



Annual Report

2005-2006

OUR VISION

An equitable and inclusive community that values and supports social, economic and cultural wellbeing.

OUR MISSION

Quantum Support Services Inc. will provide accessible high quality advocacy and support services that meet the needs of the community.

OUR VALUES

Preamble:

QSS is committed to the following values: they will provide guidance and direction for our activities and relationships across all facets of our work.

In adopting these values, QSS is mindful that if they are to have an effect, and produce long term benefits, they will need to be translated into actions and reflected in day-to-day practice.

Core values and their meaning:

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|------------------------|---|
| Respect: | QSS values the worth and contribution of others and embraces treating people fairly and without discrimination. |
| Integrity: | QSS values being ethical and professional in our conduct. |
| Empowerment: | QSS values sharing our knowledge to promote the choices and decision-making capacity of others. |
| Communication: | QSS values openly sharing information, understanding different points of view and exchanging our ideas with others. |
| Co-operation: | QSS values encouraging participation and teamwork as a basis for maximising our effectiveness and achieving common goals. |
| Commitment: | QSS values determination and striving to always do the best we possibly can. |
| Effectiveness: | QSS values providing services that are of a high standard and achieving results for those we serve. |
| Learning: | QSS values enhancing our knowledge and understanding and applying this to continually improving the way we do things. |
| Responsibility: | QSS values being accountable for our actions in order to ensure our credibility and trustworthiness. |
| Creativity: | QSS values being able to develop our ideas into new and innovative approaches to our work. |

STATEMENT OF PURPOSE

- To provide an integrated range of quality housing, residential, social support and advocacy services, which are responsive to the needs of families and individuals experiencing disadvantage or crisis.
- To provide an integrated range of services to children, young people and their families that promotes stability and wellbeing.
- To provide people accessing our service with the information and resources to empower them to make informed decisions and enhance their participation in their local community.
- To contribute to the strengthening of communities by developing linkages and partnerships with other non-government community service providers and all levels of Government.
- To promote a better understanding and awareness of the causes of homelessness and social disadvantage.
- To influence and participate in Government policy development to deliver affordable housing and social support services for people who are marginalised within our community.
- To conduct research and gather appropriate information to gain an understanding of the nature and extent of the issues impacting on our client groups for the purposes of community education, service planning and policy development.
- To provide quality care, support and assistance to Agency clients in accordance with Regulatory Acts and relevant Funding Body guidelines.

OUR PRINCIPLES

The following principles underpin and guide all management, planning, service provision and community development activities of Quantum Support Services Inc.:

- A commitment to quality professional standards in all organisational activities;
- Service activities should improve the quality of life for our clients;
- Our clients are our primary consideration;
- Diversity in individuals, communities and services is valued and respected;
- Service activities will be delivered within a holistic framework which recognises the rights of the client to make their own choices and therefore is a process of empowerment;
- Planning, design, provision and evaluation of services will guide organisational best practice in service delivery; and
- Partnerships with the community, consumers and government are actively sought, promoted and highly valued.

PRESIDENT AND CHIEF EXECUTIVE OFFICER'S REPORT

The 2005 – 2006 financial year has been another year of significant achievement for our organisation. The continued success of Quantum Support Services (QSS) is a testament to the commitment and skills of our Board members, dedicated staff and tremendous volunteers.

At an organisational level, the Board and senior management team have been working throughout the year to review our achievements within the context of the 2003 – 2006 strategic plan. This work culminated at the Board and Executive retreat held at Cowes in May this year.

The key outcome from this retreat was a review of the factors that have established QSS as a significant provider of Advocacy and Support services to the Gippsland community, especially within the Community Care and Housing sector.

In order to maintain this position and ensure quality and viable service provision into the future, we recognise the need to have clear intentions as to the Strategic and Organisational objectives for the organisation as it moves forward. The intent of our 2003 – 2006 Strategic plan was to consolidate a period of rapid expansion for QSS and this work has provided the foundation on which we have developed the 2006 – 2009 Strategic plan.

In developing our next plan we have been conscious of the need to ensure that our actions sustain the organisation in the longer term, by identifying the key long term strategies to be adopted by QSS. The key objectives of our 2006 – 2009 plan are;

- **Sustainability;** QSS will apply the principles and practices of financial, infrastructure and program sustainability;
- **Leadership;** QSS recognises the importance of leadership as a key indicator of success in relation to all internal and external relationships;
- **Communication;** QSS will ensure that appropriate communication practices are in place to support the work of our staff, advocate for our clients and to inform the wider community of our work and the issues of disadvantage;
- **Partnerships;** QSS will develop and foster partnerships to support and enhance the effectiveness of our programs and the wider human service and business sectors;
- **People;** QSS will recruit and retain highly skilled and motivated staff and volunteers and ensure they are appropriately supported, resourced and informed to fulfill their roles and the mission of the organisation;
- **Excellence;** QSS is committed to the principles and practices of continuous quality improvement in all aspects of our organisation.

Throughout the past year we have also undertaken a review of a number of our business and operating arrangements. This was assisted greatly through the funding of a partnership project through the Community Sector Investment Fund (CSIF).

QSS undertook the lead role in this partnership project that included, Lifeline Gippsland, Gippsland Centre Against Sexual Assault, Gippsland Women's Health Service, Ramahyuck Aboriginal Corporation, Gippsland and East Gippsland Aboriginal Cooperative, and the Moogji Aboriginal Council.

The project was funded for twelve months to undertake a review of administrative and back office activities of the partner organisations with a view to sharing information on business systems and processes, reviewing supply arrangements and resource sharing. This project focused on the key areas of, IT and Communication's, Vehicle Management, Human Resource Management, Group Purchasing and Governance.

This project has realised numerous successful outcomes for the partnership group, not the least of which has seen the partnership organisations collectively achieve savings of \$154,000 and the equivalent of 1.05 staff through new internal and supplier arrangements.

QSS has also continued to foster and develop its partnerships throughout the sector to enhance service delivery outcomes for clients within the region. These have included the Leaving Care Mentoring Program in partnership with Whitelion and the Gippsland Mentoring Alliance, Family Violence redevelopment initiatives with The Salvation Army – Gippscare, Gippsland Women's Health Service, Ramahyuck Aboriginal Corporation and Community Housing Limited and the Multiple and Complex needs support in partnership with MOIRA Inc. and the North West Metro DHS region.

In addition to these programs, a further partnership was negotiated during the past year for the Gippsland Early Intervention Service that commenced 1st July 2006 with Relationships Australia, Family Mediation Centre, Latrobe Community Health Services and Anglicare in response to funding for the new Family Court requirements for pre hearing mediation.

There have also been a number of other enhancements to our suite of service responses during the past year with funding being allocated to QSS for the Housing Support for Indigenous Tenancies Initiative and Consumer Advocacy services. Both of these programs have been aligned to existing programs offering similar service responses for other clients throughout Gippsland. Another small program to commence from 1st July 2006 is the Court Integrated Service Program, funded by the Dept of Justice. This program will be delivered through our Transitional Support team.

Many of these new partnership and program developments have come as a result of direct approaches from other service providers seeking QSS

involvement to deliver services in Gippsland. This is a testament to the reputation that QSS has built in relation to delivering high quality services to our clients. This reputation is a direct reflection on the fantastic work that is undertaken across all levels of our organisation by our paid staff and volunteers.

As we move forward we must continue to maintain and enhance this reputation through our actions and behaviors and a key focus for the coming year will be to build on the enormous amount of work that has been completed in the development and review of policies and procedures to support our operations.

The next phase of this process will be for QSS to seek formal registration and accreditation of our organisation over the coming year, towards with the new funding and accountability requirements of funding bodies. This will be an important process for QSS as it will provide us with an opportunity to further review our practices and continually strive to improve, through both internal and external reviews.

On a final note we would also like to acknowledge and thank the Tattersall's Foundation for their generous donation to our organisation.

The Tattersall's Foundation has made a donation of \$50,000 towards the reduction of our debt on the Morwell office. This donation has reduced our loan period by a full year. This generosity means that we are that much closer to paying out the loan, and ultimately being able to spend more funds on direct services for our clients.

This has been another exceptional year for QSS and we thank everyone who has contributed to our organisation over the past year for their tremendous effort and look forward to the years ahead.



Lorraine Bartling OAM
BOARD PRESIDENT



Alan Wilson
CHIEF EXECUTIVE OFFICER

LEGAL STRUCTURE & GOVERNANCE

Quantum Support Services Inc. is legally constituted as an Incorporated Association (Incorporation No: A0041469S).

The Board consists of voluntary members who are recruited on the basis of the expertise, skills and experience that they bring to the position. This board has been proactive in the development and implementation of policies and planning for the long-term viability of Quantum Support Services Inc., as a major service provider in the Gippsland Region.

NAME / OFFICE

OCCUPATION / SKILLS

LORRAINE BARTLING OAM
Chairperson

*Community Member
Former Local Government Councillor & Mayor*

MICK MURPHY
Deputy Chairperson

Executive Officer - Baw Baw LaTrobe Local Learning & Employment Network Inc.

KEVIN SHARP
Treasurer

*Certified Practising Accountant
Lecturer School of Business and Economics
Monash University Gippsland*

ALAN WILSON
Secretary

*Chief Executive Officer
Quantum Support Services Inc.*

JOHN ERNST
Board Member

*Community Development Officer (Trafalgar)
Baw Baw Shire Council*

SUSAN MACAULAY
Board Member

*Qualified Social Worker
Director of Stockdale & Leggo, Wonthaggi*

GAY MICHAU
Board Member

*Registered Legal Practitioner
Tyler, Tipping & Woods*

EAMON O'HARE
Board Member

Program Coordinator, Health & Community Studies - Central Gippsland Institute of TAFE

KATHY BORG
Board Member

*Company Secretary/Director
Mobo Enterprises Pty Ltd*

MICHAEL JONES
Board Member

*Regional Director
Earth Tech Engineering Pty Ltd
Licensed Surveyor*

CURRENT PROGRAMS

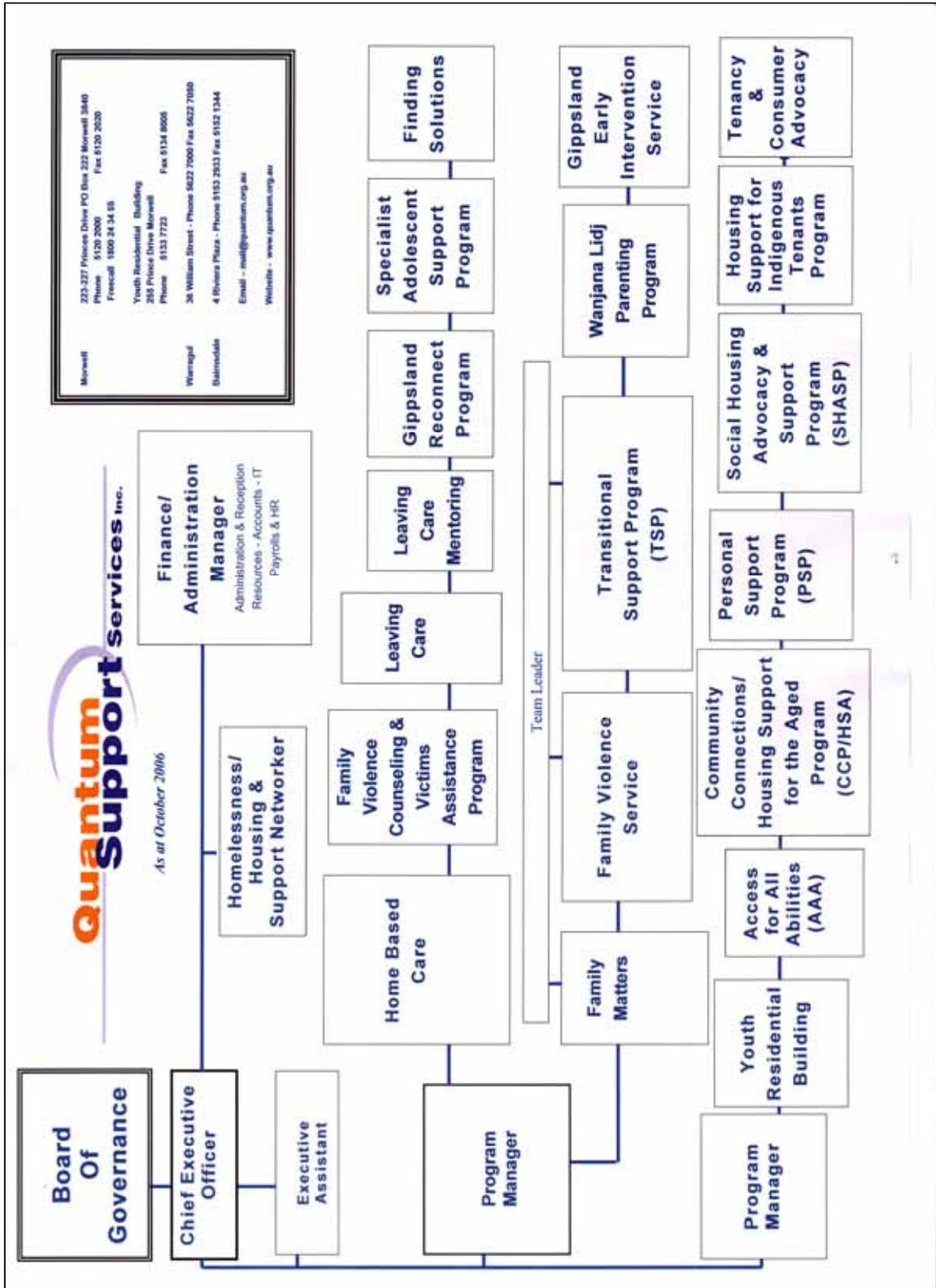
(As at September 2006)

1. Home Based Care-HBC (Adolescent Community Placement Program-ACP, Foster Care, and High Risk Adolescent-HRA, One to One)
2. Housing & Support Services Networker-HSSN, Regional Network (Auspice)
3. Gippsland Community Connections Program-CCP
4. Housing Support for the Aged-HSA
5. Transitional Support Program-TSP for Youth, Single Adults and Families
6. Reconnect Youth Homelessness Early Intervention Program
7. Tenancy & Consumer Advocacy Services- CAV
8. Personal Support Program-PSP
9. Finding Solutions
10. Specialist Adolescent & Family Support-SAFS
11. Access for All Abilities-AAA
12. Youth Residential Building-YRB
13. Leaving Care Housing and Support Initiative

CURRENT PROGRAMS

(As at September 2006)

14. Family Violence outreach and crisis services; Including Housing Options for Women experiencing Family Violence.
15. Family Matters – Adolescent Parent Support Program
16. Leaving Care Mentoring Program
17. Social Housing Advocacy & Support Program-SHASP
18. Gippsland Victims Assistance Program – Counselling Service
19. Court Integrated Service Program-CISP
20. Housing Support for Indigenous Tenancies Initiative-HSITI
21. Multiple & Complex Needs-M&CN
22. Gippsland Early Intervention Service-GEIS
23. Family Violence Counselling
24. Juvenile Justice Pathways-JJ



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36 William Street - Phone 5622 7000 Fax 5622 7050

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Reports by: Steve Koczvara
PROGRAM MANAGER

ACCESS FOR ALL ABILITIES

The Access for All Abilities (AAA) Program has 3 key objectives involving:

ACTIVITIES	ACHIEVEMENTS
<p>1. To increase the awareness of the benefits of sport and recreation environments that are inclusive of people with disabilities</p> <p>The strategies utilised in meeting this objective include:</p> <ul style="list-style-type: none"> • Promoting activities / inclusion through various media outlets across the program-funded area • Promoting the benefits of sport and recreation environments that are inclusive of people with a disability through public presentations <p>Enhancements of the AAA website to include disability news, disability resource information, events register</p>	<ul style="list-style-type: none"> • Numerous newspaper articles, radio coverage and television interviews achieved highlighting events / reports on disability activities • AAA has been guest speaker a number of services across the region on the mechanics of the program. Services such as TAFE, disability organisations & community expos • Continuation of the development on the AAA website with information on events / activities listed on the site with regular updates • Continuation of a calendar of events that highlight disability events and community inclusion
<p>2. To influence local level planning so that it delivers sport and recreation environments that are inclusive of people with disabilities</p> <p>The strategies utilised in meeting this objective include:</p> <ul style="list-style-type: none"> • Assist organisations / groups to develop new or review existing projects / programs / policies with the aim to increase opportunities and participation levels for people with disabilities • Continue to actively participate in a local disability sport & recreational advisory group • Liaise with individuals to identify service gaps at a local level 	<ul style="list-style-type: none"> • New sport & recreational organisations approached with partnerships being developed to increase the range of options in their service • Participation levels of people with disabilities increased across a broad range of activities • AAA chairs a local recreation network in Latrobe • AAA continues to identify access issues and works in collaboration with local council to improve physical access to its facilities • Services gaps have been bridged to enable greater opportunities for people with disabilities

ACCESS FOR ALL ABILITIES

3. To increase the number and range of sport and recreation environments that are inclusive of people with disabilities

The strategies utilised in meeting this objective include:

- Continuation, consolidation of an inter – service athletic program within Latrobe
 - Conduct a series of Come ‘n’ Try activities within specific sports across the four LGA’s
 - Liaise with organisers of community events to ensure access is available for PWD’s when organising and attending events such as **Queens Baton Relay**
 - Provide advice and support to sport and recreational clubs, private operators and local council
- Athletic program established with the Gippsland Athletic Club and key disability services
 - A series of Come & Try activities conducted across the program region with continuation established at sporting clubs
 - Access to community events improved to facilities & access to meet the needs of people with disabilities
 - 3 people included in the Queens Baton Relay throughout Gippsland for the Commonwealth Games
 - Checklists & reports provided to sporting clubs with advice on improving access and general awareness for inclusion

COMMUNITY CONNECTIONS / HOUSING SUPPORT FOR THE AGED

ACTIVITIES

Community Connections Program

The Community Connections Program (CCP) seeks to actively engage and provide support to people who reside in low cost accommodation or are homeless and who have complex unmet needs.

Key components of the operation of the CCP involve:

- Assertive outreach work in facilitating client access to the program.
- Case co-ordination and the provision of a linkages role in promoting client access to other services.
- On-going outreach follow-up support to clients in maintaining involvement with CCP and other services.
- Brokerage of services for clients in the provision of a flexible service response.
- Practical support and assistance.
- Community development including supporting networking, promoting effective relationships with housing providers and developing social support programs for the client group.

Housing Support for the Aged

The Housing Support for the Aged (HSA) Program provides support to clients referred by the Community Connections Program, and other service providers, who are about to enter public housing. The services provided by the program involves:

- Assertive outreach in maintaining client participation in HSA.
- Assisting and supporting clients in maintaining stable housing.
- Promoting the health and welfare of clients through facilitating referrals to services, including community care services.
- Purchasing services that support and sustain the client's capacity to live independently and retain a quality of life.
- Practical support and assistance.

ACHIEVEMENTS

- Partnership approach with Bass Coast Community Health in establishing a relaxation and self-esteem program for Drug & Alcohol clients.
- Social support programs maintained in South Gippsland (Toora) and Bairnsdale (Kingsley Supported Residential Service).
- Assertive outreach being supported through holding BBQ's at caravan parks and elderly person's units.
- Extensive sector participation, including involvement with local and regional service networks.
- Client Satisfaction Survey Report indicating an overall level of 87 per cent satisfaction with CCP/HSA service provision.
- Transportation options for clients being enhanced through effective collaboration with Latrobe Regional Hospital and Red Cross through their volunteer transport services.
- Client recreation needs being addressed through provision of financial support in accessing local Leisure Centres.
- Caseloads for HSA clients maintained at an additional 50 per cent over the Program's target.
- Aged Care Social Options Program developed.
- Regular attendance at local Aged Care Network meetings.

PERSONAL SUPPORT PROGRAM

ACTIVITIES

The Personal Support Program (PSP) is accessed through referrals from Centrelink and includes the provision of support to clients assessed as having multiple non-vocational barriers to employment for up to a maximum of 2 years. The type of support and assistance provided includes:

- Counselling and personal support that seeks to provide clients with:
 - Guidance
 - Information about choices available
 - Encouragement
 - Opportunities to build their confidence and self-esteem
- Advocacy and referrals to mainstream or specialist service providers in order to address personal issues.
- Case co-ordination, including follow-up with other service providers.
- Case planning and assessing, monitoring and reviewing the client's on-going involvement with the service and progress in achieving goals.
- Practical support, including assistance to attend interviews, living skills development such as budgeting, and directly providing or assisting with transportation in accessing services.
- Brokerage and loans to assist clients to access services and/or address immediate pressing issues.

ACHIEVEMENTS

- Increase in client numbers at the East Gippsland service site.
- Continued ability of the program to perform well-above national benchmarks.
- Service innovation achieved through access of QSS's Community Support Fund to finance clients to repair bikes that are then donated to organisations working with disadvantaged people.
- Continued creative use of loans and brokerage to leverage access to services and respond to client needs. This has included the re-cycling of loan money to nearly double the available money of \$10,000.
- Social outcomes achieved for clients with the majority of participants making significant social progress.

ADVOCACY AND SUPPORT PROGRAM

ACTIVITIES

Social Housing Advocacy Support Program:

Key components of Social Housing Advocacy Support Program (SHASP) involves:

1. Support: Access to support provided by the Program occurs through referrals from the Office of Housing (OoH). Support services provided by the Program include:

- Assistance to OoH applicants in establishing their eligibility for, and access to, public housing.
- Assistance and support to new OoH tenants in establishing and maintaining their public housing accommodation.
- Provision of intensive individual support to OoH tenants where their tenancies are at risk of breaking down.

2. Advocacy: The Program provides advocacy for tenants of public or community housing. This form of assistance is provided to self-referred clients or clients referred by other service providers and involves advocacy in relation to: disputes over maintenance, OoH complaints processes, appeals of OoH decisions, Victorian Civil and Administrative Tribunal (VCAT) appearances, neighbourhood disputes and a range of other issues.

3. Tenant Participation: The program provides support to initiating and maintaining tenant involvement in OoH planning and consultation processes and assisting tenants to establish and development local tenant groups.

4. Community Facilities Management: The program supports local OoH tenants in the operation and utilisation of OoH 8 community facilities throughout Gippsland.

ACHIEVEMENTS

- Successful submission for the Social Housing Advocacy and Support Program.
- Implementation of the new service following the commencement of program funding on the 1st January 2006.
- Successful staff recruitment process and appointment of skilled and experienced staff.
- Establishment of an allocation process incorporating regular meetings with OoH staff.
- Successful submission for the Housing Support for Indigenous Tenants Initiative funded by the OoH.
- Regular formal consultation and program development meetings with the OoH.
- Facilitated important and effective community building within East Bairnsdale.

ADVOCACY AND SUPPORT PROGRAM

Tenancy and Consumer Advocacy Service

Access to this service is through referrals directly from the Department of Justice: Consumer Affairs Victoria. The services delivered include:

- Advocacy for clients at VCAT hearings.
- Dispute resolution support and assisting referred clients by utilising a range of negotiation and advocacy approaches in disputes with traders and landlords.

Information and advice including explaining to referred clients their rights and the processes they are required to use in exercising their rights.

- Successful implementation of the service during the 2005 – 2006 period, following the provision of first-off funding to QSS from 01.07.05 to operate the program.
- Representation on the Latrobe Rights Working Group.
- Successful provision of a responsive region-wide service through blending staffing positions with SHASP at Morwell and Bairnsdale service sites.
- A client satisfaction survey report result indicating an overall satisfaction with the services provided of 95.1 per cent.
- Regular formalised consultation processes established with Consumer Affairs Victoria.

YOUTH RESIDENTIAL BUILDING

ACTIVITIES

The Youth Residential Building (YRB) provides a 24 hour crisis response for homeless young people aged between 15 and 19 and is staffed by 4 EFT positions. The services provided by the Program include:

- Safe short term accommodation.
- Assistance and support in accessing stable, safe, and affordable medium and long term accommodation.
- Practical support and assistance in developing independent living skills.
- Linkages to mainstream services, including education and vocational training programs, and income security.
- Support and assistance for clients in accessing specialist services that address the client's individual needs.
- Assistance in family reconciliation, where appropriate.
- Provision of relevant and up to date information and advice.

ACHIEVEMENTS

- An occupancy rate of over 90 per cent for the past year, which includes periods where units were unavailable for referrals due to maintenance.
- High levels of planned client exits from the YRB (85.7 per cent or 60 young people) for residents moving into stable medium or long term supported accommodation (including a marked increase in the number of clients returning to family).
- Consolidation and expansion of the in-house living skills development program, including the addition of cooking classes, relaxation sessions and art therapy.
- An increase in the level of engagement with education, employment and training programs for clients while residing within the YRB.
- Continued successful operation of a transitional housing property for young people exiting the YRB who are provided outreach support by YRB staff.
- A reduction in the number of critical incidents, reflecting improved processes for engaging, monitoring and supporting clients.

Reports by: *Narie Anderson*
PROGRAM MANAGER

**GIPPSLAND VICTIMS ASSISTANCE PROGRAM AND
FAMILY VIOLENCE COUNSELLING SERVICES**

ACTIVITIES

The Gippsland Victims Assistance Program (GVAP) and Family Violence Counselling Services is an integrated model of counselling services, particularly to women and children experiencing and escaping family violence. The service provides support of victims of general and family violence crimes across the Gippsland region.

GVAP is a partnership between QSS, Anglicare Gippsland, Gippsland Centre Against Sexual Assault (GCASA), and Lifeline, with QSS providing a regional counselling service to Victims of Crime. QSS provides direct delivery counselling services from our Morwell, Sale and Warragul offices and coordinates a network of psychologist/counsellors to provide counselling across other parts of Gippsland.

The Family Violence Counselling Service is an outcome of Stage 1, of the *Integrated Family Violence Services' Redevelopment* across the State and the service commenced in January 2006.

The FV Counselling Service compliments GVAP by providing counselling to women and children that are experiencing or escaping family violence.

ACHIEVEMENTS

- 2005-2006 has seen the strengthening of the GVAP partnership that addresses the needs of victims of crime.
- GVAP has developed a reliable network of psychologist/counsellors across the whole of Gippsland.
- The establishment of a FV Counselling Service has provided an integrated response coupled with the GVAP Counselling Services.
- The FV Counselling Service has enabled us to provide counselling services to children who are so often the forgotten victims of family violence.
- A more holistic approach to the delivery of Family Violence Services by providing dependable and consistent counselling services that assists clients to deal with their trauma.
- Jointly the two services have provided counselling support to 264 clients during this financial year.
- The FV Counselling Service has achieved its annual target within the first six months of operating.

HOME BASED CARE

ACTIVITIES

The Home Based Care Program (HBC) provides short and long term placement with approved caregivers for young people between birth to 18 years who are in crisis as a result of family breakdown, violence or on bail, safe custody or other court orders, or are homeless. 80% of the young people placed in the Program must be subject to Department of Human Service (DHS) protective involvement.

- To ensure that young people are placed in home based placements that meet their emotional, physical, educational and social needs.
- To provide a high standard of care and protection to all young people.
- To support young people to participate in education, employment and the broader community.
- To assist young people to develop skills in preparation for independence and access community information and resources.
- To support young people to fully participate in decisions that concern them and to ensure that the young person's privacy and dignity are maintained.
- To assist the young person to maintain and enhance relationships with his or her family.

ACHIEVEMENTS

- Our team of volunteer caregivers has remained stable with a number of carers who are now highly experienced.
- Recruitment and training of new carers has continued at an acceptable level.
- The introduction in conjunction with DHS of the caregiver assessment panel has created a uniform and higher standard of assessment.
- New caregiver reimbursement arrangements have been introduced. These payments are now being completed by DHS central.
- We are delighted that DHS have introduced new rates of reimbursement for our caregivers acknowledging the varying levels of care required by our young people.
- An increase of administration support, to the Program allowing for staff to provide more intensive out-reach support to caregivers and young people.
- The Advocate for Children and Young People visited the Program and conducted discussion on his position and changes and innovations expected to arise from the creation of a Charter of Rights for Children and Young People in Care.

TRANSITIONAL SUPPORT PROGRAM

ACTIVITIES

The Transitional Support Program client group consists of young people over the age of 15, single adults and families who are in crisis and are either homeless or at risk of becoming homeless.

The objectives of the Transitional Support Program are:

- To provide a crisis response for people who are homeless.
- To assist clients to assess and maintain safe, secure and affordable housing.
- To provide intensive support to clients during the transition to independence.
- To provide clients with support in accessing and maintaining linkages with health, welfare and other community services.

ACHIEVEMENTS

- Just on 300 clients were supported by the Transitional Support Program during the last twelve months including 208 youth.
- New Lead Tenant Property for males established in Morwell which compliments the female property in Warragul. This provides an opportunity for our more vulnerable young people to be safely housed and to allow for a smooth transition into independent youth housing.
- On-going support provided to residents in Park Lane single person accommodation.
- Protocol with the Mental Health Services completed.
- Dedicated position created to support the Juvenile Justice Pathways program and the Multiple & Complex Needs Initiative clients.
- Young people provided with brokerage support through YEETI, TILA & FRMP grants. This has enabled them to access education, training, mediation and to purchase essential household items otherwise unavailable.

FAMILY VIOLENCE

ACTIVITIES

The Family Violence Service (FVS) provides a range of services for women, and women and children who are experiencing, have experienced or are escaping a family violence situation.

The objectives of the Family Violence Service are:

- To assist women to achieve the greatest possible degree of self-reliance and independence.
- To provide a service, and staff an accommodation service which is accessible to all women and offers equal support to women regardless of age, race, culture, sexual preference, class and ability which is supportive to the individual needs of women.
- To facilitate community awareness of the rights of women and children and the prevention of Family Violence.

ACHIEVEMENTS

- A State-wide Redevelopment of Family Violence Services saw QSS successful with Stage 1. This resulted in some improved funding for our existing services and the introduction of Family Violence Counselling for women and children. This was a major service gap and the new service fully compliments the counselling already delivered through our GVAP counseling.
- Stage 2 is still to be finalised.
- 12 months funding obtained to provide a music therapy program for children experiencing the effects of family violence.
- Community Support Funding obtained for pets brokerage project.
- Regular meetings and Code of Practice forums held with Police to build strong positive working relationships.
- FV Refuge and Outreach provided 2183 nights' accommodation over the past **six** months with **4838** nights that **children** were accommodated with their mothers.

ADOLESCENT PARENTING SUPPORT – FAMILY MATTERS

ACTIVITIES

Family Matters is a partnership with funded partners Anglicare, Queen Elizabeth Centre, Berry St. and Wanjana Lidj. QSS's Adolescent Parent Support Program offers outreach support to adolescent parents or soon to be parents who are experiencing significant personal, social and economical issues that places them at risk of coming to the attention of Child Protection Services.

This service provides:

- Practical on-going support
- Parenting skills development
- Service coordination
- Accessing other services/community resources
- Encouraging the rebuilding of family support and relationships
- Flexible approach
- Awareness of adolescent developmental needs

ACHIEVEMENTS

- Further development of relationships between partners and the refining of processes.
- Work has commenced on developing a prenatal support group with support from Luke's Place.
- Initially this was funded as one position within QSS, but after Megan Marks beautiful little daughter arrived earlier this year we now have two workers Megan and Bobby Kleeven sharing the role which actually provides a more supportive arrangement for both of them.
- The next twelve months with the changes in the legislation regarding Child Protection and the introduction of community based intake will see major challenges for the Family Matters team.

ADOLESCENT AND FAMILY SUPPORT PROGRAM

ACTIVITIES

The Adolescent and Family Support Program is a suite of youth programs providing family focused support to young people from across Gippsland.

Five funded programs make up the Adolescent and Family Support Program including:

- **Reconnect** – Early intervention into youth homelessness in Baw Baw and Latrobe Shires.
- **Finding Solutions** – Early Intervention, mediation and diversion program for young people and their families from across Gippsland.
- **Adolescent and Family Support** – intensive outreach support to young people either at home or in out-of-home care to improve stability, communication and community and family connection.
- **Leaving Care Mentoring** – One2One mentoring program matching community mentors with young people making the transition from out of home care to independent living.
- **Leaving Care Housing and Support** – Intensive long term holistic support for young people transitioning from out of home care to independence.

The Adolescent and Family Support Program aims to:

- Improve family relationships and communication.
- Assist young people and their families to remain living together where possible.
- Prevent or minimise the need for protective or correctional involvement of the state and in particular the need for substitute care or a statutory order.

ACHIEVEMENTS

- Successful integration of the five funded programs into a multi-disciplinary team approach providing client centred support that meets the needs of each client and their family.
- Continued provision of highly successful adolescent and family support including family therapy, family mediation, individual support and counselling, family meeting and goal setting, practical support, access to brokerage funding and referral and linkages to other community supports.
- Support provided to 176 young people and their families, with all programs meeting or exceeding funded service levels.
- Increased support provided to clients in the area of education, employment and community connections.
- Implementation and operation of the “Whatever” Youth Group to provide support and information to Same Sex Attracted Youth people and their friends. This group also has a community development focus with young people working on projects to confront homophobia and prejudice in the community. As a result of this focus this group has already completed 2 projects: a community awareness pamphlet and a wall mural.
- Continued work with the Family Matters innovations project on a joint Parents Support group for parents of adolescents.
- 12 young people supported in their transition from out of home care to independent living.

ADOLESCENT AND FAMILY SUPPORT PROGRAM

- Assist young people in developing and maintaining extended family and community support networks.
- Enhance well-being and family functioning through the development of skills and resilience in both the young person and their parents/carers.
- Support opportunities for young people to actively engage in educational, employment, social and recreational activities in the community.
- Assist young people and their families/carers to maintain long term stable living arrangements.
- Develop collaborative working relationships with other agencies, services and organisations involved with the families and young people to whom we provide support.
- 7 young people matched and supported in Mentoring relationships with community mentors.
- 6 programs provided to local primary and secondary schools aimed at enhancing resilience, communication and conflict resolutions skills of participants.
- 2 community recreation days held for young people and mentors.
- A Family Day trip to build family relationships conducted for young people and their families in the Reconnect, Finding Solutions and Adolescent and Family Support Programs.
- There were 10 clients supported in the Family Matters Program during the period of July 2005 – June 2006.

Report by Geoff Willett
FINANCE & ADMINISTRATION MANAGER

FINANCE & ADMINISTRATION

ACTIVITIES

Finance and Administration consists of 8 staff providing services in:

- accounts,
- payroll,
- human resources,
- information technology,
- support resources,
- reception and administration,

based at our Morwell and Warragul offices, who work together as an effective team supporting the Board of Governance, staff, and programs throughout Gippsland.

ACHIEVEMENTS

- Work continued on the review and upgrade of the Finance & Administration policies & procedures.
- Support was provided to our corporate Occupational Health and Safety Committee which met on six occasions, and welcomed the addition of new representatives from the Morwell and Warragul Offices.
- All participating staff transferred to a new salary packaging provider, Web Packaging. As a result, almost all staff are now taking advantage of this facility, and there was a 50% increase in the total amount packaged within the Agency. Staff now have an improved range of at less cost, and QSS saves about \$6,000 per annum on its Workcover premium.
- The closure of the Sale Office and subsequent co-location with Gippsland Women's Health Service has saved the agency about \$50,000 per annum. Sadly, our charming Receptionist Barb became redundant, and we all miss her very much.
- As part of the DHS Community Sector Investment Fund, QSS participated in the Fleet Management Working Group which established a portal on the DHS Funded Agency Channel to assist in making fleet decisions.
- QSS was the lead Agency in a local Community Service Organisation Network funded by the DHS for the purpose of collaboration between seven Gippsland providers. The aim was to deliver a range of administrative efficiencies in the areas of vehicle fleet management, IT support & maintenance, human resources management, group purchasing, and governance costs.
- Significant savings for QSS will be achieved next year arising out of the CSO Network in areas such as telecommunications, IT, fuel, utilities, insurance, and stationery.
- Most of the Finance & Administration staff attended Access training during the year.

TREASURER'S REPORT

Quantum Support Services Inc. is in a sound financial position. The Finance Committee again met regularly throughout the year to review Quantum's financial position and approve the budget. The level of financial activity associated with normal operations increased this year by about \$400,000 to \$5.4 million.

The modest surplus of \$28,216 in 2004/2005 has been improved this year with the surplus increasing to \$43,890 in 2005/2006.

This surplus was achieved despite the fact that a provision of \$118,700 for long service leave had to be made this year. This was mainly as a result of a change in State legislation which requires payment of long service leave entitlements on termination after seven years continuous service, instead of the previous ten years. Also, additional motor vehicle depreciation of about \$216,000 was provided for this year to cover the reduced market value of our predominantly six cylinder fleet, mainly as a result of increased petrol prices.

The cash position improved significantly, with bank balances increasing by about \$332,000.

Quantum's accumulated members' funds now stand at \$ 1,754,826.



Kevin Sharp, CPA
Board Member and Treasurer

AUDIT REPORT 2005/06

**AARAN MURRAY & CO
CHARTERED ACCOUNTANTS**

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**Chartered
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October 4, 2006

AUDITOR'S REPORT

TO: THE MEMBERS OF QUANTUM SUPPORT SERVICE INC.

SCOPE

I have audited the attached Financial Report of QUANTUM SUPPORT SERVICES, for the financial year ending 30th June, 2006. This includes the Consolidated Income Statement, Balance Sheet, Cash Flow Statement, and Notes to the Financial Report.

Our audit has been conducted in accordance with Australian Auditing Standards to provide reasonable assurance whether the financial report is free of material misstatement.

Our procedures include examination, on a test basis, of evidence supporting the amounts and other disclosures in the Financial Report and the evaluation of significant accounting estimates. These procedures have been undertaken to form an opinion as to whether, in all material respects, the financial statements are represented fairly in accordance with the application of Accounting standards, and other mandatory professional reporting requirements

AARAN MURRAY & CO
L.V.TAXATION SERVICES
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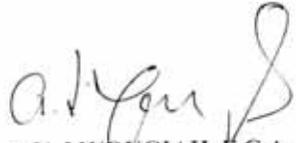
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The audit opinion expressed in this report has been formed on the above basis

Audit Opinion

In my opinion, the statements present a true and fair view of the financial position of **QUANTUM SUPPORT SERVICE INC.** as at June 30, 2006 and does report truly that payments have been made in accordance with the objectives for which the grants were provided.


A.V. MURUGIAH, F.C.A.