

# QUANTUM SUPPORT SERVICES

## ANNUAL REPORT

2016 - 2017



Quantum has delivered customised support strategies for families and individuals experiencing disadvantage across Gippsland for more than 30 years.

Quantum provides a wide range of services including:

- Housing and Tenancy Advocacy Assistance;
- Family Violence Support Services;
- Community Strengthening;
- Foster Care;
- Youth Support Services; and
- Family Services.



Website: [www.quantum.org.au](http://www.quantum.org.au)

Phone: 1800 243 455

Email: [mail@quantum.org.au](mailto:mail@quantum.org.au)

Address of Head Office: 227 Princes Way, Morwell, Victoria

ABN: 18 274 439 046

Acknowledgement:

Design: Liz Pearson & Tegan Dawson

Layout: Tegan Dawson

Editors: Liz Pearson & Tegan Dawson

Photographs: As attributed

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

**MORWELL OFFICE**

227 Princes Dr,  
Morwell,  
Victoria, 3840

**BAIRNSDALE OFFICE**

306 Main St,  
Bairnsdale,  
Victoria, 3875

**SALE OFFICE**

1-4/65 Macalister St,  
Sale,  
Victoria, 3850

**WARRAGUL OFFICE**

36 Williams St,  
Warragul,  
Victoria, 3820

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# QUANTUM'S YEAR IN NUMBERS

A collection of various keys and a globe on a dark background. The keys are scattered across the page, with some keys having small globe icons on them. The globe is positioned on the left side of the page.

1217 SAFETY PLANS CREATED

3818 POLICE REFERRALS

49 YOUNG PEOPLE ACCESSED  
CRISIS HOUSING

800 PEOPLE HOUSED

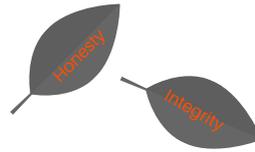
1415 TENANCIES SUPPORTED

203 KIDS CARED FOR



## CHAIR'S REPORT

IAN MAXFIELD



2016-2017 was an important year for Quantum. The Royal Commission into Family Violence meant that Quantum had to ensure it was successful in obtaining funding, and made numerous workforce changes in order to position itself as a lead agency in Family Violence supporting women and children accessing Quantum's services.

We have welcomed our new CEO, Elizabeth Pearson who replaced Alan Wilson. Alan resigned in March 2017. The departing CEO, Alan Wilson, gave strong leadership for Quantum for over 19 years.

The success of Quantum and the support we receive from the Gippsland community we owe to Alan's hard work and commitment to his working life with this organisation.

I would like to acknowledge the Board's work in guiding the organisation through a number of changes that were linked to the number of reforms across Victoria.

Directors volunteer their time and provide dedicated leadership and counsel. Quantum Board has farewelled some Directors and welcomed a new member as it moves into this transition period. Christine Holland, our long-term Director and Chair for over eight years, showed strong support for Quantum and has put much energy and drive fulfilling her roles on the Board.

Justin Brooks, who was only a Director for a short time assisted the Board with his financial skills. The need for a Director with financial acumen has prompted the Board to welcome Sarah Covington. Sarah brings financial prowess as well as strong links with her community in Gippsland.

My thanks go to all the existing Directors who have had to manage Quantum through this change. The challenge of recruiting a new CEO has required all Directors to go above and beyond for the organisation. I have appreciated the time and skills that have been freely shared by our Directors who are already committed to their employment and their numerous community activities.

My fellow Directors have all supported Quantum in their commitment to the provision of services that can provide a lifeline to the most vulnerable community members in Gippsland.

A number of staff have stepped up and taken extra responsibilities which have also contributed to business continuity and performance by Quantum. The Board appreciates general managers, Cindy Pullar and Allan Williams and acting CEO Ormond Pearson for their leadership during the 2016-2017 financial year.

With the closure of Hazelwood Power Station and Carter Holt and Harvey and the uncertainty of the Heyfield Timber Mill, there have been increased levels of stress in Gippsland communities.

Quantum has been well positioned to work with local, state and federal levels of government to provide support for those communities. We are strengthening our connections with government departments and community organisations.

We have engaged with the wider community in Gippsland through a number of initiatives and organisations such as the Committee for Gippsland and have been supportive of organisations such as the Gippsland Community Leadership program.

State Ministers and Shadow State Ministers have visited Quantum throughout the year thereby giving our organisation an opportunity to have some input into policy development and service delivery. Quantum needs more diverse revenue streams to support work and the implementation of the reforms that are a current state government priority.

Quantum continues to advocate for investment in specialist family violence services; homelessness and community strengthening services; and children, youth and family services. Quantum works hard to ensure systems are grounded in best practice and quality.

- Ian Maxfield

ON ANY GIVEN NIGHT QUANTUM WORKS WITH AN EXCESS OF 200 INDIVIDUALS OR FAMILIES WHO ARE AT RISK OF HOMELESSNESS OR ARE EXPERIENCING HOMELESSNESS.

PHOTO BY AARON YOUNG

## PROFILES OF THE BOARD OF DIRECTORS



IAN MAXFIELD - CHAIR

Ian is an active participant within his local community and spent most his life working in unions and politics. As a former member of parliament and ministerial adviser, 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 worked at the Mt Baw Baw Alpine Resort in Human Resource Management and Risk Management. Ian has been involved with a number of community organisations.



KIM MCFARLANE - DIRECTOR

Kim has over eight years experience as a solicitor advocate in Gippsland. Kim brings an analytical mind and practical experience of advocating for others.

Kim completed her Bachelor of Arts (Politics and Policy Major) at Deakin University and a Bachelor of Laws and Masters in Global Business Law from Latrobe University. Kim won the Law Institute of Victoria President's Award as the 2011 Rising Star.



JANE BURTON - DIRECTOR

Jane provides over 30 years' experience in both the private and public sectors in 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 with a number of published works.

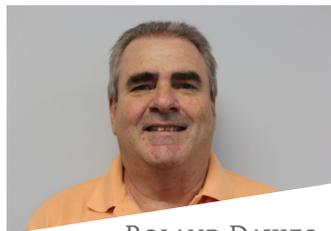
Jane enjoys the country lifestyle, particularly tending to her horses. A desire to contribute to the community by ensuring appropriate support services are available, led her to a role on the Board.



CRAIG PARKER - DIRECTOR

Craig is the General Manager Customer Service at Southern Rural Water based in Maffra having worked his way up from starting as a field officer. Craig acted as CEO with the East Gippsland Catchment Authority, adding a new perspective to his management of water resources, enhancing his experience and knowledge further.

Craig is a Fellow of the Australian Institute of Company Directors. He has business qualifications from Mt Eliza Business School and the University of Queensland.



ROLAND DAVIES - DIRECTOR

Roland has over 35 years' experience in the energy sector, leading the strategic development and pursuit of sustainable growth and diversification opportunities for a large power generator in the region. Roland is currently the Principal of a specialist energy consultancy supporting companies to develop projects to leverage Victoria's brown coal resources, with a focus on sustainability through innovation.

Roland is a Fellow of the Institute of Energy, and Graduate of the Australian Institute of Company Directors. Roland is passionate about Gippsland and all that it has to offer.



SARAH COVINGTON - DIRECTOR

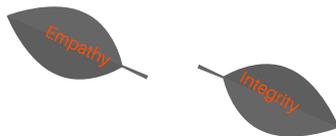
Sarah has nearly ten years of experience in various finance roles and is passionate about helping businesses succeed. Having started her career in Public Practice, Sarah has many years experience advising clients on their business and taxation needs.

After completing her CPA, Sarah made a change to the industry and focused on Management Reporting, Analysis, Budgeting and Forecasting. Recently, Sarah took on the role of Branch Manager for ANZ's Traralgon branch.

# EXECUTIVE SUMMARY

## A YEAR OF CHANGE

Throughout 2016/17 Quantum has faced many challenges arising from an environment of change both internally and externally. This change has been significant and fast-paced. Externally the Victorian Community Services Reform oversaw a number of new initiatives and testing activities established. Inner Gippsland has been at the forefront of this reform and is the only Local Area in Victoria to simultaneously roll out the Social Housing and Homelessness Reform 'Launch Site', and the Support and Safety Hub through the Roadmap to Reform trials. Quantum has been a key contributor and beneficiary of additional resourcing to implement this change but with that has come pronounced increases in the workload demands placed on staff and the leadership team.



Internally, the leadership team has spent much of the year embedding Quantum's new organisational structure commenced in August 2016 with the appointment of two new General Managers Cindy Pullar and Allan Williams. This also included the re-alignment of programs within 'streams'. In March 2017, a further change occurred with the resignation of Alan Wilson as Quantum's long-serving CEO.

Amongst Alan's legacies was the steady growth in the range of services provided by Quantum and an increase in staffing levels from approximately 25 full-time positions in 1999 to more than triple that number today. It is acknowledged that Alan's work greatly contributed to both the viability and sustainability of Quantum.

Liz Pearson has been appointed as Quantum's new CEO and commenced in July 2017. Liz brings to Quantum new insights and perspectives based on a wealth of knowledge and experience from her work with Aboriginal communities in Queensland.

Quantum has been well placed to respond to the enormous changes occurring as a result of recent development in government policy and system reform. The Government's commitment to implement all 227 recommendations of the royal commission into family violence has opened up new opportunities and resulted in an unprecedented growth of service provision within Quantum's Family Violence Stream.

Quantum has also been actively involved in the implementation of the Inner Gippsland Support and Safety Hub. The unique development provides Quantum with the capacity to align Family Violence Intake Services within a broader inter-agency approach to responding to the safety needs of children and women experiencing family violence.

The interface between Quantum and Government has also seen Quantum benefit from an expansion in service funding. This has clearly been the case for the funding made available to respond to the current demand placed on Quantum's Family Violence stream. It has also included the funding provided to Quantum to implement Social Housing and Homelessness Reform such as the Private Rental Assistance Program and funding under the Roadmap to Reform for the Better Futures pilot program created to strengthen the support to young people currently in out of home care.

Quantum has also secured ongoing funding for Quantum's innovative pilot program Planning to Succeed (P2S) and has received increased funding for the Consumer Affairs Victoria Tenancy Assistance and Advocacy Program (TAAP), to support tenancies at risk. It is opportunities like these that attest to Quantum's capacity to harness its efforts in responding to community need and of the associated reputation of the organisation in gaining the support and confidence of the government in the provision of services.

Quantum has also worked to strengthen their partnerships through combined efforts such as White Ribbon. This last financial year Quantum provided a series "16 Days, 16 Stories with media statements being released each day for the 16 Days of Activism. This helped increase Quantum's media profile which continues to grow with the increased funding and community development in the past financial year.

Quantum is a member of Victorian Community of Social Services (VCOSS) and provides feedback and advice to this peak body.

Quantum Support Services has supported and actively participated and supported the work of the Inner Gippsland Child, Youth Area Partnership group including hosting a Post Graduate degree student.

Anglicare is another valued partner especially with cross referrals and support in the Youth and Children programs. These endeavours also point to Quantum's on-going ability to enhance the scope of its activities in providing a wide range of high-quality services to the people of Gippsland.

- Executive Summary

Jenny Mikakos MP @JennyMikakos · Nov 16  
Great Morwell sector Roundtable & catch up with Quantum Support Services family violence team #springst



← ↻ ❤️ 3 ⋮

HOUSING STRESS IS A FACTOR IN HOMELESSNESS; IN GIPPSLAND 8.3% OF PEOPLE RENTING AND 5.3% OF PEOPLE WITH A MORTGAGE EXPERIENCING IN HOUSING STRESS.

CENSUS 2016



## CEO'S REPORT

LIZ PEARSON



Quantum Support Services origins date back over 30 years ago and incorporated in 2001. Quantum has a proud history of providing accessible, high-quality advocacy and support to Gippslanders who are at risk of homelessness.

Quantum provides an integrated and coordinated approach delivering many of its programs in partnership with local community health and social service agencies and organisations across Gippsland to maximise the best outcomes for those who use Quantum Services.

The Victorian Homelessness system is organised under what is called "The Opening Doors Framework."

The programs range offered by Quantum that assists people experiencing homelessness or at risk of homelessness include Creating Connections, Youth Outreach, Social Housing Advocacy and Support Program; Housing Support for the Aged Program, Marley Street Project and Individual Support Packages. Quantum manages the Youth Residential Building and the Women's Refuge, and welcomes the announcement by Minister Foley that Quantum shall receive a four million dollar refuge within the next 12 months.

Data obtained from the Australian Institute of Health and Welfare showed that in 2015/2016 financial year Gippsland Homelessness agencies worked with over 5404 families and individuals. Statistically, 25% were aged from 15 to 24 years old. Government pensions accounted for 69% and 8% were over 55 years of age.

On any given night Quantum works with in excess of 200 individuals or families who are at risk of homelessness or are experiencing homelessness.

In the Homelessness and Community Strengthening sector, at State-wide Conferences and during Regional forums the conversations on what needs to happen to reduce rough sleeping and homelessness is being explored by leading service providers.

The aim is to provide an integrated and coordinated response by having a limited number of designated access points into the homelessness support system.

At a local level, the Gippsland Homelessness Network Steering Committee is tasked with leading the formulation and implementation of Gippsland's Strategic Plan in order to improve local responses to people experiencing homelessness in their local communities and drive regionally identified priorities for practice; and policy development.

Inner Gippsland has been named as one of three launch sites across the State. This will allow for forensic research, test and focus on policies and procedures; and support quality outcomes.

Furthermore, data shows that Inner Gippsland was significantly disadvantaged with respect to income, compared with Victoria overall.

The Socio-Economic Indexes (SEIFA) rankings for Latrobe shows that it was one of the most disadvantaged LGAs in Australia. In Latrobe, 32% of households had a weekly income of less than \$600.

Financial disadvantage is a barrier to addressing homelessness and urban sprawls are pushing the cost of renting even higher. The regional conversations occurring are associated with the impact on our communities and industrial and foundation sectors, including farming and agriculture and beef and dairy industries by the closure of Hazelwood Mine and further notions of de-industrialisation.

Addressing the factors that cause homelessness entails a holistic and collaborative case management approach with other specialist support services in the region. Lack of employment is playing a factor, as is discrimination, social isolation, relationship breakdowns, mental health issues; alcohol and other drug use; and family violence.

To strengthen the Child, Youth and Family sector the Victorian Government has established the Roadmap for Reform as a means of responding to the Victorian Royal Commission into Family Violence.

This has seen the Victorian Government beginning to deliver on its promise of transformative reforms while continuing to work on intersections with other foundational reforms including the design of the Support and Safety Hubs; the development of the multi-agency risk assessment framework; and workforce development and capacity through the development of the Industry Plan.

Along with the Royal Commission into Family Violence's 227 comprehensive recommendations has come a commensurate increase in demand on the family violence sector - on services including support and advocacy work.

Latrobe Valley LGA has 2,770 incidents of family violence rate per 100,000 residents - more than double the incidents of violence than Bass Coast, Baw Baw, and South Gippsland.

Furthermore, the Latrobe Valley has more than two and half times that of the Victorian rate of incidents of family violence. With that said, there is a need to invest more funding into the area with the greatest need - Gippsland and Latrobe. If we are to maintain the wellbeing of staff and ensure that community needs are being met then government funding must be increased in marginalised areas.

Quantum staff are working hard to improve outcomes for women, young people and children; as well as the elderly and men of all ages who are at risk of homelessness or who are already experiencing homelessness. The work is complex and challenging, and the Victorian Government is investing significantly in systems that can better keep women and children safe and hold perpetrators to account.

This includes establishing an expert committee to advise Government on best practice perpetrator interventions. The RAMP multi-agency response to the highest risk of family violence is building a model for state-wide practice standards and a mechanism for system-wide quality assurance.

Services are working together identifying and responding to early signs of family violence; and putting the experiences of women who have lived with family violence at the heart of policy and reform. The Support and Safety Hub initiative will provide an integrated, multi-agency governance approach to managing risk, and assess the impact of family violence in this area.

More dialogue needs to occur between Quantum and Government agencies and its Ministers to review funding models so Quantum has the necessary workforce to support the most at risk families in Latrobe and Gippsland. Quantum must build the capacity of its current workforce to meet the high demands whilst ensuring and sustaining workforce wellbeing.

Quantum will work towards a partnership with Government to ensure that not for profit organisations like Quantum currently working in most disadvantaged areas has appropriate funding levels to reach the critical mass and bring about change.

- Liz Pearson

## EXECUTIVE PROFILES



ALLAN WILLIAMS - GENERAL MANAGER  
HOMELESSNESS & COMMUNITY  
STRENGTHENING

Allan's diverse background brings a rich complement of strategic, business and technical skills to the organisation. He is an accomplished and resourceful manager with international and domestic consulting and management experience, strong analytical capability and a strong core skill in project delivery.

He is a perceptive decision maker focused on optimising business objectives and outcomes. Allan is committed to advancing strength in people and culture through establishing policy and practices that show respect.



CINDY PULLAR - GENERAL MANAGER CHILD,  
YOUTH & FAMILIES

Cindy Pullar has more than 20 years' experience in the child, youth and family's services, leading teams during critical transition phases, including embedding legislative and funding changes across the broader organisation. Cindy has been responsible for multi-fund budgets exceeding \$2.4 million, driving successful achievement of key performance requirements whilst promoting organisational effectiveness and strategic outcomes.

Cindy has taken a lead role in organisational change management, providing key support to staff and senior management.





## GENERAL MANAGER'S REPORT

ALLAN WILLIAMS - HOMELESSNESS  
& COMMUNITY STRENGTHENING



Gippsland was designated a Launch Site, which saw programs rolled out for Landlord incentives as a new way of addressing homelessness. The Launch Sites are focussing on maintaining and securing private rental tenancies by engaging the landlord in various incentives. There were also changes to the Housing Establishment Fund (HEF) which has been freed up by the addition of the Private Rental Assistance program.

This year Quantum added the Private Rental Assistance Program to Quantum's services. It is an initiative from the State Government arising from the Royal Commission into Family Violence to assist people to stay in private rental arrangements, or for those people, experiencing homelessness or in social housing, to make the transition into private rental accommodation.

The program has been an outstanding success. Quantum has exceeded the targets more than any other agency in the State.

Quantum's Homelessness and Community Strengthening stream had a strong performance this financial year, having commenced the year amidst a restructure and the unsettledness that change always brings any organisation. The primary change for the stream was the inclusion of the Youth Homelessness Outreach (YHO) and the Youth Residential Building (YRB) so as to align the homelessness areas to be inclusive of youth. The stream saw 13 of 14 programs exceed their targets demonstrating the continual demand for the services in excess of capacity.

Food security was another key focus area for Quantum initiated by the Feedback Quantum received from stakeholders. Food security is ensuring people have an adequate supply of sufficient quality food every day. Many people throughout Gippsland do not consistently have food security.

Gippsland is a big geographical area. To start somewhere, the General Manager of Homelessness and Community Strengthening initiated the Food Security Forum in Sale to understand the issues and make a notable change.

The forum was well attended by community representatives, including FoodBank Victoria's CEO. The day identified that there is a clear and considerable gap in the food supply for those who are food insecure, and in 2018 a working group will pick up that charter to find ways to fill that shortfall. It is great to see Quantum taking initiative and leading significant change in Gippsland.

Rental price increases continue to put affordable accommodation out of the reach of people and families on low incomes making it difficult to source options for those in need. With demand increasing coinciding with affordability reducing, housing people experiencing homelessness has never been more challenging. Towns such as Wonthaggi, Bairnsdale and especially Warragul and Drouin are seeing considerable growth pushing rental prices up making low-cost accommodation in these towns scarce.

Even towns such as Morwell and Moe, traditionally amongst inexpensive of towns, have had a notable increase in rental prices increasing affordability pressure. Quantum has seen this translate into people reducing their spending on utilities and food reorienting a housing issue into a broader challenge to health and wellbeing. Even young people Quantum assists report going to bed early through winter to avoid increasing an already unmanageable energy bill.

At a recent Homelessness Conference Quantum's housing team attended, the keynote speakers compared national strategies surrounding homelessness to Finland, Ireland and Denmark. Finland has seen enormous success in reducing homelessness by investing heavily in a housing-led approach providing more affordable and social housing.

The comparison countries have invested more in services and crisis accommodation, rather than in the longer term solution. Denmark and Ireland have seen their expenditure increase and this corresponded with a decrease in homelessness.

Quantum continued its strategy of community engagement this past financial year. Quantum staff regularly present to many agencies, schools and community groups (Rotary, Lions, CWA, and Lifeline) who want to understand more about the community level issues Quantum assist with, and how Quantum provides support.

Often these conversations lead to fantastic and often unexpected support and Quantum is fortunate to receive several donations from people keen to support those experiencing homelessness. Quantum is especially grateful to those who created events and went to significant effort to raise money.

Two community engagement initiatives have been the Marley St Project in Sale and East Bairnsdale Community Hub. Both projects have enabled the local residents of the area to reconnect with each other and the broader community.

In the financial year of this report, Quantum assisted just over 800 individuals or families get accommodated, advocated to help more than 500 people stay in their accommodation (it's always best to save tenancies), and the Community Connections Program assisted 419 through support, advocacy and brokerage.

- Allan Williams

A STAND OUT FUNDRAISING EFFORT, IN PARTICULAR, WAS A DAY TO VIEW THE YOUNG FAMILY HOME WHICH HAPPENS TO HAVE ONE OF, IF NOT THE MOST SIGNIFICANT, PRIVATE AQUARIUMS IN VICTORIA. QUANTUM IS ALWAYS GLAD FOR THE AWARENESS AND SUPPORT THAT SURROUNDS FUNDRAISING CAMPAIGNS.





## STREAM MANAGER'S REPORT

ADRIAN TERRANOVA  
- HOMELESSNESS & COMMUNITY  
STRENGTHENING



### HOMELESSNESS AND SUPPORT PROGRAMS (HASP)

The Homelessness and Support Programs (HASP) have had a successful year obtaining housing outcomes for many participants. Positive relationships (coupled with the PRAP program) built with local housing providers have allowed for 60% of HASP participants to access private rental accommodation within the townships of Morwell, Moe and Traralgon which is a contrast to West Gippsland where an average three bedroom rental property exceeds \$300 per week, coupled with the urban sprawl making it increasingly difficult to obtain private rental in West Gippsland for many participants.

### YOUTH HOMELESSNESS INCLUDING YOUTH RESIDENTIAL BUILDING (YRB)

The Youth Allowance living away from home rate is \$215 per week. This reduces the housing options for many young people working with Quantum's Youth Homelessness Outreach program or who temporarily are housed at the Youth Residential Building (YRB) over the past year. This is particularly noticeable at the YRB where the average stay over the past year has increased (predominantly due to reduced housing options for young people).

Staff working in this area over the past year have been creative in developing options and furthering their networks with education, employment and training providers in order to ensure each participant is given every opportunity to reach their objectives. Staff facilitate four events on site promoting the YRB to not only other program staff at Quantum but also the broader community.

### COMMUNITY CONNECTIONS PROGRAM

HOUSING SUPPORT FOR THE AGED & COMMONWEALTH HOME SUPPORT PROGRAM

As a result of the Home and Community Care (HACC) transition between the State and Commonwealth Governments, as of the 1st of July 2016 eligible Home and Community Care (HACC) participants aged over 65 years old were transitioned to the Commonwealth Home Support Program (CCP). Given Community Connections is funded through HACC, this saw Quantum enter into a funding agreement with the Commonwealth Government to deliver Specialised Support Services to people over the age of 65 years as of 1st of July 2016.

The program had 100 people registered this financial year with 32 people identifying chronic health problems and psychiatric issues as their main disability.

The impact of the National Disability Insurance Scheme is still being ascertained. Some contextual issues impacting the program have been:

- The increasing cost of electricity and utilities straining budgets;
- Isolation for participants in rural and remote areas including boredom;
- Minimal public housing / single accommodation including minimal access to private rental accommodation for single persons particularly on Newstart Allowance;
- Extremely difficult in genuine cases for people to access the Disability Support Pension, forcing people into further disadvantage;
- Limited access to appropriate public transport for people in rural and remote areas in order to attend medical / specialist appointments;
- Waiting times for DHHS - housing accommodation is excessive in metro areas forcing people who are not linked to any services to relocate to different parts of Gippsland. Generally, this comes with no supports or affinity to a particular township and leads to isolation and poor choices; and
- Voluntary driver services despite doing wonderful work are available only in some locations. There is limited availability to cater for the demand in the Wellington Shire.

## PENSION LEVEL PROJECT (PLP)

Quantum is actively involved in the Pension Level Project engaging with residents and management at Gracevale and Gracedale pension level Supported Residential Services (SRS's) to develop sustainable linkages to other local services and improve the resident's social and emotional connectedness.

The funding has continued to improve linkages between residents, Managers and the general community. Residents have benefitted through new bedding, improved heating, regular resident meetings, access to services, and the installation of community gardens onsite. Upgrades at the facilities include carpet, lino and painting. Safety issues in relation to residents obtaining timely assistance saw the installation and subsequent replacement of a call bell system.

Community connectivity has increased with trips to the Werribee and Melbourne Zoos, Melbourne Museum, Gippsland Lakes, San Remo and the Aboriginal keeping place.

- Targets went up in both Tenancy Plus and TAAP to coincide with new EFT (Inner and Outer); and
- New guidelines were developed which also supported the Family Violence Royal Commission recommendations for breaking leases for people experiencing family violence.

All programs met in excess of 100% of funded targets which was a credit given changes to the TAAP and SHASP program (now Tenancy Plus).

## COMMUNITY STRENGTHENING

Quantum's community engagement has been extremely successful in strengthening the Gippsland community. This is the best way to assist in preventing homelessness, abuse and disadvantage.

Quantum participates in activities which inform and educate the public as a form of advocacy for those who need Quantum's services.

The purpose of the outings was to increase community connectivity through providing positive group experiences, in a case managed setting ensuring good experiences.

## ADVOCACY & SUPPORT (A&S)

Advocacy and Support includes the Tenancy Assistance and Advocacy Program (TAAP), Aboriginal Tenants at Risk, Social Housing Support Program (now known as Tenants Plus), Private Rental Assistance Program as well as the Hubs at Marley and East Bairnsdale. This reporting period has seen the introduction of the Private Rental Assistance Program.

This program has led the state with performance, data and outcomes:

- Growth funds in TAAP equated to a .6 EFT increase;
- Growth funds in Tenancy Plus TAP equated to a .6 EFT increase;
- Reporting and targets in TAAP and Tenancy Plus are now divided by area Inner and Outer Gippsland;
- Reporting requirements in TAAP and Tenancy Plus are now area based (Inner and Outer Gippsland);

This includes but is not limited to engaging with the media, presenting at different community groups and supporting other community events. Quantum facilitates place-based approaches to strengthen resident engagement, and participation in a range of Community services, to strengthen the community.

## MARLEY STREET PROJECT

The Community Art Project in the centre of the precinct was a major project which engaged professional artist and residents in beautifying the surrounds of Marley Street including mosaics. This was made possible via a grant from Community Arts Victoria. The Marley Street Photograph Exhibition occurred for the second year in a row in the 2016/2017 financial year. Robyn Salter's photo was selected as the winner. The Community Garden committee continue to provide wonderful fresh vegetables for residents.

Residents undertook First Aid training giving them more skills and awareness in dealing with First Aid.



Soup afternoons in the winter were well attended as have been the fishing trips and nothing over ten dollar sales.

Quantum collaborated with other services including Uniting, Wellington Shire, Within Australia, Sale Men's Shed, and Central Gippsland Health Service. This has seen many programs and individuals directly benefit, whilst registration with Food Bank Victoria has occurred to deliver non-perishable goods.

### EAST BAIRNSDALE COMMUNITY HUB (EBCH)

The Advisory Group are a core group of dedicated volunteers who provide local insights including hands-on support and guidance to the coordinator.

Integrity

Empowerment

Respect

Major successes have been:

- Engaging with the Aboriginal Community – mentoring and Aboriginal-specific programs. Undertaking three large Community events as well as a number of new and innovative programs;
- Involving Gippsland Lakes Community Health, Uniting, Save the Children, and Communities for Children; and
- Weekly bread is kindly donated by Jarrod's Bakery.

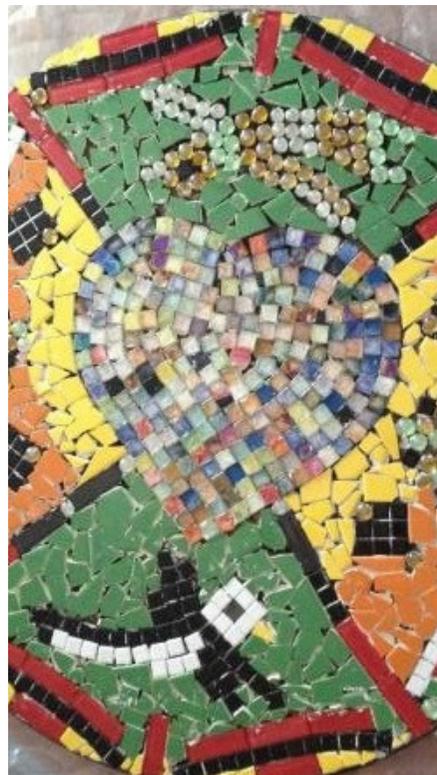
- Adrian Terranova

PHOTOS LEFT TO RIGHT: MARLEY ST GARDEN, WINNING PHOTOGRAPH (PARTIAL) BY ROBYN SALTER FROM THE 2016 MARLEY STREET PHOTOGRAPHIC EXHIBITION, OUTING TO THE WELLINGTON 2030 DAY, EAST BAIRNSDALE COMMUNITY HUB DECORATIONS, INSIDE THE EAST BAIRNSDALE HUB



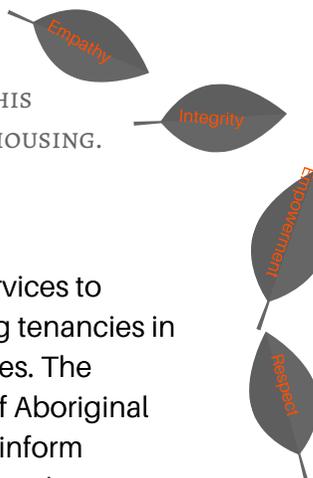


PHOTO: T-SHIRT CREATED BY THE INSPIRING WOMEN'S GROUP  
 PHOTOS BELOW LEFT TO RIGHT: TWO PHOTOS FROM THE "NO EXCUSES" EVENT IN MARCH 2017. THE SPONSORS FOR THE NO EXCUSES EVENT. MARLEY STREET GARDEN DAY. MOSIAC BY MARLEY ST RESIDENTS



# HOMELESSNESS SERVICES

ADDRESSING HOMELESSNESS IS QUANTUM'S CORE SERVICE. THIS INCLUDES PREVENTION, CRISIS REFUGES AND TRANSITIONAL HOUSING.



## ABORIGINAL TENANCIES AT RISK (ATAR)

This program provides culturally appropriate support services to Aboriginal tenants to assist in establishing and sustaining tenancies in Public Housing and Aboriginal Housing Victoria properties. The program can also provide advocacy services on behalf of Aboriginal Public Housing tenants. Assertive outreach is utilised to inform Aboriginal tenants of the service to minimise the risk of housing breakdowns.

## ACCESS AND SUPPORT PROGRAM (A&S)

This program delivers the Home and Community Care (HACC) program, which supports eligible people. This includes people with a disability. This program refers to other services if needs are identified.

## COURT INTEGRATED SUPPORT PROGRAM (CISP)

The aim of this program is to support people who are in the court system and who are experiencing homelessness or at risk of homelessness. Quantum provides a worker to the Latrobe Valley Magistrates court.

The CISP program has two properties that are linked to the case management program and can only be utilised by case managed participants who are experiencing homelessness or at risk of homelessness and have been identified by the CISP case managers.

## HOUSING SUPPORT FOR THE AGED (HSAP)

This program supports vulnerable Victorians aged 50 years and over as they enter public housing or community managed housing with complex health needs and previous history of homelessness. The program workers support people already in public housing if their tenancy is at risk. The aim of the program is to help the participants maintain long-term public housing and improve their health and wellbeing.

The Access and Support worker is a funded position by the Latrobe City Council and subcontracted to Quantum.

This program area has been subjected to government reforms namely My Aged Care, a joint initiative between state and federal governments.

This program does not provide case management.

## COMMUNITY CONNECTIONS PROGRAM (CCP)

This program uses an Active Service Model to improve the health and wellbeing of people by increasing access to mainstream and specialist services. Community development is a key component with staff working to promote effective relationships with housing providers and develop social support programs for eligible participants. This program area also includes Assistance with Care Housing, and the Commonwealth Home Support Program for people aged over 65 years.

## MENTAL HEALTH PATHWAYS PROGRAM (MHPP)

The aim of this program is to provide housing information and advice to people who are exiting a mental health residential facility and who may experience homelessness or be at risk of homelessness. Housing information and referral is provided to all people in a residential facility to identify people who would benefit from the program and ensure everyone has a place to go. A referral into the program requires case management by the Latrobe Regional Mental Health Service.

## PRIVATE RENTAL ASSISTANCE PROGRAM (PRAP)

This program has funding that is designed to assist tenants in private rentals. This program can also be utilised for assisting people experiencing homelessness, or who may require some modifications to a private rental property (with the consent of the landlord).

## SOCIAL HOUSING ADVOCACY & SUPPORT PROGRAM (SHASP)

This program provides support and advocacy to public housing tenants and residents via a case management model. It aims to assist tenants to establish new tenancies where there has been a history of housing breakdown and assist those whose tenancies are at risk of breaking down.

## SUPPORTING FAMILIES AT RISK OF HOMELESSNESS (SFAR)

This program aims to support families with additional needs who require longer-term support to successfully access, establish and maintain a public or social housing tenancy or private rental accommodation. The program helps prevent families from falling back into homelessness.

## TENANCY ASSISTANCE AND ADVOCACY PROGRAM (TAAP)

This program is available for individuals residing in Gippsland who are vulnerable and disadvantaged and have issues in their private rental, rooming house or caravan park tenancies and require support. This support is provided by telephone or face to face. The level of assistance required is beyond that which Consumer Affairs Victoria (CAV) services are able to provide.

This assistance includes explaining or reviewing documents with tenants and providing information and advice on their rights. Staff assist tenants by using a range of negotiation and advocacy techniques to resolve disputes with landlords, preparing documents relating to Victorian Civil and Administrative Tribunal (VCAT) hearings or dispute resolution.

## TRANSITIONAL SUPPORT PROGRAM

The Transitional Support Program provides case management support to families, single adults and young people experiencing homelessness. Support workers provide holistic case management to address housing goals, mental and physical health and wellbeing needs, parenting and family support. The program focuses on capacity building to help avoid future episodes of homelessness. The program has been subject to launch site reforms. This program is responsible for the Justice Housing Support Program.

## YOUTH RESIDENTIAL BUILDING (YRB)

This program involves the provision of accommodation and associated support services to 64 people aged 16 - 20 years old who are experiencing homelessness or at risk of homelessness. The average duration of a single episode of crisis supported accommodation support is six weeks.



Homelessness & Community Strengthening programs	Key performance indicators	Target	Achieved to 30/06/2017	% Achieved
Aboriginal Tenancies at Risk	NP*	75	77	102%
Access & Support	Delivery Hours	556	498	111%
Assistance with Care Housing	NP*	**	33	
Commonwealth Home Support Program	NP*	**	24	
Community Connections Program	NP*	134	138	102%
Court Integrated Support Program (CISP)	NP*	**	82	
Housing Support for Aged	NP*	25	46	184%
Justice Housing Support Program	New tenancies	**	4	
Mental Health Pathways	NP*	28	29	103%
Private Rental Assistance Program	NP*	146	254	173%
Supporting Families At Risk	NP*	10	12	120%
Social Housing Advocacy Support Program	NP*	156	158	101%
Tenancy Assistance & Advocacy Program	Delivery Hours	1171	1244	106%
Transitional Support Program	NP*	501	640	127%
Youth Residential Building	NP*	64	49	76%

\*NP represents New Participants

\*\* Represents no set target





## GENERAL MANAGER'S REPORT

CINDY PULLAR - CHILD, YOUTH  
AND FAMILY SERVICES



Quantum welcomed the implementation of the Victorian Child Safe Standards and related Reportable Conduct, embedding learning across policy, procedure and practice. The Royal Commission into Family Violence resulted in increased community awareness and a shift in culture whereby more and more family violence is becoming unacceptable with perpetrators held accountable.

The last financial year has seen significant sector reform and funding increases as a result of the Government embedding priority areas within the 227 recommendations made by the Royal Commission into Family Violence.

The recommendations have led reforms across multiple program areas delivered by Quantum including Family Violence, Children and Youth, Family Services and Homelessness. This created an evolving and exciting space for Quantum supporting the Southern Division to explore and develop initiatives linked to the Roadmap to Reform, including opportunities to inform legislative changes linked to the Family Violence Protection Act (Information Sharing).

This resulted in the development of new specialist positions and additional funding to employ a further five family violence support workers. These specialist positions were designed to increase safety to women and children, whilst enhancing the understanding of family violence in child protection. Quantum employs two Specialists in these roles covering Inner and Outer Gippsland. The staff are co-located with Child Protection and are supporting the application of a Family Violence lens to the investigation phase of Child Protection intervention. The cultural shift is gradual but it is happening. Child Protection practitioners are starting to understand and empathise with the mother as a victim and not as a non-protecting parent or a parent choosing her abusive partner over her children.

The practitioners are also starting to understand the disempowered position the woman has and is continuing to live. Child protection is adapting its service to start empowering the mother whilst ensuring the safety of the children. A challenging space for all to be in.

The increased awareness raised referrals and demand to the service and increased funding for new positions were welcomed. Workforce development to meet the demand was slow, with like agencies competing for a limited number of qualified and skilled applicants to fill roles. Strengthened partnerships with universities and local training institutes and the engagement of employment agencies assisted with recruitment. However positive report from students on placement and existing staff are what can be accredited to the eventual recruitment of vacancies. 2017/18 will see continued need to increase the workforce as the reforms continue to take shape resulting in new initiatives such as the state-wide Support and Safety Hub development.

Quantum continues to build its profile both on a regional and divisional level in relation to active participation in both the Roadmap to Reform and Royal Commission into Family Violence recommendation rollout. Quantum's reputation in the sector resulted in one of our peak body's, Council to Homeless Persons (CHP), nominating Quantum to provide support to the Inner Gippsland Social Housing and Homelessness Launch site reforms, recognising Quantum's dual expertise in the homelessness and family violence arenas. The inclusion of senior leadership members from the family violence stream of Quantum ensured a specialist lens was applied to the local area implementation work.

Involvement at a divisional level allowed for Quantum to influence and participate in strategic leadership groups. These included the Southern Division Leadership Group; Southern Division Out of Home Care Oversight Group; Improving the Experience of Out of Home Care; and Enhancing Leaving Care Outcomes. Involvement at a divisional level allowed for Quantum to influence and participate in strategic leadership groups.

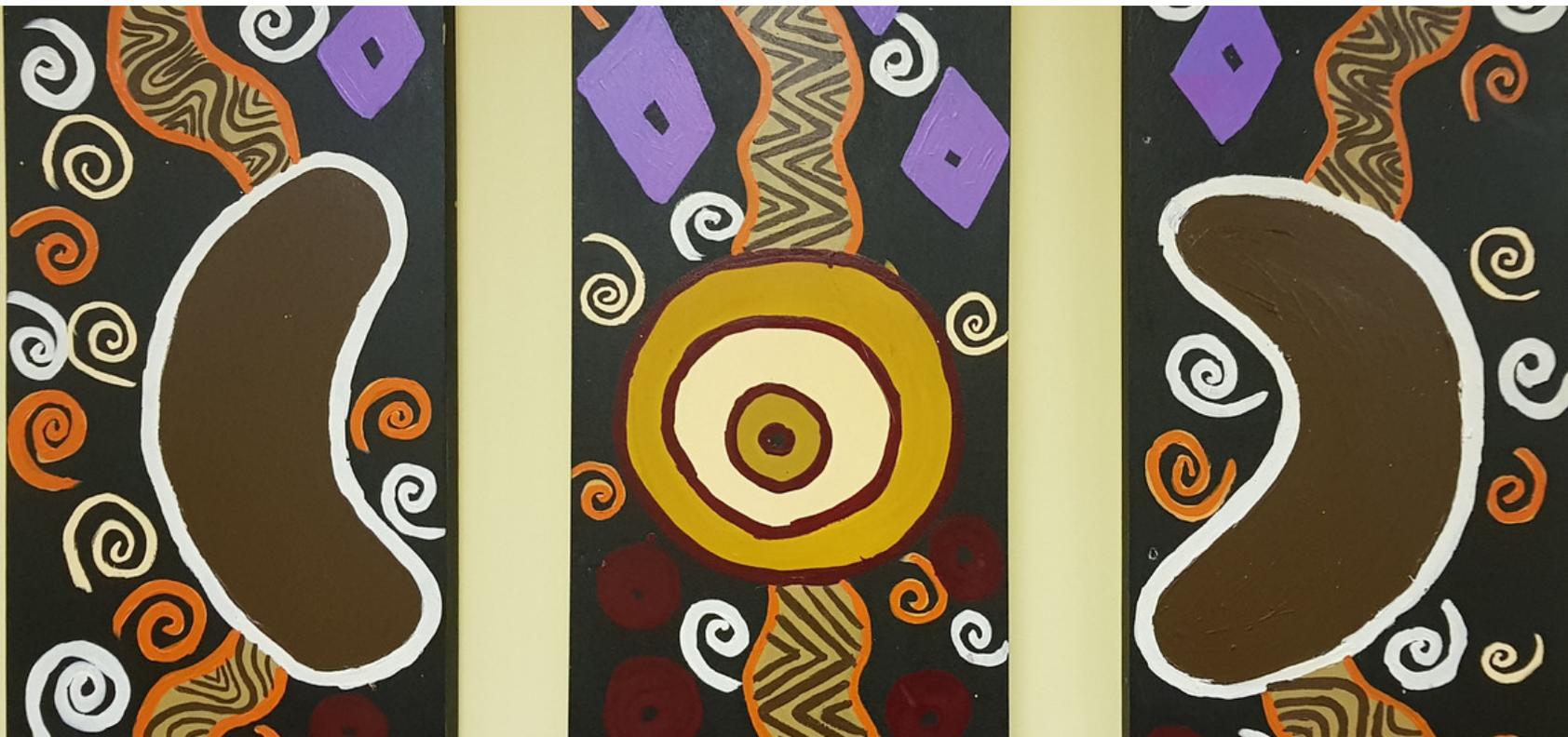
Quantum was successfully awarded the lead facilitator role, partnering with VACCA to deliver the Better Futures Post Care Support initiative. This initiative will inform the future development of leaving care supports available to young people aged 15 years and eight months to 21 years. Complementing this initiative was the announcement that Quantum's Planning to Succeed program will receive recurrent funding. The program works alongside young people residing in residential care. It supports them to develop living skills and to transition to successful independent living in private rental properties.

Out of Home Care continues to face challenges of recruiting foster carer's to provide long-term care to children and young people. This is a common experience across the State, with concerted efforts being made to reduce the response time to all enquiries. The needs of children entering care could be described as increasing in complexity, however, continued research in this area is resulting in enhanced understanding of the trauma impacts facing children entering care.

Unfortunately, the right carer is not always available in a timely manner resulting in further unintended system trauma experienced by the child. Alternate care models are being explored seeking to develop a care environment around the needs of the child, rather than trying to fit the child into a care environment that is not necessarily designed to meet their needs. This has taken shape within the Targeted Care Package area. This is a new space for Quantum, yet one that will allow innovation and out of the box thinking to support the needs of children requiring a more intensive care response.

Near the end of the financial year, the Family Service Reforms were taking shape looking to develop systems to support children experiencing vulnerabilities to remain in the care of their parents, redirecting the family away from the statutory system. Testing of initiatives will commence in the later part of 2017.

- Cindy Pullar



ART WORK  
"CEREMONY PLACE  
ON GUNAIKURNAI  
COUNTRY"  
BY RONALD EDWARDS



## ACTING STREAM MANAGER'S REPORT

CAROLYN RICHARDS - CHILD &  
YOUTH SERVICES



The past reporting year has been a period of great change for Quantum Support Services staff. The appointment of two new General Managers and a restructure for the program areas and the recent appointment of a new CEO has provided the opportunity to review the current structure, consult with staff, funding bodies and other agencies.

New funding was allocated to the Children and Youth Program area for the Better Futures program pilot for the Southern Division coming out of the Roadmap to Reform. Better Futures will support young people from 15 years and eight months of age who are currently in the Out of Home Care system to build capacity in independent living skills, engage in education, employment opportunities and community.

Melissa Brown stepping up to the Acting Practice Leader role for Children and Youth in March 2017. She provided support to the programs during this reporting period.

The Home Based Care (HBC) team welcomed the new EDDI database system for recruitment of new caregivers, and the promotion across the state. The HBC Placement Support Brokerage was accessed for a variety of purposes including an event at the movies for carers and their family organised with lots of support and work by Katelyn Rowe (new Better Futures practitioner). The day was a great success with 37 people attending.

The Home Based Care (HBC) program continues to have a trend in the complexity of children requiring care who are eight years and above. The program has limited carers who are prepared to take children over eight and/or who have the ability and commitment to care for children with trauma-based behaviours.

Better Futures is the first program that is designed to work alongside the young person up to the age of 21 years old. Quantum is the lead provider in Gippsland working closely with Department of Health and Human Services (DHHS) on a regional and divisional level to inform the evolving model.

Planning to Succeed (P2S) continued to provide great outcomes for young people leaving residential care with Casey Murphy also taking on a Tailored Care Package (TCP) client requiring ten hours of weekly intensive support and contact. Quantum advocated for further funding for the P2S program from DHHS as a priority for refunding P2S.

It is vital the program develops a strategy to attract carers who are willing to take on children and adolescents with high needs to meet the community demand and DHHS targets. One strategy was to create a new pamphlet marketing the Out of Home Care program. This resulted in a gradual increase of target delivery.

Cradle to Kinder (C2K) is now in its fourth year of operation with the original participants coming to the end of the support period. It will be interesting to evaluate the success of the program for these families and to acknowledge the hard work and commitment of Sian Lawler in her role as the support worker.

Reconnect signed up to the Federal Government Data Exchange, DEX in May 2017 enabling more information to be gathered and access to reports. Thanks to Tara Mylne (Youth Intake Worker) for following this up and ensuring staff awareness of the system requirements.

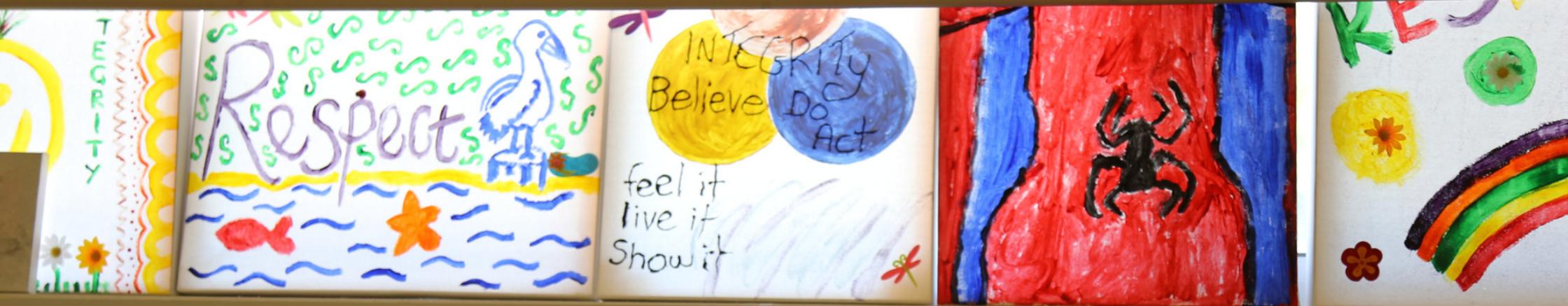
The Adolescent Parenting Support program has experienced a large percentage of the participants having/or currently being in a violent relationship. The team has worked together with the Family Violence program in an effort to gain the best and safest outcome for the families. Housing issues are frequently presented due to participants residing in unstable or unsuitable accommodation.

- Carolyn Richards



FOSTER CARERS ARE EVERYWHERE, BUT 41 % ARE IN RURAL AND REGIONAL AREAS WITH ALL THE IMPLICATIONS FOR LOGISTICS AND COSTS ASSOCIATED WITH TRAVEL, SCHOOLING AND KEEPING A CHILD CONNECTED TO THEIR FAMILY, SIBLINGS AND COMMUNITY OF ORIGIN.

- FOSTER CARERS ASSOCIATION OF VICTORIA



YOUTH

# YOUTH AND CHILDREN SERVICES

QUANTUM SUPPORT SERVICES PROVIDES SERVICES FOR YOUNG PEOPLE FROM RECONCILING WITH THEIR FAMILY, OR ORGANISING SAFE PLACEMENTS, OR ASSISTING YOUNG PEOPLE TO INDEPENDENT LIVING.

## ADOLESCENT PARENT SUPPORT PROGRAM

This is a specialist program for adolescent parents up to the age of 24 years, and adolescents who are to be parents. The program works with adolescents who are experiencing significant social, financial and personal issues and are at risk of Child Protection intervention.

## ADOLESCENT SUPPORT PROGRAM

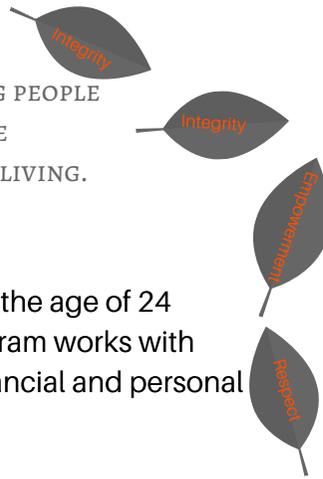
Young people aged 12 to 17 years old who require diversion from further involvement with the Protection or Out of Home Care systems can access this program. Referrals are accepted from across the Gippsland region and can come from DHHS Child Protection and Youth Justice. The program offers assertive outreach and case management support to young people and their family to address their needs.

## CREATING CONNECTIONS

This program is for young people 16 to 21 years old who are experiencing homelessness or at risk of homelessness. The target audience has been assessed as having multiple and complex needs and would benefit from intensive case management support for a longer period of time than available within the Transitional Assistance Program.

Quantum makes referrals for young people to other programs and agencies as identified. Referrals may include mental health services, drug and alcohol services, family violence services, income support and employment, education and training services.

The program offers advice and consultation to other providers and workers helping young people who are not participating in Creating Connections.



## BETTER FUTURES

The project is designed to assist 20 young people per year, under the age of 21 to improve their personal, family, social and housing situations. The program focuses on assisting the transition from home-based care to independent, out of home care living reducing their risk of homelessness.

## CRADLE TO KINDER (C2K)

This program is an intensive ante and post-natal support service which provides long-term family and early parenting support for vulnerable women and their children. This program commences during pregnancy and continues until the child is four years old. It provides support to eight pregnant women under 25 years old where an unborn notification had been made to Child Protection, or where there are concerns about the wellbeing of the unborn child.

## FINDING SOLUTIONS

This program provides a rapid response to young people and their families in order to prevent family breakdown and entry into the Child Protection system. Child protection makes direct referrals. Quantum services the Baw Baw, Wellington, Bass Coast, South Gippsland, East Gippsland and Latrobe Shires. The program is funded for 43 young people aged 12 to 18 years old who are at risk of entering the Child Protection and Out of Home Care systems.

## HOME BASED CARE

The program provides foster placements for children who cannot stay in their family home. Quantum recruits, trains and supports people who wish to become foster carers. The program is to provide on average 39.94 daily safe placements for children aged zero to 18 years old.

## LEAVING CARE HOUSING & SUPPORT

The service focuses on early intervention targeting eight young people leaving care and identified as being at risk of homelessness. Case managed support is provided for up to two years assisting young people to develop life skills, access housing (including access to transitional housing), link into community supports, employment, education and training options.

### LEAVING CARE PROGRAM

Young people are provided with case managed support and advocacy for housing, personal and relationship issues. Referrals are made as identified for young people to access specialist services such as disability, mental health and counselling. Where appropriate assistance in reconnecting with extended family is provided. There is brokerage attached to this program. The program is funded to directly support 12 placements and secondary consults for 100 young people aged 16 to 21 years old who have left out of home care.

## RECONNECT

This an early intervention program to avoid the risk of homelessness by providing counselling and mediation for young people and their families where there is a risk of homelessness due to family conflict. The program is funded to assist 48 young people aged 12 to 18 years old who meet the criteria.

### REBOOT

Quantum was funded for this program in the 2016/2017 financial year and will recruit in the 2017/2018 financial year. This program will work with up to 30 children/young people and their families who are at risk of entering the justice system.

The program is funded to support a young person as long as needed within the life of the program and provides an opportunity for the young person and family to return to the program if needed.

### STRONGER FAMILIES

This program provides a youth specialist service and family mediation for 13 young people and their families who are involved with Child Protection.

The program was created through evidence-informed research which suggested that “with more effective and coordinated support, many first time placements of children in care can be avoided and the duration children spend in care may be reduced”.

Quantum delivers Stronger Families in a partnership arrangement with Anglicare (Lead agency), Take-Two program through Berry Street, Queen Elizabeth Centre, and Ramahyuck District Aboriginal Corporation.

### YOUTH JUSTICE COMMUNITY SUPPORT PROGRAM

Quantum has the lead role within the consortia. The role was developed to provide broad geographic service across Gippsland in an integrated regional response. The program is funded to assist 44 young people aged 12 to 21 years of age on Youth Justice Orders.

This program is an access and referral point for programs and supports young people on Youth Justice Orders to access mainstream service including education, employment, health, counselling, housing and recreation. The program connects young people with their community to reduce re-offending behaviours.



Child and Youth Services	Key Performance Indicator	Annual Target	Achieved 30/06/17	% Achieved
Adolescent Parenting Support	Hours of service	2760	3414.54	123.7%
Adolescent Support Program	Participants	16	11.44	71.5%
Better Futures	NP*	8	2	25%
Cradle to Kinder	NP*	8	8	100%
Finding Solutions	NP*	43	51	118.6%
Home Based Care	Daily average occupancy	22	17.82	81%
Leaving Care Housing & Support	Good outcomes	8	5	62.5%
Leaving Care Post Care	NP*	12	16	133%
Reconnect	Participants	65	56	86%
Stronger Families	NP*	13	8.72	67%
Youth Justice Community Support Program	NP*	46	25	50%

\*NP represents New Participants

## QUANTUM'S FOSTER CARERS

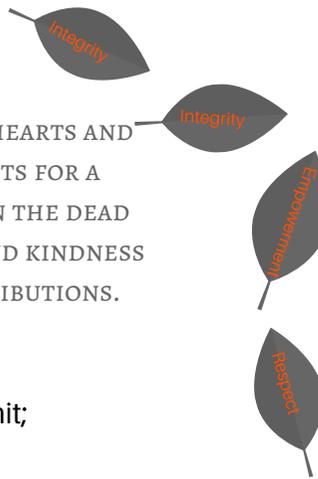
THANK YOU TO THE WONDERFUL PEOPLE WHO OPEN THEIR HEARTS AND HOMES TO CHILDREN WHO CANNOT LIVE WITH THEIR PARENTS FOR A DAY OR MORE. THANK YOU FOR ANSWERING YOUR PHONES IN THE DEAD OF NIGHT TO TAKE IN A CHILD OR FOUR. THE GENEROSITY AND KINDNESS IS A CREDIT TO YOU. QUANTUM IS GREATER FOR YOUR CONTRIBUTIONS.

## EVENTS ATTENDED BY CARERS

- Quantum Family Christmas Party 2016 at the Summit;
  - Movie day at Village Cinemas Morwell – Private screening for Quantum Foster Carers, their children and the children in care; and
  - Carer Respite event “Carers Getaway - Time to Care For You” Quantum Foster Carers embarked on a journey via coach to Pakenham for Dinner at Shanikas and then on to Melbourne for an evening of respite and self-pampering at the Novatel on Collins.
- 
- Car Seat & Child Restraint training was offered to all Foster Carers in conjunction with Quantum staff. The training provided updated information and instruction on the current compliance and legislation around car seats while providing practical applications of inserting a variety of car seats;
  - Shine a Light National Foster and Kinship Care Conference 2017;
  - Youth-focused AOD Practices delivered by Youth Support and Advocacy Service (YSAS) taught Foster Carers why young people use drugs, how they are using them, how to reduce harms and have engaging, constructive conversations around drug use;
  - Raising Expectations Education Forum provided resources, support and access to higher education for young people in care, and care leavers;
  - First Aid training provided Basic Emergency Life Support Course content delivered by Red Cross Australia;

## TRAINING ATTENDED BY CARERS

- Connecting through Care delivered by the Australian Childhood Foundation across three locations in Gippsland, Sale, Morwell and Warragul. The two-day seminar explored the most recent research on the neurobiology of trauma and provides a framework for responding to children in ways that promote their recovery and healing from the effects of chronic trauma;
- The Child’s World informed Foster Carers of therapeutic approaches to recovery helping them better understand children and young people who have experienced trauma and/or disrupted attachment;
- Protective Behaviours Training Course provided training and knowledge which further supported Foster Carers to support the children they care for to be able to better protect themselves from abuse;
- Let’s Talk About It provided training on responding to disclosures;
- The CREATE Foundation Conference: Voices in Action - Empowering young people for positive change, which actively seeks to utilise children and young people’s voices to help change the care system for the better;
- Strategies to Support Learning for Young People Who Have Experienced Trauma provided kinship and foster carers practical strategies to encourage positive engagement to support young people in their learning; and
- “Being Heard” Communication in the Foster Care System training assisted Carers in becoming an effective advocate including learning how to navigate the complex systems of out of home care, child protection and the children's court.



## EVEN SUPERMAN HAD FOSTER PARENTS



PHOTO SUPPLIED BY FOSTER CARER - REBECCA NICHOLLS TAKEN AT THE SUMMIT FOR QUANTUM'S CHRISTMAS PARTY 2016

### SUPPORT QUANTUM GIVES CARERS

Carers receive 24-hour support from the Home Based Care team 9am-5pm with case management support and an ongoing duty response along with after-hours support operating on weekends and Public Holidays. Quantum offers access to the Employment Assistance Program for Foster Carers and their families.

Foster Carers Support Group brings together Foster Carers from a range of agencies across Gippsland to support and encourage inclusion, social networking and peer support.

#### SOUTH DIVISION CARER ADVISORY GROUP (CAG)

The four divisionally based CAGs were developed to provide an avenue for consultation and input from carers and expert stakeholders into DHHS. The CAG is nearing the end of its first 18 month term with several Quantum Foster Carers being nominated and successful in obtaining positions for the second 18 month term starting August 2017.

AS OF 30 JUNE 2016, THERE WERE 16,846 ABORIGINAL AND TORRES STRAIT ISLANDER CHILDREN IN OUT-OF-HOME CARE IN AUSTRALIA—A PLACEMENT RATE OF 56.6 PER 1,000 CHILDREN. IN CONTRAST, THE RATE FOR NON-INDIGENOUS CHILDREN WAS 5.8 PER 1,000.

[HTTPS://AIFS.GOV.AU/CFCA/PUBLICATIONS/CHILDREN-CARE](https://aifs.gov.au/cfca/publications/children-care)



## ACTING STREAM MANAGER'S REPORT

KATRINA AULD - FAMILY SERVICES

The Family Services program continued to experience high demand in both intake and case management. The last 12 months reflected steady growth, with only a minimal decline in L17 Police Referrals experienced for one quarter of the year, prior to the rate returning to an average of 230 Police referrals per month covering the Wellington, Latrobe and Baw Baw areas. By the end of the financial year, the program responded to a total of 3,818 L17 referrals. This figure does not include referrals from other sources including self-referrals from women experiencing family violence.

As a result of the Family Violence Royal Commission, the Family Violence program received significant funding boosts during the 2016/17 period. This resulted in the appointment of six new staff to the program.

This increase in community awareness shifted social attitudes towards violence against women and children. The rollout of the recommendations had resulted in rapid additional funding for family violence providers, and the introduction of Family Violence Specialist positions and increased target requirements.

The impact left the sector with a depleted workforce limiting organisations like Quantum to provide a timely response to the growing demand. The Family Violence program at Quantum continues to struggle with recruiting to all vacancies. Impeding this further is the Government not committing to ongoing funding for additional Family Violence Support Workers post 30th of June 2018, leaving only short term contracts available.

A partnership with Safe Futures saw the pilot of the Personal Safety Initiative (PSI) providing women assessed at high risk with a safety audit of their homes completed by a security agency and funding to equip their properties with essential safety items such as cameras, lighting etc.

Whilst recruiting for the new positions the program experienced a decline in funded target performance. Once increased staffing was secured program performance improved.

Program design implications were identified and assessed as contributing factors to underperformance, staff satisfaction and a persistent high demand resulting in increased wait lists and a delayed response time to women and children experiencing family violence.

A review of the model was undertaken and training to support staff was delivered. A deeper understanding of the interplay between funding, targets and performance resulted in the noted improvement, however, continual staff vacancies impacted enhancement to staff satisfaction, staff wellbeing, wait lists and response times.

A result was recognition of the impacts of the Royal Commission into family violence and the implementation of the 227 recommendations.

Women reported an increased experience of safety. In the 2016/2017 financial year, 16 women accessed the PSI program. The pilot was deemed successful resulting in Government commitment to rollout PSI state-wide. Quantum engaged in the pilot of PSI as an unfunded partner. Funding for this program will commence 1st of July 2017 until the 30th of June 2019. All service delivery targets were achieved within Quantum's current resources. Whilst the data and reporting requirements, including service response for the initiative, was taxing on an already stretched workforce the reported outcomes from women engaged with PSI was positive.

Flexible Support Packages for women and children experiencing family violence have significantly increased. Quantum is the fund holder supporting internal and external providers in accessing required funds to support the identified needs of women and children. Flexible Support Packages offer financial support to allow women and children to move to independence safely as identified in their case plans.

Family Violence Child Protection Specialist roles were introduced by Government. Quantum received direct funding to employ two specialists. One based in Inner Gippsland predominantly working from the Child Protection Morwell office. The other based in Outer Gippsland predominantly working from the Child Protection Bairnsdale office. The specialist positions are working with Child Protection to assist them in applying a family violence lens to their assessment, response and intervention work with children and their families.

The Inspiring Women's Group was established by Quantum with funding from Relationships Australia and continues to overachieve in targets. The feedback from attendees continues to highlight the benefits of the program. The evaluation framework has been developed and the evaluation process has commenced with Quantum engaging the support of an external evaluator. The goal of the evaluation is to provide quality data to allow for evidence-informed funding submissions to secure recurrent funding for this program.

There have been a number of positive outcomes that has resulted in improved safety for families through RAMP. Areas of strength for Inner Gippsland RAMP include:

- Panel members are committed, proactive and responsive to actions. Latrobe Family Violence Unit and RAMP Coordinator have formed a strong relationship and meet regularly for high-risk cases to discuss referrals and ensure these cases have the appropriate support in place;
- The RAMP Coordinator has completed several presentations and discussions at various other organisations regarding RAMP and identifying family violence and high-risk indicators;
- If a case is not case managed by a specialist Family Violence program, the Specialist Family Violence worker role within DHHS Child Protection has been pivotal in identifying risk factors and safety planning with the Affected Family Members (AFM) and communicating and liaising between DHHS Child Protection and RAMP;

RAMP (Risk Assessment Multi-disciplinary Panel) celebrated 12 months of operation and Quantum continued to strengthen relationships with panel members. The RAMP Coordinator role at Quantum had Tristan O'Kane sitting in the role from February 2017 with the substantive Coordinator acting in the Family Violence Service Stream Manager's role.

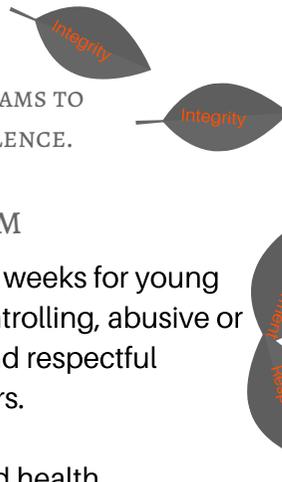
Referrals mostly came from Police and specialist Family Violence agencies such as Quantum Support Services, Salvo Care and VACCA. This includes the specialist Family Violence worker with Child Protection providing on average three referrals each month for 2016/17 financial year. As a result of RAMP there appears to be more awareness in the sector of identifying people and families who are high risk. A focus for the coming year is more conversations with practitioners about referral pathways pre-RAMP. It is hoped that this approach will support a decline in the number of women and children presenting at high risk requiring RAMP intervention. This will be facilitated by the Police Family Violence Units along with the RAMP Coordinator being proactive with open lines of communication.

- Respondents are being held accountable as result of RAMP;
- Representatives from Justice have been open to looking at certain conditions placed on Orders to keep families safe;
- Police have facilitated AFM statements to be made with members of VicPol who are empathetic and place faith back with affected family members that they will be heard and Police are there to keep them safe. Statements are made about historical matters that have never been made before and therefore Police are given more power to hold respondents accountable;
- RAMP has had strong support from Child Protection and Child FIRST resulting in effective support for children and families; and
- Understanding the respondent's mental health, attitude and intentions through the Mental Health representative and the Men's Behaviour Change Practitioner have been conducive to safety also.

- Katrina Auld

# FAMILY VIOLENCE SERVICES

QUANTUM SUPPORT SERVICES DELIVERS A VARIETY OF PROGRAMS TO SUPPORT WOMEN AND CHILDREN EXPERIENCING FAMILY VIOLENCE.



This is to remove the need for households to move once their housing circumstances have been successfully stabilised. This program is aimed at families who have experienced family violence. The Transitional Support Program also service people who are identified as vulnerable to recurring homelessness.

## ADOLESCENT BEHAVIOUR CHANGE PROGRAM

This is an early intervention program delivered over ten weeks for young men between 12 to 17 years old who are exhibiting controlling, abusive or violent behaviour. Key concepts covered are healthy and respectful relationships led by male and female qualified facilitators.

The program provides education and facilitation around health communication, relationships and assisting in self-awareness. This program can make referrals as the need arises.

## A PLACE TO CALL HOME

The objective of this initiative is to increase the likelihood of stabilising the assisted households by providing secure housing.

## FAMILY VIOLENCE CASE MANAGEMENT AND OUTREACH

This service aims to support and assist women with and without children to address the issues they face and their experience of family violence. The annual target is to service around 530 people of the target group, with Family Violence Case Management. This involves completing risk assessments and safety plans and referrals to appropriate other relevant services as required. Quantum Support Services is an inclusive service, able to assist women experiencing family violence from different cultures, who live with a disability or have language barriers.

## FAMILY VIOLENCE CHILD PROTECTION SPECIALIST

This is a partnership between Quantum and Child Protection which aims to strengthen and improve responses to families primarily subject to a child protection investigation. A Family Violence specialist sits within the Child Protection teams. This position provides specialist information and advice to child protection teams in relation to managing family violence while managing the protection of children.

## CHILDREN AND MOTHER IN MIND PROGRAM

This program aims to support mothers with young children under four years old recover from the impacts of family violence, childhood abuse or sexual abuse through a 23 week program consisting of group work, casework and therapeutic interventions.

## FAMILY VIOLENCE AFTER HOURS

This program provides a crisis response after hours (outside of normal business hours) to women with or without children experiencing family violence including refuge residents across Wellington, Latrobe, Baw Baw, South Gippsland and Bass Coast regions.

## FAMILY VIOLENCE INTAKE AND ASSESSMENT

The Quantum Morwell office is the centralised intake point for referrals from people experiencing family violence or police referrals. A comprehensive assessment may take more than one contact and does not have a set time frame. Crisis intervention is offered as a one-off support. The risk is assessed and informs the service provided.

## FAMILY VIOLENCE MENTAL HEALTH AND ALCOHOL & OTHER DRUG SPECIALIST

The advisers will encourage joint practice and collaboration across the three sectors to help provide an enhanced response to family violence. In doing so advisers will promote the benefits of a catchment-wide understanding and collaborative response to family violence. The adviser role is a part of a one-year capacity building pilot program. This program is to give expert family violence advice to Mental Health and Alcohol and Other Drugs (AoD) services to meet the recommendations numbers 98 - 99 of the Royal Commission into Family Violence.

## INSPIRING WOMEN PROGRAM

The aim is to build the capacity of 40 women who lead families who've experienced family violence. In the 2016 -2017 Quantum Support Services had 53 participants in the program. This eight-week program runs in Morwell, Warragul and Sale focussing on interpersonal relationships, parenting, self-esteem, legal issues and other relevant topics of interest.

## PERSONAL SAFETY INITIATIVE

The program is designed with the aim of assisting women with or without children who experience family violence assessed at a high risk to remain in their homes.

## RISK ASSESSMENT AND MANAGEMENT PANEL (RAMP)

RAMP is a partnership program with Child Protection, Police, and Child First. It provides risk management of cases identified as high risk for coordination and discussion. Some of these cases will be case managed.

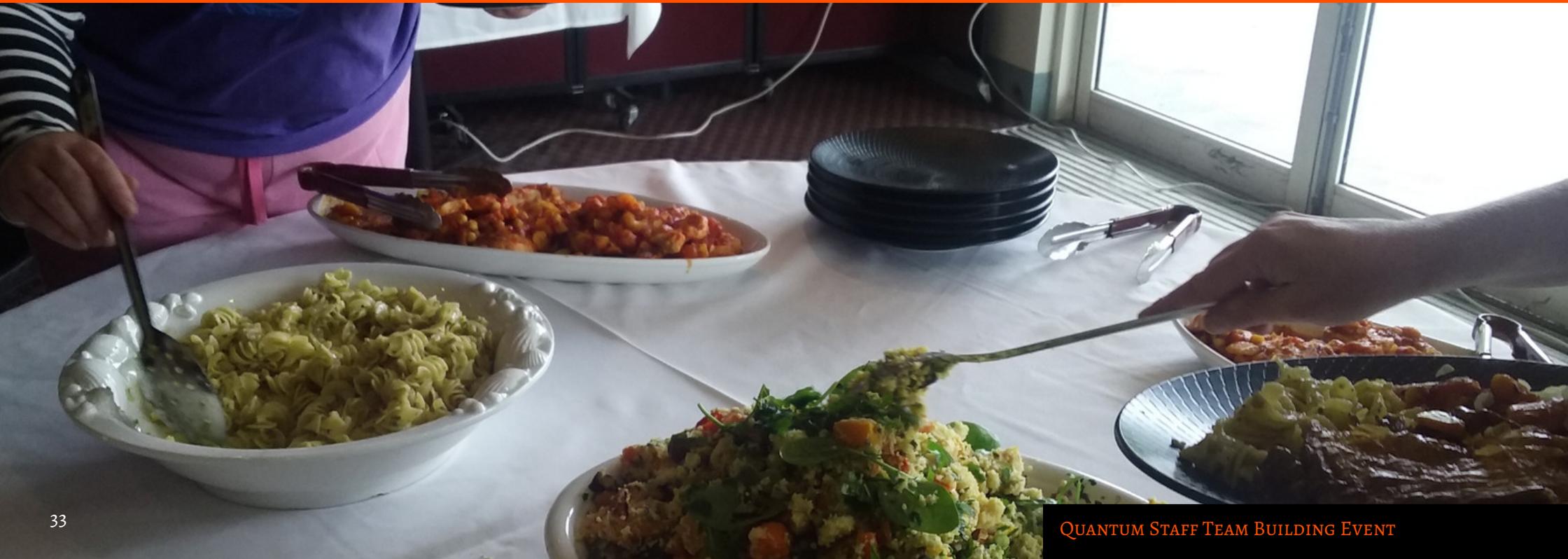
## SAFE AT HOME

Safe At Home is funded as part of Victoria's Integrated Family Violence Reform agenda. It strengthens local capacity to respond to the immediate and longer-term safety and wellbeing of women and women with children experiencing family violence to remain safe in their homes.

## WOMEN'S REFUGE

The refuge is designed to assist 168 women from outside of the Latrobe City local government area. These services are to be delivered to women who require accommodation whilst escaping family violence, and who are assessed through the common risk assessment of being at imminent risk.

117 women with or without children were housed at the refuge in 2016/2017. This is due to low staffing which impaired the capacity to deliver full service.



<i>Family Violence Programs</i>	<i>Key performance indicators</i>	<i>Target</i>	<i>Achieved to 30/06/17</i>	<i>% Achieved</i>
<i>Family Violence Intensive Case Management – General (target increased in this financial year)</i>	NP*	29	16	55%
<i>Family Violence Case Management (CALD, Disability, and Indigenous)</i>	NP*	3.6	13	361%
<i>Family Violence Private Rental Brokerage Support</i>	NP*	24	35	150%
<i>Family Violence After Hours Service</i>	NP*	136	44	32%
<i>Family Violence Outreach</i>	NP*	530.21	487	92%
<i>Enhanced After Hours+</i>	NP*	0	9	n/a
<i>Safe at home</i>	NP*	26	29	111.5%
<i>A place to call home</i>	NP*	1	1	100%
<i>RAMP Case Management</i>	NP*	24	23	96%
<i>Ramp Panel</i>	NP*	48	39	81%
<i>Flexible Support Packages</i>	NP*	85	15	17.7%
<i>Family Violence Refuge</i>	NP*	168	117	70%
<i>Inspiring Women Group</i>	NP*	40	53	132%

\*NP represents new participants





## MANAGEMENT REPORT

STEVE KOCZWARA  
QUALITY & RISK



Quantum's commitment to quality is reflected in a range of activities aimed at both maintaining and continually improving its systems and processes. During the year a particular emphasis on improvement has been directed towards implementing the Child Safe Standards and ensuring that Quantum pro-actively champions the rights and safety of children. The Child Safe Standards were introduced as part of the recommendations from the Victorian Government's Betrayal of Trust Inquiry. Work on assessing Quantum's compliance against the Standards was undertaken by a cross-program Child Safe Working Group.

This gave direction to a range of strategies including the subsequent development of a Child Safe Organisation policy and procedure and a Child Safe Code of Conduct.

Significant work was also undertaken in reviewing Quantum's risk management framework. As a result, the Board formulated an approach to defining Quantum's risk appetite while the Risk Register also underwent further enhancements. These included developing more detailed information on the causes or triggers of each risk and incorporating residual risk ratings as part of the process. Agency-wide and team-based risk assessment consultations also occurred during the past financial year and this process generated new and updated perspectives that influenced the development of a range of risk treatment strategies.

The focus on quality and risk was also strengthened during the year through the oversight provided by the Board's Quality and Risk Committee. The Committee was instrumental in providing support to the review of the risk management framework and also identified and promoted new processes for monitoring and reporting on compliance.

In 2017 Quantum was also involved in successfully undertaking its second round of accreditation against the White Ribbon standards. This continued Quantum's proud achievement of being involved in the initial pilot and one of the first agencies to gain White Ribbon accreditation. As a result of the accreditation, Quantum has been provided with external validation of its continued efforts in promoting zero tolerance of men's violence towards women. It is also to be noted that these efforts include the work of male staff members in collaborating with other organisations and community groups in raising the awareness about violence towards women.

Looking to the immediate future, Quantum will be undertaking its fourth external review against the Quality Improvement Council (QIC) Standards and its second review against the Department of Health and Human Services Standards (HSS) in April 2018. This process will allow Quantum the opportunity to continue to reflect on its capacity to improve and develop its internal processes both as it prepares the self-assessment but also in receiving recommendations for improvement from the Quality Improvement Innovation (QIP) review team. Indeed, the culmination of the external review will be the development of a new 2018 - 2021 Quality Work Plan to drive the priorities for Quantum's approach to system improvements. This will no doubt be challenging but also hopefully an extremely rewarding experience for an agency that has proven itself as committed to high standards of quality in three previous QIC reviews.

- Steve Koczwarra

## QUANTUM'S PARTNERSHIPS

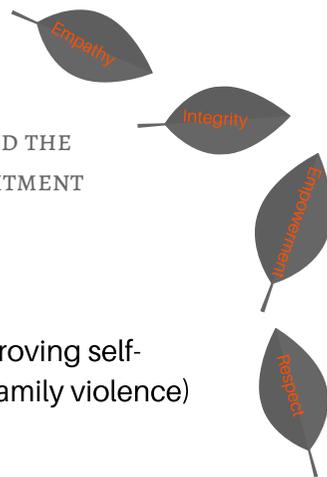
QUANTUM HAS IN PLACE EXTENSIVE STRATEGIC PARTNERSHIPS, DELIVERING A BROAD RANGE OF OUTCOMES FOR INDIVIDUALS AND THE COMMUNITY. QUANTUM UNDERSTANDS AND VALUES THE COMMITMENT THAT PARTNERSHIPS PROVIDE.

### RELATIONSHIP AGREEMENTS INCLUDE:

- Relationships Australia (Inspiring Women Project – improving self-esteem and providing support for those experiencing family violence)
- Victoria Police
- Gippsland Women's Health
- Domestic Violence Victoria
- Department of Health and Human Services (DHHS)
- Safe Steps program
- Anglicare
- Berry Street
- Gippsland Lakes Community Health

- Aboriginal Housing Victoria
- Latrobe Regional Hospital
- West Gippsland Healthcare
- Queen Elizabeth Centre
- Council to Homeless Persons
- Ramahyuck District Aboriginal Corporation
- Launch Housing
- Baw Baw Council

Quantum enjoys a large range of partnerships with key stakeholders in a number of service areas including homelessness, family violence and children, youth and families and is represented on a range of local and state-wide committees, peak bodies (Council for Homeless Persons, No to Violence, Domestic Violence Victoria), Ministerial Advisory Boards and networks enabling Quantum to influence and support the continuum of services from prevention to intervention.



- Within Australia
- Wellington Shire Council
- Central Gippsland Health Service
- Family Mediation Centre
- Gippsland and East Gippsland Aboriginal Corporation (GEGAC)
- Victorian Aboriginal Child Care Agency
- Uniting - Gippsland
- Community Housing Limited
- SalvoCare
- Department of Justice
- Department of Health
- Department of Education and Training
- Latrobe Community Health Services
- Commonwealth Home Support Programme (CHSP)
- Latrobe City Council
- Gippsland Multicultural Services
- Red Cross



## QUANTUM'S COMMITTEES

QUANTUM VALUES INPUT FROM OUR STAFF AND STAKEHOLDERS IN OUR ONGOING COMMITMENT TO SUPPORTING PEOPLE IN OUR COMMUNITIES WHO HAVE FALLEN ON DIFFICULT TIMES. THESE ARE THE COMMITTEES THAT ASSIST WITH AND IMPROVE RELATIONSHIPS.

### CHILD SAFE STANDARDS COMMITTEE

Throughout the last financial year, this committee was formed to assist Quantum in implementing the standards. Creating a best practice policy using the standards to ensure compliance with the new standards.

### EQUAL OPPORTUNITY (EO)

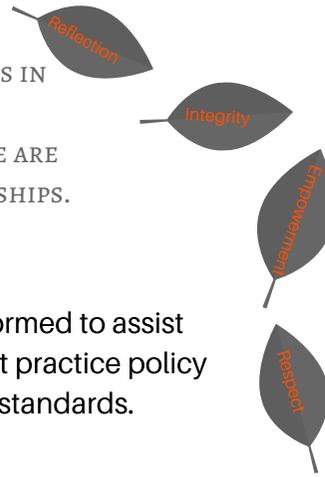
This committee has trained contact officers for 18 protected attributes to ensure an inclusive workplace. This group also identified other accreditations to undertake in forming an inclusive workplace and assisting with greater participation and advocacy in the wider community.

### JOINT CONSULTATIVE COMMITTEE (JCC)

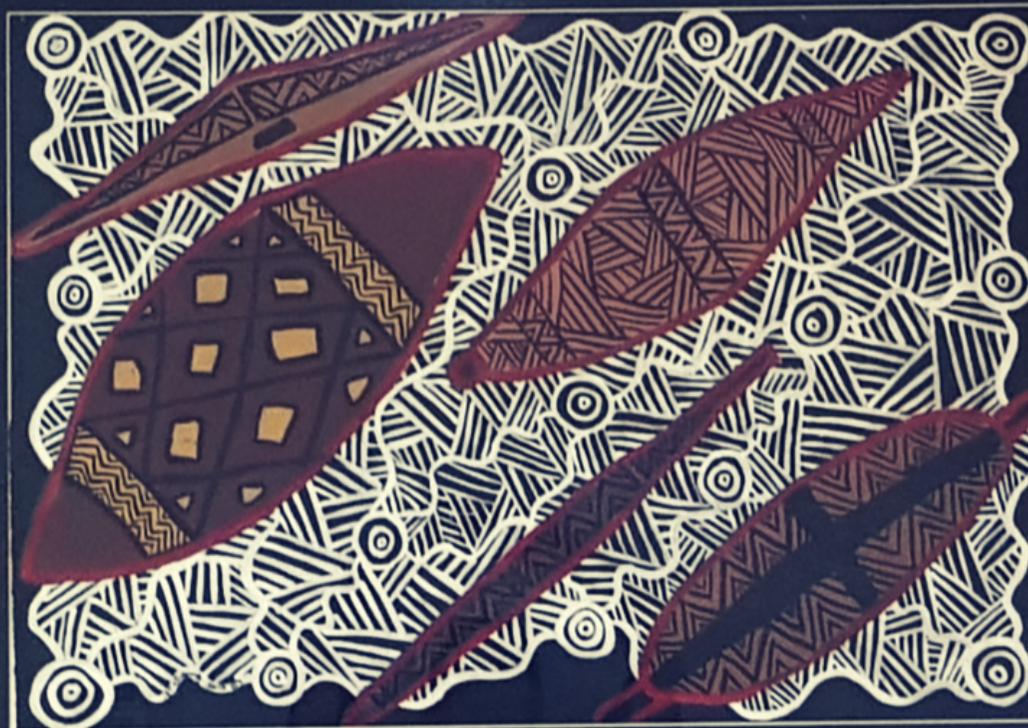
This committee is an internal committee concerned with the internal communications procedures relating to the workforce and organisational restructures.

### SOCIAL CLUB COMMITTEE

Quantum recognises that employees spend a large portion of their time at work. The social club assists in facilitating positive relationships between staff through outside activities.



ART WORK "SHIELDS OF THE PAST" BY RONALD EDWARDS - AN ARTIST FROM MORWELL



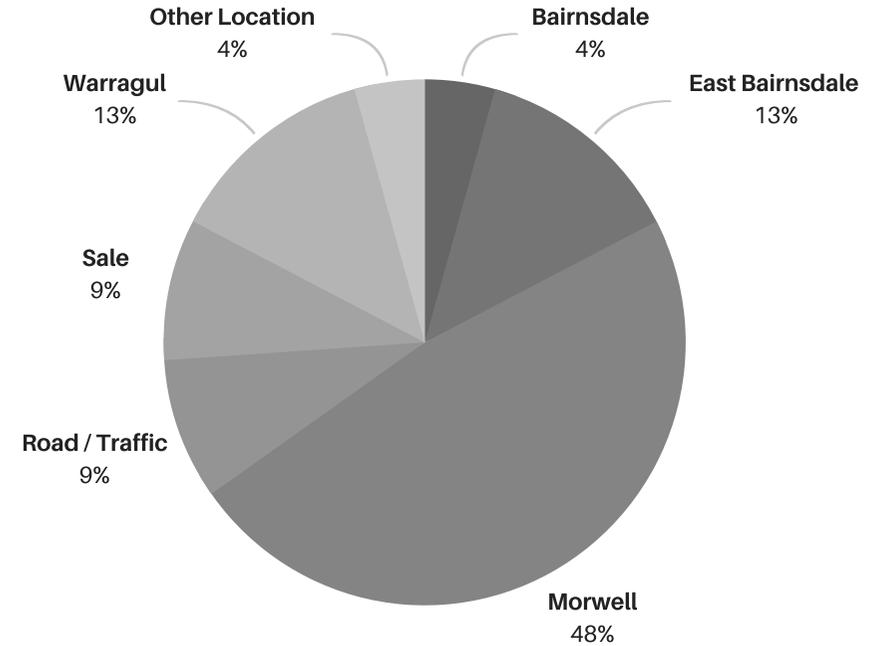
## OCCUPATIONAL HEALTH AND SAFETY AND STAFF

### WELLBEING

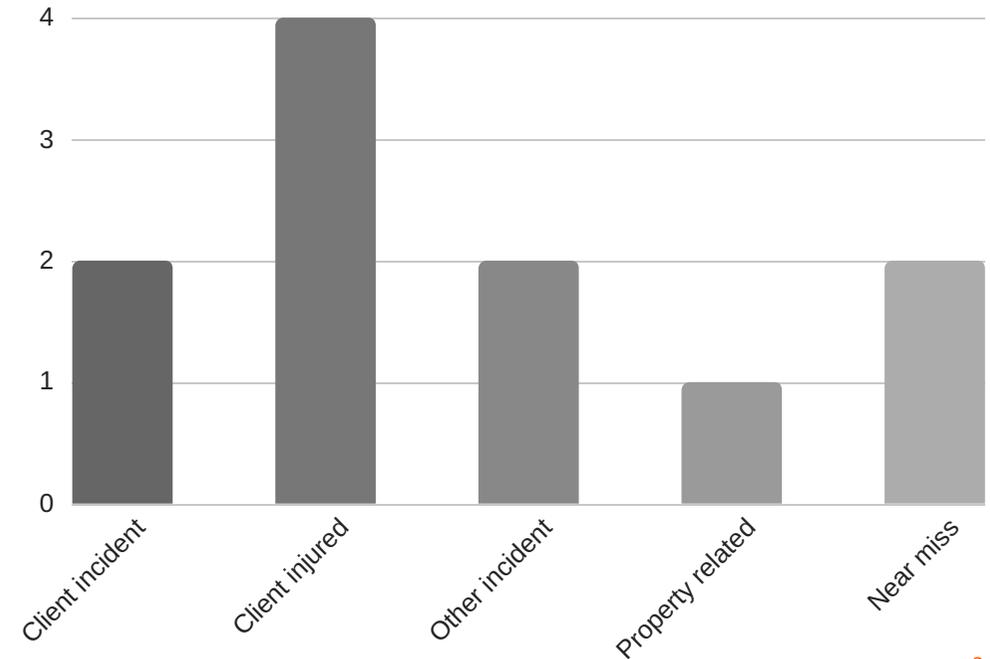
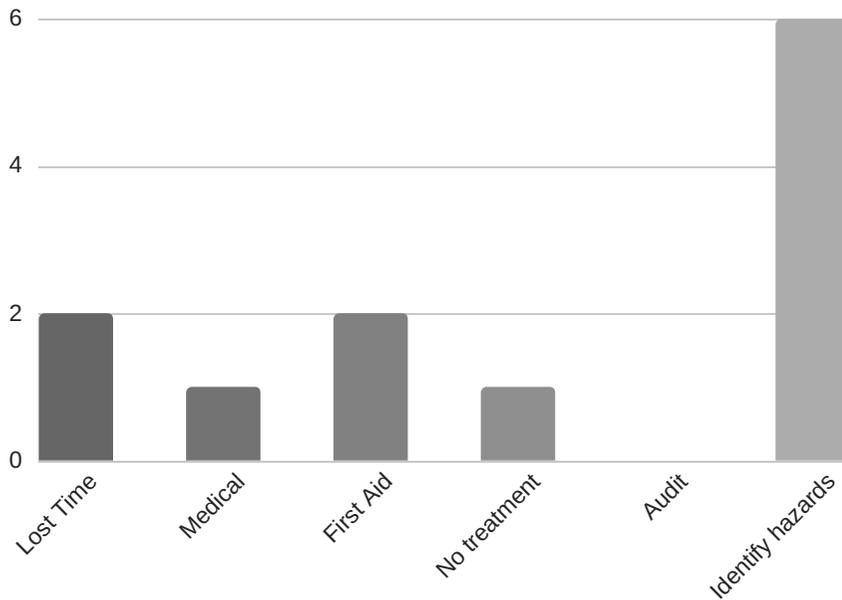
During the 2016/2017 financial year, the Quantum Occupational Health and Safety Committee met 6 times. Actions implemented were:

- Stand up workstations were introduced to increase wellbeing. A self-assessment for workstations was also added;
- Quantum updated the incident report and contractor policy to ensure the safety of non-employees on site;
- Ensured testing and tagging was monitored; and
- A greater focus on mental health and stress was commenced in the 2016/2017 period continuing in the next financial year.

## OH&S REPORT BY LOCATION



## OH&S REPORTS BY TYPE



**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**

*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 2017, 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.

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 2017, 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 for the Audit of the Financial Report*

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.

**Quantum Support Services Inc.**  
ABN 18 274 439 046

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

*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.

*Ashfords Audit and Assurance Pty Ltd*

Ashfords Audit and Assurance Pty Ltd



Andrew White

Dandenong

Dated this 30<sup>th</sup> October 2017



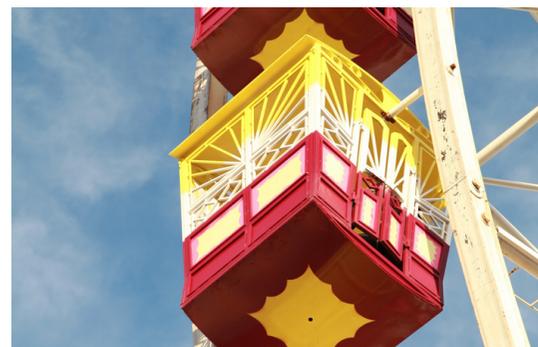
QUANTUM SUPPORT SERVICES INC.  
ABN 18 274 439 046

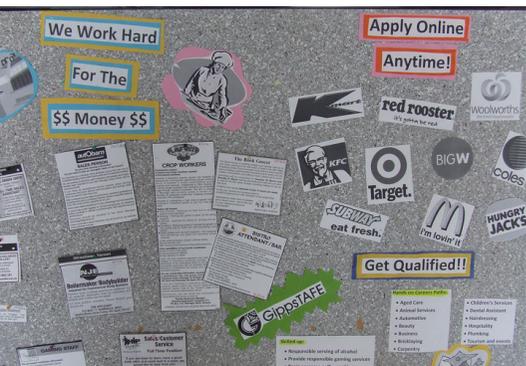
Statement of Profit and Loss and other Comprehensive Income

For the year ended 30 June 2017

	Notes	2017 \$	2016 \$
Revenue	2	11,191,867	9,053,700
Other Income	2	352,556	436,483
Program expenses		(1,339,524)	(924,630)
Employee benefits expenses	9	(7,460,740)	(6,624,144)
Depreciation Expense	5	(128,309)	(135,169)
IT&C expenses		(281,884)	(257,332)
Motor Vehicle expenses		(474,937)	(478,907)
Other expenses		(904,878)	(851,013)
<b>Net result Before Capital &amp; Specific items</b>		<b>954,152</b>	<b>218,990</b>
			0
<b>NET RESULT FOR THE YEAR</b>		<b>954,152</b>	<b>218,990</b>
Other comprehensive income :			
Revaluation of Land and Buildings			-
<b>COMPREHENSIVE RESULT FOR THE YEAR</b>		<b>954,152</b>	<b>218,990</b>







PAGE 43 TOP LEFT TO RIGHT: PHOTO BY ALICE SLAMANI, PHOTO BY ALICE SLAMANI, FUNDRAISER FOR QUANTUM VIEWING A PRIVATE AQUARIUM (AND THE FISH) - PHOTOS BY AARON YOUNG.

CENTRE PHOTO: ARTWORK BY STAFF.

BOTTOM LEFT TO RIGHT: ALL BY ALICE SLAMANI.

PAGE 44 TOP LEFT TO RIGHT: MARLEY ST FISHING TRIP, YOUTH RESIDENTIAL BUILDING (YRB) MOSAIC, MARLEY ST CHRISTMAS PARTY, YRB MOSAIC.

CENTRE PHOTO: YRB ARTWORK.

BOTTOM LEFT TO RIGHT: YRB JOB BOARD, GARDEN AT YRB X2, COURTYARD AT YRB.



STAFF CHRISTMAS DECORATIONS AT MORWELL OFFICE

*Quantum acknowledges the people who have experienced family violence, those who are managing family violence every day, and those who have been killed. Their courage and bravery have enabled the changes Quantum sees in the sector today, and whose lives inform the evidence-based research our work speaks to.*

