

ANNUAL REPORT 2015-2016

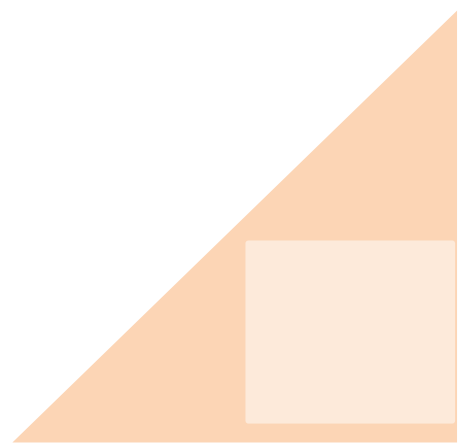


Quantum Values - Artwork project by staff

*Supporting
Gippslanders in
Need*

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QUANTUM.....

- received nearly 3,800 direct family violence reports from Vic Police
- organised housing, accommodation or community support for 2,256 people
 - helped 605 people find housing
 - advocated and supported 863 sustain their existing housing
 - assisted 263 youth to find housing or accommodation
 - supported 525 people through Community Connections
- provided home based care for 212 children, from new born to 18 years
- facilitated participation of 300+ young people in the Living Skills in-school program

Case Study: A 69 year old male with health issues, depression, alcoholism and visual impairment was living alone in a caravan in a local caravan park. The van had no toilet or shower, leaked when it rained, was freezing in winter and cluttered inside, yet he was reluctant to leave because of the security and familiarity of his surroundings. With Quantum support, initially getting some emergency food supplies for him and then engaging several other supports, the client was able to be moved. He is now in a warm safe and dry cabin in the same park to keep the familiar surroundings, and is well supported. His physical and mental needs are now being met, as well as other needs practical assistance. His health has improved significantly and he feels empowered and able to make decisions and seek assistance when needed.

Case Study: Our worker at the East Bairnsdale Community Hub, Michelle, reflects on a little boy that moved to the area about three months ago with his family. She met his Mum at the bus stop opposite when they first arrived and Michelle suggested that her son might like to attend our after school programs. "When he first came here he was extremely withdrawn and rude, disruptive and had no social awareness. I worked with the facilitators of all the programs, we set boundaries, established routines and he attended four programs per week. As a result this little boy has improved out of sight, is engaged, happy and even helpful whilst here. His mum is so pleased with how her son has changed."

Case Study: 17 year old referred to the Leaving Care program. Residing in a residential unit at risk of homelessness post the birth of her baby in 8 weeks' time. The young person entered the foster care system 11 years prior due to family violence, abuse and trauma. The young person had no connections to family or a strong friendship group. She had a history of offending behaviour and was on a Child Protection and Youth Justice Order. She was not sure of how to access housing, income and other supports to help her prepare for independent living as a young mother. Our Leaving Care worker empowered the young person to make connections with community supports resulting in stable housing and income prior to the birth of her baby. She re-engaged in education, her offending behaviour ceased resulting in her no longer being subject to a Youth Justice Order. The young person worked with our staff to increase her living skills and gained confidence to attend parenting groups, opening her to positive friendship widening her community connection. She gave birth to a healthy baby who remains in her care.

Case Study: A mother of two young children was assessed as at extremely high risk of harm due to family violence. The risk and safety was so significant that the matter was referred to our Risk Assessment and Management Panel (RAMP). The panel allowed for shared information between Police, Corrections Victoria, Child Protection and Quantum. Together with the mother plans were developed to reduce risk and increase safety whilst allowing the mother and children to remain in their home. We purchased security guard services to walk the mother to and from her car whilst at work, the mother was provided a personal safety alarm and the home was fitted with CCTV equipment. Child Protection and Corrections ensured their court orders addressed all risk areas, resulting in the offender being held accountable for his actions whilst being linked to appropriate services to address his violent behaviours. The mother reports feeling safer at home with her children.

OUR BUSINESS

Quantum Support Services Incorporated (Quantum) 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 wellbeing 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.

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

Our Vision

Quantum vision is to improve lives.

Our Mission

Quantum mission is to improve lives by empowering people particularly the vulnerable to reach their full potential.

Our Values

Respect *Quantum values the worth and contribution of others and embraces treating people fairly and without discrimination.*

Integrity *Quantum values being ethical and professional in our conduct.*

Empowerment *Quantum values sharing our knowledge to promote the choices and decision-making capacity of others.*

OUR STRATEGIC GOALS

The wellbeing of our community is the most important driver of Quantum's services.

Quantum's overarching goal is to improve lives by empowering people, particularly the vulnerable, to reach their full potential

In line with this, our strategic goals are to:

- Strengthen and expand our services
- Be an active leader and advocate in our community
- Be a progressive and sustainable organisation
- Embrace learning, innovation and opportunity

Quantum recognises that values driven activities and relationships are essential to the successful achievement of our goals. Our values inform our strategy and guide our behaviours, planning, service delivery and relationships.

CONTACT US

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For more information visit
www.quantum.org.au



BOARD PROFILES

Quantum Support Services Inc. (Quantum) 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.

Directors are recruited on the basis of expertise, skills and experience across the geographic area that Quantum serves. This Board has been pro-active in the development and implementation of policies and planning for the long term viability of Quantum as a major advocacy and support service provider in the Gippsland region.



Chairperson: Christine Holland

Christine has director experience 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 Fellow at 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. Her present appointments include the Board at West Gippsland Healthcare Group as well as West Gippsland CMA.



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 the Executive

Manager, People & Culture with IntoWork Australia. He has over twenty years involvement in the not-for-profit sector and has a commitment to good governance and quality outcomes for all stakeholders. 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. He is very pleased to be part of an organisation that provides so many valuable services to the community.



Director: Ian Maxfield

Ian 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 in the Mt Baw Baw Alpine Resort in Human Resource Management and Risk Management. Ian has been involved with number of community organisations including the Anglican Church, Landcare, Lions and CFA.



Director: Jane Burton

Jane provides over 30 years of experience in both the private and public sectors in the areas of stakeholder engagement and

relationship management, leadership and project management. Jane is a Fellow of the Australian Institute of Energy and a Graduate of the Australian Institute of Company Directors. A chartered chemist by qualification, Jane holds a Masters of Applied Science (100% by research) with a number of her works having been published. A born and bred local, Jane enjoys the country lifestyle, particularly tending to her horses. A desire to contribute to the local community by ensuring that appropriate support services are available for those who require them has lead her to a role on the Board.



Director: Julie Hocking

Julie is a strategic leader with over 20 years of experience in Regional, Local and State Government. She has a strong professional

background working at a senior regional level in the Victorian Government, influencing and successfully negotiating across multiple government departments, while gaining commitments from Local and Federal government stakeholders. 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 was a Board member for GippsTAFE and Chair of that organisation's People and Culture Committee. She is the current Chair of the Gippsland Regional Council, Adult Community Further Education (ACFE). Julie is a Strategic Planning Consultant and has executive coaching experience, focusing on business planning and leadership development.

BOARD PROFILES

(Continued)



Director: Justin Brook

Justin is a member of the Institute of Company Directors, Chartered Accountant and Registered Company Auditor and has been

involved with community based, not for profit organisations, public sector entities, together with private and public companies, for his entire career. His business acumen in strategic planning and risk management, derived from director and executive roles, allows him to develop and implement strategic priorities whilst managing risk at the same time. This, combined with an understanding an entity's external and internal environment, provides in depth insight into financial modelling of future business outcomes and key operational objectives, that link to an organisation's strategic plan. Justin lives in Gippsland, with the key motivation for joining the Quantum Support Services Board being driven by his personal values and wanting to help make a positive difference to those most vulnerable in the community.



Director: Kim McFarlane

Kim brings over eight years of experience as a solicitor advocate within the Latrobe Valley and Gippsland region. Being a lawyer, Kim brings

an analytical mind and practical experience of advocating for others. Kim joined the Board because she regularly liaised with individuals that Quantum provides services for and relevant stakeholders, especially in the Family Violence field. Kim is involved with other not for profit Boards and Committees and deems it an honour to volunteer for Quantum and other voluntary organisations. Kim completed her Bachelor of Arts (Politics and Policy Major) at Deakin University and holds the degrees of Bachelor of Laws and Masters in Global Business Law from Latrobe University.

Kim was the Law Institute of Victoria President's Award winner as Rising Star of the Year in 2011. Kim is a Hawthorn supporter, plays the piano and loves the theatre both as an actor and audience member.



Secretary / CEO: Alan Wilson

Alan's career has spanned the Private, Public and Community sectors. His work in the Public and Community over the past 30 years

has focused on housing and homelessness and working with some of the most vulnerable groups in the Community.

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 and accessible service provision that meets the needs of all people in the Community. Alan is a Fellow of the Australian Institute of Company Directors, Fellow of the Australian Institute of Management and a Fellow of The Gippsland Community Leadership program. He is actively involved in the community and has held various directorships with community based organisations. Alan also has a strong commitment to Youth development and is involved with scouting through various leadership roles and the running of major events both locally and internationally.

CHAIR & CEO'S REPORT

Every year brings new challenges for Quantum and our attention over the past twelve months has been strongly focussed on the significant reforms underway in our sector and region.

The Board has reviewed Quantum's role as a key provider of support services for community wellbeing in Gippsland, and has set clear objectives for the future in a new Strategic Vision for 2016-2019.

The emphasis is on sustainable growth to ensure that Quantum continues to serve the needs of our clients and the wider community, in line with emerging social trends, escalating community needs, and the new policy directions and program initiatives of government.

We have continued to develop the partnerships with our funding bodies and sector colleagues as we seek to enhance the outcomes for our clients and value add to the services that we offer. This will continue to be a key focus in the year ahead, particularly in the context of the current reforms and the challenges being faced by the various communities in which we work.

The Royal Commission into Family Violence provided a platform for sharing our experience in supporting victims and to advocate for change in the current responses to Family Violence in Victoria.

Our submission to the commission recommended a number of improvements to the current system and we welcomed the final report and recommendations from the Royal Commission when it was released in March this year.

Already, Quantum and our community have benefited from additional resources to meet the needs of our clients. We look forward to continued implementation of the recommendations over the coming year.

Further reforms in the areas of Child Protection and Housing and Homelessness are also closely aligned to many of the recommendations from the Family Violence Royal Commission.

This has provided an opportunity to reflect on our current service delivery models and develop a more integrated approach to supporting those who access our services.

Following comprehensive review of our Child Protection and Housing and Homelessness operations, we have implemented new service delivery streams to facilitate expansion of our programs, and provide a more holistic response for our clients.

We work with some of the most socially and economically disadvantaged members of our community, as well as some having experienced trauma that has disrupted their lives. Our staff work

tirelessly to assist these clients to overcome the significant challenges they face and to establish a more stable and positive future. We thank our team for their extraordinary effort and commitment.

Throughout the year, the Board welcomed opportunities to gain greater understanding of our programs by attending full staff meetings and visiting facilities. Our Directors found it especially valuable to connect with the people doing the hands-on work and commented that such Board participation facilitates more practically informed decision-making.

Two long-term Directors, Julie Hocking and Barry Whitehead, resigned during the year. We acknowledge them for their valuable contributions to Quantum. We welcome Roland Davies and Craig Parker, who have been nominated to fill these vacancies, and due to be formally appointed at the AGM.

In March, two executive team members also left the organisation: Geoff Willett, our Corporate Services Manager for the past 13 years, and Tanya Nolan, our Client Services Manager for three years. Both have transitioned to part time work and retirement. We thank them for their service and contribution and wish them well for the future.

In August, we welcomed Cindy Pullar as General Manager Children, Youth and Families and Allan Williams as General Manager Homelessness and Community Strengthening. Cindy and Allan bring strong skills in both Community and the Business sector to Quantum management. Steve Koczwara has the new role of General Manager Corporate Support functions.

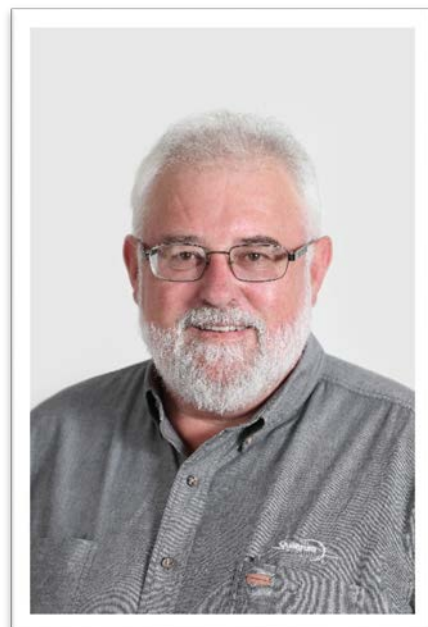
We have aligned our executive structure with our strategic and operational focus for the next three years and believe it provides a solid base for dealing with new challenges.

The recent announcement of the Hazelwood power station closure is perhaps the most significant forewarning of impact on the wellbeing and prosperity of our region. As operations at the power station wind down and transition to new industries begins to take shape, it is expected that the local economy will fall off and demand for our services may increase. We will be actively engaging with our clients, staff and community, as well as Government, in the months ahead to ensure that we do not forget those members of our community who are already experiencing hardships.



A handwritten signature in black ink, reading 'Christine Holland'.

Christine Holland
Chairperson



A handwritten signature in black ink, reading 'Alan Wilson'.

Alan Wilson
Chief Executive Officer

SERVICE DELIVERY OVERVIEW

GENERAL MANAGER – CHILDREN, YOUTH & FAMILY SERVICES MANAGER



CINDY PULLAR

The Royal Commission into Family Violence and the Roadmap for Reform have been key drivers of program and service delivery for Quantum in 2015-16.

ROYAL COMMISSION INTO FAMILY VIOLENCE

The Royal Commission was completed in 2015/2016 with 227 recommendations accepted by Government. This significant body of work is changing how Victoria responds to women and children experiencing family violence, including strengthened responses for offenders.

Quantum is the major provider of family violence services for women and children in Gippsland, providing a continuum of care inclusive of informing systemic change at regional, divisional and State level. Enhancement funding has been welcomed bringing with it specialised roles such as the Risk Assessment and Management Panels (RAMP) pulling together senior sector representatives to respond on a case and systemic level to women assessed at highest risk; Child Protection Family Violence positions aimed to support Child Protection to apply a family violence lens to their risk and safety planning for children; Personal Safety Initiative providing for security assessments and purchase of equipment to maintain women safely at home; and Flexible Support Packages providing innovative brokerage to support women to move towards independence safely as identified in their comprehensive case plans. Specialist services are currently in

their infancy with impact evaluation due in 2016/2017 to inform future funding and service development.

Increased community awareness and strengthened partnerships with the broader sector via Police, health and education has seen an increase in family violence reports. This high demand is continuous adding pressure to program capability and workforce needs. Quantum staff work tirelessly to provide a quality service to those women and children at highest risk, unfortunately a triage approach to demand often results in a reduction of earlier intervention and prevention work for those clients assessed at a lower level of presenting risk.

Quantum's reputation for responding to family violence in the community with women, families and professionals has resulted in continued growth and positive outcomes achieved in the Inspiring Women's program. Many participants speak of personal growth and connection with others and improved wellbeing and self-esteem at the conclusion of the program. This program continues to exceed targets and has potential to develop into client led and facilitated groups for women at completion of the program.

ROADMAP TO REFORM STRONG FAMILIES, SAFE CHILDREN

In April 2016, the Victorian Government officially launched the Roadmap for Reform focusing on strengthening communities to better prevent neglect and abuse; delivery of early support to children and families at risk; supporting families to stay together through crisis and securing a better future for children who cannot live at home.

Quantum has welcomed the initiatives and reform agenda's seeing a direct impact on services delivered within our children, youth and families program areas. Quantum has played an active participatory role on a variety of regional, divisional and State advisory groups designed to implement the Roadmap to Reform initiatives and improve sector responses.

Quantum established a partnership with the Australian Childhood Foundation to support the application of a trauma informed practice model approach within the foster care program. Training and reflective practice sessions were provided to both foster carers and staff within the program. In addition formal trauma mapping and assessments occurred with 14 children resulting in improved case planning and systemic responses. An outcome of this partnership was increased knowledge and tools for program staff, with one staff

member currently undertaking her Graduate Diploma in Developmental Trauma with the Australian Childhood Foundation.

The Home Based Care program has struggled to meet funded targets with a noticeable decline in the third and fourth quarter of the year, due to a variety of factors, including the continued decline across Victoria in registered foster carers. Quantum has reinvigorated carer recruitment and engaged with Fostering Connections to increase the number of carer's accredited per annum.

The changing complexity of children and young people requiring care continues to require innovative care responses and intensive case support to carers. Quantum's vision for children and young people in our care is to have a lived experience of safety, stability and nurture where they are provided opportunities for enduring relationships. The out of home care space requires a different approach to providing care and Quantum is excited to be part of an adaptive area, supported by Government to think outside the box designing a care program to meet the needs of the child.

Quantum's youth programs have had a successful year maintaining a high standard of service delivery resulting in increased community and funder recognition. In September 2015 Quantum participated in the 'In Your Way' Youth Fair showcasing Quantum youth programs, increasing community recognition and publicity of the agencies work. In the same month Quantum received enhancement funding for Adolescent Parenting Support strengthening its Child FIRST Adolescent Parenting program. In the later part of the financial year, Quantum received funding to develop and deliver an Adolescent Behaviour Change program titled Respectful Relationships. Quantum's living skills program has been acknowledged by the Department of Health and Human Service (DHHS) resulting in Quantum being invited to deliver the program in residential care settings in addition to schools.

Quantum's Planning to Succeed pilot continues to achieve positive outcomes for young people subject to a Protection Order and residing in residential care settings. An independent evaluation of the pilot has resulted in further program development. This three year pilot is due to conclude in December 2017. Quantum is actively promoting the success of the program and will continue to lobby for continued funding post the three year pilot period.

SERVICE DELIVERY OVERVIEW

(Continued)

Quantum's youth programs have worked hard to streamline service responses to a complex cohort of young people resulting in the management of high caseloads in a more dynamic way utilising synergies across youth related services. Targeted Care Packages as a Roadmap to Reform initiative is designed to create an innovative wrap around response supporting young people to successfully transition out of residential care. As the out of home sector becomes familiar with this new initiative Quantum has seen a decline in Leaving Care referrals with Child Protection opting for a Targeted Care Package. The suite of services provided by Quantum's home based care and youth programs place the organisation in a unique position allowing for Quantum to become a sector leader expanding streamlined responses to children and young people in the out of home care space.

Emerging key drivers present for our youth client group is increased experiences of family violence and homelessness. Young people engaged in violent relationships and an apparent lack of understanding of the impacts of family violence on children are areas of concern for Quantum, which need to be addressed through program design to assist in breaking the cycle of violence, abuse, neglect and homelessness.

GENERAL MANAGER – HOMELESSNESS AND COMMUNITY STRENGTHENING



ALLAN WILLIAMS

The escalating metropolitan expansion into Gippsland - Baw Baw Shire, South Gippsland and Bass Coast in particular - is increasing house purchase and rental prices. As housing becomes less affordable and rental opportunities become more competitive, demand for our assistance and support is growing.

The demand for services exceeds supply in all areas. We have wait lists in most programs and see a general trend where the ratios of complex needs clients are increasing often through disability, undisclosed trauma, and drug and alcohol addictions. This adds to the support effort required per client.

Within the Latrobe Valley, we are closely watching the Hazelwood closure and the flow on aspects that will have with the increased unemployment in the region. Public commentary has largely focussed on those workers immediately affected, which is right, but we recognise that those effects will be felt far wider.

The disadvantaged and vulnerable people in the Latrobe Valley region, particularly those already struggling to find employment perhaps from lack of experience or education, are going to find themselves at the back of what will become an even longer queue with more experienced and well trained people ahead of them.

It will be essential for Quantum to be vocal in advocating for these people and we will be participating proactively in shaping the supports that will be part of the regional, government and community response, which in the long term we hope will build a greater, more resilient and stronger community.

Internally, the organisational restructure of the last few months sees the youth homelessness outreach team and the

youth residential crisis accommodation come in to this stream. This consolidates our overall homelessness response. Similar to the optimisation done with our family violence area to align itself to the government reforms, this consolidation of homelessness response services also aligns to reforms which are starting in the homelessness sector. We expect to see the benefits of the alignment as those changes come through in 2017/18.

HOMELESSNESS SECTOR REFORM

Quantum is fortunate to be part of the Victorian state governments design and trials of significant reform to homelessness support. Referred to as "Launch Pilot Sites", Inner Gippsland is one of three areas selected for the state, and Quantum are heavily involved in exploring new options for how homeless people will be supported in the future. This is an exciting opportunity and significant responsibility. We are eager to be part of this leading sector reform and the system design changes which will be trialled through 2017.

SERVICES and INITIATIVES

Core services continued such as the Community Connections Program. Very pleasing was a recent external evaluation assessing this team as providing leading practice in the support of clients with chronic illness. The Advocacy and Support team provides a wealth of expertise in tenancy rights and responsibilities to a range of clients including particular areas of focus in aboriginal, mentally disabled and aged persons and continues to be held in high regard throughout housing agencies, VCAT and other support services, and is certainly a service in high demand. Homelessness support including outreach to youth, adult persons and families and relies heavily on maintaining relationships with real estate agencies, public and social housing agencies and has also continued to respond to the challenges of increasing demand.

Newer initiatives which have been great extensions to our core homelessness and community strengthening services have been:

Caravan Park Support – providing a ten month outreach project to caravan park residents at Drouin and Wonthaggi, and connecting them in with social and health services. This has assisted 32 park residents, and the activities there have assisted a further 40 people who have needed advice and assistance. This has led to linking these residents into a broader range of local services for their long term benefit and support.

Marley Street Hub - having a support worker located in this high density social housing has provided fantastic support for residents, led to a reduction in anti-social and other adverse behaviours and created many positive outlets for residents. This includes the community garden which has involved previously withdrawn residents and seen them sharing and connecting with others through growing fresh produce for their own use, photographic competitions to get them out and about and appreciating the beauty in the broader area around town, as well as fishing trips for the change of scenery and a relaxing way to spend a day occasionally. The benefits of this have been acknowledged by DHHS and accordingly we have recently been awarded additional funding to continue this service through to Feb 2018 and to reach out in that time to other challenged areas in the Sale area.

East Bairnsdale Community Hub has been a new undertaking in 2016 and has seen a new invigoration of the facility and the programs on offer. Participation in the facility is increasing and being well regarded in the local community, and our worker in that facility is building very positive respect within the community hub support networks.

Hoarding - The increasing incidence of hoarding and squalor has led to Quantum working with the department to implement a program to skill up workers and commence intensive case work. These clients cause themselves safety risk and/or put their social housing tenancy in jeopardy, and therefore our intervention keeps a roof over their head and addresses the broader issues which lead to these living behaviours. While only a small number of clients at present, demand for this is rapidly rising so we anticipate growth with this specialist support service.

As a personal observation, in my relatively short time in the organisation and in this sector, it is entirely evident that every person who works in this organisation is here because they have a clear personal commitment to making better the lives of those who need support or a helping hand in their life and health. Staff have an eye not only on our clients but also show mutual support, care and encouragement of each other. I've also seen a fantastically effective social club who consistently come up with ideas and events to bring people together and encourage a happy, positive and connected culture. So my thank you to a fantastic staff for what you do; dedicated to a most worthwhile mission.

Family Violence Minister visits the Valley

STATE Prevention of Family Violence Minister Fiona Richardson visited the Latrobe Valley yesterday to speak

Work Chat in Traralgon and met with welfare organisation, Quantum Support Services.

Marley St community garden brings residents together

A new community brightened the lives of residents at the Marley St community garden. "I've expressed myself and what happened to them, creatively," Ms Baker said. "It's just a very positive environment. The shirts, designed by Quantum Support Services, are a group inspired by Quantum."

"I was pretty withdrawn, and I've been able to come out and mix and meet people and laugh," she said. "Laughter is such a wonderful thing, and the people here are just great, it's beautiful." Quantum Support Services CEO Alan Wilson said being at the launch was a humbling experience.

"(Quantum has given me) the tools on how to move forward and they just give me..."

Coordinator of housing, homelessness and community support with Quantum Support Services, Adrian Terranova, said the main imperative was to raise awareness. "We want to raise awareness that it's an issue in our community, but we want to reach out to people who are potentially or are in housing crises to come and talk to us and engage with us and importantly break down those..."

By EMMA WATSON

A FAMILY violence support service in the Latrobe Valley is experiencing a change to the way government in working and consulting with the sector.

Last week Quantum Support Services general manager of chil-

...Violence last week recommended violence in Victoria. ...has promised them. ...the devil's now Quantum Support Services

homeless are not alone

said traditionally, young men were closely with Quantum...

There's no place like home

By EMMA WATSON

HOUSING in the Latrobe Valley might appear affordable when compared with other areas across Victoria.

However, one conversation with Quantum Support Services paints a different picture.

across Gippsland, Ms Morgan said the region's availability of affordable housing did not meet the demand.

"Even if we were faced with every single person in the community that was homeless coming into get support, there's not actually the housing stock, either private or public, that could accommodate them," she said.

environment," Quantum coordinator of housing, homelessness and community support Adrian Terranova said.

The organisation has more than 30 programs available to Gippsland residents, with a focus on advocacy and addressing the factors that have led to individuals' crises.

"I would like to see those who can afford to buy properties be given the opportunity to buy them, so that then frees up the rental market for those who don't have capacity for home ownership," she said.

"I would like to see a commitment to social housing stock that meets the needs of people we have who need accommodation because currently

AUDITOR'S REPORT



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Quantum Support Services Inc.
ABN 18 274 439 046

Independent Audit Report to the members of Quantum Support Services Inc.

Report on the Financial Report

We have audited the accompanying financial report being a special purpose financial report, of Quantum Support Services Inc., which comprises the statement of financial position as at 30 June 2016, the statement of profit or loss and other comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, notes comprising a summary of significant accounting policies and other explanatory information, and the Directors Declaration.

Officers' Responsibility for the Financial Report

The officers of Quantum Support Services Inc. are responsible for the preparation of the financial report and have determined that the basis of preparation described in Note 1, is appropriate to meet the requirements of the Associations Incorporation Reform Act 2012 and the Australian Charities and Not-for-profit Commission Act 2012 and is appropriate to meet the needs of the members. The officers' responsibility also includes such internal control as the officers determine is necessary to enable the preparation and fair presentation of a financial report that is free from material misstatement, whether due to fraud or error.

Auditor's Responsibility

Our responsibility is to express an opinion on the financial report based on our audit. We conducted our audit in accordance with Australian Auditing Standards. Those standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance about whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial report in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by management, as well as evaluating the overall presentation of the financial report.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Independence

In conducting our audit, we have complied with the independence requirements of the Section 60-40 of the Australian Charities and Not-for-profits Commission Act 2012.



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AUDITOR'S REPORT (Continued)



Ashfords Audit & Assurance Pty Ltd
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Quantum Support Services Inc.
ABN 18 274 439 046

Independent Audit Report to the members of Quantum Support Services Inc.

Opinion

In our opinion, the financial report presents fairly, in all material respects, the financial position of Quantum Support Services Inc. as at 30 June 2016, and its financial performance and its cash flows for the year then ended in accordance with the Associations Incorporation Reform Act 2012 and Australian Charities and Not-for-profit Commission Act 2012.

Basis of Accounting

Without modifying our opinion, we draw attention to Note 1 to the financial report which describes the basis of accounting. The financial report is prepared to assist Quantum Support Services Inc. to comply with the financial reporting provisions of the Associations Incorporation Reform Act 2012 and the Australian Charities and Not-for-profit Commission Act 2012. As a result, the financial report may not be suitable for another purpose.

Ashfords Audit and Assurance Pty Ltd.

Ashfords Audit and Assurance Pty Ltd

A handwritten signature in blue ink, appearing to read 'Andrew White'.

Andrew White

Dandenong

Dated this 19th October 2016



PrimeGlobal

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STATEMENT OF FINANCIAL PERFORMANCE FOR YEAR ENDING 30 JUNE 2016

	2016	2015
	\$	\$
Revenue	9,372,407	8,032,197
Other Income	436,483	368,882
Program expenses	(924,630)	(751,158)
Employee benefits expenses	(6,624,144)	(5,682,533)
Depreciation expense	(135,169)	(143,092)
IT&C expenses	(257,332)	(300,305)
Motor Vehicle expenses	(478,907)	(518,591)
Other expenses	(851,013)	(751,881)
Net result Before Capital & Specific items	537,697	253,520
NET RESULT FOR THE YEAR	537,697	253,520
Other comprehensive income :		
Revaluation of Land and Buildings		542,860
COMPREHENSIVE RESULT FOR THE YEAR	537,697	796,380

This statement should be read in conjunction with the notes to the financial statements.

STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2016

	2016	2015
	\$	\$
Assets		
Current		
Cash and cash equivalents	2,165,556	1,411,780
Trade and other receivables	137,621	34,212
Other assets	50,677	17,152
Current assets	2,353,855	1,463,144
Non-current		
Property, plant and equipment	3,960,125	4,055,197
Non-current assets	3,960,125	4,055,197
Total assets	6,313,980	5,518,341
Liabilities		
Current		
Trade and other payables	521,468	409,054
Provisions	995,807	319,584
Borrowings	189,378	189,378
Other liabilities	17,261	6,656
Current liabilities	1,723,913	924,672
Non-current		
Provisions	180,126	584,132
Borrowings	531,218	668,511
Non-current liabilities	711,344	1,252,643
Total liabilities	2,435,257	2,177,315
Net assets	3,878,723	3,341,026
Equity		
Reserves	2,094,712	1,776,005
Retained earnings	1,784,010	1,565,021
Total equity	3,878,723	3,341,026

This statement should be read in conjunction with the notes to the financial statements.

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Quantum Support Services Inc.

Respect • Integrity • Empowerment

FREECALL 1800 243 455



www.quantum.org.au

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