



Annual Report

2011-2012

Supporting Gippslanders in Need



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 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.

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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 pro-active 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.

Deputy Chair: 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.



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: 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 Profiles

Board Member: Gay Michau

Prior to commencing her career as a Barrister and Solicitor in Victoria in 1988, Gabrielle (Gay) Michau had qualified and worked in Queensland as a psychologist for nine years and subsequently in Law for a further seven years.

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 the Board of the then Quantum Community Care in 1991 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 Member: Eamon O'Hare

Eamon O'Hare's grass roots experience having worked for 14 years at the Mia Mia Youth Refuge and as Regional Coordinator for SAAP services for 18 months brings valuable service knowledge and experience to the Board.

Having worked for the organisation through its amalgamations with other services, Eamon wanted to contribute to the service provision of all disadvantaged members of the community. His participation as a Board member provides an opportunity for Eamon to contribute to Quantum to ensure that what is done and how it is done is conducted with best work practices in mind and will enhance the lives of Quantum clients.



Board member: Mick Murphy

Mick Murphy has a long connection with the provision of community support services, particularly in the youth support area. Currently Mick is Chief Executive Officer at Baw Baw Latrobe LLEN, the Local Learning and Employment Network. The LLEN is a state and commonwealth funded organisation dedicated to improving education training and employment pathways for young people. Mick's interest in supporting the Quantum Board results from his interest in contributing to the wellbeing and future development of young people and families in the region.



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: 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: Ann Faulkner



For the past four years Ann has held the role as Divisional Manager at Latrobe Valley Enterprises 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.

President's Report

Christine Holland



On behalf of the Board I am pleased to present my first annual report. I thank Mick Murphy, immediate Past President, and my Board colleagues for their support during my first tenure in the position of President.

The success of a Board in undertaking its duties is reliant on a positive and constructive relationship between the President and the CEO, and I acknowledge and thank Alan for his cooperation and support over the past 12 months.

The 2012 QICSA review was a significant priority area for us in the past year as formal accreditation is an essential requirement for our organisation's ability to continue to deliver services on behalf of Government.

Our success in the three-year review was no accident. Indeed, it is a reflection of the the commitment and skill of all at Quantum, including the Board and subcommittees, which are supported by the CEO and executive management who also provide the leadership to individual staff and work teams. The QICSA review team also acknowledged the high standards achieved by all at Quantum during its conversations with the Board. In particular I congratulate and thank Steve Koczwarra for his guidance and expertise throughout the review process. He has set the standards that have underpinned the success. Through the detailed operational reports that we receive from Coordinators, the opportunities that we have to meet with staff during site visits throughout the year as well as senior management reports, the Board has been impressed by the dedication and creativity of our staff in meeting the needs of our clients.

We are cognisant of the pressures that many programs are facing due to excessive demand for services and the lack of effective solutions to clients' needs. A priority for the Board to consider is that the present economic climate holds little prospect of there being any significant positive change in levels of funding to assist the most disadvantaged in our community. Therefore, we must continually review how best we can deliver our mission.

As well as ensuring that the Board is well informed about the operations of Quantum and the policy environment affecting our clients, we must also ensure that our own performance is of the highest possible standards. As part of our annual planning, this year Board members attended the 6th Biennial Building Better Boards conference. Attendance at this conference has occurred since its inception in 2002. Better Boards is the only Not for Profit / Charitable conference of its kind in Australia that is dealing with Governance matters specific to the sector and, like Quantum, it has grown over the years. Most importantly this event provides a unique opportunity for the Board to be informed of current and impending changes to Not for Profit legislation, to receive contemporary information on Directors' responsibilities and to assess our own ongoing performance and progress.

President's Report

The main focus for the Board in the coming year will be the development of a Strategic plan that will guide Quantum for the next three years and beyond. From the review work that has already been undertaken at a team level this year, it is clear that there will be many opportunities to address future challenges. We face an exciting period during which we must consider how best to conduct the business of Quantum to meet the changes that will inevitably occur.

The Board's strategic review will have particular emphasis on sustaining and enhancing current services for an expanding client base and the facilitation of new partnerships, relationships and funding models to ensure that Quantum has the resources required to meet demand. The Gippsland community has been under pressure as business, industry and Federal and State Governments adjust to the effects of both the economic conditions and policy change. This environment consistently results in an increased demand for Quantum's services.

This year we say farewell to two long serving Board members who have made notable contributions to Quantum and the Board processes. Mick Murphy is the Immediate Past President. He provided strong leadership to the Quantum Board during his term as President and with his connections, knowledge and understanding of the Gippsland community has consistently provided valuable information to support Board decision making.

With his particular knowledge and experience in the community services sector, Eamon O'Hare has been a significant contributor during Board discussions. His well-informed opinions and contributions have been valued and respected by the Board.

On behalf of the Board and the organisation I thank Mick and Eamon for their commitment and involvement and wish them well in their future pursuits.

At the 2012 Annual General Meeting the Board is welcoming two new members. I am pleased to announce the appointment of Julie Hocking and Barry Whitehead who will bring expertise that will add value to the Board. I look forward to their involvement.

Quantum Support Services is in an eminently sound position due to the astute capability of the Chief Executive Officer, Alan Wilson. He has ensured that the resources of the organisation are well placed and provides inspirational leadership. Alan is well supported by the Executive, Tanya Nolan, Geoff Willett and Steve Koczwarra and the entire staff. The Board value the work of these people and fully appreciate that Quantum succeeds as a result of their skills, commitment and drive. Thank you to each of you and our best wishes for the year ahead.

Christine Holland
Board President

CEO Report

Alan Wilson



The past year has seen some significant events for Quantum Support Services (QSS). These have included the changes in key management positions, completion of our triennial QICSA accreditation review, implementation of the Equal pay case and major changes within the structures of Government.

Narie Anderson retired from QSS and the sector in March this year. Narie had been with us for over 10 years and made a significant contribution to the growth and development of the services that we provide. Narie had established strong relationships and networks within QSS and the sector as a whole. We were very fortunate that Narie planned her resignation well in advance and this enabled us to have a well managed recruitment and transition plan for her replacement. This was a true reflection of Narie's commitment to the work we do and to the communities that we serve and I am truly thankful for her work at QSS and her support during the transition. I wish her well in her very well earned "retirement"

With Narie's departure date set we commenced a recruitment process late in 2011 to fill this key position for QSS. The recruitment process attracted a lot of interest and a very strong field of applicants. Following a rigorous process, Tanya Nolan was appointed to this position and commenced work at QSS in March this year.

Tanya brings a wealth of experience and a fresh approach to QSS. Having completed the initial transition period with Narie, Tanya has focussed on building her knowledge and understanding of the programs that we deliver at QSS, as well as establishing her profile with the wider sector. Tanya has brought new perspectives and fresh thinking to the executive team and I look forward to continuing the great work that has she has started over the coming year, welcome to our team at QSS!

In May this year we underwent our triennial accreditation review with QICSA. This review was our first "real" test of how well QSS has integrated the practices of Continuous Quality Improvement (CQI) into all aspects of our organisation, following the initial assessment in 2009.

There is a detailed report of the outcomes of this review in the Manager, Quality and Development Report on the following pages. However I would like to highlight some key points from the review. Of the forty eight separate standards that we were assessed against, QSS met all standards at this review, and in the case of three standards; Management systems; Collaboration and Strategic Positioning; and Building Partnerships and Integrated Networks, QSS was assessed as exceeding the standards, a truly fantastic result!

However I would like to acknowledge the terrific commitment that everyone at QSS has made to the embedding of a culture of CQI into our everyday activities. The results of our review in may do not just happen because we have good documentation, they happen because this evidenced in the great work that we do. Thank you for making this the norm at QSS and to Steve and the Board subcommittee for their leadership in this area.

Earlier this year, the implementation of the Modern Award for our sector was ratified, following the historic equal pay case the previous year.

CEO Report

The new award is now a reality and will be implemented on the 1st December 2012. This new award will finally see staff in our sector achieve wage parity with colleagues in the health and public sectors, albeit over eight years, due to the phase in arrangements. However it will result in real wages growth of between 35 - 40% over time and ensure that careers in our sector remain competitive for skilled staff.

As we look to the year ahead, we are in a time of enormous change. This change is being driven by the current financial pressure that our economy is experiencing, both in terms of our clients that are struggling on incomes that keep them trapped in poverty, the lack of affordable and secure housing and the focus of Government to reduce spending. In Victoria, the cuts to the Public Service and the restructuring of the Department of Human Services will require us to adapt to a new operating environment and establish new relationships. What this will mean for agencies such as us and for our client groups, it's too early to tell.

To ensure that we continue to adapt to the changing political, economic and policy environment, and we have commenced a review of our current Strategic Plan with view to our focus for the next 3 years. This work will be completed early in 2013.

This year has also seen some changes on the Board, with Christine Holland appointed as the new Chair at the last AGM. The Chair - CEO relationship is critical for any organisation and I thank Christine for the support that she has provided throughout the year and the focus she has placed on this important role to our organisation. Christine has also undertaken some Chair specific professional development this year which has also brought some new perspective to how we can continue to review and enhance the effectiveness of the Governance of QSS.

This year's Annual General meeting will also see two of our long term Board members retire from the Board. Eamon O'Hare, who has been on Board for 13 years, and Mick Murphy, who has been on the Board for 8 years, 3 years as Chair.

Eamon has a long association with QSS, having worked in the Youth Refuge prior to leaving us to work at Gippsstaffe and subsequently returning as a Board member. Eamon has witnessed and been a part of the significant changes that QSS has gone through and has been a strong advocate for the needs of our clients and youth in particular.

Mick Murphy has also had a long association with the work of QSS through his own work in Youth services and his current position. Mick has been a strong advocate for the residents of Gippsland and their rights to services, as well as ensuring strong Governance of Community organisations. During Mick's time as Chair we implemented our first Quality work plan and completed the Bairnsdale office development.

I sincerely thank Eamon and Mick (and their families) for the contribution you have both made to QSS.

Alan Wilson
CEO

Service Awards

Congratulations to our dedicated staff recognised in December 2011
for 10 years of service

Fiona Nelson, Narie Anderson & Joan Thorburn

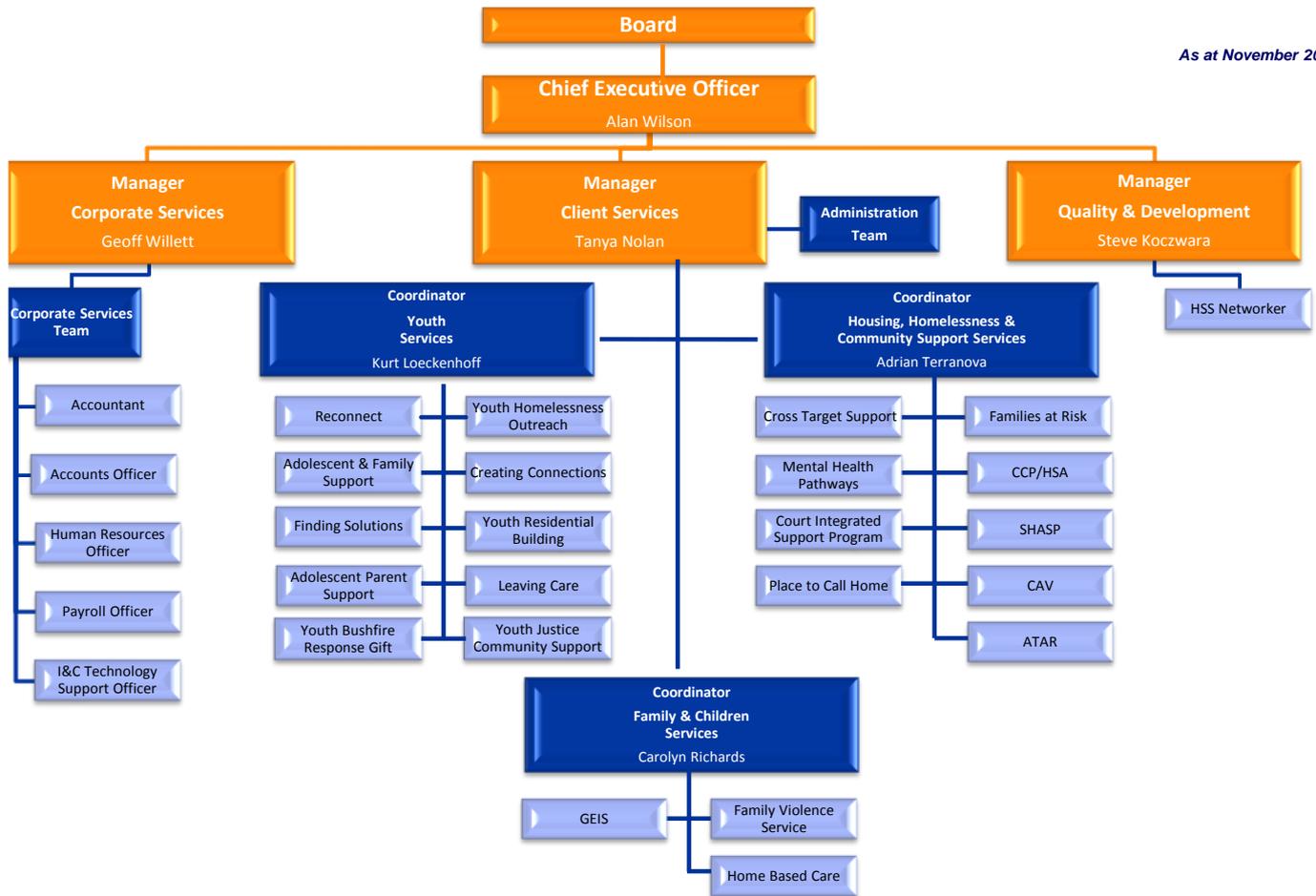


**A special Congratulations to
Gay Michau
for her 20 years of service.**



Organisational Structure & Current Programs as at November 2012

As at November 2012



Family & Children Services

Youth Services

Housing, Homelessness & Community Support Services

Family Violence Service

Gippsland Early Intervention Service (GEIS)

Home Based Care (HBC)

Youth Homelessness Services

Youth Homelessness Outreach (YHO)

Creating Connections

Youth Residential Building (YRB)

Youth Services

Reconnect

Adolescent & Family Support

Finding Solutions

Adolescent Parent Support (Child First & Integrated Family Service)

Youth Justice Community Support Service

Leaving Care Housing & Support Program

Youth Bushfire Response Gift

Homelessness & Support Program

Cross Target Support (including Crisis Support)

Mental Health Pathways

Place to Call Home

Court Integrated Service Program (CISP)

Families at Risk

Community Connections Program (CCP)

Housing Support of the Aged (HAS)

Advocacy & Support Program
Social Housing Advocacy & Support Program (SHASP)

Aboriginal Tenants at Risk Program (ATAR)

Tenancy & Consumer Advocacy (CAV)

Housing & Support Services Network

Manager's Report

Tanya Nolan

CLIENT SERVICES



Welcome to my first report as Manager of Client Services here at Quantum. Firstly let me acknowledge the fabulous work done by my predecessor, Narie Anderson. Narie retired from Quantum at the end of March this year and her parting was indeed the end of an era. For me this is the beginning of an exciting new opportunity having moved from Melbourne to live in South Gippsland and to work here at Quantum. I was drawn to apply for the position by the obvious commitment of the organisation to human rights, their clients, the community of Gippsland and their staff. I have not been disappointed and wish to thank everyone including the Board members for their support and patience whilst I get my head around my new role.

The three Service Coordinators Adrian Terranova, Carolyn Richards and Kurt Loeckenhoff have all had a challenging year with their program areas but have all managed great achievements and have been of tremendous support to me in my new role.

Adrian Terranova is the Service Coordinator for the Housing, Homelessness and Community Support area. This area was hit hard earlier this year with the news of significant cuts to the SHASP program area. Whilst the finer details of what this means to the program are still becoming clear it is apparent that we will no longer be able to work with some community groups in the same way in the future. Gone are the twice yearly luncheon gatherings which have been a great point of connection for tenants in many Office of Housing communities. For those who are without family support and socially isolated this may have been a rare opportunity to meet with others and is a sad loss for them.

For Quantum however we have been lucky in that we have not had to shed staff due to Alan Wilson's flexible thinking on the issue and to staff taking on other roles within the organisation. Funding is always an ebb and flow process and whilst funding reduced in one area we were approached to take on the Victorian Bushfires Appeal Fund housing gift fund advocacy. This involves supporting individuals who lost their home in the 2009 Bushfires and are still requiring assistance in sorting through this process.

Carolyn Richards is Service Coordinator for Children and Family Services. The Family Violence team has seen a dramatic rise in the number of L17 reports from VicPol doubling from about 800 hundred last year to over 1600 this financial year. This of course placed additional stresses on the team and again we have to thank Alan Wilson for finding a way to provide additional funding to allow a .4 position to be created which will continue for the 2012-2013 financial year to assist in the management of these forms. The Home Based Care team has worked hard to support children in out of home care and the wonderful volunteers who provide that care for the children. We are always looking for ways to attract volunteers in this area as there are many children in need of such support. So if you are thinking you could assist..

Kurt Loeckenhoff is the Service Coordinator for Youth Services area which offers a suite of services to young people in a wide range of circumstances. Kurt is to be particularly commended this last year for his work in training staff and ensuring a smooth transition to the new SHIP reporting system. Without Kurt's skills in this area we would have really struggled with this process.

The changeover has meant a lot of work for everyone particularly the Team Leaders. Janelle Porter has also done a great job in continuing the training started by Kurt and I thank her for that work. The Youth Stream has been very busy with expanding their life skills program, with plans for the next financial year including programs at secondary and primary school levels. Two new programs are commencing from 1 July 2012 which provide support to mothers and infants who may be at risk of requiring department intervention. These programs are called Cradle to Kinder and Hey Babe, both have required a lot of planning and the addition of new specialist staff and I am confident that the programs will be very useful and much sort after in the region. Kurt's area has also been successful in the acquiring some funding for the next financial year which will allow for additional training and resources in the youth services area.

I would also like to acknowledge the great work of the Administration team who of course keep the whole place running in a smooth manner. This year they processed in excess of 5,000 vehicle log sheets! Leonie Mooney is the Team Leader for the fabulous group and also is my personal assistant. I would like to thank Leonie for her assistance to me since starting in March and for her patience whilst I learn the ropes of my new role.

Team Leader ~ Leonie Mooney

Administration Resources

Since the restructure of the Administration team we have implemented many changes to our systems which include

- **Note taking at team planning days**
- **Consistent team minute taking**
- **Carer Payments in CRISSP**
- **Moving the Client Services Book printing to Bairnsdale**
- **Training coordination to Warragul**
- **Coordination of catering and setting up of the full staff meeting**
- **ID Card printing**
- **Induction process**
- **Vehicles - changes to booking process**
 - - numbered parking bays
 - - systems for car washing and reporting small damage to vehicles
- **Diversion of phones from outer sites into Morwell during lunch times, breaks and when running errands.**

During the last 12 to 18 months our team has taken some significant steps in moving towards a consistent and cohesive working group. The interpersonal relationships with staff and stakeholders have improved immensely and the cooperation between team members is rewarding and worthwhile.

We have just finalised the development of the General Administration Procedures and the daily weekly and monthly tasks list for tasks that are consistent throughout each site. We will now begin work on the site specific Administration Procedures and hope to have this achieved by the end of this financial year.

The Administration and Resources Team at Quantum Support Services has many responsibilities which include:

Administration of the fleet vehicles, including maintaining online booking service as well as the day to day running of the vehicles at all sites.

Coordinating the resources at each site involving maintaining the buildings ensuring that the equipment is operating safely and properly and ensuring that all supplies are well stocked.

Reception duties at all three offices including greeting people who walk into our Reception area and answering phones; providing information and assisting with enquiries.

Administration Support tasks which is everything from photocopying, minute taking at meetings, data entry, maintaining registers assisting with mail-outs.

Co-ordinator's Report Carolyn Richards



Children & Family Services

Team Leader ~ Kylie Wyatt

Family Violence

Family & Children's Services programs have experienced a busy and productive twelve months with all programs meeting and exceeding in some areas the performance targets as set by the funding bodies.

Due to personal reasons I was on extended leave for several months and Kylie Wyatt was seconded to my position during this time. Kylie did a great job during this time with the support of Tanya Nolan and Karin Thomsen and I wish to acknowledge and thank them for their support.

High demand on Intake and Assessment in the Family Violence program due to L17 fax back police referrals continued to rise in the past twelve months with a rise from 842 the previous year to 1600 this financial year. The Board and Management team acknowledged this demand and have provided extra funding to appoint a .4EFT to assist with this demand.

The appointment of Nesli Cassar as Senior Worker was a welcome addition to the program in December 2011 and Nesli provides great support for the team and Kylie Wyatt in her role as Team Leader. The team continued to experience issues with Recruitment and Retention in the program which continues to place extra pressure on staff members. Kylie has delivered information sessions to Vic Police, Monash University and other services and offers great support to the staff.

Although the Family Violence Team continued to experience huge demand they have managed to deliver high level services and gain positive outcomes for many women and children who are/have experienced family violence.

The Latrobe Valley Express, Thursday, 29 March, 2012 — Page 5

Family Violence Unit launched

By MELODY BORG

THE launch of the Latrobe Family Violence Unit has been welcomed by partner agencies as a "great benefit" according to Gippsland's Health Services Family Violence regional integration coordinator Kerry Harner, the setting up of the dedicated unit would allow for a consistent and coordinated approach to tackling the issue of family violence.

"It will also allow the more coordinated cases to be seen through," Mr Harner said.

"Speaking after the official launch of the Family Violence Unit at the Latrobe Valley Police, Co-ordinator Kerry Harner said many agencies were working a lot of the time above target."

"The 12 months to December 2011, agencies had 868 cases just referred by police here in Latrobe."

"In the six months from July 2011 to December 2011, there were 772 cases referred," she said.

Latrobe Inspector Mick West said police members were excited by the 12-month pilot, adding he was confident the unit would become permanent.

"This is a real milestone," Insp West said.

"Latrobe is the seventh highest for reported incidence of domestic violence in the state and the only rural community."

"If we do it right, we may start to be a model for other areas in the state."

Up to seven members would be involved in the unit, two of which could be reserve positions "filled out of the community."

"There were more than 60 new young people who were able to keep and moving to go," Insp West said.

He said the members of the Family Violence Unit were specially selected based on their experience, passion for the issue, and commitment to making a difference.

To help "break the cycle", Insp West said a designated response unit would be set up on the streets during "high times" mainly Friday and Saturday nights, and Sunday afternoons.

He said the high reported incidence of family violence could be due in part to tough economic times as well as the ease of reporting and ability to reach out for help.

Fire victim treated

A MAN was treated for smoke inhalation after a wood-burned heater he was in near Wilson Creek was 90 per cent destroyed in a fire on Monday morning.

According to Wilson County Fire Authority captain Andrew Ballinger the circumstances of the fire, which was reported at 20.30am, were still under investigation.

"The house suffered significant smoke and water damage in addition to the fire," Mr Ballinger said.

He said it took about 30 firefighters to bring the blaze under control in half an hour.

"Everyone did a great job," he said.

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Gippsland Early Intervention Service (GEIS)

Gippsland Early Intervention Services provides the Inspiring Women support group for women who have/are experiencing family violence. This group continues to provide an opportunity for women to gain self-esteem and develop skills. Twenty-two women attended this group during the last twelve months.

Co-ordinator's Report Children & Family Services

Team Leader - Karin Thomsen

Home Based Care (HBC)

Home Based Care has continued to exceed targets which have resulted in further funding enabling the program to appoint two further positions. Fiona Nelson was appointed to the Senior Worker role in October 2011 and supports Karin Thomsen in completing annual reviews and supporting caregivers. The team now consists of 5EFT Support workers, 1EFT Senior Worker and 1EFT Team Leader.

The program continues to experience problems with recruiting caregivers especially for adolescents and children with high complex needs. We have been successful with advocating to DHS Placement & Support for support packages for high need clients providing better support and increased possibility of stability for the placement. Caregivers are now able to attend Circle training which was previously only available to agencies funded for Therapeutic placements. This training is delivered locally and offers information and strategies on a range of topics.





Co-ordinator's Report Kurt Loeckenhoff

Youth Services

Team Leader - Janelle Porter

Youth Services continues as ever going through change and re-structure. During the twelve months of this report Cate Chaiyot, Team Leader Youth Services, continued her parental leave, finally resigning from her position as Team Leader Youth Services. Cate has been approved to return as a casual employee however. Elly Bos, Team Leader Adolescent & Family services resigned to take up a position in Alice Springs, and Kristine Walsh, Team Leader Youth Homelessness service resigned, having been on unpaid leave, to take a position at the Yallourn Campus of GippsTafe. Janelle Porter was appointed the Team Leader for the Youth Homelessness Service. After a 10 month period as Acting Team Leader Youth Services Lindsay Jarvis was appointed Team Leader Youth Services in May 2012.

All services previously using SMART as the data collection and reporting system for external funding bodies, changed over to the web based SHIP system. This was a large and challenging exercise affecting services in the three streams of operations. 38 staff needed to be trained in using the new system, Team Leaders needed to be trained in administering the system, managing system users and fixing data errors.

For Youth Services the impact was in the youth homelessness team and leaving care, as well as additional work for the Youth Services Coordinator who took a lead role in planning and implementing the changes required across all streams. The ongoing work with SHIP is to coordinate the data extraction monthly and provide in-house training to staff. Youth Services' Janelle Porter was instrumental in providing this training, while the Coordinator has taken on the task of validating, extracting and exporting data to the Australian Institute of Health and Welfare monthly. Janelle and the Coordinator continue to run SHIP training in-house and assist other streams with data fixes as required.

The Youth Services Living Skills Program

Continues to be offered to all youth clients, and has developed an early intervention / prevention program for secondary schools as a spin-off from the Living Skills Program. The Schools program has been trailed with Kurnai College Morwell Campus with a review evaluation report being written for the end of October 2012. Rock and Water was again a popular component of all programs.

During August and September 2011 Youth Services provided a forum for graduate students for the Architecture School of the University of Melbourne to run a design studio. These students were looking at the design of accommodation for homeless youth, in particular the design of Youth Foyers. It would certainly be interesting to invite Melbourne Uni to a full staff meeting to talk about their designs and the process (in 2012).

Co-ordinator's Report Youth Services

The Coordinator made a number of presentations in the region on young people Leaving Care and Homelessness as well as providing CRISSP support and training to partner agencies. The Coordinator was involved in training staff in and implementing the use of the Telstra Integrated Messaging (TIM) service, desk top web based SMS software. As always the YS Coordinator, Team Leaders and Staff represented Quantum at regional and state-wide networks, working groups and forums as well as attending quality straining.

Alongside of all of these achievements the Youth Services team also met funding targets, and in some services, exceeded funding targets as well as engaging in a youth services wide re-structure. The resignation of Elly Bos provided the opportunity to look at this restructure particularly in realigning resources in a way that benefitted direct service delivery. In short the restructured was designed to;

- Remove one Team Leader position, going from three Team Leaders to two*
- Streamline referral pathways through the creation on a specialised Youth Services Intake Worker*
- Reduce and better manage service waiting lists*
- Service "best fit" for referred clients*
- Improve quality of referrals, particular from Child Protection & Placement and Support*
- Improved communication with partners and referrers*
- Provide accurate data on referrals in, allocation of cases, worker case loads*
- Provide good information forming the basis of quarterly external reporting to funding bodies*
- Remove some of the administrative tasks from direct service delivery for example creating CRISSP client cases (youth cases)*

While the implementation of this restructure was in its infancy at the end of December 2011, at the time of writing this report the first review has been completed and the results are that there have positive achievements in all of the above objectives.

Other major achievements across the Youth Services stream have been;

- Meeting and exceeding all funded targets
- Running Living Skills programs as a group activity for all youth services clients
- Being active in the youth sector by participating in regional and state-wide networks
- Developing and trailing innovative early intervention programs in secondary schools
- Enhancing the Youth Residential Building's capacity to work intensively with homeless young people
- Being actively engaged in community forums

Of course all of the hard work undertaken by the Youth Services Team Leaders, Janelle and Lindsay, make it possible to push the envelope of change and innovation. Both Team Leaders have worked extremely hard to support their teams through difficult and changing times always responding to demands for improvement, reporting and innovation with enthusiasm and energy.

Co-ordinator's Report Youth Services

Team Leader - Lindsay Jarvis

Youth Services

There have been major changes and improvements across the Youth Services Stream that has attempted to encompass new direction, make changes to service delivery practices and develop a range of early intervention / prevention programs.

This has been done by creating Specialist Youth Intake position across all programs, enhancing and strengthening our Life and Living Skills program, taking our programs into local secondary schools and becoming more involved in youth sector networks.

The SYI position was filled by Katrina Auld and will assist the referral process for young people as they will be able to appropriately assess the young people to ensure they are provided the correct services required for their individual needs. We look forward to next 6 months and continuing to grow our relationship with all programs to enhance the services provided to the clients. The Intake position has made a huge impact on streamlining the referral process for clients. This process has enhanced the services for Youth services as we are able to assess clients and place referrals into the most appropriate program, which has reduced the amount of inappropriate referrals and quickened the response time in receiving assistance.

The Leaving Care Program has transitioned into the YHS team smoothly. It has been a great asset to the YHS team to have workers like Gerry and Merryn with their wealth of knowledge join the team. The team is able to share experiences and knowledge to enhance their work with their clients.

Living Skills Program is still continuing to be enhanced. The whole Youth Services team is assisting with this endeavour. The aim will be to consolidate the programs for the 16-19 age groups and then roll out programs towards the 13-15 age groups. These programs will be age specific and appropriate. The youth Services team will be exploring grants available to assist with the development of the Life and Living skills programs. An application was lodged for the Engage grant which we were unsuccessful with.

We are currently facilitating a Life and Living Skills Program at **Kurnai College**. The program is a 10 week program consisting of living skills development and Rock & Water. This has been aimed at the year 8 students and we have 12 young people engaged and attending weekly. This is a joint effort with the Youth Services team. At the end of this program it will be evaluated and continued to be rolled out across all public high schools in the area.

The Living skills program has been offered as a 2 day program over this period. We were able to offer 1 day as a Living skills program and the other day as a personal development day. This was highly successful format. We had 9 young people attend the full day program. The general feedback from participants and staff was that a full day was too long and participants believe they would gain more knowledge if delivered over several 2 hour sessions. This information from the evaluation has been used to re format the program for the remainder of the year.

The Summit experience was incredibly successful. We held 2 separate day adventures. One with the 13-15 and one with 16-19. These days focused on personal development, self-awareness and positive interactions with others. The 2 groups had a fantastic day, including the workers. The day encouraged all participants to face their fear and try new things. The feedback received was encouraging, from both clients and staff attending. We also brought both groups together to have a feedback session and evaluate the programs. This day was again very insightful for the young people. As this day involved both groups it was great to see everyone interacting and supporting each other regardless of age. We are hoping to hold another personal development days in the future.

Co-ordinator's Report Youth Services

The Rock & Water Program

Was offered 1 night a week at the YRB and continued to grow with clients returning each week. We are planning to offer Rock and Water every second term weekly. The Rock and Water program focuses on teaching the young people self-awareness. The Drumbeat program has not been able to be implemented as yet as we are still awaiting drums to be delivered. We are hoping this will happen start of the year and we will run the drum beat program every second term weekly. The program was moved to St Lukes in 2012. This was a fantastic location and participants attended sporadically.

Drumbeat

Was held at the YRB for 10 weeks. Drumbeat is a flexible program that combines experiential learning with cognitive behavioural therapy, and engages young people and adults who may be anxious or resistant to 'talk based' therapies. Drumbeat promotes social understanding and connection through a team drumming experience. It is fun, safe, creative, engaging and rewarding. Participants lift their self-esteem, learn to work cooperatively and are exposed to the therapeutic and recreational benefits of music.

Arts and Crafts program

Has been widely attended. The participants have been busy learning new skills and developing interpersonal skills. The group have been making pillows, blankets, paintings, screen printing and many more things. The program has been delivered at St Lukes and Global studio. Gerry Wilson's expertise on the sewing machine has made him the master and go to person in this area. Liz Tyler has planned many great activities for the young people to try and experience. The sewing area has really taken off with some participants buying sewing machines for themselves and continuing to make items.

Enhancement Funding and SOFY (Supporting Outcomes Framework For Youth)

The YRB are still improving on their ideas of pre-purchased packages to provide to clients at the YRB. The biggest hurdle at this stage is time for the staff to leave the YRB and layby the items required. Kmart has been great in allowing us to have no deposit laybys and then we are able to arrange a cheque. We are limiting the package sizes so that we are able to transport them. We are now purchasing 5 packs at a time. We have also started purchasing gift cards so we are able to give the client immediate assistance in their time of crisis.

The YRB are hoping to have sessional workers involved soon to assist with some one on one living skills that is required. It will also give the workers time to develop new ideas further.

Stage 2 funding

Has been announced and the YRB are looking forward to rolling these initiatives out. Awaiting confirmation of particulars and staffing. This should assist the YRB to have a holistic service provision and enhance outcomes for clients.

The Mosaic project

Has been a very rewarding project for all involved. Michelle Murden has been able to take our very scattered thoughts and put them into a great design. Mosaics have been happening at the YRB weekly. Young people at YRB have continued to participate every day. Feedback has been encouraging as staff have also commented on how relaxing it is to do. The wall has now been rendered and the mural will be painted in Sept. The whole project should be completed and unveiled for the open day in November.

The YHS team

Will be hosting an **Open day** at the YRB in November 2012. Workers from others agencies are welcome to come and explore the YRB and chat to the workers. We are hoping to be able to showcase some of the living skills programs we offer and art work created. With some possible live demonstration of Rock and Water or Drumbeat.

The Garden Project

Has been completed and the YRB have a lovely vegetable garden growing. We are hoping to be able to use the produce grown in the kitchen for meals. Young people have been excited about picking the vegetables and eating them. It is a great use of the space which was going to waste.



Co-ordinator's Report Adrian Terranova

Housing, Homelessness & Community Services

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

Team Leader - Denise Lamble

Activities

Community Connections Program

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

Quantum's CCP staff conduct assertive outreach work to facilitate clients to access the program. Quantum provides individual case co-ordination, helping clients to link with other services, providing them with practical support and assistance. Community Development is a key component, with staff working to support networking, promote effective relationships with housing providers and develop social support programs for clients.

Housing Support for the Aged

The Housing Support for the Aged (HSA) Program provides support to clients referred by the Community Connections Program, and other service providers, who are aged over 50 years and have entered or are about to enter public housing accommodation (generally elderly persons units). The program aims to support their capacity to live independently and enhance their quality of life. HSA provides support and guidance helping people to access support services particularly community care and medical services.

Achievements CCP & HSA:

- Staff fully integrated in the Active Service Model.
- Together with a consortium of other small HACC agencies worked on joint initiatives in developing a Diversity Plan. (Gippsland Multicultural Service, Headway Gippsland, Latrobe City Council, and Interchange Gippsland).
- In conjunction with East Gippsland Tafe facilitated Student Placement where the student conducted highly effective and successful Project work at Eagle Manor SRS.
- In conjunction with Gippsland Multi Cultural Services & QSS SHASP Program received one-off funding to undertake the Healthy Ageing Program across Eagle Manor SRS as well as Newborough & Wonthaggi elderly persons units.
- Successfully recruited to position created by long term staff member taking up Long Service Leave & Leave without Pay.
- Developed a Diversity Plan for the program implemented by the team for the next 3 -5 years.

Advocacy & Support Program

Team Leader - Cheryl Barnes

The Advocacy and Support Program encompasses several discrete program areas involving Social Housing Advocacy and Support Program, the Tenancy and Consumer Advocacy Service and the Aboriginal Tenant's at Risk Program.

Social Housing Advocacy Support Program:

The Social Housing Advocacy Support Program (SHASP) is an independent service that supports public tenants within the Gippsland region offering casework assistance, advice and referrals.

Key components of SHASP involve:

Providing new public housing tenants who have a high risk of tenancy failure with support to properly establish and assist with the tenancy.

Intervention at Risk Tenancies - where a public housing tenancy is breaking down SHASP looks to resolve factors placing the tenancy at risk. (ie Rent Arrears / various Breach Notices) etc.

Achievements

- Participated in the working groups to undertake the development of new SHASP program guidelines following cut in funding.

Signed off for a 2nd year with the MoU Protocol / Partnership Agreement with the Office of Housing. Implemented successful meetings with Housing staff at all levels of operations.
- Successfully conducted the Tenant Participation (TP) Program with in excess of 60 events staged. (This program as of Oct 1st 2012 will no-longer be funded to SHASP programs).
- Obtained grants to conduct Family Fun Days across the region.
- In conjunction with Gippsland Multi Cultural Services & QSS CCP Program received one-off funding to undertake the Healthy Ageing Program across Eagle Manor SRS as well as Newborough & Wonthaggi elderly persons units.

Tenancy Advice Advocacy Program

Activities

Access to this service is through referrals from the Department of Justice: Consumer Affairs Victoria, other service providers or self-referrals. The services delivered include advocacy for clients at VCAT hearings, dispute resolution support, and assistance to referred clients to help them utilise a range of negotiation and advocacy approaches. The TAAP program came into effect on July 1st 2012 taking over from the Consumer Affairs Advocacy Program and is far more streamlined only relating to Residential Tenancies with Civil Claims no longer conducted by QSS.

Achievements

- Successfully participated in the Consumer Affairs Advocacy Program Review, providing recommendations to Department of Justice - staff.
- Adopted changes to the new and enhanced TAAP model.
- Continued to obtain Departmental KPI's.

Aboriginal Tenants at Risk Program (ATAR)

Activities

This service is for Aboriginal and Torres Strait Islander individuals or families who are tenants or prospective tenants of the Office of Housing or Aboriginal Housing Victoria. The program aims to establish new tenancies successfully, or similarly sustain tenancies by supporting tenants to address issues placing their housing at risk.

The service provides case management with QSS staff maintaining a strong outreach presence to clients, as well as maintaining highly effective local networks with service providers.

Achievements

- Program doubled its KPI's.
- The program through its reference group adopted ATAR as opposed to ITAR believing Aboriginal was more appropriate.
- The program represented QSS at NAIDOC week, National Sorry Day and Deadly in Gippsland Conference.
- Continued member of the Indigenous Networkers State-wide Conferences.
- Providing intensive outreach to in excess of 20 townships in Gippsland despite being only a 1.2 EFT. Assisted all local organisations, agencies and authorities in providing positive outcomes from East Bairnsdale community.



Homelessness & Support Programs

Team Leader - Nicki Larkin

The Homelessness & Support Programs encompass several discrete program areas involving the Transitional Support Program, Mental Health Housing Pathways Program, Court Integrated Support Program, Supporting Families at Risk of Homelessness and A Place to Call Home.

Activities

The Transitional Support Program (TSP)

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

The objectives of the Transitional Support Program are to provide a crisis follow-up response for people who are homeless, as well as on-going support in the process of assisting people to establish and maintain safe, secure and affordable housing, and to access health, welfare and other community services.

Achievements

- A member of the Baw Baw Housing Action Group (BBHAG).
- As a member of BBHAG, participated in a highly successful *Great Debate* in West Gippsland focusing on Homelessness and the issues in the Community.
- For the 2nd year running have in excess of 80% of clients closed obtaining long-term accommodation.
- Successful Student Placement once again, with students now on QSS reliever pool.
- Developed new relationships with Emergency Housing and Relief providers who previously were not engaged with QSS.

Activities

A Place to Call Home (APTCH)

Is a joint initiative from the Commonwealth and State Governments to provide 108 properties to the Transitional Housing Management (THM) program to be accessed by families including: women and children experiencing family violence; indigenous families; and families in crisis.

Families who enter APTCH property receive support for 12 months and then the property and tenancy is transferred to public housing (RGS). The family is supported for an additional two months after the property/tenancy transfer to public housing. The THM property is then replaced by existing public housing stock.

Achievements

- Long-term support provided to clients in program.
- Successfully signed off on new program guidelines.
- Member of the APTCH Network.
- Outstanding client outcomes.

Activities

Supporting Families at Risk of Homelessness (SFaR)

Aims to provide support for families who are exiting the Homelessness Service System to assist them establish and maintain successful tenancies. The program is beneficial for families who have just accessed long-term housing and have a previous history of Homelessness.

Achievements

- Fully fledged guidelines adopted for program still relatively new to QSS.
- Assisted long-term Homeless who have had a history of family and housing breakdown to maintain accommodation.
- Linked clients into further education and reconnected with community with positive outcomes.
- Developed close working relationships with Department of Human Services and other Government departments.

Activities

Court Integrated Support Program (CISP)

The aim of the CISP program is to provide housing information and advice to people that are in the court system that are homeless or at risk of homelessness. The CISP program has two properties that are linked to the case management program and can only be utilised by case managed clients and are homeless. The referral process is via the Bail system - Police, Magistrates, Solicitors for the CISP Housing and Information (HIR) function and the CISP case managers that have been identified as needing more intensive support and housing is an issue.

Achievements

- Increased funding into CISP Program with QSS staff member now located at Morwell Magistrates Court.
- Great outcomes for clients who are able to be supported in a Case Managed setting.
- Member of the DoJ, THM HomeGround Services Network Meeting.
- Close working relationships with Justice and HomeGround Services.

Activities

Mental Health Housing Pathways Program (MHPP)

The aim of the MHPP program is to provide housing information and advices to people that are in the mental health system that are exiting a bed based facility that are homeless or at risk of homelessness. The HIR function is provided to all people in a bed based facility to gain access to the MHPP program and funding. Clients will need to be case managed from LRH mental health system. This role is a secondary case management position that provides a level of need base outreach component to assist clients on the MHPP program to maintain their housing and sustain from re-entering the homeless sector. The program is also aimed at raising awareness to the issues and lack of consistent resources that affect clients that have mental health issues and to promote the service with in the sector.

Achievements

- Outstanding engagement and networking with staff at Flynn.
- Outcomes highlight 80% of clients able to secure long-term accommodation and linked into further education and training.

Manager's Report Steve Koczvara

QUALITY & DEVELOPMENT



This year marked the third and final year of QSS' first round Accreditation against the Quality Improvement Council's (QIC) Standards and as a result the organisation undertook its 2nd Accreditation review by Quality Improvement for Community Service Accreditation (QICSA) in May this year. As part of this process QSS undertook a self-assessment that culminated in the development of the

Quality Journal' that identified the organisation's strengths, the evidence available to demonstrate those strengths and the areas where QSS could improve. Also forming part of the review preparation was the requirement for completing a final progress report on the 2009-2012 Quality Work Plan. In effect this task completed the 'journey' that was commenced in June 2009 following the first successful QICSA review. It also provided an opportunity to reflect on the significant advances that have been made during the three year implementation period of the 2009-2012 Quality Work Plan.

While this Plan represented some very ambitious projects in even more ambitious timelines, the work contributed to the consolidation of effective and comprehensive systems across all 18 of the QIC Standards. In particular there was a pronounced effort made in developing and implementing monitoring and review processes that now firmly establish the Plan / Do / Check / Act (PDCA) cycle of quality improvement. This included the development and enhancement of stakeholder feedback mechanisms, the introduction and on-going monitoring of Human Resource key performance indicators, embedding risk management and legislative compliance systems, and establishing an organisation planning and review framework.

The obvious benefit of undertaking Accreditation is that it allows for an external reference point to evaluate QSS' performance and provide feedback on both strengths and further improvements. For QSS the experience of this process for the 2012 review was one of affirmation not only in terms of the commitment to improving systems but also based on the positive achievements of the organisation more generally. The results of the QICSA review indicated that we were successful in all three key organisational areas involving 'building quality organisations' (involving 9 Standards), 'providing quality services and programs' (5 Standards) and 'sustaining quality external relationships' (4 Standards). Moreover, QSS also achieved an 'exceeded rating', which is given based on evidence of highly developed sustainable and integrated systems, for Standard 1.2 Management Systems and Standard 3.2 Collaboration and Strategic Positioning.

In highlighting the results from the Accreditation it is worth quoting in some detail from the Executive Summary of the QICSA Report. As noted in the Report:

For Section 1 Building quality organisations the QICSA Review Report indicated that: "*Quantum has a strong, positive culture evidenced not only in documentation but also in the working environment itself. This culture is comprehensively supported by the commendable quality of the systems Quantum has developed. The positive working environment was confirmed not only by staff but also the external stakeholders interviewed. A supportive, unified, open door approach to management practice was evidenced and the vision and values are embedded into all areas of the organisation. Quantum demonstrated a thoughtful, reflective approach to management of staff and a strong commitment to staff well-being.*" [Summary of]

For Section 2: Providing quality services and programs the Review Report stated that: *"Quantum provides a range of services to its community, which are client centred and have the best interests of children and youth as their focus. Quantum demonstrated a reflective practice and continuous quality improvement approach to service provision. A robust planning system throughout the organisation supports staff in the coordination and integration of services to their client group."*

For Section 3: Sustaining quality external relationships the Review Report considered how: *"Quantum is to be commended on its development of a comprehensive range of executive partnerships with a wide range of other community agencies. These relationships greatly enhance the organisation's ability to achieve its strategic goals and enhance the outcomes for its clients. Quantum has active involvement in advocating for their client group in the wider community with staff involved in many sector appropriate networks and alliances."*

At the same time as the QICSA review against the 'core module' of Standards QSS also successfully underwent Accreditation against the Homelessness Service Assistance Standards and Registration against the Community Service Organisation (CSO) Standards. The former was made easier by being mapped against the QICSA standards and this supported a more streamlined internal assessment against the HAS Standards. This was not as straightforward for the CSO Standards and I would particularly like to acknowledge the efforts of staff, Team Leaders and Service Co-ordinators of the Home Based Care program and the Adolescent Parent Support program given their extensive participation in separate, and arguably more rigorous, reviews. To the credit of staff in these two programs all 21 of the CSO standards were met and therefore guaranteed QSS' continued Registration as a provider of these services.

While the successful outcomes of the triennial QICSA Accreditation, and the HAS Accreditation and CSO Registration, demonstrate the organisation's strengths and ability to apply quality frameworks, the next step is to ensure that this commitment is maintained through continuous quality improvement. For QSS a central task will be the implementation of a Quality Work Plan covering the period 2012 – 2015. This document was recently approved by the QSS Board and has integrated the recommendations for improvement contained in the QICSA Accreditation Review Report as well as the range of improvements generated from QSS' self-assessment against the Standards. Key challenges for QSS in further developing and improving its systems include the following; identifying and using client outcome measures, undertaking formal reviews of programs, strengthening OH&S monitoring, developing a strategy for environmental care, systematically conducting a review of document control measures, the inclusion of client safety as an identified risk area, and enhancements to monitoring for compliance with QSS' legislated obligations.

In addition QSS' approach to quality in the future will also require responses to several external changes and/or expectations. These will include:

Adopting the new Department of Human Services Standards, that will replace the existing requirements for HAS Standards Accreditation and CSO Registration, as part of QSS' next round of Accreditation in 2015; and

Responding to an external review of QSS' Home and Community Care funded Community Connections.

Program against the recently implemented Commonwealth Community Care Common Standards.

Manager's Report Geoff Willett

CORPORATE SERVICES



Our Occupational Health & Safety and Payroll policies and procedures were reviewed and updated. We conducted a review the new Modern Award against our Enterprise Agreement and Human Resources policies and procedures. Systems for up-dating Police Checks after each three years of a staff member's service and monitoring the updating of Working with Children Checks each five years were implemented.

A new Personnel Records System was established. Ergonomic self-assessments of staff workstations were conducted and all the recommendations of the report are in the process of implementation. A Staff Training Analysis was undertaken and is currently under review. New approaches to advertising vacancies were developed and implemented to maximize exposure to potential candidates. Whooping Cough vaccinations were offered to all staff for the first time.

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 \$53,841 was achieved last financial year after carrying forward all unspent brokerage and special purpose funds. Our Accounts policies and procedures were reviewed and updated. More detailed Cash Flow Projection reporting was developed for monthly Board reporting.

The Accounts and Payroll sections of the Accounting Operations Manual were finalised. The Credit Card Usage Acknowledgement Form has been extended to include staff sign off when they are issued with Fuel & Coles Cards. The Information & Communications Technology policies and procedures were reviewed and updated. A Telstra Integrated Messaging system was introduced to improve communications with clients and staff working out of the office. A new inventory scanning system and data base was purchased. The Morwell Incident Response System was upgraded. Audio visual equipment was installed at the Warragul office. An electronic Key Register was set up and a key audit carried out. We continued the implementation of our annual redundancy plan for PC's and laptops.

Our Environmental Care policy and procedure was reviewed and updated. We welcomed three new agencies; Advanced Personnel Management - Disability Employment Services, Berry Street - Saver Plus Program and Relationships Australia Victoria - Family Counselling Services as new co-located tenants to our Bairnsdale Office. A Co-located Tenants induction checklist has been developed. Major maintenance works at the Warragul Office were completed and architectural plans for the Morwell Office maintenance and upgrade works have been developed.

Manager's Report CORPORATE SERVICES

LOOKING FORWARD

A system to monitor that all staff have work plans, personal development plans, and leave plans in place will be introduced. The introduction a self-care/relaxation program will be investigated. We are currently participating in a Community Sector Workforce Project which will assist us in developing our own workforce plan and a succession planning framework.

QSS now owns three offices with a total replacement value in excess of \$5M and a total debt of about \$1.2M. Rental income from our tenants more that covers the interest on this loan, and repayment will continue to be an important financial objective. In relation to office accommodation, QSS ultimately aims to be a debt and rent free agency with those funds being spent on service delivery.

We have already commenced the upgrade of our central computer servers to a terminal server platform. On completion of this project we will investigate the upgrade of our telephone systems at Morwell and Warragul. The new Telstra Integrated Messaging system will be investigated to see in an additional module can used to improve contact between staff on outreach and their direct supervision. A video conferencing solution between our main sites and remote locations is currently under investigation. A survey will be developed to identify the extent to which current staff Information & Communication Technology requirements are being met and where improvements can be made.

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. A system for asset maintenance and replacement planning will also be developed.

Our building infrastructure focus will be major maintenance work to the Morwell office, including the installation of a lift, replacement of the skylight, upgrading the Family Violence outdoor area and improving the amenity at the rear of the building for all staff. Fifteen months after the opening, twelve of the fifteen offices in our new Bairnsdale building are now utilised by staff or tenants. We will continue to work with other agencies to provide co-location opportunities which will further develop our office as a centre for support services to disadvantaged people in East Gippsland.

Treasurer's 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 \$267,000 to almost \$6.8 million. The net operating result was a surplus of \$53,841 compared to \$92,472 in 2010/11.

Within 18 months of completion, our new Bairnsdale office is almost fully occupied. In addition to our own staff, we have a range of other locally based agencies as tenants. These tenants are Aboriginal Housing Victoria, Advanced Personnel Management -Disability Employment Services, Berry Street Victoria - Saver Plus Program, Noah's Ark - Children's Toy Library, Relationships Australia - Family Counselling Services, Windermere Child and Family Services and three other professional family counsellors. This meets our objective to develop the office as a centre for support services to disadvantaged people in the East Gippsland community. The rental from these agencies also makes a significant contribution towards the capital and operating costs of the facility.

QSS is solvent, that is, all debts can be met as they fall due. The cash position is very sound, with bank balances of about \$936,000.

QSS's accumulated members' funds now stand at \$1,708,876.



Kevin Sharp, CPA
Board Member and Treasurer

AUDIT REPORT 2011/12

**AARAN MURRAY & CO
CHARTERED ACCOUNTANTS**

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October 10, 2012

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, 2012. 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, 2012 and does report truly that payments have been made in accordance with the objectives for which the grants were provided.

A handwritten signature in black ink, appearing to read 'A.V. Murugiah'.

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

QUANTUM SUPPORT SERVICES INC.

ABN 18 274 439 046

**CONSOLIDATED INCOME STATEMENT
FOR THE REPORTING PERIOD JULY 1, 2011 TO JUNE 30, 2012**

		2012	2011
		\$	\$
INCOME			
Revenue from Ordinary Activities	2	6,796,497.28	6,529,309.80
Employee Expenses		(4,549,231.99)	(4,273,276.11)
Depreciation Expenses		(154,127.59)	(66,433.70)
Other Expenses from Ordinary Activities		(1,935,383.76)	(1,995,040.24)
Borrowing Costs		(103,912.72)	(102,087.75)
Surplus/(Deficit) from Ordinary Activities		53,841.22	92,472.00
Total Changes in Equity of the Association		53,841.22	92,472.00

QUANTUM SUPPORT SERVICES INC.

ABN 18 274 439 046

BALANCE SHEET AS AT JUNE 30, 2012

	NOTE	2012	2011
		\$	\$
MEMBERS' FUNDS			
Accumulated Funds	3	1,077,104.59	984,632.59
add Surplus/(Deficit)		53,841.22	92,472.00
Asset Revaluation Reserve		577,929.89	577,929.89
Total Members' Funds		1,708,875.70	1,655,034.48
CURRENT ASSETS			
Petty Cash		2,375.00	2,775.00
Bank Balances	4	936,358.62	843,747.50
Payroll Suspense Account	5	50,941.34	1,318.63
Accounts Receivable		22,699.43	160,784.46
Accrued Income		7,897.57	18,770.47
Prepayments		1,300.00	-
General Suspense Account		3,575.59	2,521.00
Total Current Assets		1,025,147.55	1,029,917.06
NON CURRENT ASSETS			
Capital - Work In Progress		6,689.09	-
Land & Buildings	6	3,494,908.85	3,494,908.85
Office Furniture, Fixtures, Fittings and Equipment	7	673,475.29	566,285.44
White Goods/Electric	8	20,142.63	14,962.64
H/hold Furniture, Fixtures & Fittings	9	67,767.55	67,767.55
Less Accumulated Depreciation		(575,679.91)	(423,500.02)
Total Non Current Assets		3,687,303.50	3,720,424.46
Total Assets		4,712,451.05	4,750,341.52
CURRENT LIABILITIES			
Funds Received In Advance		531,759.58	414,477.61
GST Payable to ATO		119,424.30	117,800.45
Community Support Fund		4,973.46	7,263.34
Private Fuel Float		478.91	-
Social Club Liability		5,569.13	4,402.32
Accrued Expenses	10	187,184.59	184,473.53
Accounts Payable		89,662.07	143,119.38
Provision for Annual Leave and L.S.L.	11	264,110.08	287,936.14
Unexpended Grants	12	65,268.30	230,757.24
Total Current Liabilities		1,268,430.42	1,390,230.01
NON-CURRENT LIABILITIES			
MECU Loan	13	1,201,427.38	1,286,943.30
Provision for L.S.L.		533,717.55	418,133.73
Total Non-Current Liabilities		1,735,144.93	1,705,077.03
Net Assets		1,708,875.70	1,655,034.48

QUANTUM SUPPORT SERVICES INC.

ABN 18 274 439 046

CASH FLOW STATEMENT FOR THE YEAR ENDING JUNE 30, 2012

	2012	2011
	S	S
Cash Flows from Operating Activities		
Receipts		
Grants	6,681,993.33	6,401,449.28
Interest	34,176.53	36,849.49
Other	300,842.61	272,696.37
Total Operating Receipts	<u>7,017,012.47</u>	<u>6,710,995.14</u>
Payments		
Suppliers and employees	(6,615,964.78)	(6,650,124.69)
Net Cash Flows from Operating Activities	401,047.69	60,870.45
Cash Flows from Investing Activities		
Receipts		
Proceeds from Sale of Assets	-	-
Payments		
Property Purchases & Improvements	(119,058.93)	(723,503.95)
Net Cash Flows from Investing Activities	(119,058.93)	(723,503.95)
Cash Flows from Financial Activities		
Receipts		
Borrowings	-	568,557.92
Payments		
Repayment Long term borrowings	(189,377.64)	(153,328.74)
Net Cash Flows from Financial Activities	(189,377.64)	415,229.18
Net Cash Flows from Operating, Investing and Financial Activities	<u>92,611.12</u>	<u>(247,404.32)</u>
NET INCREASE/(DECREASE) IN CASH	92,611.12	(247,404.32)
Cash at Beginning of Period	843,747.50	1,091,151.82
Cash at end of Period	<u>936,358.62</u>	<u>843,747.50</u>

QUANTUM SUPPORT SERVICES INC.

ABN 18 274 439 046

INCOME & EXPENDITURE STATEMENT FOR THE YEAR ENDED JUNE 30, 2012

		2012	2011
		\$	\$
DHS FUNDING			
Unexpended Funds Brought Forward		139,234.42	74,917.08
Recurrent Funding		5,425,339.14	5,175,481.43
One Off Funding		610,460.14	588,290.18
Brokerage/Crisis Funds		66,727.71	78,167.01
Other Income		8,073.94	8,333.92
DPD Housing Establishment Fund		41,342.67	40,731.67
Unexpended Funds Carried Forward		(178,143.01)	(139,234.42)
		6,113,035.01	5,826,686.87
OTHER FUNDING			
Recurrent Funding	14	326,097.64	298,644.75
One Off Funding		21,233.32	74,469.53
Other Income		2,282.60	4,000.00
		349,613.56	377,114.28
OTHER INCOME			
Amenities		3,165.00	5,497.00
Bank Interest		34,176.53	36,849.49
Donations		1,450.00	3,065.35
Employee Benefit Contributions		100,814.25	83,384.59
Queens Fund		1,790.00	4,880.00
Rent - Other Sources		123,686.26	87,453.54
Sundry Reimbursements		68,766.67	104,280.11
Tenancy Administration		-	98.57
		333,848.71	325,508.65
TOTAL INCOME		6,796,497.28	6,529,309.80
OPERATING EXPENDITURE			
Advertising		20,244.76	12,830.75
Audit Fees		6,537.00	7,120.00
Bank Charges		1,215.02	1,223.14
Borrowing Costs		103,912.72	102,087.75
Brokerage/Crisis Expenses		202,953.76	228,434.86
Caregiver Expenses		382.04	466.69
Client Expenses-Reimbursable		676.18	2,141.32
Computer Software/Internet		31,115.72	31,871.97
Computer Support/Rep & Maint		4,052.24	8,197.80
Consultancy Fees		10,602.86	3,222.00
Depreciation		154,127.59	66,433.70
Food & Household		21,343.92	21,355.29
Housing Establishment Fund		41,605.71	41,714.04

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 annually by the Board to ensure it is not in excess of the recoverable amount of those assets, and that there is no impairment loss.

(a) Fixed Assets cont.

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	6,462,648.57
Donations	1,450.00
Other income	<u>298,222.18</u>
	6,762,320.75

Non-Operating Activities

Interest	<u>34,176.53</u>
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Total Revenue from Ordinary Activities	<u>6,796,497.28</u>
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**NOTE 3: MEMBERS FUNDS
ACCUMULATED FUNDS**

<u>Accumulated Funds B/fwd</u>	<u>1,077,104.59</u>
Add Surplus/ (Deficit) for Year	<u>53,841.22</u>
Accumulated Funds C/fwd	1,130,945.81
Asset Revaluation Reserve	<u>577,929.89</u>
	<u>1,708,875.70</u>

NOTE 4: BANK BALANCES

	2012	2011
Bank CBA – Operating	290,495.69	320,779.22
Bank MECU - S40 CCP/HAS	2,453.85	3,252.30
Bank MECU – Community Access	<u>643,409.08</u>	<u>519,715.98</u>
	<u>936,358.62</u>	<u>843,747.50</u>

NOTE 5: SUSPENSE ACCOUNTS

	2012	2011
Uniform Suspense account	804.33	
Payroll Suspense account	<u>50,137.01</u>	<u>1,318.63</u>
	<u>50,941.34</u>	<u>1,318.63</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>90,525.44</u>
	<u>3,404,383.41</u>

NOTE 7: OFFICE FURNITURE, FIXTURES, FITTINGS & EQUIPMENT

Office Furniture	37,585.47
Less Accumulated Depreciation	<u>10,371.25</u>
	<u>27,214.22</u>
Office Fixtures & Fittings	144,666.14
Less Accumulated Depreciation	<u>88,008.15</u>
	<u>56,657.99</u>
Office Equipment	491,223.68
Less Accumulated Depreciation	<u>315,452.76</u>
	<u>75,770.92</u>

NOTE 8: WHITE GOODS/ELECTRICAL

White Goods/Electrical	20,142.63
Less Accumulated Depreciation	<u>8,966.45</u>
	<u>11,176.18</u>

NOTE 9: HOUSEHOLD FURNITURE, FIXTURES & FITTINGS

Household Furniture	28,093.91
Less Accumulated Depreciation	<u>26,877.83</u>
	<u>1,216.08</u>
Household Fixtures & Fittings	39,673.64
Less Accumulated Depreciation	<u>35,478.03</u>
	<u>4,195.61</u>

NOTE 10: ACCRUED EXPENSES

Auditors Fees	6,417.00
Insurance Costs	1,000.00
Repairs & Maintenance	3,083.00
Salary Liability	162,814.21
Superannuation Liability	<u>13,870.38</u>
	<u>187,184.59</u>

NOTE 11: PROVISION FOR ANNUAL LEAVE AND LONG SERVICE LEAVE

Accumulated Annual Leave	243,580.43
Accumulated Long Service Leave expected to be utilised within the next 12 months	<u>20,529.65</u>
	<u>264,110.08</u>

NOTE 12: UNEXPENDED GRANTS

Schools Breakfast Program	12,016.10
Lorraine Bartling Biography Project	6,000.00
Youth Homelessness Action Plan	52,652.96
Youth Grants Account	<u>(5,400.76)</u>
	<u>65,268.30</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 2012 the interest rate was 7.79% per annum.

Impact of Change in Interest Rates	Interest Rate	Interest Expense
Interest Rate as at 30/06/12	7.79% p.a.	\$ 89,848
1% increase in Interest Rate	8.79% p.a.	\$ 101,381
1% decrease in Interest Rate	6.79% p.a.	\$ 78,314

NOTE 14: OTHER INCOME – RECURRENT FUNDING

Dept. of Families, Housing, Community Services & Indigenous Affairs	214,154.64
Dept. of Justice	44,193.00
Homeground Services	38,500.00
Relationships Australia	<u>29,250.00</u>
	<u>326,097.64</u>



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