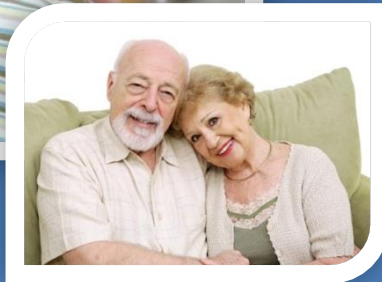
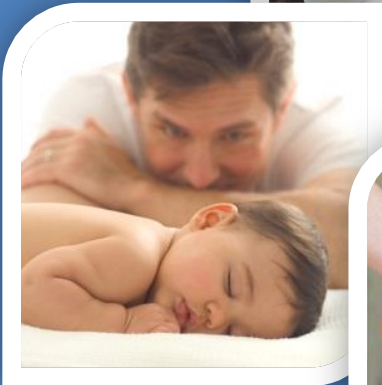
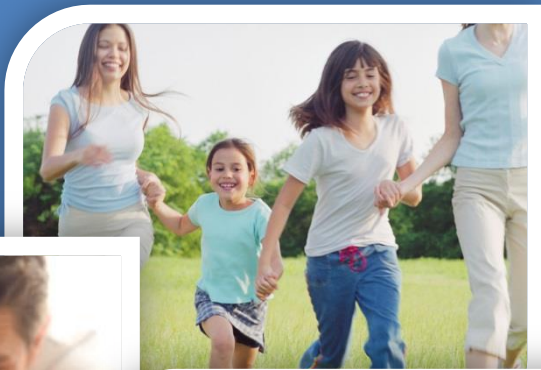




# ANNUAL REPORT 2013-2014

*Supporting  
Gippslanders in  
Need*



# About Us

Quantum Support Services Incorporated (QSS) 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. 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.

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

## *Our Vision*

QSS' vision is for an equitable and inclusive society that values and supports social, economic and cultural wellbeing.

## *Our Mission*

QSS strives to enhance the wellbeing of people who experience disadvantage and harm.

## *Our Values*

QSS recognises that values driven activities and relationships are essential to the successful achievement of our vision and mission and a vibrant organisation. These values guide our behaviours, planning, service delivery and relationships.

## *Our Strategic Focus*

Within the context of the vision and mission of the organisation, QSS recognises that the wellbeing of our community is paramount and the most important driver for our services.

QSS is committed to addressing the identified needs of each individual, including children, respecting their rights, cultural and spiritual beliefs, age, gender, sexuality and capacity.

Therefore, the strategic focus of QSS is to facilitate the environment to deliver high quality, sustainable services to those members of our community seeking our assistance.

### ➤ **Service Effectiveness**

Our services will be of the highest quality and focused on maximising our efforts to achieve positive client outcomes.

### ➤ **Relationships**

QSS will develop partnerships and relationships with the community, other service providers, the Government and the corporate sector in order to strengthen our capacity to meet the needs of our clients and the community.

### ➤ **Organisational Capability**

QSS will ensure its capacity to grow and to adjust to change through continuing to build a robust organisation founded on effective systems, high quality management practices and skilled and knowledgeable staff.



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# Board Profiles

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

The Board consists of voluntary directors 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.



Left: Ann Faulkner, Kathy Borg, Susan MacAulay, Julie Hocking, Christine Holland (Chair), Barry Whitehead, Gay Michau, Kevin Sharp, Ian Maxfield

Directors 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 QSS as a major advocacy and support service provider in the Gippsland region.

## Chairperson: Christine Holland

Christine is a director in multiple not-for-profit Government and private boards extending over 20 years. Christine has contributed significantly to decision-making processes, particularly in governance, strategic perspective and business overview. She is proactive in instigating change to maintain contemporary practices and long-term business sustainability. Christine is a Graduate of the Australian Institute of Company Directors and an experienced Chairperson. With a Masters in Career Development and an Executive Career Coach specialising in organisational and people development she assists individuals and organisations to understand and attain their aspirational capability and capacity. Christine is in a unique position to bring into the Boardroom a profound understanding of the potential of people. Christine's professional work and Board positions encompass an extensive range of industry sectors and provide her with sound knowledge of appropriate business models.

## Director: Kathy Borg

Kathy is an IT Support Officer and works for GDF Suez Mitsui & Co at Loy Yang B Power Station. Kathy has a strong administrative background in both law enforcement and the hospital sector previously. 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.

## Director: Ann Faulkner

Ann has held the role as Divisional Manager at Latrobe Valley Enterprises for the past seven years. Prior to this Ann worked for herself in the Retail Industry for 23 years. Ann very much enjoys the work she does at Latrobe Valley Enterprises. In her leisure time Ann enjoys ten pin bowling, gardening and push bike riding. Ann's role as a Quantum Director is very important to her and hopes that she is able to make a positive difference to the local community by supporting the organisation.

## Director: 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.

## Director: 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 Profiles

**Director: 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 former 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 followed his involvement with the Alpine environment by working at Mt Baw Baw Alpine Resort in Human Resource Management and Risk Management during the past three years. Ian currently runs his own consultancy Gippsland Community Engagement. Ian has been involved with a number of community organisations including the Anglican Church, Land care, Lions and CFA.

**Director: Gabrielle (Gay) Michau**

Gabrielle (Gay) Michau has been a resident of the Latrobe Valley since 1987 and is a longstanding member of the Quantum Board. Now retired, but with a background in psychology and law, she has long had an interest in assisting those in the community who are disadvantaged. Gay is very pleased to have been associated with Quantum Support Services over many years and has seen it develop and thrive under fine management which has enabled it to meet the changing needs of the community in an effective and professional way, at the same time expanding the number and types of services it is able to offer to those in need.

**Director: 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.

**Director: 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.

**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 a proud Gippslander being born and raised in Traralgon and has lived in West Gippsland for the past 20 years. He is passionate about quality service provision that meets the needs of all people in the community. 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 has held various directorships with community based organisations. Alan also has a strong commitment to Youth in the region is involved with scouting in Gippsland through various leadership roles and the running of major events both locally and internationally.

# Chairperson Report

## • Christine Holland

• CHRISTINE HOLLAND



My 2014 Annual Report reflects a year that has needed both proactive and responsive action and commitment in embracing the opportunity that is brought about by change. The Board has frequently discussed the reform that the Community Services Sector is experiencing leading to the introduction of Services Connect which will deliver a more inclusive service for our clients. The prospect of involvement in the Outer Gippsland pilot program for Services Connect is most welcome.

The Board appreciates the consistent efforts of the Quantum staff, ably led by Coordinators, the Executive Team and particularly Alan Wilson, CEO, to achieve the objectives of the Strategic Plan. The impact of uncertainty and the occurrence of the unexpected has resulted in some of these objectives not being achieved, but we welcome the flexibility and competence of the management group in working through the challenges. The Board remains focused on establishing social enterprise projects and forming of partnerships that will deliver an increased level of financial independence for Quantum.

Implementation of a new Constitution was embraced by the Board as it adjusted to a new way of doing business. The Board Committees were restructured to consist of Governance and Audit and Risk. I thank Kathy Borg for her work in Chairing and establishing the Audit and Risk Committee and Barry Whitehead for his commitment to the Governance Committee as Chair. Both of these Directors have devoted a great deal of time and energy to these responsibilities, thereby ensuring that the Board achieved greater efficiency in its operation.

During 2014 the Board experienced an increased connection with the various services offered by Quantum. Directors were invited to dine at the Youth Refuge following the May Board meeting where we enjoyed a meal prepared and served with the assistance of residents. Directors welcomed the opportunity to interact with these young people and understand their stories. The Youth Conference, held at Kernot Hall in June, attracted participants from across Victoria. We applaud the work of Kurt Loeckenhoff and his team for their initiative and foresight in instigating this event. The energetic chatter and engagement at Kernot was obvious and contagious.

In July a number of Directors were able to attend the full Staff Meeting at the Waratah Restaurant. The staff played a significant role in determining Quantum values of Respect, Integrity and Empowerment which, at this meeting, they presented what these values meant to them. At the end of February the Board visited the Bairnsdale office and in June the Board meeting was held in the Warragul Office. Being present in both these locations enabled Directors to converse with staff and hear about the services they are delivering. We appreciated the opportunity to participate in those visits.

The year did not commence well with the Hazelwood Mine fire affecting the entire town of Morwell, including Quantum staff and clients. I should like to express the Board's appreciation to Alan Wilson and his Executive Team for their management of the situation and the care they took of all affected.

In his position as CEO, Alan continues to give us confidence in the future viability of Quantum. His leadership and capability are exceptional, and he is well supported by a talented Executive Team, Coordinators and Team leaders. The Board acknowledges all the staff at Quantum for their dedication and tireless efforts in assisting and supporting our clients.

As the year closes, we bid farewell to four long-serving Directors from the Quantum Board. Resignations have been received from Kathy Borg, Gay Michau, Susan Macaulay and Kevin Sharp. Those four people have given many years of service to Quantum and will be missed, not only for who they are, but for their contributions in strengthening the organisation. A simple thank you does not seem appropriate to express the appreciation that is felt, but we do thank those people and wish them well in their future pursuits.

Through an extensive process four new Directors have been nominated by the Executive Committee. The response to our recruitment process presented the Committee with a list of highly qualified candidates. Following the formalities of the AGM we will welcome to the Board Zoe Attwood, who has high level Governance skills; Kim McFarlane, who is a lawyer; and Justin Brook, who is a registered auditor. Additionally, Ian Maxfield has been reappointed. We look forward to working with those people as we undertake our responsibilities in directing Quantum Support Services into a future that most certainly will continue to offer the challenges of change.

On behalf of the Board, I wish all at Quantum a very happy and safe Christmas period and a highly successful 2015.

A handwritten signature in black ink, appearing to read 'C Holland'.

Christine Holland  
Chairperson

# CEO Report

• Alan Wilson

The past year has been another exciting and very busy time for Quantum Support Services (QSS). Demand for our services has continued to be very high, particularly within our Family Violence (FV) and Home Based Care (HBC) programs. Demand has continued to increase in direct response to the effective reforms to the Police powers when responding to FV disputes. This is translating into high rates of referral for support and greater involvement from Child Protection. The Police referral system has placed significant pressure on our FV team to undertake initial assessments and this places considerable workload pressures on this team. Our staff in this team do some incredible work, requiring them to continually reassess work priorities daily to meet the needs of our clients. Over the coming year we will continue to seek additional resources to meet the increasing demand whilst working to address to causes and reduce the incidence of FV.



During the past year we were able to run two Youth specific events for the first time, through the Enhanced Refuge Funding provided by the Department of Human Services. Youth engagement and workforce development were some of the key deliverables for this funding. As a result we ran a Youth Fair in April. This event was originally to be held in Morwell, however due to the ongoing Hazelwood mine fire the event was relocated to Traralgon with the generous support of Latrobe City. One of the key outcomes from the fair was to engage young people in conversation about the issues that were impacting them most. This information was then utilised to inform the program for the inaugural Youth Conference in June. Both events were hugely successful and I congratulate our staff on the outcome and thank you for the enormous effort that went into designing and delivering these events. Having evaluated these events they will now be held bi annually on alternate years from 2015 with the youth fair being the next event.

The Hazelwood mine fire had a major impact on our clients, staff and community generally. With our Head office located within sight of the mine, there were many days during the fire period that conditions within Morwell and the office made it extremely difficult to carry on with normal activities. We were fortunate to have adequate space at our Warragul office to set up some temporary workstations which staff were able to utilise and get some respite from the smoke and ash. I wish to acknowledge our staff for their professional and cooperation through the many weeks of the fire, in adapting to conditions on a daily basis and the support and concern that they provided for their clients and fellow staff members.

At the 2014 Staff workshops specific attention was given to how the newly developed QSS values were evident in the work of each team and team members. As part of each teams discussion on the role and importance of values driving our work, each team was asked to develop a short presentation to be shared with the entire organisation at our mid year staff meeting. This task was also undertaken by our Directors, which they completed at a dinner at the Youth residential Building (YRB) with the residents. This was a very insightful night, enabling Directors to directly engage with some of the young people we work with, to discuss and explore how QSS and our staff demonstrated our values in their every day work. It was also extremely pleasing to share all the team presentations in July and acknowledge the consistent interpretation and application of the values throughout QSS.

Significant progress has been made during the past year on implementing our strategic priorities. This has included the completion of research in two key areas for the development of social enterprise ventures / partnerships to support long term outcomes for our clients and the evaluation of the potential to develop a Foyer type supported accommodation and education facility in a regional setting. Opportunities for the establishment of social enterprise are also being explored and discussions have been ongoing with regard to several opportunities that we may be able to commence in 2015.

At this year's Annual General Meeting we have four long serving Directors retiring; Gay Michau, Kevin Sharp, Susan MacAulay and Kathy Borg. Each of these Directors has made a significant contribution to the ongoing viability and success of QSS. Gay, Kevin and Susan were serving on the Boards of either Quantum Community Care or Central Gippsland Accommodation and Support Services, prior to their amalgamation and the launch of QSS in 2001. I wish to extend my sincere thanks to each of them for their tremendous commitment to QSS over the many years and also for the support that they have provided to me as CEO during this time. I wish them well with their future plans. As result we will also be welcoming three new Directors and I look forward to the new perspective that they will bring to QSS as we continue our work.

As I look to the year ahead, QSS will need to continue to be flexible, creative and proactive as we continue to deliver our services in an environment of increasing demand. We will also have the opportunity to explore new ways of working with our clients and collaborating with other sector agencies through the Outer Gippsland Services Connect trial project. Our focus will also be on continuing to develop new opportunities with the community and business sectors to enhance and diversify the service responses that we deliver and to seek new ways to fund the programs and services that our clients require. I wish to thank our staff and Directors of QSS for their passion and commitment to the work that we do and the excellent outcomes that we achieve for our community. The work that we do too often goes unrecognised; however you have a huge impact on the lives of many people, each and every day.

A handwritten signature of Alan Wilson in black ink.

Alan Wilson  
Chief Executive Officer

# Manager Quality & Development

• Steve Koczwara

• 2014-2015

**Q**SS commitment to continuous quality improvement over the past year has involved a range of activities supporting the implementation of the Quality Work Plan (QWP) 2012 - 2015. Key areas of improvement aimed at strengthening QSS' organisational processes have included:

- An Outcomes Project based on aligning QSS' capacity to identify client outcomes with the emerging Department of Human Services (DHS) Services Connect Outcomes Framework.
- The development of a new client file audit framework based on establishing a cross program Audit Team.
- The development of a Diversity and Inclusion policy and planning framework to enhance QSS' response to its role in meeting the needs of the community.
- The application of a formal evaluation framework to the Enhanced Refuge Funding which will be further assessed for general application to the formal review of QSS programs.



These developments reflect the final phase of the current QWP as QSS moves to preparing for an external review in early 2015. With this in mind it is especially satisfying to consider how the QWP has provided a significant impetus for change and most tasks have been successfully completed or are nearing completion.

In addition to the work undertaken in support of the QWP QSS has also implemented major projects involving the evaluation and embedding of QSS values through the work of 'Values Champions' and the Values Development Working Group as well as improvements to both internal communication and document management through the implementation of eKey to replace Q-net. These represent significant areas of change and in the case of the development of QSS' values the energy and time allocated to the process was clearly of benefit and as important as the final outcome.

A further project, and one built into QSS' quality framework as a monitoring process, has been the implementation of a client satisfaction survey as part of a three year cycle. QSS completed its third satisfaction survey in late 2013 and the results reflected very strong support for the positive work undertaken by QSS staff. Indeed, both the quantitative information and the complimentary comments provided commendable feedback on the important contribution made by QSS staff to the lives of their clients.

Testing QSS' systems for the degree and quality of their implementation also occurred in relation to successfully fulfilling the requirements against two external review processes. In December 2013 the Community Connections / Housing Support for the Aged Program underwent a program-level review against the Commonwealth Community Care Common Standards. These Standards were applied for the first time and the CCP/HSA Program achieved a met rating for all requirements.

A further accreditation process also occurred with QSS being one of the first organisations in Australia to be granted formal Accreditation with the White Ribbon Foundation. Reflecting QSS' on-going commitment to the prevention of violence against women QSS participated in, along with 20 other agencies Australia-wide, a pilot program that developed and implemented the White Ribbon Standards. Feedback from the review emphasised how QSS had clearly demonstrated its support for community capacity building activities as well as developing internal processes that aligned with a commitment to the White Ribbon philosophy.

Looking forward QSS will be undertaking its third external review against the Quality Improvement Council (QIC) Standards and its first review against the new consolidated DHS Standards in April 2015. This process will allow QSS the opportunity to continue to reflect on its capacity to improve and development its internal processes. In addition a further challenge facing QSS will be the on-going requirement to respond to sector change including the development of outcomes funding and outcomes measures as these emerge from the work of the Sector Reform Council and the implementation of Services Connect.



# Manager Client Services

- Tanya Nolan

This has been a very busy year with continuing change within Department of Human Services (DHS) and in the ways in which they work with Community Sector Organisation (CSO) agencies. This has meant that there have been a large number of meetings with the sector to discuss and to update about some of those proposed changes and many trips to Melbourne. Closer to home, Quantum and the Youth Services have delivered a successful youth day and conference as a result of receiving additional enhanced refuge funds. These were both so successful that we are now considering ways to run these events again in alternating years.

The Out of Home Care area has been the subject of many changes including a new tracking tool being utilised by the DHS. These changes are aimed at improving performance but other changes are clearly intended to address some of the findings of the various government investigations into the abuse of children in care. The sector is of course keen to support any changes which will enhance the safety and wellbeing of children.

The Family Violence area has continued to be very busy and it is gratifying to see the profile of these crimes lifting in the public arena. The upcoming election has seen many promises from politicians to address this area and improve funding. The improved profile has been as a result of consistent hard work on by agencies in the sector including the Police but also the courage of women such as Rosie Batty whose son Luke was killed earlier in the year by his father.

The Admin team have also had a very busy year with the introduction of the new Voice over Internet Protocol (VOIP) telephone system and the complete changeover of the car fleet twice! They have under Leonie's leadership delivered excellent support to the work of Quantum across all our locations and kept the place together. I would once again like to acknowledge the hard work and support of Leonie Mooney, Adrian Terranova, Carolyn Richards and Kurt Loeckenhoff who are essential to the smooth running of our very important programs.



## Family and Children Services • Carolyn Richards, Coordinator

The Home Based Care (HBC) sector has been very active this past year with numerous meetings being held in Melbourne and Taskforce 1000 being rolled out in Inner Gippsland to review all Aboriginal children in care using a standardised survey. A number of activities were held in September to celebrate Foster Care Week with staff promoting foster care across Warragul, Morwell & Traralgon ending the week with a family BBQ for foster carers and their children at the Morwell Park. As a result of a .5EFT funding cut to the HBC program options were discussed and presented to staff members with the outcome resulting in a redeployment of a staff member to the HASP program providing the opportunity to review the program as a whole

We were fortunate to have a skilled facilitator for the "Inspiring Women's" Group during a staff members absence bringing her professionalism and skills to the role. Gippsland Early Intervention Program (Inspiring Women) was advised by Relationships Australia the funding would not continue after December 2014. This is very unfortunate as the women who have attended the group have provided positive feedback and the demand is such that this year we have held two groups each term.

The Family Violence Program has continued to experience huge demand with staff now being located in Wellington, Baw Baw and Latrobe in an effort to address the needs of the community. Women's Domestic Violence Crisis Service facilitated a Management meeting to improve communication and referral processes these meetings have continued with a work plan being developed. As a direct result of these meetings referrals to the refuge have improved and boosted the numbers of women and children receiving a service and improved the targets for refuge. The Family Violence Team Leader commenced maternity leave in June resulting in the Senior Worker stepping up into her position and Family Violence Children's Worker into the Team Leader's role both doing a great job. The Family Violence team and Latrobe Community Health Centre are currently piloting a Children's Group for children 6-9 years to address family violence and build resilience.

The Family & Children Services Coordinator wishes to thank all the Teams and Team Leaders for all their hard work and dedication to their roles in 2014.



## Housing, Homelessness & Community Support Programs • Adrian Terranova, Coordinator

The Community Connections / Housing Support for the Aged staffing has increased with the introduction of new programs and funding in the last calendar year. QSS entered into a partnership with Australian Red Cross Society (Red Cross) to work collaboratively regarding the provision of Assistance with Care and Housing for the Aged (ACHA) service to eligible older people in East Gippsland. The funder is the Department of Health and Ageing (DOHA). The objective of this initiative is to reduce ongoing Homelessness for older people over the age of 65 and Aboriginal & Torres Strait Islander people over the age of 55 by providing linkage and access to housing and other support services.

Another program QSS entered into a partnership to deliver is the Access & Support Program (A&S). The Access and Support position is a Home and Community Care (HACC) funded position provided to Latrobe City Council sub contracted to QSS to deliver. The objective of this initiative is to ensure the HACC Access and Support service supports HACC eligible people who, may have barriers to accessing HACC services, and may also support them to access other services if required. This HACC program has a focus on five special needs groups that may experience particular difficulty in gaining access to HACC services. This position will focus on People experiencing financial disadvantage (including people who experience or are at risk of homelessness) in the Latrobe Valley region. The Social Housing Advocacy & Support Program (SHASP) developed a Discussion Paper entitled "SHASP Support that Works" which was a specific focus of the SHASP Managers Network on behalf of all 12 state-wide SHASP providers. This was developed as part of a coordinated state-wide data collection project. It has enabled us to examine SHASP service demands, client demographics and client outcomes. The three-month study identified 60% of clients (1020 across all SHASP services) sustained their tenancy and another 18% were still being supported by the program. The paper identified that 3% of clients were evicted or relinquishing their tenancy. The 24 known evictions during this study period could be compared to those figures released by DHS for 2012-2013 of 304 actual 'forced evictions'. This study also focussed on the level of rent arrears. Just under \$800,000 was known to be owed by approximately 390 tenants. By the end of the data snapshot period, 73% of those tenants in arrears had either paid the arrears in full (15%) or had entered into a repayment agreement with SHASP assistance.

Staff across the Homelessness & Support Programs (HASP) made exceptional efforts during Homeless Persons Week with different events around the region. These events allowed staff to positively promote the work they do on a day to day basis.



## Youth Services • Kurt Loeckenhoff, Coordinator

This includes Reconnect, Adolescent and Family Support, Finding Solutions, Child First & IFS, Cradle to Kinder, Yaail Lung Dardee (Stronger Families), Youth Justice Community Support Service, Specialist Youth Intake, Leaving Care, Youth Homelessness Outreach Support, Creating Connections and the Youth Residential Building (YRB).

### *Youth Homelessness Services*

According to the AIHW (Australian Institute of Health and Welfare) annual report the YRB had 83 supports for the reporting year with the crisis accommodation average being 32.93 days. The YRB successfully held group life skills activities, ran the Healthy Habits and Patch to Plate programs that hosted Quantum's Board of Directors to dinner and their values workshop.

The Youth Homelessness Outreach team had another highly successful year providing intensive case managed outreach to over 70 young people experiencing, or being at risk, of homelessness, as well as participating in major events associated with the Enhanced Refuge Funded project.

Creating Connections meet all of its funded targets while continuing to be engaged with the Life and Livings Skills program delivery.

Leaving Care delivered another year of successful work supporting young people leaving state care achieving its funded targets for the Housing Support Initiative as well as being 20% over target for the Post Order Support component of the program.

The Coordinator thanks all the teams in Youth Services for all of their hard work over the past 12 months.

### *Youth Services*

Finding Solutions met the funded target for the year while the Adolescent Support Program (ASP) managed to get to an average of 14 clients at anyone time (16 being the target). This was an improvement for ASP compared to previous years, however continues to struggle to meet target as a part of a mixed service response team and limited referrals.

Reconnect struggled to meet target but some strategies were undertaken which brought the program back closer to the targets. While the Youth Justice Community Support Program only met 84% of its target for the year, due to low referral rates from DHS Youth Justice Division, the program met or exceeded the program Key Performance Indicators (KPI's). Bi-monthly referral meetings with the Department have since improved referral rates.

The Child First / Integrated Family Services programs, Adolescent Parent Support, Cradle to Kinder and Yaail Lung Dardee (stronger families) have all been operating at capacity and delivering great outcomes.

### *Enhanced Refuge Funding Stage 2 Project*

This reporting year also saw the conclusion of the ERF Stage 2 project. This year the project delivered the Gippsland Youth Fair, the Rural Youth Conference and a 25% over target number of young people experiencing homelessness receiving crisis and case managed support.

# Manager Corporate Services

• Geoff Willett

• GEOFF WILLETT

Corporate Services consists of five staff providing support to the Board and Executive, and services in the areas of Finance, Accounts and Purchasing; Human Resources and Payroll; 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.

## *Finance*

Total income increased this year by about \$460,000 to more than \$8.1 million. From this we made a modest surplus of \$47,167. The Board Audit and Risk Committee met with our Auditors. All our debts can be met as they fall due and our cash position is very sound, with bank balances over \$1.1 million. Accumulated members' funds now stand at more than \$1.8 million. Strong financial management systems remain in place to ensure timely and accurate reports on financial performance to the Board and all levels of management.

Our first Annual Information Statement was submitted to the then new Australian Charities and Not for profits Commission (ACNC) in December 2013.

The main financial challenge in coming years will be our ability to meet Equal Remuneration Order (ERO) pay equity increases, in addition to National Wage Case increases. We only receive partial ERO increase contributions and indexation increases from our funding bodies have been below the Consumer Price Index in recent years.

## *Human Resources & Payroll*

This year we made significant progress in negotiations with Australian Services Union representatives towards a new Enterprise Bargaining Agreement. We also completed a Victorian WorkCover Authority funded Staff Wellbeing Program, including a 10,000 Steps Challenge in which the majority of staff participated. A review was undertaken into a range of employee kiosk software options which will give us electronic timesheets and human resources forms on line. The preferred option will be introduced next year. Our Human Resources Officer completed her Advanced Diploma of Management.

## *Information & Communications Technology*

After rigorous market testing, we outsourced our IT (Information Technology) Support this year. Our previous in house ICT (Information & Communications) Support Officer joined the new provider which also gave us continuity in familiarity with our IT systems. We significantly upgraded our IT network through our existing network provider. This upgrade also provided additional capacity to replace our old site based telephone systems with an organisation wide Voice Over Internet Protocol (VOIP) telephone exchange hosted by our IT network provider. We introduced video conferencing facilities between sites in conjunction with our IT network provider to reduce the need for staff travel between sites for meetings. Savings in landline phone call costs will offset the outlays on new equipment associated with these upgrades.

## *Physical Infrastructure*

The Morwell office skylight had deteriorated and was replaced with more modern low maintenance down lights and the kitchens and kitchenettes were upgraded. Hot and cold filtered water units were installed at all sites to replace bottled water which is expensive and the heavy bottles were an Occupational Health & Safety hazard. Work was also done to improve the effectiveness of the Warragul office air conditioning.

In response to the Hazelwood mine fire we were able to provide temporary IT workstations in our Warragul office, which provided some relief for staff working in Morwell. With the introduction of some air purifiers at the Morwell Office and the Youth Residential Building (YRB) and close attention to the maintenance of our air conditioning systems, the office and the YRB remained fully functional during the mine fire. With some financial help through the Latrobe City Council and the Department of Human Services, extensive external and internal cleaning was undertaken once the fire was under control.

Sustainability Victoria has approved an application for a jointly funded energy audit of the Morwell Office which will be undertaken next year.



## AUDITOR'S REPORT

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



Chartered  
Accountants

**A.V. MURUGIAH F.C.A**  
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September 30. 2014

### **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 30<sup>th</sup> June, 2014. 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**



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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, 2014 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 & EXPENDITURE STATEMENT FOR YEAR ENDING 30 JUNE 2014

	2014 \$	2013 \$
Revenue from Ordinary Activities	8,124,035.83	7,666,670.02
Employee Expenses	(5,726,771.11)	(5,172,999.15)
Depreciation Expenses	(135,999.61)	(156,994.28)
Other Expenses from Ordinary Activities	(2,140,348.73)	(2,172,747.72)
Borrowing Costs	(73,749.75)	(86,837.18)
<b>Surplus/(Deficit) from Ordinary Activities</b>	<b>47,166.63</b>	<b>77,091.69</b>
<b>Total Changes in Equity of the Association</b>	<b>47,166.63</b>	<b>77,091.69</b>

## BALANCE SHEET AS AT 30 JUNE 2014

	2014	2013
	\$	\$
<b>MEMBERS' FUNDS</b>		
Accumulated Funds	1,207,647.50	1,130,555.81
add Surplus/(Deficit)	47,166.63	77,091.69
Asset Revaluation Reserve	577,929.89	577,929.89
<b>Total Members' Funds</b>	<b>1,832,744.02</b>	<b>1,785,577.39</b>
<b>CURRENT ASSETS</b>		
Petty Cash	2,325.00	2,375.00
Bank Balances	1,112,897.31	1,270,379.75
Payroll Suspense Account	2,068.15	44,952.06
Accounts Receivable	35,987.63	8,687.22
Accrued Income	10,338.85	1,442.34
Prepayments	43,345.77	2,450.00
General Suspense Account	3,662.82	6,593.71
<b>Total Current Assets</b>	<b>1,210,625.53</b>	<b>1,336,880.08</b>
<b>NON CURRENT ASSETS</b>		
Capital - Work In Progress	54,672.29	21,374.09
Land & Buildings	3,494,908.85	3,494,908.85
Office Furniture, Fixtures, Fittings and Equipment	810,099.09	738,995.62
WhiteGoods/Electric	20,142.63	20,142.63
H/hold Furniture, Fixtures & Fittings	67,767.55	67,767.55
Less Accumulated Depreciation	(868,673.80)	(732,674.19)
<b>Total Non Current Assets</b>	<b>3,578,916.61</b>	<b>3,610,514.55</b>
<b>Total Assets</b>	<b>4,789,542.14</b>	<b>4,947,394.63</b>
<b>CURRENT LIABILITIES</b>		
Funds Received In Advance	573,286.28	626,109.65
GST Payable to ATO	150,471.84	128,518.29
Community Support Fund	5,298.46	4,243.46
Private Fuel Float	347.70	588.77
Social Club Liability	(762.79)	478.22
Accrued Expenses	32,158.35	225,174.96
Accounts Payable	173,111.05	98,581.56
Provision for Annual Leave and L.S.L.	348,350.08	410,346.02
Unexpended Grants	138,616.32	76,747.80
<b>Total Current Liabilities</b>	<b>1,420,877.29</b>	<b>1,570,788.73</b>
<b>NON-CURRENT LIABILITIES</b>		
MECU Loan	983,259.03	1,098,886.92
Provision for L.S.L.	552,661.80	492,141.59
<b>Total Non-Current Liabilities</b>	<b>1,535,920.83</b>	<b>1,591,028.51</b>
<b>Total Liabilities</b>	<b>2,956,798.12</b>	<b>3,161,817.24</b>
<b>Net Assets</b>	<b>1,832,744.02</b>	<b>1,785,577.39</b>



**FREECALL 1800 243 455**

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**BAIRNSDALE**  
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☎ 5152 8000

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

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

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

Supporting Gippslanders  
in Need

