

Quantum Support Services Inc.

ANNUAL REPORT 2012-2013



*Supporting
Gippslanders in
Need*

About Us

Quantum Support Services Inc has over a 30 year history of providing support services to those most vulnerable in the Gippsland community. An independent not-for-profit organisation, our commitment to the well being of our clients is our priority.

Our mission is to deliver high quality, locally responsive services that meet the needs of individuals, families and young people experiencing disadvantage or crisis to improve their opportunities and quality of life.

We strive to provide services that are flexible, effective that recognise the rights of individuals and respect diversity.

Many of our programs are delivered in partnership with local community health and social service agencies across Gippsland to maximise the best outcomes for those who use our services.

Quantum Support Services provides a broad range of individual, child, youth and family focused services across Gippsland.



Foster Care Week



Clothesline Project - Week Without Violence



Homeless Persons Week

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Board Profiles

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

The Board consists of voluntary members who as individuals and as a Board are committed to improving opportunities and support services to enhance the lives of vulnerable and disadvantaged people in our community.

Members are recruited on the basis of expertise, skills and experience across the geographic area that Quantum serves. 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 advocacy and support service provider in the Gippsland region.



President: Christine Holland

Christine has Director and leadership experience with a diverse range of organisations. She is keen to contribute the extensive knowledge she has acquired to support community based organisations. As the values and ideals of Quantum Support Services align with her own, Christine considered the opportunity for involvement as her privilege. Previous work has taken her across Gippsland and given her sound insight and understanding of the communities serviced by Quantum. Christine currently runs her own consultancy delivering career based, performance management programs.



Vice-President: Ann Faulkner

Ann has held the role as Divisional Manager at Latrobe Valley Enterprises for the past five years and prior to this worked for herself in the retail industry for 23 years. Ann very much enjoys the work she does at Latrobe Valley Enterprises and considers the most important day of the year as her birthday! In her leisure time Ann enjoys tennis, ten pin bowling and riding. Ann's role as a Quantum Board Member is very important to her and hopes that she is able to make a positive difference to the local community by supporting the organisation.



Treasurer: Kevin Sharp

Kevin Sharp brings a wealth of knowledge in economics, commerce and administration to the Board and has a life-time of close involvement with not-for-profit clubs and societies as a committee member, office bearer, auditor and university academic. A state-wide survey in 1995 of the SAAP sector resulted in fundamental change in financial reporting of SAAP participants. Kevin was invited to join CGASS as Treasurer in 1994 and has since actively participated in CGASS/Quantum's rapid growth. Previously Kevin was Deputy Head of the Department of Accounting and Finance at Monash University and is currently a semi-retired practising Accountant.



Secretary / CEO: Alan Wilson

Alan has worked most of his life within the Public and Community sectors, in positions focused on housing and homelessness, including the Office for Housing, West Gippsland Healthcare Group, and Central Gippsland Accommodation and Support Services (now Quantum Support Services). Alan is passionate about quality service provision that meets the needs of all people in the community. He was born and raised in Traralgon and has lived in West Gippsland for the past 20 years. Alan is a Fellow of the Australian Institute of Company Directors and a Fellow of the Australian Institute of Management. He is actively involved in the community and is a Director of the Victorian Council of Homeless Persons, the state peak body for Homelessness services. Alan is involved with scouting in Gippsland where he has the role of Group Leader at 1st Neerim and Chair for the Mt Baw Baw District Scout Camp at Caringal.



Board Member: Gabrielle (Gay) Michau

Gabrielle had qualified and worked in Queensland as a psychologist for nine years and subsequently in Law for a further seven years prior to commencing her career as a Barrister and Solicitor in Victoria in 1988. While practicing at the Queensland Bar from 1983-1987, she served on the Patient Review Tribunal and also joined the Board of the Rockhampton Women's Shelter. During this time she developed an interest in issues relating to the homeless and disadvantaged. She joined in 1991 the then Board of Quantum Community Care and transferred to the Board of Quantum Support Services upon the merger. She remains interested in participation in organisations which render assistance and support to those in need.

Board Profiles



Board Member: Susan Macaulay

Susan brings a range of skills and qualifications to the Board including Diploma of Youth Leadership, Bachelor of Social Work and is a Licensed Real Estate Agent. Currently Susan is a Director and Partner of Stockdale & Leggo in Inverloch. Prior to this she worked for Gippsland South Health Services as a social worker and has worked for many years within the non-government sector. Susan sought nomination to the Quantum Board to share her knowledge and experience and give back to the community as a volunteer.



Board Member: Ian Maxfield

Ian Maxfield has a long involvement in community activity and has spent most of his working life in the union movement and involvement in politics. As a Member of Parliament and ministerial adviser, during this time Ian became active in the parliamentary Drugs and Crime committee, chaired the cattle grazing in the Alpine national park task force and held the role of secretary of the Parliamentary Labor party. Ian has now followed his involvement with the Alpine environment by working in the Mt Baw Baw Alpine Resort in human Resource Management and Risk Management.



Board Member: Kathy Borg

Kathy is an IT Support Officer and works for International Power Mitsui at Loy Yang B Power Station. Initially, Kathy became involved with Quantum through her previous role as Sponsorship Co-ordinator with International Power Mitsui. Kathy was impressed with the services and programs provided by Quantum to local communities and sought nomination to the Board to contribute to the organisation.



Board Member: Neville Collins

Neville works as an Account Manager for Landmark school supplies, looking after the requirements of schools throughout Gippsland. Prior to that he has worked with long term unemployed through job network and in disability services assisting people with the challenges of obtaining work, as well as adapting to the changes that work puts in front of them. Neville is a firm believer that everyone deserves to have opportunities to find and achieve what they want in life, and that some need a helping hand or direction along the way. Neville has always wanted to do more for such people and have reached a point in my life where I can contribute and is grateful for the opportunity to do so with Quantum.



Board Member: Barry Whitehead

Barry has a strong background in community service and human resources and brings a range of skills to the board. He is employed by Apprenticeships Group Australia as their Human Resources Manager. He has had long involvement in community theatre and is also a presenter on ABC Gippsland. Barry sees his involvement on the board as an opportunity to give something further to the Gippsland community and at the same time broaden his own knowledge and skills.

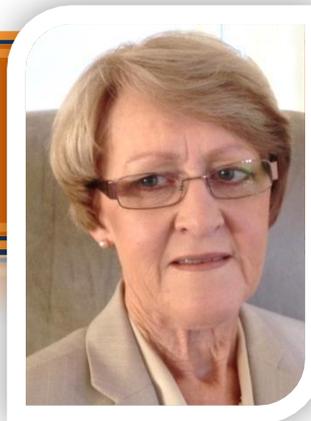


Board Member: Julie Hocking

Julie is strategic leader with over 20 years experience in Regional, Local and State Government. She has a strong professional background working at a senior level in the Victorian Government, influencing and successfully negotiating across multiple government departments, gaining commitments from Local and Federal government stakeholders. Having worked as a state Executive Director and as the senior Regional Departmental officer for the Department of Planning and Community Development (DPCD), Julie is accustomed to the processes of government, the interface between departments and the political landscape that demands a sense of urgency. Her executive level roles have ensured delivery on corporate vision and goals, confirming organisational alignment. She has demonstrated high-level leadership in tactical planning and implementation, including leading government/ community/ stakeholder dialogue, fostering a collaborative interface. Julie has executive coaching experience focusing on business planning and people management with success in transforming staff and organisations.

Chairperson Report

• Christine Holland



• CHAIRPERSON'S REPORT

During 2013 the Board, Executive, Senior Management and staff at Quantum Support Services have worked through processes to deliver a revised Strategic Plan. We are proud of the outcome and in particular how the new Plan responds to the changes brought about through structural reform of the Department of Human Services, our main funding body, and the ongoing uncertainty in the economic climate and Government policy and program funding.

The opportunity for staff to input into the strategic planning process has ensured that the entire organisation has connected and committed to the objectives that will drive Quantum over the next three years. The Board have appreciated the feedback from staff and are keen that this level of engagement does continue.

In meeting its governance requirements the Board has also focused on developing a new constitution to comply with the changes brought about by the Victorian Associations Incorporation Reform Act 2012 (and its associated Regulations) and the instigation of the Australian Charities and Not-For-Profit Commission. The new Quantum constitution will become effective at the 2013 AGM and introduces contemporary procedures for the operations of the Board.

To support these documents a very comprehensive approach was undertaken to gain mutual agreement throughout Quantum as to our purpose, objectives and values. Along with my colleagues on the Board I acknowledge the visionary leadership of our Chief Executive Officer, Alan Wilson, and thank him for facilitating such an inclusive process that is delivering the framework for Quantum in an ever changing environment.

At the 2012 AGM the Board welcomed Julie Hocking and Barry Whitehead as new members. Their presence has broadened the perspective and skills of the Board and I thank them both for their input. This year we are sorry to be losing Neville Collins who, due to his own business pressures, is resigning however we do hope to see Neville back at some future date.

A major change outlined in the constitution is to place a maximum of nine Board members with each member holding a three year term. The introduction of this procedure is in line with contemporary practice and allows for continual renewal of ideas and input to the Board.

During 2013 the family of Quantum Support Services experienced the tragic loss of one of its members with the passing of Deborah Armour following a vehicle accident. This was certainly a low and very sad point for Quantum that was managed by her colleagues with respect and dignity. The Board continues to share the grief felt by the Family Violence team and indeed the entire organisation.

I thank my colleagues on the Board for their input and support during what has been a challenging year in driving the thinking, judgment and wisdom behind the decisions that are leading change. 2014 will see both the Board and staff implementing that change to ensure the continuing strength of Quantum Support Service in providing assistance to those vulnerable people in our communities.

On behalf of the Board I congratulate and thank Alan for his dedication and commitment to the purpose and goals of Quantum Support Services. He is an inspiration not only to our organisation but also more broadly within the sector where he is highly regarded. I thank him for his support and counsel to me in my role as President. I also congratulate and acknowledge the input of the Executive Team members who are always on hand to give their support and share their knowledge with Board members and for displaying exemplary leadership. The Board is very proud of and grateful to Coordinators, Team Leaders and the entire Quantum staff for the manner in which they go about their work and build such a positive reputation for the Quantum service. We understand the difficulties of your work and strive to ensure that we can support you in what you do.

In particular I wish to acknowledge the work done by the Board in this year. Facing change can be challenging but we have been focused, positive and considered in how we have made decisions for the betterment of Quantum. There will be further decisions to make early in 2014 but also we now look forward to 2014 and the excitement and gratification of putting the planning into action.

A handwritten signature in black ink that reads "Christine Holland".

Christine Holland
President

CEO Report

• Alan Wilson



• VISION MISSION

Last year we identified that 2012 - 2013 would be a year of transition as Quantum Support Services (QSS) repositioned itself to adapt to the changing political and economic environment.

The new Department of Human Services (DHS) divisional structure has been implemented and at a local level we have been establishing effective relationships with the new leadership teams. This new structure will provide for a more localised and collaborative approach to service planning and delivery and we look forward to continuing our work with the local areas over the coming year.

Internally we have dedicated much of our time to review the strategic focus and governance arrangements for QSS. Considerable effort has been placed in ensuring that we have the capacity and flexibility to continue as a relevant and viable provider of welfare and support services to our community in this changing environment.

Our new 3 year Strategic Focus has been developed with extensive input from our clients, stakeholder and staff over the past year. This plan provides a solid platform for QSS to continue to develop and improve our service responses to the community, whilst providing the capacity for innovation to respond to changing client and funding requirements.

The recent Service Sector Reform project, led by Professor Peter Shergold will be pivotal in determining the provision of services into the future. This "roadmap for community and human services reform" will be central to our planning and relationships over the coming year.

During the past year the Board has undertaken a major review of our Governance framework and with the generous pro bono support from Lander and Roger's has undertaken a comprehensive review of our constitution. This included a full review of our Vision, Mission and Objects. Our staff have been actively engaged in the development of these, providing the opportunity to further review and strengthen the connection between the individual client work that we undertake and the overarching purpose of our organisation.

During the year we held team specific values workshops to identify core values from a specific team perspective. This project subsequently evolved to the establishment of 'values champions' within QSS that includes a representative from each work unit. This group has consolidated the work from each of the teams and whole of organisation workshops into a set of core values for QSS. Over the coming year this team will continue to work with the executive team to embed these core values into all activities at QSS.

This annual report also highlights our activities for the year and more detail is provided in the other sections of this report. However I wish to note that the demand for our services continues to remain high and in many cases excessive. When you work within this sector and understand the complexities and challenges that our staff face every day in trying to assist some of the most vulnerable people in our community, it can be very disheartening to hear media and governments being critical of the work of our sector or the lack of progress in achieving meaningful reductions in the rates of people experiencing crisis or disadvantage. Too often this perceived lack of achievement is the result of the impacts of changes in policy or economic pressures that have the unintended impact of placing more people into crisis or denying them the opportunity to improve their personal circumstances.

We are looking forward to working with the state government on the implementation of the Shergold report as a means of achieving improved outcomes for our clients through greater coordination and collaboration on service design and delivery.

Tragically this year we lost a valued and respected member of our staff in a motor vehicle accident. Deb Armour was a member of our family violence team and a passionate advocate and case manager for women who are experiencing family violence. Deb's passing had a major impact on our staff and the wider service community, and I wish to acknowledge the support that our staff provided to each other, and still are, during this difficult time. In 2014 we will be putting in place an appropriate tribute to the lifelong commitment held by Deb to working in our field.

I am enormously proud of the achievements of QSS over the past year and in particular the engagement and commitment of the staff, leadership team and the Board in the development of and review of our new Vision, Mission, Objects and Values.

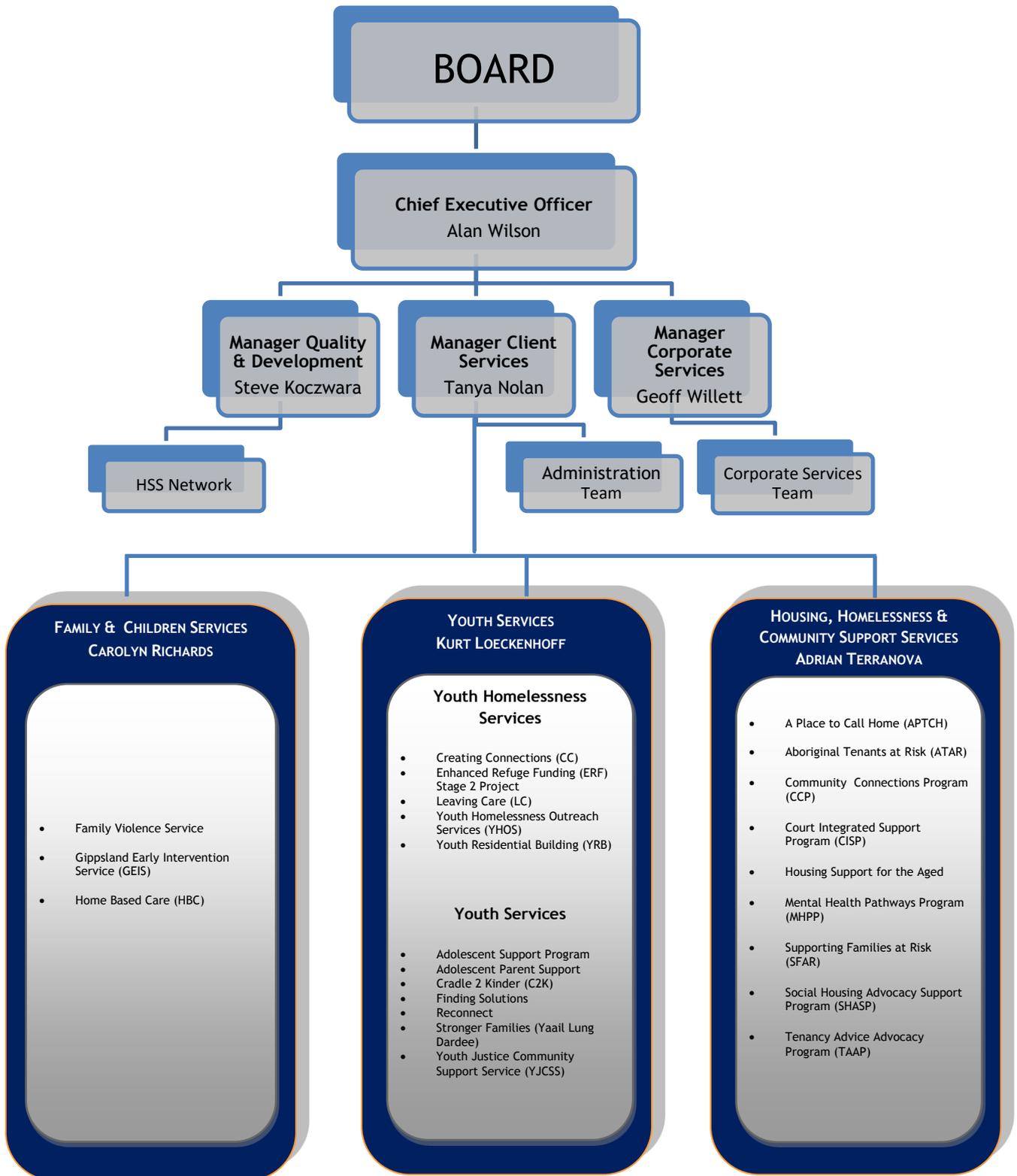
The energy and passion for the work that we undertake has been evident throughout all of our discussions and demonstrates the common purpose that drives our work.

I wish to thank each of you for your commitment to QSS and the people that we work with and look forward to another exciting year as we progress the evolution of our fantastic organisation.

A handwritten signature in black ink, appearing to read 'Alan Wilson'.

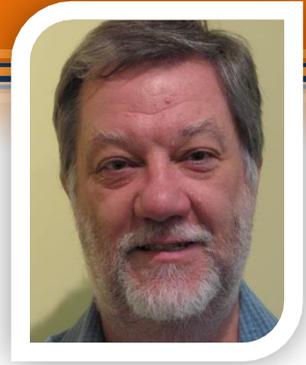
Alan Wilson
Chief Executive Officer

Organisational Structure & Current Program



Manager Report – Quality & Development

• Steve Koczvara



Maintaining quality, and the continuous improvement and development of processes, has occurred through a range of activities undertaken during 2013. The most significant of these is the response to QSS' 3 year organisational self-assessment and external review. Following the successful 2012 external review by Quality Improvement and Community Service Accreditation (QICSA and now re-name Quality, Improvement, Performance or QIP following a merger with other accreditation agencies) the Board approved a Quality Work Plan for the 2012 - 2015 period. The Plan acknowledges QSS' commitment to enhancing quality and ensuring that the search for on-going improvements is sustained. Major projects identified within the Plan included:

- Developing QSS' approach to being a value-driven organisation through embedding QSS' values in specific on-going processes;
- Implementing a document management framework;
- Strengthening the system for legislative compliance; and
- Reviewing the case file audit system.

Considerable effort has been made in responding to these improvement areas and in some cases has involved a participatory approach and the formation of Working Groups. This has occurred with the establishment of a Values Development Working Group which has overseen progress in re-evaluating QSS' current values and in further developing a range of strategies for how the values can be utilised to strengthen QSS' organisational culture. A similar commitment to wider participation also occurred with the review and re-development of the case file audit framework. In this case the revised audit framework was the outcome of a working group drawn from Service Co-ordinators and Team Leaders.

In addition to these broad continuous quality improvement projects QSS is also participating in two further external review processes during 2013. Although less comprehensive in scope than the QICSA accreditation process these have also been commenced in relation to:

- The Community Care Common (CCC) Standards which effects the Community Connections Program as QSS' only Home and Community Care (HACC) funded program. QSS has submitted its self-assessment and will be undertaking its first review against the CCC Standards in December 2013.
- White Ribbon Accreditation Pilot, with QSS undertaking to participate in the initial implementation of a Standards framework for the White Ribbon Foundation. This closely aligns with QSS' on-going commitment to supporting the White Ribbon campaign and involving men in saying no to, and stopping, violence against women.

On-going internal monitoring processes have also been implemented throughout 2013 that have contributed to QSS' understanding of its strengths and capacity to improve. This has occurred in relation to such processes as the implementation of the risk management framework, including annual team-based consultation on risk assessments and the development of a revised Risk Register and Risk Treatment Plan, the analysis of OH&S incident reports and associated recommendations, conducting an annual case file audit, reporting on stakeholder feedback processes including the annual Staff Satisfaction Survey, an annual Report on the Suggestion, Compliments and Complaints Form and an annual report on client complaints. Through these monitoring processes QSS is able to maintain a rigorous approach to analysing the effectiveness of a range of key processes and to identify areas where additional improvements may be required.

QSS' commitment to combining quality with promoting staff consultation mechanisms also occurs in relation to maintaining a number of working groups or committees. Two such Committees that have continually worked to progress particular aspects of the organisations development are the Equal Opportunity Committee (EOC) and the Knowledge Management Group (KMG). Members of the EOC and the KMG have given their time throughout 2013 and a thank you is extended for their valuable contribution and efforts.

Perhaps one final word is required in relation to the challenges ahead and in particular those arising from the release of the Department of Human Services (DHS) Service Sector Reform Final Report. The Report presents the community sector with a number of new ideas for how services will relate to the public sector, to other service providers and to clients. One of these areas is the identified need for the development of an outcomes approach to measuring performance. QSS has identified a similar priority within its Quality Work Plan and in has subsequently considered how there is uncertainty about what outcome measures are to be applied. This is not unfamiliar territory given how various Governments during the past 20 or more years have sought to introduce a similar emphasis. Nevertheless, there is now a clear determination to move away from measuring 'outputs' and towards applying an outcomes approach for assessing the evidence for what produces lasting change. It is in this context that QSS will seek to maintain an on-going interest in marrying its own internal interest in measuring outcomes with the likely pending changes to occur with the development and implementation of DHS' outcomes framework.

Manager Report – Client Services

• Tanya Nolan



This has been an exciting and very busy year for me at Quantum. It has been my first full year in the role and I have also commenced the Gippsland Community Leadership Program. Externally to Quantum, changes to the Department of Human Services (DHS), have continued to impact on all areas of service delivery. The former region of Gippsland has now merged with the Southern metropolitan region to form the Southern Division. Gippsland itself has been divided into Inner and Outer Gippsland which has meant that there have been some changes to former boundaries. Wellington now falls into Outer Gippsland so for example they no longer sit in the same group for their sub regional family violence steering committee. We now have Local Engagement Officer's rather than PASA's to meet with from DHS. Quantum is particularly lucky in that Beryl Parker from DHS is our LEO and her considerable experience and expertise is much valued.

This year we have commenced a leadership program working with the Team Leaders to provide them with an opportunity to enhance their skills. The Team Leaders worked with Adrian Ohlsen, a Consultant specialising in working with organisations to improve skills, particularly focussing on management and leadership. This has been a very valuable program and we are looking at ways to continue to build on the work which has been commenced.

We have been very fortunate in receiving additional one off funds from DHS to run a variety of youth programs this year which has afforded us with a highly successful opportunity to create new programs to meet the needs of homeless youth in particular.

This year we have noticed again that we are getting more complex cases, many of whom have mental health issues and in general a younger cohort are presenting with high needs. A chronic lack of suitable accommodation and high rates of family violence continue to drive demand in our region.

I would like to acknowledge the support that I have received from Alan as CEO and all the Executive team, Leonie who provides fabulous support to me as my PA and to Adrian, Carolyn and Kurt for all their hard work. I would also like to acknowledge the work of the Team Leaders and all our staff who work so very hard to deliver high quality services to our community.

This year we have included some trends and issues for each of the Streams to give a snapshot of the work we have undertaken over the last financial year.



Family and Children's Services • Carolyn Richards, Coordinator

Family Violence

- Police L17 reports increased to over 2,000 this year from 1,600 the previous year and 800 in 2010/11. Numbers of referrals for non-intimate partner violence have increased; namely parent / children relationship violence, grandparents / grandchildren relationship violence, sibling violence and other extended family relationship violence. The police are evidently referring on a far broader scale and referrals are increasingly incorporating situations and families which do not fit into FV Program support areas; nonetheless these referrals are required to be responded to and where appropriate referral information provided.
- There have also been increased numbers of female perpetrators and women accessing support who have also been charged with criminal offences for perpetrating FV, in addition to be victim of FV (i.e., relationships where both parties using violence / cross applications for or/cross Intervention Order's in place.
- In February 2013 it was noted there had been an increase in number of women were supporting who had perpetrators who were abusing 'ICE'. This impacts significantly on risk management / safety planning / trauma impacts of women and children; due to erratic, unpredictable and violent behaviour associated with ICE users and a developing pattern of women presenting with multiple perpetrators.
- Continued close contact with the Police has ensured that issues with communication and any training needs have been identified and improved.
- We have experienced difficulty identifying appropriate families to benefit from the A Place to Call Home initiative. This has been impacted on a couple of levels, namely; limited offers for available / appropriate properties and when families are identified there is not a corresponding property to match need (i.e. family one woman and 1 child identified, but property with three bedrooms offered and she is not suitable due to underutilisation).
- FV NILS program has had few applications this year and this is predominantly reported as being due to women not having financial means to repay loan and the number of women supported who carry debt, including transmitted debt as a consequence of FV.
- We have experienced very low numbers of referrals from Women's Domestic Violence Crisis Services, thus significantly limiting the number of women and children supported via Secure Women's Refuge at Pat's Place (FV database records 6 women for 12 month period - two of which were single and with a total of 7 children supported in this time also).

- Stemming from the on-going frustration at lack of referrals and need to invigorate the Pat's Place site. Some strategies were explored and actions identified to address the presentation and up-keep of the facility. This has led to improved standards and a great team commitment and involvement in the management and up-keep of the property.
- We have inducted and utilised a number of Relief Workers in the FV Program, which exceeds previous reporting periods. Paula Smeriglio, Deb Armour and Casey Woods have all assisted with periods (in some cases extended) of relief work within the FV Program. There is an on-going commitment to the recruitment and training of appropriate relief workers for the FV Program.
- Positive feedback and high level of engagement at the FV Planning Days conducted in April 2013.
- On-going positive feedback and growing attendances at the FV Practitioner Meeting for Baw Baw / Latrobe and Wellington. This network meeting consistently rates high feedback and ever increasing numbers in attendance.

GEIS (Gippsland Early Intervention Services)

The Inspiring Women's Group has continued to operate across Latrobe, Wellington and Baw Baw Shires to educate and support women who have/or are currently experiencing family violence.

The decision was made to make more effective use of the worker's limited time (2 days a week) and offer the group twice a week with Latrobe always running a group during school terms and for the group to alternate depending on need in Sale, Warragul and Yarram.

The issue of child minding for women attending the group was raised and it was decided to involve the Family Violence Child Advocate Support Worker and run a group for under 5years each Latrobe session. The child minding issue has not been raised in other locations.

The women have also raised concerns about feeling that the group is great however they feel that it is too short and they have requested we look at either extending the duration of the group or to provide an option for the women to feed into another supportive program. We will explore this further at the next GEIS governance group and possibly provide a survey for the women in the current groups to gather further information.

Home Based Care (HBC)

Over the past twelve months Home Based Care has been allocated additional placements but has struggled to gain new Carer's for foster children which has resulted in our inability to meet those numbers. Increasing complexity in the needs of the children and the need for some carers to take a break due to health issues has also presented challenges.

In order to address these issues we took a staff member off direct client support to concentrate fully on recruitment and training. A recruitment campaign was undertaken but like all other areas of the state we continue to struggle to attract sufficient carers to the role.

Existing caregivers have been offered further training to improve their skill level and confidence in dealing with more complex children and the team is regularly discussing this with the carers. We now have the opportunity to send our caregivers to local free CIRCLE training which is specific therapeutic training aimed to increase their skill level and understanding of trauma and the impact on children's brain development. FCAV (Foster Care Association Victoria) held regional training in March 2012 and all the HBC team attended and a large number of carers also attended this training event.

Due to the changes in DHS the team is now receiving referrals from Southern District and whilst we have been able to place some of the referrals it is difficult due to disrupting children from their schools and meeting the access arrangements with their parents due to the travel requirements involved. As a result of dealing with another region we also face the issues of not being familiar with the workers and some of their internal processes differ to those in the Gippsland region so we constantly need to check and confirm details.

The team all attended the planning days held at Metung in April 2013 and the opportunity to discuss the issues and plan a strategy was taken up with great discussions and many of the ideas which informed the action plan have now started to be implemented.



Housing, Homelessness & Community Support Programs • Adrian Terranora, Coordinator

Advocacy and Support Programs

Social Housing Advocacy & Support Program (SHASP) provides support to Public Housing tenants across the Gippsland region offering casework assistance, advice and referrals including Victorian Civil Administrative Tribunal (VCAT), assistance to public housing tenants whose tenancies are at risk. The main challenge for SHASP in this reporting period has been the changes to the program (due to funding cuts). The category of Brief Intervention (no more than 3 hours support) forms a major component of the program. It is felt in many instances (ie VCAT) that 3 hours is not sufficient time to provide meaningful support. Confusion arose with DHS state-wide regarding what constituted a referral and this has taken in excess of six months to address successfully. This occurred at the same time as Department restructures.

Tenants Advice Advocacy Program (TAAP) assists vulnerable and disadvantaged individuals or private tenants with advocacy assistance relating to tenancy matters including advocacy assistance at VCAT. Challenges occur in TAAP with the numbers of clients referred at the point of eviction due to large lump sum payments with very minimal referral or brokerage options whilst in East Gippsland some landlords who appear to regularly contravene the Residential Tenancies Act (RTA).

The Aboriginal Tenants at Risk Program (ATAR) provides support and advocacy to Aboriginal tenants or prospective tenants of Department of Human Services - Housing or Aboriginal Housing Victoria. The program aims are to establish, sustain and maintain Aboriginal tenancies. Recurring problems with rubbish and lawns with ATAR clients continues to be a focus of the program with clients requiring intense and ongoing assistance to have grass maintained to satisfactory standard.

Quantum received funding this year to work with the Victorian Bushfires Appeal Fund (VBAF) to assist 23 families to finalise the plans for their homes which were destroyed in the 2009 Bushfires. This has been a very successful program with 22 families currently signed up to agreements regarding their new property. The team have done excellent work in engaging with these families who have faced great personal trauma.

Homelessness & Support Programs (H&SP)

The Mental Health Pathways Program (MHPP), aims to provide housing information and advice to people that are in the Mental Health system who on exiting a bed based facility are homeless or at risk of homelessness. One of the Key challenges faced within the MHPP is finding appropriate housing in a reasonable timeframe. Often a referral is made at the time the patient is well enough to be discharged from LRH Flynn Ward, increasing the pressure and decreasing the timeframe that the worker has to find and appropriate option for the client. Although Motels and caravan parks are occasionally an option in the case of mental health clients it depends highly on the behaviours attributed to their mental health condition. Clients being located in Caravan Parks are not generally the preferred option but inevitably it becomes the only option. In MHPP a very recent emerging trend is that people with very minor, ongoing and managed mental health conditions are being referred and effectively pushed through the admission process via Flynn by other social sector workers as an alternative to accessing the appropriate 'Open doors' process when homeless. This is blurring the boundaries and meetings have been arranged with all relevant parties to ensure clarity of roles.

Another Key issue is faced is as always, the lack of appropriate, affordable housing.

The Transitional Support Program (TSP), provides a service for individuals and families who are homeless or at risk of becoming homeless. The program provides an immediate crisis response as well as ongoing support to obtain and sustain housing. In TSP, it has emerged that the client dynamics are more challenging with complex needs. In excess of 75% of clients have Mental Health issues with presenting issues such as Drug & Alcohol or Family Violence issues. Rehab and Detox referrals have also increased by 8% in this reporting period. In TSP clients have re-entered the service more so than in previous years. This may be due to the 13 week model being insufficient time to successfully gain appropriate accommodation in the current environment. The Establishing Successful Tenancies component of SHASP traditionally received many referrals via TSP but with the changes to programs this is not as evident. However increasing numbers of people without appropriate visas or documentation are presenting a huge challenge as staff members need more training to help them to negotiate the legal minefield to assist these people.

The Supporting Families at Risk of Homelessness (SFaR) provides support for families who are exiting the Homelessness Service System having found long-term accommodation (private or social). SFaR assist families to establish and maintain successful tenancies identifying and addressing barriers. This program has dealt with increasing challenges including many families with a member with a disability or from a non-English or indigenous background together with a high percentage of family violence incidences.

Community Connections Program (CCP) / Housing Support for the Aged (HSA)

Community Connections Program (CCP), actively engages and provides support to people who live in low cost accommodation or are homeless and have complex and unmet needs. Staff conducts assertive outreach to facilitate clients to access the program with case coordination paramount. Across Gippsland, CCP have noticed that the changes to Centre-link's pension threshold, has created additional financial stress on our clients and has seen an increase in the number of clients requiring assistance in the past year. This has impacted in that individuals or families who already were at a financial disadvantage have been impacted additionally by the reduction in allocated single parent pensions and New Start Allowances whilst the assessment for Disability Support Pension is far more restricted and difficult to obtain. These changes have caused pressures on limited resources.

Further barriers of evidence are long wait times for DHS Disability Services to respond to referrals; generally the response is not favourable or that "there is no money for service".

The increasing cost of electricity and utilities causing strain on budgets.

The difficulty in accessing dental services particularly for aged related conditions. If clients require extensive dental work they have to be referred to the Dental Hospital in Melbourne and this requires an overnight stay for client and support worker. Shortage of mental health supports, particularly access to a psychiatrist in the East Gippsland region.

Housing Support for the Aged Program (HSAP), provides support to clients referred by the Community Connections Program and other service providers who are aged over 50 years and have entered or are in the process of entering public housing accommodation (generally elderly persons units). The program aims to support their capacity to live independently and enhance their quality of life.



Youth Services • Kurt Loeckenhoff, Coordinator

This includes Reconnect, Adolescent and Family Support, Finding Solutions, Child First & IFS, Cradle to Kinder, Hey Babe, Youth Justice Community Support Service, Youth Intake Work, Leaving Care, Youth Homelessness Outreach, Creating Connections, Youth Residential Building and Enhanced Refuge Funding Stage 2.

Challenges

- Providing services to complex needs clients where disability is a major feature of the complexity. All service areas of youth services have reported a significant increase of referrals where disability is a key component of identified needs. Disabilities include ID, ABI, Physical and developmental. There are increasing numbers of young people with an assessed ID disability presenting as homeless to the Open Door entry points.
- Continuing with this theme Youth Workers find it extremely difficult to get assistance or service involvement from disability services when allocated a client with a disability.
- It is a challenge to skill staff up in the disability field.
- It is a challenge to find accommodation options for young people beyond crisis accommodation when they don't have the capacity to develop independent living skills.
- Finding respite placements for A&FS clients continues to be a challenge in the Finding Solutions / Adolescent Specialist support area.
- Young people getting the right income support from Centrelink, often young people linked to YHS are placed on UTLAH instead of independent YA.
- Reporting is a high demand activity for most areas as reports have to be compiled manually on a quarterly basis. CRISSP does not provide a

reporting function for any service other than YJCSS. SHIP reports often need manually adjustments in Excel to make them relevant. Custom Reports in SHIP still don't meet sector reporting needs. Most reports, where there are flexible client funds available, require a brokerage acquittal that is manually complied and a narrative / quantitative report that is gleaned from case files.

- Start-up timelines for newly funded projects / service have been very challenging at the operational end with the ERF stage 2 being an example in this period.
- Regional Dual Diagnosis support and staffing has been limited resulting in youth workers not being able to get secondary consultations in the D&A / MH space.
- Recruiting quality staff to fixed term and new positions across the team.
- The demands in meeting HR KPI's is becoming more and more challenging using current systems.

Trends

- For FS and ASP there is a continuing trend of younger child referral ages. These services are referred to by CP intake. These services are getting more and more referrals for 12 year olds and younger.
- Finding respite placements.
- Creating Connections targets being taken up with young parents with a disability and limited living skills.
- Youth homelessness services report the continuing trend of majority of clients being in the early end of the 16 year old age group.
- High rents in the PRM making private rental unaffordable for youth.
- Young people not receiving the correct income support from Centrelink.
- Public Housing not providing suitable housing options for young people.
- Lack of a suitable long term supported accommodation model in Gippsland.

Initiatives

- Living Skills Program for Schools, including Rock & Water. (has been run at Lowanna, Kurnai and this year at Traralgon Secondary)
- Music and Art Therapy group
- Photography group
- YRB / YH garden project
- Personal Trainer program
- Rock & Water for Kinnect (LCHS program for young carers)
- The Summit experience
- The YRB Living Skills program
- Open Day at the YRB



Administration and Resources • Leonie Mooney, Team Leader

During the last 12 months our team has taken some significant steps in moving towards a consistent and cohesive working group. The interpersonal relationships between staff and the Administration Team have improved immensely.

We also finalised the development of the General Administration Procedures which are consistent throughout each site and also developed site specific Administration Procedures.

Client Incidents at Morwell involving Administration staff has dropped from ten to two. I contribute this to a shift in Morwell Administration staffs approach to a warm and welcoming greeting and providing callers to our building with a caring and open response. This has also been strengthened by service delivery staff advising the administration staff of their movements so that Administration staff can efficiently respond to enquiries.

Manager Report – Corporate Services

• Geoff Willett



Corporate Services consists of 5 staff providing support to the Board and Executive, and services in the areas of Human Resources and Payroll; Finance, Accounts and Purchasing; Information Technology and Communications; and Physical Infrastructure. Below are the main improvements and upgrades to our systems over the last year and our plans for future developments.

Human Resources & Payroll

Last year we successfully transitioned to the new Social, Community, Home Care & Disability Services Industry Award (SCHADS) and implemented the Equal Remuneration Order (ERO) pay increases. Our induction processes were reviewed, updated and an annual Induction Feedback Report was introduced. The annual Ergonomic Self-Assessment recommendations were implemented and this year's self-assessment has been completed. The annual Exit Interview Report was redesigned, a Work Plan monitoring system implemented and an upgrade of a Personnel Records filing system was completed. We successfully obtained a WorkSafe Wellbeing Program Grant and actively contributed to the QSS Values Project. A review and report of Community Sector Workforce Knowledgebase data was prepared. Our Human Resources Officer, Katrina Palmer, successfully completed the Gippsland Community Leadership Program (GCLP), as the QSS nominee, and commenced her Advanced Diploma of Management. Katrina also trained up Kerri Savage, our new Payroll Officer.

We are now investigating the introduction of a web based employee kiosk which would give us electronic timesheets and human resources forms. It is also planned that this system would have the capacity to produce base line Human Resources Key Performance Indicators (KPI's) to all levels of supervision and management as part of an overall Human Resources Information System. More work will be done on implementation of the staff Wellbeing Project. Other plans include an audit of existing staff training and qualifications, an investigation into the suitability of psychometric testing and a procedure for obtaining information on pre-existing medical conditions as part of our recruitment processes. We will also assist in the development of induction refresher training and participate in the review of a reward and recognition program, develop procedures to roll out the Outside Employment Form to existing staff and develop a system for monitoring that professional development is occurring and is consistent with staff professional development plans.

Finance, Accounts & Purchasing

Strong financial management systems remain in place to ensure timely and accurate reports on financial performance to the Board and all levels of management. A surplus of \$77,091 was achieved last financial year after carrying forward all unspent brokerage and special purpose funds. The result was also achieved with the implementation the Equal Remuneration Order (ERO) pay equity increases from the 1st December last year, with only partial contributions from our funding bodies. Our Accounting/Payroll software Attaché was successfully migrated to our new IT terminal server platform. Our Accountant, Grant Coulthard, joined the QSS Joint Consultative Committee and was our team's representative on the QSS Values Project. Our Accounts Officer, Sue Sukaserm, in addition to her own duties, continues to provide support with our payroll when needed and trained up our new Payroll Officer in the basic accounts functions so she was also able to fill in when needed.

A significant financial challenge in the immediate future will be our ability to fund the Equal Remuneration Order (ERO) pay equity increases from the 1st December each year, with only partial contributions from our funding bodies. From the start of the new financial year we reduced our fleet by five vehicles to ensure we were able to achieve a small budget surplus in line with inflation. We will work with the Finance Committee to produce more graphs as requested by the Board for their financial reporting. We will also complete the job instructions for budgets, reviews, end of month and end of year and participate in the implementation of the new inventory register software and reporting.

Information & Communications Technology

Our main focus this year was the implementation of the new terminal server platform and associated equipment. We continued with the established redundancy program for PC's, Thin Clients and Laptops. A new inventory scanning system and data base was also set up on the terminal server. New smart phones were introduced for Team Leaders and tablets and upgraded smart phones were introduced for Managers and Co-ordinators. Administration & Resources were assisted with the development of a Maintenance Help Desk. The recommendations arising out of the IT&C Survey were implemented. Our ICT Support Officer, Keith Geddes, attended the 2013 ICT Connecting Up Conference and completed a Wireless Network Administration Course.

We are currently looking at options for the installation of video conferencing facilities across the three QSS sites. This may involve upgrading our IT network to support good quality video conferencing and also the possibility of complimentary Voice Over Internet Protocol (VOIP) telephone systems across our sites. Connection of QSS Board Members to the QSS network via the internet is a high priority. We will also introduce a pool of netbooks/base level laptops for staff working away from the office. Finally the Telstra Integrated Messaging (TIM) system will be investigated to see if an additional module can be used to improve contact between staff on outreach and their direct supervision.

Physical Infrastructure

Two years after the opening of our Bairnsdale building, all but one of the fifteen offices are now utilised by QSS staff or tenants. A total of nine agencies and individual service providers now operate out of the building, in addition to QSS. This year we had some preliminary plans and estimates prepared for the Warragul office in case an expansion of the number of offices is required in the future.

This year our building infrastructure focus will be major maintenance work to the Morwell office, including the installation of a lift and upstairs disability toilets, replacement of the skylight, upgrading the Family Violence outdoor area and improving the amenity at the rear of the building for all staff. A Business Continuity Plan will be developed which identifies anticipated responses to major disruptions in the organisation's operations and we will develop an Environmental Care Strategy Plan. An energy audit of the Morwell Office will be undertaken and a system for asset maintenance and replacement planning will also be developed.

Treasurers Report

Quantum Support Services Incorporated (QSS) is in a sound financial position. The Finance and Audit Committee met regularly throughout the year to review QSS's financial position and approve the budget.

The gross revenue for operations increased by about \$870,000 to more than \$7.6 million. The net operating result was a surplus of \$77,092 compared to \$53,841 in 2011/12.

Almost half of this year's increase in revenue was related to \$395,000 special funding from the Department of Human Services for a Youth Refuge Enhancement Project. This allowed the agency to carry out some really innovative work with disadvantaged youth. We were pleased to be awarded special funding of more than \$400,000 to carry on that work in 2013/14.

QSS is solvent, that is, all debts can be met as they fall due. The cash position is very sound, with bank balances of more than \$1,270,000.

QSS's accumulated members' funds now stand at \$1,785,577.



Kevin Sharp, CPA
Board Members & Treasurer

AUDIT REPORT

2012/13

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CHARTERED ACCOUNTANTS

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AARAN MURRAY & CO
L.V.TAXATION SERVICES
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**Chartered
Accountants**

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September 25, 2013

AUDITOR'S REPORT

TO: THE MEMBERS OF QUANTUM SUPPORT SERVICES INC.

SCOPE

I have audited the attached Financial Report of QUANTUM SUPPORT SERVICES Inc. for the financial year ending 30th June, 2013. 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

The audit opinion expressed in this report has been formed on the above basis

AARAN MURRAY & CO
L.V.TAXATION SERVICES
ABN: 50 345 270 072



**Chartered
Accountants**

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Audit Opinion

In my opinion, the statements present a true and fair view of the financial position of **QUANTUM SUPPORT SERVICES INC.** as at June 30, 2013 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.

Consolidated Income Statement

QUANTUM SUPPORT SERVICES INC.
ABN 18 274 439 046

CONSOLIDATED INCOME STATEMENT FOR THE REPORTING PERIOD JULY 1, 2012 TO JUNE 30, 2013

	NOTE	2013 \$	2012 \$
INCOME			
Revenue from Ordinary Activities	2	7,666,670.02	6,796,497.28
Employee Expenses		(5,172,999.15)	(4,549,231.99)
Depreciation Expenses		(156,994.28)	(154,127.59)
Other Expenses from Ordinary Activities		(2,172,747.72)	(1,935,383.76)
Borrowing Costs		(86,837.18)	(103,912.72)
Surplus/(Deficit) from Ordinary Activities		<u>77,091.69</u>	<u>53,841.22</u>
Total Changes in Equity of the Association		<u>77,091.69</u>	<u>53,841.22</u>

Balance Sheet

QUANTUM SUPPORT SERVICES INC.
ABN 18 274 439 046

BALANCE SHEET AS AT JUNE 30, 2013

	NOTE	2013	2012
MEMBERS' FUNDS	3	\$	\$
Accumulated Funds		1,130,555.81	1,077,104.59
add Surplus/(Deficit)		77,091.69	53,841.22
Asset Revaluation Reserve		577,929.89	577,929.89
Total Members' Funds		1,785,577.39	1,708,875.70
CURRENT ASSETS			
Petty Cash		2,375.00	2,375.00
Bank Balances	4	1,270,379.75	936,358.62
Payroll Suspense Account	5	44,952.06	50,941.34
Accounts Receivable		8,687.22	22,699.43
Accrued Income		1,442.34	7,897.57
Prepayments		2,450.00	1,300.00
General Suspense Account		6,593.71	3,575.59
Total Current Assets		1,336,880.08	1,025,147.55
NON CURRENT ASSETS			
Capital - Work In Progress		21,374.09	6,689.09
Land & Buildings	6	3,494,908.85	3,494,908.85
Office Furniture, Fixtures, Fittings and Equipment	7	738,995.62	673,475.29
White Goods/Electric	8	20,142.63	20,142.63
H/hold Furniture, Fixtures & Fittings	9	67,767.55	67,767.55
Less Accumulated Depreciation		(732,674.19)	(575,679.91)
Total Non Current Assets		3,610,514.55	3,687,303.50
Total Assets		4,947,394.63	4,712,451.05
CURRENT LIABILITIES			
Funds Received In Advance		626,109.65	531,759.58
GST Payable to ATO		128,518.29	119,424.30
Community Support Fund		4,243.46	4,973.46
Private Fuel Float		588.77	478.91
Social Club Liability		478.22	5,569.13
Accrued Expenses	10	225,174.96	187,184.59
Accounts Payable		98,581.56	89,662.07
Provision for Annual Leave and L.S.L.	11	410,346.02	264,110.08
Unexpended Grants	12	76,747.80	65,268.30
Total Current Liabilities		1,570,788.73	1,268,430.42
NON-CURRENT LIABILITIES			
MECU Loan	13	1,098,886.92	1,201,427.38
Provision for L.S.L.		492,141.59	533,717.55
Total Non-Current Liabilities		1,591,028.51	1,735,144.93
Net Assets		1,785,577.39	1,708,875.70

Cash Flow Statement

QUANTUM SUPPORT SERVICES INC.
ABN 18 274 439 046

CASH FLOW STATEMENT FOR THE YEAR ENDING JUNE 30, 2013

	2013 \$	2012 \$
Cash Flows from Operating Activities		
Receipts		
Grants	7,459,300.96	6,681,993.33
Interest	35,349.15	34,176.53
Other	368,186.12	300,842.61
Total Operating Receipts	7,862,836.23	7,017,012.47
Payments		
Suppliers and employees	(7,259,232.13)	(6,615,964.78)
Net Cash Flows from Operating Activities	603,604.10	401,047.69
Cash Flows from Investing Activities		
Receipts		
Proceeds from Sale of Assets	-	-
Payments		
Property Purchases & Improvements	(80,205.33)	(119,058.93)
Net Cash Flows from Investing Activities	(80,205.33)	(119,058.93)
Cash Flows from Financial Activities		
Receipts		
Borrowings	-	-
Payments		
Repayment Long term borrowings	(189,377.64)	(189,377.64)
Net Cash Flows from Financial Activities	(189,377.64)	(189,377.64)
Net Cash Flows from Operating, Investing and Financial Activities	334,021.13	92,611.12
NET INCREASE/(DECREASE) IN CASH	334,021.13	92,611.12
Cash at Beginning of Period	936,358.62	843,747.50
Cash at end of Period	1,270,379.75	936,358.62

Income and Expenditure Statement

QUANTUM SUPPORT SERVICES INC.
ABN 18 274 439 046

INCOME & EXPENDITURE STATEMENT FOR THE YEAR ENDED JUNE 30, 2013

	NOTE	2013 \$	2012 \$
DHS FUNDING			
Unexpended Funds Brought Forward		178,143.01	139,234.42
Recurrent Funding		5,854,966.36	5,425,339.14
One Off Funding		864,200.36	610,460.14
Brokerage/Crisis Funds		106,430.65	66,727.71
Other Income		2,037.78	8,073.94
DPD Housing Establishment Fund		42,169.50	41,342.67
Unexpended Funds Carried Forward		(263,477.71)	(178,143.01)
		6,784,469.95	6,113,035.01
OTHER FUNDING			
Recurrent Funding		371,502.67	326,097.64
One Off Funding		103,027.43	21,233.32
Other Income		23,250.66	2,282.60
	14	497,780.76	349,613.56
OTHER INCOME			
Amenities		5,285.00	3,165.00
Bank Interest		35,349.15	34,176.53
Donations		1,701.48	1,450.00
Employee Benefit Contributions		118,962.48	100,814.25
Queens Fund		450.00	1,790.00
Rent		149,465.39	123,686.26
Sundry Reimbursements		73,205.81	68,766.67
		384,419.31	333,848.71
TOTAL INCOME		7,666,670.02	6,796,497.28
OPERATING EXPENDITURE			
Advertising		17,474.31	20,244.76
Audit Fees		7,333.00	6,537.00
Bank Charges		1,737.64	1,215.02
Loan Interest		86,837.18	103,912.72
Brokerage/Crisis Expenses		393,870.87	202,953.76
Caregiver Expenses		221.82	382.04
Client Expenses-Reimbursable		408.63	676.18
Computer Software/Internet		36,399.88	31,115.72
Computer Support/Rep & Maint		9,548.17	4,052.24
Consultancy Fees		21,818.50	10,602.86
Depreciation		156,994.28	154,127.59
Food & Household		20,437.77	21,343.92
Housing Establishment Fund		44,357.13	41,605.71

Income and Expenditure Statement (continued)

QUANTUM SUPPORT SERVICES INC.

ABN 18 274 439 046

INCOME & EXPENDITURE STATEMENT FOR THE YEAR ENDED JUNE 30, 2013

Continued:	2013 \$	2012 \$
EXPENDITURE		
Insurance	15,668.45	12,956.44
Board Expenses	16,352.73	20,258.47
Medical Expenses	2,059.78	1,831.16
Mental Health P/ways Brokerage	14,847.55	6,887.17
Minor Capital Purchases	39,633.71	49,599.35
MV - Operating Costs	163,666.92	169,385.92
MV - Rental costs	463,816.74	470,697.91
Office - General Expenses	860.26	1,005.30
Postage	6,223.82	6,271.97
Printing & Stationery	41,311.78	39,725.05
Program Expenses	270,184.87	315,060.17
Queens Fund	450.00	2,340.00
Rent	11,755.36	13,284.63
Repairs & Maintenance	87,970.12	97,704.95
Special Projects	33,385.27	49,616.19
Staff Amenities	21,158.92	16,775.65
Staff Development/Training	101,092.12	58,108.06
Subscriptions/Library	37,880.74	38,971.07
Telephone/Fax/Mobiles	92,831.24	87,825.45
Utilities (Elect, Gas, Etc)	100,519.43	80,192.54
Youth Refuge Enhancement	97,470.19	56,157.10
TOTAL OPERATING EXPENSES	2,418,592.18	2,193,424.07
EMPLOYEE EXPENDITURE		
Salaries	4,595,510.02	4,049,983.77
Superannuation	392,522.71	347,102.76
Annual Leave Expense	53,214.83	17,590.03
Long Service Leave Expense	51,445.15	74,167.73
Work Cover	80,306.44	60,387.70
TOTAL - EMPLOYEE EXPENSES	5,172,999.15	4,549,231.99
TOTAL EXPENSES	7,591,591.33	6,742,656.06
SURPLUS/(DEFICIT)	75,078.69	53,841.22

NOTE 1: STATEMENT OF ACCOUNTING POLICIES

This financial report is a special purpose financial report prepared in order to satisfy the financial reporting requirements of the Associations Incorporation Act 1981.

The financial report has been prepared in accordance with the requirements of the Associations Incorporation Act 1981 and the following Australian Accounting Standards (AASB):

AASB 7	Financial Instruments: Disclosures
AASB 101	Presentation of Financial Statements
AASB 107	Cash Flow Statements
AASB 108	Accounting Policies: Changes in Accounting Estimates and Errors
AASB 110	Events after the Balance Sheet Date
AASB 116	Property Plant and Equipment
AASB 117	Leases
AASB 118	Revenue
AASB 120	Accounting for Government Grants and Disclosures of Government Assistance
AASB 136	Impairment of Assets
AASB 132	Financial Instruments: Presentation
AASB 139	Financial Instruments: Recognition & Measurement
AASB 1031	Materiality

No other applicable Australian Accounting Standards, Urgent Issues Group Consensus Views or other authoritative pronouncements of the Australian Accounting Standards Board have been applied.

The financial report has been prepared on an accrual basis and is based on historic costs and does not take into account changing money values, or except where specifically stated, current valuations of non-current assets.

The following material accounting policies, which are consistent with the previous period unless otherwise stated, have been adopted in the preparation of this financial report.

(a) Fixed Assets

Freehold Land and Buildings are brought to account at independent valuation.

The depreciable amount of all fixed assets (excluding Buildings which uses the Prime Cost method) are depreciated on a Diminishing Value basis over the useful lives of the assets to the association commencing from the time the asset is held ready for use.

The depreciation rates used for each class of depreciable asset are:

Class of Fixed Asset	Depreciation Rate
Buildings	2.50 %
White Goods & Electrical	30.00 %
Household Furniture, Fixtures & Fittings	20.00 %
Office Equipment	40.00 %
Office Furniture, Fixtures & Fittings	20.00 %

The carrying amount of fixed assets is reviewed by the Board in accordance with the relevant accounting standard to ensure it is not in excess of the recoverable amount of those assets, and that there is no impairment loss.

The recoverable amount is assessed on the basis of expected net cash flows which will be received from the assets' employment and subsequent disposal. The expected net cash flows have not been discounted to their present values in determining the recoverable amounts.

(b) Employee Entitlements

Provision is made for the Association's liability for employee entitlements of 1.3 weeks per year as soon as an employee commences service. Employee entitlements expected to be settled within one year together with entitlements arising from wages and salaries, annual leave and long service leave which will be settled after one year, have been measured at their nominal amount.

Contributions are made by the Association to an employee superannuation fund and are charged as expenses when incurred.

(c) Cash

For the purposes of the Statement of Cash Flows, cash includes cash on hand, at banks and on deposit.

(d) Revenues

Revenue from Government Grants is recognized in the period in which it is spent. Interest revenue is recognized when it is received. Other revenue items are recognized when they are received.

All revenue is stated net of the amount of goods and services tax (GST).

NOTE 2: REVENUE FROM ORDINARY ACTIVITIES

Operating Activities	
Operating Grants	7,282,250.71
Donations	1,701.48
Other income	<u>347,368.68</u>
	7,631,320.87
Non-Operating Activities	
Interest	<u>35,349.15</u>
Total Revenue from Ordinary Activities	<u>7,666,670.02</u>

NOTE 3: MEMBERS FUNDS

ACCUMULATED FUNDS	
Accumulated Funds B/fwd	1,130,555.81
Add Surplus/ (Deficit) for Year	<u>77,091.69</u>
Accumulated Funds C/fwd	1,207,647.50
Asset Revaluation Reserve	<u>577,929.89</u>
	<u>1,785,577.39</u>

NOTE 4: BANK BALANCES

	2013	2012
Bank CBA - Operating	261,675.11	290,495.69
Bank MECU - S40 CCP/HAS	885.49	2,453.85
Bank MECU - Community Access	<u>1,007,819.15</u>	<u>643,409.08</u>
	<u>1,270,379.75</u>	<u>936,358.62</u>

NOTE 5: SUSPENSE ACCOUNTS

	2013	2012
Uniform Suspense account	961.17	804.33
Payroll Suspense account	<u>43,990.89</u>	<u>50,137.01</u>
	<u>44,952.06</u>	<u>50,941.34</u>

NOTE 6: LAND & BUILDINGS

Warragul Land	540,000.00
Warragul Office Building	<u>460,000.00</u>
	1,000,000.00
Bairnsdale Land	375,000.00
Bairnsdale Office Building	<u>919,908.85</u>
	1,294,908.85
Morwell Office Land	350,000.00
Morwell Office Building	<u>850,000.00</u>
	1,200,000.00
Total Land & Buildings	3,494,908.85
Less Accumulated Depreciation	<u>146,273.13</u>
	<u>3,348,635.72</u>

NOTE 7: OFFICE FURNITURE, FIXTURES, FITTINGS & EQUIPMENT

Office Furniture	37,585.47
Less Accumulated Depreciation	<u>15,814.11</u>
	<u>21,771.36</u>
Office Fixtures & Fittings	183,294.13
Less Accumulated Depreciation	<u>104,583.81</u>
	<u>78,710.32</u>
Office Equipment	518,116.02
Less Accumulated Depreciation	<u>390,265.38</u>
	<u>127,850.64</u>

NOTE 8: WHITE GOODS / ELECTRICAL

White Goods/Electrical	20,142.63
Less Accumulated Depreciation	<u>12,319.38</u>
	<u>7,823.25</u>

NOTE 9: HOUSEHOLD FURNITURE, FIXTURES & FITTINGS

Household Furniture	28,093.91
Less Accumulated Depreciation	<u>27,101.27</u>
	<u>992.64</u>
Household Fixtures & Fittings	39,673.64
Less Accumulated Depreciation	<u>36,317.11</u>
	<u>3,356.53</u>

NOTE 10: ACCRUED EXPENSES

Auditors Fees	7,000.00
Fuel Costs	8,892.35
Staff Training	1,260.00
Utilities	1,181.31
Telephone Costs	6,628.55
Program Expenses	920.45
Special Projects	3,048.18
Salary Liability	180,287.24
Superannuation Liability	<u>15,956.88</u>
	<u>225,174.96</u>

NOTE 11: PROVISION FOR ANNUAL LEAVE & LONG SERVICE LEAVE

Accumulated Annual Leave	296,795.26
Accumulated Long Service Leave expected to be utilised within the next 12 months	<u>113,550.76</u>
	<u>410,346.02</u>

NOTE 12: UNEXPENDED GRANTS

Schools Breakfast Program	10,437.47
Youth Homelessness Action Plan	68,959.61
Youth Grants Account	<u>(2,649.28)</u>
	<u>76,747.80</u>

NOTE 13: MECU LOAN

MECU Loan is a mortgage over property in Morwell. It is a 25 year loan and as at 30th June 2013 the interest rate was 7.24% per annum.

Impact of Change in Interest Rates	Interest Rate	Interest Expense
Interest Rate as at 30/06/13	7.24% p.a.	\$ 76,021
1% increase in Interest Rate	8.24% p.a.	\$ 86,521
1% decrease in Interest Rate	6.24% p.a.	\$ 65,521

NOTE 14: OTHER FUNDING

Dept. of Families, Housing, Community Services & Indigenous Affairs	220,657.57
Dept. of Justice	125,905.35
HomeGround Services	45,900.00
Relationships Australia	29,250.00
Anglicare	58,353.33
Baw Baw Shire Council	9,714.51
Rural Housing network	<u>8,000.00</u>
	<u>497,780.76</u>

Quantum Support Services Inc.

FREECALL 1800 243 455

MORWELL
227 Princes Drive
PO Box 222 Morwell 3840
☎ 5120 2000

WARRAGUL
36 Williams Street
PO Box 633 Warragul 3820
☎ 5622 7000

BAIRNSDALE
306 Main Street
PO Box 1500 Bairnsdale 3875
☎ 5152 8000
FREECALL 1800 242 799

SALE
Gippsland Women's Health
56B Cunningham Street
PO Box 1538 Sale 3850
☎ 5143 1614

Supporting Gippslanders
in Need

www.quantum.org.au



Quantum Support Services is supported by funding from the Australian and Victorian Governments under the HACC program"

Quantum Support Services acknowledges the Gunaikurnai people as the traditional custodians of the land on which we work and live