant and equipment. The accounting treatment is to initially account for the amount of the grant as income when it is received. However recognition in the income and expenditure statement is deferred until the expenditure in respect of the acquisition of an asset is incurred.

(iv) Interest

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

(d) Property, Plant and Equipment

Each class of property, plant and equipment are carried at cost or fair value less, where applicable, any accumulated depreciation.

Cost and valuation

Plant and equipment is measured on the cost basis and the carrying amount of plant and equipment is reviewed annually to ensure it is not in excess of the recoverable amount from those assets. The recoverable amount is assessed on the following basis:

The expected net cash flows, which will be received from the asset's employment and subsequent disposal, have not been discounted to present values in determining recoverable amounts.

The Strata titled land and building is measured on a fair value basis and at each reporting date, the value is reviewed to ensure it does not differ materially from its fair value. Where necessary, the asset is re-valued to reflect its fair value.

Depreciation

The depreciable amount of all plant and equipment are depreciated over the useful lives of the assets commencing from the time the asset is held ready for use. Plant and equipment assets are depreciated on a straight line method.

The depreciation rates used for each class of asset are as follows:

	Depreciation rate
Plant and equipment	10 - 33%
Motor Vehicles	15 - 22.5%

notes to the financial statements

For the year ended 30 June 2008

1. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (Cont.)

(e) Employee benefits

Provision is made for CFI's liability for employee benefits arising from services rendered by employees to balance date. Employee benefits expected to be settled within one year together with benefits arising from wages and salaries, annual leave and sick leave which will be settled after one year, have been measured at their nominal amount. Other employee benefits payable later than one year have been measured at the present value of the estimated future cash flows to be made for those benefits. Contributions made by CFI to employees' accumulation superannuation funds, are charged as expenses when incurred.

(f) Investments

Investments are measured on the cost basis. The carrying amount of investments is reviewed annually by directors to ensure it is not in excess of the recoverable amount of these investments.

(g) Cash

For the purpose of the statement of cash flows, cash includes deposits at call with banks or financial institutions which are readily convertible to cash on hand and are subject to an insignificant risk of changes in value, net of outstanding bank overdrafts.

(h) Leases

Leases of plant and equipment, where substantially all the risk and benefits incidental to the ownership of the asset, but not the legal ownership, are transferred to CFI, are classified as finance leases. Finance leases are capitalised recording an asset and a liability equal to the present value of the minimum lease payments, including any guaranteed residual values. Leased assets are depreciated on a straight line basis over their estimated useful lives where it is likely that CFI will obtain ownership of the asset or over the term of the lease. Lease payments are allocated between the reduction of the lease liability and the lease interest expense for the period.

Lease payments under operating leases, where substantially all the risks and benefits remain with the lessor, are charged as expenses in the periods in which they are incurred.

(i) Goods and Services Tax (GST)

Revenues, expenses and assets are recognised net of the amount of GST, except where the amount of GST incurred is not recoverable from the Australian Tax Office. In these circumstances the GST is recognised as part of the cost of acquisition of the asset or as part of an item of the expense. Receivables and payables in the statement of financial position are shown inclusive of GST.

(j) Short term acquisition of motor vehicles

CFI has an agreement with a motor vehicle dealership, whereby motor vehicles were acquired on a short term basis. These motor vehicles are owned by CFI for a maximum of nine months or 15,000 kilometres. CFI is responsible for the comprehensive insurance on these motor vehicles. CFI also pays a monthly usage fee to the motor vehicle dealership and no surplus or loss on disposal of motor vehicles is recognised by CFI upon disposal. These motor vehicles have been recorded as current assets and a corresponding current liability has been recognised in the financial report and the monthly usage fee is expensed.

(k) Contingent Liability

CFI is involved in legal proceedings regarding a contract dispute which may result in unrecoverable legal costs estimated at \$70,000.

For the year ended 30 June 2008

	2008 \$	2007 \$
2. REVENUE		
Operating activities		
Administration	0	15,363
Bilyadar Project	22,674	3,661
Work for Dole	851,334	908,729
Employment services contracts	4,148,190	3,831,419
Governance Income	12,470	37,939
Personal Helpers & Mentors Program	909,971	178,800
Training	0	1,410
Home & Community Care Grant	696,850	437,514
Peel Community Youth Patrol	1,125	
Other income	1,544	2,227
	6,644,157	5,417,062
Non operating activities		
Interest received	56,436	
Total revenue	6,700,593	5,417,062

notes to the financial statements

For the year ended 30 June 2008

	2008 \$	2007 \$
3. SURPLUS/(LOSS) FROM ORDINARY ACTIVITIES		
Surplus/(Loss) from ordinary activities has been determined after:		
Borrowing costs – other persons	2,265	13,106
Depreciation of plant and equipment	114,720	86,289
Amortisation of leased plant and equipment	46,583	23,881
Rental expense on operating leases	179,756	141,543
Remuneration of auditor		
- provision for audit or review services	23,522	23,116
- other services	3,000	4,500
4. CASH ASSETS		
Cash on hand	2,200	2100
Cash at bank	1,068,464	777,093
Total Cash Assets	1,070,664	779,193
5 RECEIVABLES		
Trade debtors	6,715	88,209
Accrued income	275,799	254,215
Total Receivables	282,514	342,424
6. OTHER ASSETS		
Prepayments	50,484	48,746

For the year ended 30 June 2008

	2008 \$	2007 \$
7. PROPERTY, PLANT AND EQUIPMENT		
Current		
Motor vehicles (Note 1(h))	532,817	440,271
Total Current Plant & Equipment	532,817	440,271
Non current		
Strata Titled Land		
- at independent valuation (March 2008)	850,000	550,000
Land – 19 Daping St Katanning		
Total Land	70,000	70,000
	920,000	620,000
Strata titled building – at cost		
- at independent valuation (March 2008)	800,000	650,000
Building 19 Daping St Katanning	145,000	145,000
Less accumulated depreciation	(15,620)	(50,865)
	929,380	744,135
Total land and building	1,849,380	1,364,135
Improvements		
Cost	151,017	192,220
Less accumulated depreciation	(101,697)	(91,413)
	49,320	100,807
Plant & Equipment		
- at independent valuation (June 2005)	53,900	56,700
- at cost	271,573	179,133
Less accumulated depreciation	(170,603)	(102,851)
	154,870	132,982
Leased motor vehicles		
Capitalised leased assets	112,222	112,222
Less accumulated depreciation	(87,687)	(77,500)
	24,534	34,722
Total Non Current Property, Plant & Equipment	2,078,104	1,632,647

notes to the financial statements

7. PROPERTY, PLANT AND EQUIPMENT (Cont.)

(a) Valuation

The fair values of the strata titled land and building and plant and equipment have been determined by an independent valuation performed by a licensed valuer, based on the amount the asset could be exchanged between a knowledgeable willing buyer and a knowledgeable willing seller in an arm's length transaction at the valuation date.

(b) Movements in carrying amounts

Movement in the carrying amounts for each class of property, plant and equipment between the beginning and the end of the current financial year.

2008	Free hold Land	Building	Improvement	Plant and Equipment	Leased Motor Vehicles	Total
	\$	\$	\$	\$	\$	\$
Balance at the beginning of the year	620,000	744,135	112,307	132,982	34,722	1,644,147
Additions			25,291	93,069		118,360
Disposals				(3,429)		(3,429)
Transfers						
Revaluation decrement	300,000	150,000	(77,995)			372,005
Accumulated Depreciation		35,245	(10,283)	(67,752)	(10,187)	(52,977)
Carrying amount at the end of the year	920,000	929,380	49,320	154,870	24,535	2,078,104

(c) Assets pledged as security

Included in the balance of strata titled land and buildings, is the asset over which a first mortgage has been granted as security over a bank loan (see Note 10). The term of the first mortgage preclude the asset being sold or being used as security for further mortgages without the permission of the first mortgage holder. The mortgage also requires the buildings that form part of the security to be fully insured at all times.

Assets under lease are pledged as security for the associated lease liabilities. The value of assets pledged as security are:

	2008 \$	2007 \$
Freehold land	850,000	550,000
Freehold buildings	800,000	650,000
Plant and equipment under lease	37,034	112,222

For the year ended 30 June 2008

	Note	2008 \$	2007 \$
8. PAYABLES			
Trade creditors		113,270	56,405
Lane Ford Current Liability		585,593	484,315
Prepaid training Credits		16,338	19,742
Provision for Service obligations		29,436	198,809
Provision for Unspent Grant		0	8,637
Provision for DEWR Interest Repayment		19,500	9,684
Provision for Audit		64,218	38,809
Provision for Performance Based Payment		54,599	18,499
Payroll Liabilities		36,631	72,662
PAYG Liability		40,388	49,110
Accrued Expenses		880	66,186
GST Liability		44,090	70,234
Other		2,391	(591)
		1,007,334	1,092,501
9. INTEREST BEARING LIABILITIES			
Current			
Unsecured liabilities		1538	
Lease liabilities	14(a)	5366	5,366
Secured liabilities			
Bank loan			72,000
		6,904	77,366
Non current			
Unsecured liabilities			
Lease liabilities	14(a)	3111	8,477
Secured liabilities			
Bank loan		237	141,315
Total current and non current secured liabilities		3,348	149,792
Bank loans		0	213,315
The carrying amounts of non current assets pledged as security: Land & Buildings		1,650,000	1,312,000

notes to the financial statements

9. INTEREST BEARING LIABILITIES (Cont.)

Terms and conditions relating to the above financial instruments

- (a) Finance leases have an average lease term of 3.6 years with the option to purchase the asset at the completion of the lease term for the asset's market value. The average discount rate implicit in the leases is 9.25% (2006: 9.25%). A restriction also exists requiring notification to the lessor of any further finance leases entered into.
- (b) The bank loan, that is not to exceed 70% of the value of the security after the renovation work has been completed, is secured by a registered mortgage over the land and building and is repayable by monthly instalments of \$6,000 over ten years. Interest is recognised at an average rate of 9.15% (2006: 9.15%). This Board decided in the 2007-2008 financial year to repay the mortgage in full.

	2008 \$	2007 \$
10. PROVISIONS		
Current		
Employee entitlements	190,917	151,984
Non current		
Employee entitlements	29,164	22,179
Number of employees at year end (Full Time Equivalent)	66	71

For the year ended 30 June 2008

	2008 \$	2007 \$
11. RESERVES		
Revenue Reserves:		
Legal Costs Reserve	28,732	20,208
Performance Bonus Reserve	1,640	1,640
Community Contribution Reserve	43,000	26,000
Training Reserve	10,726	10,726
SPC Reserve	5,007	
Asset Revaluation Reserve	863,918	387,018
	953,023	445,802
12. RETAINED EARNINGS		
Beginning Retained	1,303,868	1,124,175
Net surplus/(loss) for the year	688,384	185,693
Transfers to Reserves	(168,359)	(6,000)
Retained earnings at the end of the financial year	1,823,893	1,303,868
13. CAPITAL AND LEASE COMMITMENTS		
(a) Finance lease commitments		
Payable		
- not later than 1 year	6,388	6,388
- later than 1 year but not later than 5 years	442	9,057
Minimum lease payments	6,830	15,445
Less future finance charges	(1,022)	(1,603)
Total lease liability	5,808	13,842
Disclosed as:		
Current liability	5,366	5,366
Non current liability	442	8,476
	5,808	13,842
Operating lease commitments		
Being for rent of office		
Payable:		
- not later than 1 year	185,646	493
- later than 1 year but not later than 5 years	89,009	373,215
	274,655	373,708

notes to the financial statements

For the year ended 30 June 2008

	2008 \$	2007 \$
14. CASH FLOWS INFORMATION		
(a) Reconciliation of cash		
Cash at the end of the financial year as shown in the statement of cash flows is reconciled to related items in the Statement of Financial Position as follows:		
Cash on hand	2,200	2,100
Cash at bank	1,068,464	777,093
Bank overdrafts		
	1,070,664	779,193
(b) Reconciliation of Surplus from Ordinary		
Activities to Net Cash from Operating Activities		
Surplus from ordinary activities after income tax	688,384	185,678
Non-cash flows in surplus/(loss) from ordinary activities		
Adjusted Depreciation and amortization	52,977	75,022
Loss on sale of assets		
Impairment Costs		
Transfers from Revenue Reserve	(137,828)	(69,733)
Change in Assets and Liabilities		
(Increase)/decrease in receivables	59,910	115,531
(Increase)/decrease in other assets	63,645	(12,369)
Increase/(decrease) in payables	(147,411)	76,912
Increase/(decrease) in provisions	(69,876)	177,777
Net cash provided by operating activities	509,801	548,817

For the year ended 30 June 2008

15. FINANCIAL INSTRUMENTS DISCLOSURE

(a) Interest rate risk

CFI's exposure to interest rate risk, which is the risk that a financial instrument's value will fluctuate as a result of changes in market interest rates and the effective weighted interest rates on those financial assets and financial liabilities, is as follows:

2008						
Fixed Interest Rate Maturity						
	Average Interest rate %	Variable Interest rate \$	Less than 1 Year \$	1 to 5 Years \$	Non Interest Bearing \$	Total \$
Financial Assets						
Cash	6.45	871,898			2,200	874,098
Receivables					332,998	332,998
Investment	5.00		200,000			200,000
		871,898	200,000		335,198	1,407,096
Financial Liabilities						
Payables					1,227,415	1,227,415
Lease liabilities	9.15		5,366	3,111		8,477
Bank loan	10.93	1,775				1,775
		1,775	5,366	3,111	1,227,415	1,237,667

2007						
Fixed Interest Rate Maturity						
	Average Interest rate %	Variable Interest rate \$	Less than 1 Year \$	1 to 5 Years \$	Non Interest Bearing \$	Total \$
Financial Assets						
Cash	5.60	777,093			2,100	779,193
Receivables					342,424	342,424
Investment						
		777,093			344,524	1,121,617
Financial Liabilities						
Payables					1,092,501	1,092,501
Lease liabilities	9.15		5,366	8,477		13,843
Bank loan	9.25	213,315				213,315
		213,315	5,366	8,477	1,092,501	1,319,659

notes to the financial statements

15. FINANCIAL INSTRUMENTS DISCLOSURE (Cont.)

(b) Credit risk

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

CFI does not have any material credit risk exposure to any single debtor or group of debtors, under financial instruments entered into by it.

(c) Net fair values

The financial assets and financial liabilities included in current assets and current liabilities in the balance sheet are carried at amounts that approximate their net fair values.

16. RELATED PARTY INFORMATION

(a) Members of the Board of Management

The members of the Board of Management and the names of members, who served for the whole of the financial year, unless otherwise indicated, are as follows:

John Gillingham (Chairman)	Paul Fitzpatrick (Deputy Chairman)
Steve Milligan (Treasurer)	David Winter (Director)
Stephen Wiles (Secretary)	Ron Tait (Director)
Clare Allen (CEO)	Keith King (Director)

(b) The Board of Management's Remuneration

	2008 \$	2007 \$
Honorary payments to the members of the Board of Management of CFI	23,190	24,000

16. RELATED PARTY INFORMATION (Cont.)

(c) Transactions with members of the Board of Management

Transactions with members of the Board of Management that occurred during the year were on normal commercial terms and conditions no more favourable than those available to other parties unless otherwise stated.

Those transactions were:

	2008 \$	2007 \$
Motor vehicles purchased by way of finance leases, from Lane Ford, a business that Mr Steve Milligan is a Finance Manager of and in which he has no financial interest.	0	74,067
Motor vehicles acquired under a short term facility from Lane Ford, a business that Mr Steve Milligan is a Finance Manager of and in which he has no financial interest.	732,728	681,635

17. SEGMENT INFORMATION

CFI operates predominantly in one business and geographical segment, being in the service sector assisting disadvantaged people to obtain gainful employment throughout Western Australia.

18. COMMUNITY FIRST (INC) DETAILS

The principal place of business of CFI is:

98 Mandurah Terrace
Mandurah WA 6210

where to find us



community first (Inc) details

The principal place of business of CFI is:

98 Mandurah Terrace
Mandurah WA 6210

peel region

Head Office

98 Mandurah Terrace
Mandurah 6210 WA

PO Box 3022,
Mandurah East WA 6210

P: (08) 9550 4555

F: (08) 9535 3942



south west region

Bunbury Office

32 Wellington Street
Bunbury 6230 WA

P: (08) 9792 6700

F: (08) 9791 9044

where to find us



lower great southern region

Albany office

Unit 2, 63 Serpentine Road
Albany WA 6330

P: (08) 9892 6666

F: (08) 9842 5987

Katanning office

19 Daping Street
Katanning WA 6317

PO Box 778,
Katanning WA 6317

P: (08) 9821 9222

F: (08) 9821 8820

help us to help others

At Community First we help many people every day. But there are always more who could benefit from our help. If you would like to assist, please consider the following.

make a donation community

First is a registered not-for-profit organisation. We depend on the support of government, corporate organisations, community organisations, businesses and individuals to help us service our many customers. If you would like to make a tax deductible donation please contact Mark Furr on (08) 9550 4555.

sponsorship opportunities

There are many ways, aside from making a cash donation, that your business or organisation could potentially help. By donating goods or services, you can help us save money so that we can spend our funds on directly helping people, through service delivery.

If you would like to help please contact Mark Furr on (08) 9550 4555.

volunteer

Community First has a wide range of services and customers and often it would be really good to have a few extra hands on board. We are always looking for likeminded people to join our team. If you would like to donate your skills, personal interests or professional qualifications please contact Denise Platt on (08) 9550 4508.

It doesn't matter whether it's a few hours a month or a more regular commitment, we'd appreciate your support.

On behalf of our customers and everyone at Community First, we say:

Thank you for your support!

**“making
a positive
difference
through
employment,
training and
community
services”**



Community First Inc.

Mandurah Terrace, Mandurah WA 6210

PO Box 3022 Mandurah East WA 6210

phone: (08) 9550 4555 | fax: (08) 9535 3942

info@cfi.net.au | www.cfi.net.au