




# Quantum Support Services Annual Report 2017-2018



Photos from the front page top left to right: Michelle Shaw at the East Bairnsdale Party in the Park 2017, David Lay at the Pension Level Project Bowling and Music day, and Melissa Swain at the Pension Level Project Bowling and Music day

Bottom left to right: Adrian Terranova and Elizabeth Pearson at the Enough is Enough event in Moe, Sarah Pigott and Belinda Thompson at Quantum's Morwell Office, and Mal King and Lyn Wareham at the East Bairnsdale Party in the Park 2017.



Quantum Support Services has operated in the Gippsland region for over 31 years. During this time, the organisation has built a strong reputation in leading family violence specialist services and homelessness programs.

Quantum Support Services (Quantum) is a not-for-profit charitable support organisation, which means that all funds are used to support the community in which it operates. Quantum provides a range of services throughout Gippsland including:

- Homelessness including youth crisis accommodation
- Tenancy advocacy and support
- Connecting people with the community such as assisting people experiencing vulnerability with health services and other support providers
- Family violence support for women and children
- Youth programs
- Out of Home Care including Foster Care

Quantum Support Services is a provider of services as part of The Orange Door (Inner Gippsland) initiative

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

**Acknowledgment:**

Design: Liz Pearson & Tegan Dawson

Layout: Tegan Dawson & Liz Pearson

Editors: Liz Pearson, Catherine Thomson & Tegan Dawson

Photographs: As attributed

Copyright (c) Quantum Support Services

Quantum Support Services acknowledges the Gunaikurnai people as the traditional custodians of the land on which we work and live, including their Elders, past present and emerging.

## Contents

## Page

About Quantum . . . . .	1
Contents. . . . .	2
Year in numbers. . . . .	3
Executive summary . . . . .	4-5
Organisational chart . . . . .	6
Chairperson's report . . . . .	7
Board profiles. . . . .	8-9
Governance structure . . . . .	10-11
Chief Executive Officer's report. . . . .	12-13
Office of the General Manager Homelessness & Community Strengthening's report . . . .	14-15
Stream Manager Homelessness & Community Strengthening's report . . . . .	16-17
Homelessness & Community Strengthening case studies . . . . .	18-20
Homelessness & Community Strengthening services . . . . .	21-23
Homelessness & Community Strengthening achievements . . . . .	24-25
Marley Street Community. . . . .	26-27
East Bairnsdale Community Hub . . . . .	28-29
General Manager Child, Youth & Family Service's report . . . . .	30-31
Stream Manager's Family Service's report. . . . .	32
Family Services case study . . . . .	33
Family Services services . . . . .	34-35
Family Services achievements. . . . .	36
Stream Manager Children & Youth Service's report . . . . .	37-38
Children & Youth Services case studies . . . . .	39
Children & Youth services . . . . .	40-41
Children & Youth achievements. . . . .	42
Quantum's Foster Carers . . . . .	43
Foster Care case studies. . . . .	44-45
Foster Care Case achievements . . . . .	46
Governance, Innovation and Performance report . . . . .	47-48
Office of Quality and Risk. . . . .	49-50
People, Learning and Culture . . . . .	51-52
Facilities, Technology, and Administration. . . . .	53
Community Support Fund . . . . .	54-55
Finances . . . . .	56-59



# Snapshot of how Quantum supported Gippsland

77 women and children housed  
in safe and secure  
accommodation leaving family  
violence situations.

3585 police referrals processed

1070 people housed

54 young people resided at the  
Youth Residential Building

1650 tenancies advocated for

13,823 nights provided by Quantum Foster Carers in a safe, stable and  
loving home

## Executive Summary

This year Quantum continued to respond and integrate various sector reforms and reviewed the organisational systems in order to respond to new standards, guidelines, and legislative requirements. Quantum grew significantly in the past year. As a result, in the 2017 - 2018 financial year a realignment occurred to the organisational structure. During this period of change Quantum continued to deliver services effectively to people experiencing homelessness and/or at risk of becoming homelessness or experiencing housing stress. Quantum continues to work to respond to women and children experiencing family violence. Family welfare services are an integral part of Quantum's work this includes the Out of Home Care programs and Foster Carer training.

As a large, local not for profit organisation Quantum seeks the best means to retain and recruit staff. This included undertaking annual activities such as a staff satisfaction survey in which Quantum obtained a satisfaction rating of 76.2 percent. An annual client satisfaction survey returned a satisfaction rating of 90.62 percent. The feedback from both these surveys forms part of the continuous improvement cycle.

The practitioners in the Family Violence response team continues to grow in line with the reforms following the Royal Commission into Family Violence. Quantum became a service provider partner to the newly formed Support and Safety Hub as a result of the State Government's commitment to meeting the recommendations from the Royal Commission into Family Violence. This meant Quantum became a member of the leadership group coordinated by Family Safety Victoria. In this financial year, Quantum also received news that it was the successful agency in an application for Kinship Care, resulting in four new positions within the organisation.

Elizabeth Pearson as the Chief Executive Officer for this financial year has brought a strong vision which includes working towards embedding wellbeing, prevention and early intervention into the framework of the organisation. This family wellbeing model of care is underpinned by the departmental reforms to be rolled out across the State next financial year. Elizabeth has been working towards implementing the 2016 - 2019 strategic plan according to the organisational objectives.

The Chief Executive Officer reviewed the 2016 - 2018 Quantum Structure and established the Governance, Performance and Innovation Stream. This has effectively increased Quantum's capacity to meet its strategic objectives, engage effectively with program participants, develop and extend key stakeholder engagement and support employees to meet Quantum's mission to enhance the wellbeing of Gippslanders.

This structural change strengthened the organisation's capacity as an advocacy agency. This gave a voice to Gippslanders who required support. A storytelling movement was fostered that included qualitative narratives linking Quantum as a leader in homelessness and family violence support services. Three new positions were created to underpin this work - Business Development and Compliance Officer, Policy Officer and the Communications Officer.

Another structural realignment increased the number of Practice Leaders in the Children and Youth Stream which gave the Foster Care team the dedicated focus it deserves.



Pictured: Tania Hancock

Quantum met all the legal and regulatory requirements for two significant accreditations - Human Services Standards and Quality Improvement Council Health and Community Services Accreditation.

Quantum has been the recipient of donations and generosity from many organisations including the Country Women's Association (CWA) Moe, Centrelink Morwell, Madeline and Alannah Foundation, Uniting Op Shop, Bunnings Morwell, Traralgon and Warragul, Commonwealth Bank, Department of Health and Human Services and Energy Australia. There were also a number of generous individuals who supported Quantum throughout the year. Quantum was able to purchase a 12 seater bus through donations and grants. This purchase increased social engagement across various programs.

A small grant from the Department of Health and Human Services enabled Quantum to purchase a BBQ trailer and establish a Food Pantry at the East Bairnsdale Community Hub. This led to the provision of additional food relief to families.

This year Quantum adopted the Mission Statement "To enrich the wellbeing of Gippslanders". This created a meaningful framework to share and measure increased levels of wellbeing amongst Gippslanders, consumer groups and community members with whom Quantum continues to support and partner with.

Quantum continued to strengthen strategic partnerships and engaged in many activities with multiple services and community groups across Gippsland.

Quantum had a productive year consolidating the strategic goals and setting up for another positive year whilst implementing consistent strategies to respond to changes and organisational growth generated by the reforms.



Wellbeing consists of the nurturing of one or more of five elements: positive emotion, engagement, relationships, meaning and accomplishment. These elements are the best approximation of what humans pursue for their own sake.

- University of Melbourne, Definition of Wellbeing

# Organisational Chart



## Chairperson's Report



Ian Maxfield

I would like to acknowledge the hard work of all employees and carers who have made this past year a successful one. Service delivery met funding requirements while assisting and supporting a successful triannual audit process. The board remained unchanged in this past reporting period providing stability for Quantum during a change process that included the commencement of a new Chief Executive Officer. The board worked to support the operational activities by overseeing the change process. The Chief Executive Officer and Executive have also shown their resilience and commitment to the strategic plan by adapting to the ongoing legislative changes as part of the reforms. The board continued to meet their governance obligations including the monitoring of Quantum's 2016 - 2019 Strategic Implementation Action Plan.

The board is committed to actively participating in Quantum events that provide opportunities to enhance our knowledge of the Social Services sector to offer greater support to the Chief Executive Officer and Executive.

Looking to the future the board continues to plan for an increased demand for service delivery, infrastructure constraint and organisational growth. The board continues to provide clear direction, financial accountability and strategic focus for the organisation while managing risk.

I would like to thank the current board members for their commitment and leadership, volunteering their time ensuring Quantum met their obligations this financial year.

This year Quantum extended its working partnerships, networks and community engagement activities working tirelessly toward the vision to improve lives. Quantum strives to work towards the best possible outcomes for Gippslanders who access Quantum services.

As a commitment to further development board members attended the Better Boards Conference and CEO and Chairperson Symposium. The board members have also attended numerous events with Quantum and employees including the Gippsland Community Leadership Program Graduation, which board director Kim McFarlane completed alongside employee Page Williams.

The directors volunteer their time and expertise to Quantum. They attended events which included the Youth Homelessness Matters Day and spoken with young people who receive support from Quantum. Outside of the board room Jane Burton and I met with the Commonwealth Bank who made a generous donation to Quantum.

## Chairperson's profile

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.

## Board Directors profiles



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.



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.



Pictured: Ian Maxfield and Crystal Sayce with the Commbank Foundation \$10,000 grant certificate.



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.



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.



Pictured: Ian Maxfield talking with a young person at Youth Matters Homelessness Day event at the Youth Residential Building with the saplings for sale.



Pictured: Mary Aldred (CEO Committee for Gippsland), Adrian Terranova, Grant Coulthard, Elizabeth Pearson, Roland Davies, Page Williams & Kim McFarlane at the GCLP graduation 2017.

## Governance structure

The governance structure assists and supports Quantum to enhance the wellbeing of Gippslanders.

### Board of governance

Quantum is an Incorporated Association and therefore has reporting, governance and compliance requirements in accordance with the Associations Incorporation Reform Act 2012 (Vic) and the Associations Incorporation Reform Regulations 2012 (Vic). In addition, Quantum is registered as a charity with the Australian Charities and Not-for-profits Commission (ACNC) and, as such, is required to comply with the Australian Charities and Not-for-profits Commission Act 2012 (Cth) and the associated regulations. Quantum reports to both Consumer Affairs Victoria (CAV) and ACNC.

The board's contribution to Quantum is a strategic one combined with talented people who are brought together to apply their knowledge, experience, and expertise to govern the organisation.

## Board sub committees

The board has four subcommittees each with their own terms of reference. These committees are led by a nominated board member and report to the board. They are:

- Strategy and Performance
- Quality and Risk
- Finance and Audit
- Remuneration

## Chief Executive Officer

Through Quantum's Chief Executive Officer, the board oversees delivery against the strategic plan and progress against each strategic goal. The Chief Executive Officer is responsible for ensuring that the organisation is sustainable, influential and innovative in the social services sector. The Chief Executive Officer provides timely and effective advice to the board around strategic imperatives, the development of policy, and monitoring Quantum's activities against the strategic plan.

## Registration and Legislation

Under Subdivision 30-BA of the Income Tax Assessment Act 1997, Quantum Support Services is endorsed as a Deductible Gift Recipient (DGR) as detailed below:

Name:

Quantum Support Services

Australian Business Number (ABN):

18 274 439 046

Endorsement effective date:

1 July 2000

Provision for gift deductibility:

Income Tax Assessment Act 1997, Item 1, Section 30.15

Quantum Support Services registration  
for Consumer Affairs Victoria (CAV):

A0041469S

Quantum's Annual General Meeting was held on:

Wednesday 22 November 2017

## Quantum's memberships

- Council to Homeless Persons
- Domestic Violence Victoria
- No to Violence
- Victorian Council of Social Services
- Centre for Excellence in Child and Family Welfare
- Australian Human Resources Institute
- Australian Institute of Company Directors
- Pathways Employment Bulletin
- Australian Institute of Management
- Foster Care Association Victoria
- ANSTAT membership
- Governance Institution
- Committee for Gippsland
- Good 360
- Australian Payroll Association
- Associations Forum

- White Ribbon
- Our Community
- Australian Taxation Reporter

## Acknowledgement of Government support

Quantum Support Services recognises and acknowledges receipt of significant funding from the Victorian Government, Latrobe City Council, Baw Baw Shire Council, Wellington Shire Council, East Gippsland Shire Council, and the Australian Government.

## Quantum's commitment to diversity

Quantum is committed to gender equity and encourages the community to challenge the condoning of violence against women and children, promote women's independence and decision making, challenge gender stereotypes and roles, and strengthen positive, equal and respectful relationships. Quantum seeks to take reasonable and proportionate measures to eliminate sexual harassment and victimisation as far as possible.



Quantum is working through the process to become more culturally aware as an organisation. This is underpinned by Quantum's Cultural Diversity Plan, Equal Opportunity Committee, Occupational Health and Safety Committee, Reconciliation Action Plan working group, and the Rainbow Tick working group.

Quantum arranges Welcome to Country ceremonies at public events conducted by Traditional Custodians. Quantum employees give a formal acknowledgment of the Traditional Custodians at all meetings held at Quantum. Over the past year, Quantum has also strengthened partnerships with the Victorian Aboriginal Child Care Agency (VACCA), Ramahyuck District Aboriginal Corporation, Gippsland and East Gippsland Aboriginal Co-Operative (GEGAC) and The Gathering Place.

Pictured: The talented Dreamtime dancers, Koko Briar, Destiny Murphy, and Janarli Briar at the 'Enough is Enough' event, Moe Latrobe City Library complex.

## Chief Executive Officer Report



Elizabeth Pearson

It is with great pleasure that Quantum presents its 2017-2018 Annual Report and in doing so acknowledge the Traditional Custodians on whose land we live and work. In my first year as Chief Executive Officer, Quantum underwent triannual accreditation with Quality Improvement Community Services Accreditation (QICSA) and Human Services Standards (HSS) with successful accreditation across all programs.

Quantum continued to work across Gippsland – Baw Baw, Latrobe City, South Gippsland, Bass Coast, Wellington, and East Gippsland Shire Councils forging new working relationships, enhancing partnerships and increasing collaborative networking with key community groups and stakeholders.

Other state and national campaigns Quantum was actively involved in throughout the year include 'The Home Stretch' and 'Everybody's Home' and active engagement in preparing for regional campaigns with Victorian Council of Social Services to develop a Regional Action Plan. Quantum supported the 'Enough is Enough' event as a White Ribbon accredited organisation, raising awareness of gender based violence during 16 Days of Activism.

Organisational growth has been key for the year in review. In 2016 Quantum managed 32 programs that increased to 46 programs in 2018. With 98 full-time employees in the 12 months prior, Quantum has been managing significant growth, with approximately 164 employees. In this year the Executive and broader leadership group focused on building capacity and a resilient workforce culture to manage the growth. Strategies included - providing training and motivation; problem solving, team building and engaging and inspiring others to work together to achieve identified outcomes. This creates a shared vision that reflects community needs and corporate values. These values of respect, integrity, and empowerment are demonstrated and embedded in the work that Quantum undertakes with all stakeholders, participants, and employees across all Quantum sites.

Amongst these important stakeholder partnerships is Family Safety Victoria, the Department of Health and Human Services and Quantum peak bodies.

There have been multiple reforms progressed by the State Government, including the Roadmap for Reform Agenda for child and family services. Quantum was consulted with and participated in forums led by The Department of Health and Human Services to contribute toward and enable the cultivation of a child safe environment.

An announcement by The Honourable Minister Foley meant Quantum received additional funding to build a core and cluster Community Care Unit in the Latrobe City Council area.

Throughout the financial year, Quantum actively engaged with peak bodies in forums and other initiatives, including Council to Homeless Persons' 10 Year Industry Plan, and the Centre for Excellence in Child and Family Welfare (CFECFW) campaigns, which included the Fostering Connections campaign to increase carers in the Out of Home Care Programs.

Quantum expanded to include a Governance, Performance and Innovation Stream and recruited key positions to achieve corporate functions identified in the 2016 - 2019 Strategic Implementation Action Plan to strategically advance business development, communications, and policy work.

In establishing this stream, employees have been guided by best practice governance, including managing people, learning and culture activities; quality and risk management maintaining and enhancing communications with a renewed focus on internal communications to keep employees abreast of the ever changing political and operational environment. The stream has provided increased scope to become more sustainable, adaptive and innovative.

I have a long history of working with, and in, Aboriginal communities and felt it was fitting that Quantum reinvigorated its work in this area. Quantum commenced the Innovate document part of the nationally recognised framework for reconciliation, the Reconciliation Action Plan (RAP) to build genuine partnerships with Aboriginal and/or Torres Strait Islander organisations and communities.

Undertaking this process supports Quantum's business planning and is recognised by Reconciliation Australia. Commitments within this plan allow Quantum to be aspirational and innovative.

The Victorian Government committed to self-determination and commenced a treaty pathway with Aboriginal peoples and Torres Strait Islander peoples. This led to transferring responsibility for Aboriginal children to Aboriginal Community Controlled Organisations.

As a result of this direction, Quantum leadership worked with Gippsland and East Gippsland Aboriginal Co-Operative Ltd (GEGAC), Ramahyuck District Aboriginal Corporation, and the Victorian Aboriginal Child Care Agency (VACCA). This was led by the department to ensure Community Services Organisations and Aboriginal Community Controlled Organisations worked together for this common purpose.

The Victorian Governments ongoing commitment to implementing the 227 recommendations from the landmark Royal Commission into Family Violence, coupled with the Roadmap to Reform confirmed the need to redesign the service system which led to the establishment of The Orange Door - a Support and Safety Hub. The result was substantial investment in Quantum's services.

I have great admiration for the Quantum employees and carers who, throughout the year, remained unwavering in their commitment to the work they do and stood stoically in the face of adversity and change. In that time employees have advocated for the rights of children and young people to be heard, to be safe and to access education and to remain connected to family, community, and culture. This year's annual report reflects the incredible work undertaken by employees across our service footprint working in line with Quantum's strategic direction, values and vision; and the key funding elements related to the Reforms.

I continue to be inspired by the courage and determination of the people that Quantum support, the stories, and challenges they face in pursuit of a positive future.



Pictured: The Hon. Harriet Shing, Minister for Housing, Aged and Disability the Hon. Martin Foley and Liz Pearson



Pictured: Chief Executive Officer Liz Pearson at the Youth Residential Building.

## Office of Homelessness and Community Strengthening

The Homelessness and Community Strengthening stream was shaped by the consolidation of the reforms to meet the needs of people experiencing homelessness, or housing stress and at risk of homelessness while offering further support to landlords in order to save tenancies. The Homelessness and Community Strengthening stream oversee a large number of programs. Two major reports were released this year which had a direct impact on this stream. There was the long awaited release of the report into Youth Refuges identifying best practice. The second report largely affects East Gippsland where Quantum manages a community hub providing services to people living in public housing and people who have experienced housing insecurity.

The report into Youth Refuges "Current state and future possibilities Youth Refuges Redesign," highlighted best practice from the young people's perspective. Quantum has managed a purpose built Youth Residential Building for 14 years, and in total managed a youth refuge for over 20 years.

The report recommended initiating programs that increase healthy lifestyle choices. Quantum employees at the YRB have been facilitating a number of programs that focus on this recommendation. They provide a 'Healthy Habits Program' which increases residents' knowledge of healthy food options and gives practical educative sessions such as interactive cooking classes. It is complemented by the edible garden which is maintained by employees and residents.

It was encouraging to see many of the recommended practices were already part of the Youth Residential Building living and work environment. A review of funding may be necessary to transition young people to more stable housing options that support their development and meeting important milestones which are impeded by a lack of secure ongoing accommodation.

Quantum's Chief Executive Officer re-established East Gippsland networks and partnerships by signing an agreement as a member of the East Gippsland Children's Wellbeing Collective coordinated by Save the Children. The outcomes of the Save the Children report and ongoing research have been of great interest to Quantum.

In the report, a recommendation was to help demystify and destigmatise youth refuges. To support this recommendation Quantum invited welfare officers, other youth workers, politicians, and police officers to have tours of the Youth Residential Building (YRB) during the celebration of Youth Homelessness Matters Day. The event was a great success with numerous people from different organisations undertaking tours. On this day a young man shared his story with politicians and an attending Quantum Board Member. This led to greater insight into the positive impacts the Youth Residential Building and supports provided.

Another recommendation of the report was specialist roles to meet the needs of diverse groups, such as the needs of local Aboriginal peoples, Torres Strait Islander peoples, and other people from culturally and linguistically diverse backgrounds, along with young people from the LGBTI and gender diverse community.

Quantum committed to increasing cultural awareness before the release of the report by arranging cultural awareness training for employees.



Pictured: Daffodils at the Youth Residential Building.

The culmination of this collective impact research has led to the release of the report "Wellbeing of Children and Young People East Gippsland".

The report identified that the children of East Gippsland are witnessing family violence at higher rates than the state average which steadily increased over the past three years. This impacted school attendance, educational participation, and pathways. Exposure to family violence creates unhealthy representations of relationships and increases the risk of them having a family violence relationship due to its cyclic nature.

Food affordability and accessibility were outlined as a need for the community in the report. The report identified children were going without breakfast and daily vegetables. Because of this, the Chief Executive Officer increased the working hours of the Quantum East Bairnsdale Community Hub coordinator. The Hub operates under a neighbourhood house auspice. The East Bairnsdale Community Hub has been working toward meeting these food security needs with biweekly donations from Wendy of Jarrod's Bakery.

These partnerships have had a positive impact on children and families in East Bairnsdale. A relationship with GippSport has formed through the 'This Girl Can' campaign.

There have been employee movements in and out of the Homelessness and Community Strengthening Stream. Adrian Terranova resigned after contributing 15 years to Quantum to become the Chief Executive Officer of Gippsland Disability Advocacy Incorporated. The Stream is guided by four prominent Practice Leaders with a wealth of accumulated experience. They are Cheryl Barnes, Nicki Larkin, Merryll Martindale, James Fahey, and acting Stream Manager Lindsay Jarvis.

While the Youth Residential Building and East Bairnsdale Community Hub have been the focus of this report the Homelessness and Community Strengthening Stream represents over 30 programs. Each program is vital to supporting and enhancing the wellbeing of Gippslanders.

The Chief Executive Officer recognised the need for a food pantry and commenced a fit out to the back shed made possible by the receipt of a generous one-off grant from the Department of Health and Human Services. The food pantry was registered with Foodbank Victoria and has been designed to provide a local shopping experience.

The hub operates with facilitator Michelle Shaw and the support of a volunteer community advisory group of residents in the East Bairnsdale area. The programs are largely led by community members who want to help make a difference. A homework program is run by a former teacher on Tuesday nights and a fun and food program is held on Thursday nights.

Quantum works in collaboration with other service providers namely: Gippsland Lakes Community Health Services, Bunnings Bairnsdale, East Gippsland Art Gallery, Save the Children including their networks, and the East Gippsland Gymnastics Club.



Pictured: The East Bairnsdale Community Hub Advisory Group, (L - R) Richard & Lyn Wareham, Michelle Shaw, Bec Carne, Bev King, Shayne McNaughton, and Gary Key

## Stream Manager Homelessness and Community Strengthening report



Adrian Terranova

Homelessness is a total disconnection from community, self, and family. People who experience homelessness generally have a lack of control over their environment. A lack of access to safe and secure housing delays other priorities. This is a snapshot of why the experience of homelessness can stall so many things that seem like they would work towards addressing individual homelessness. Each task is harder to achieve when there is so little in their life they have control over. The programs in this stream aim to address homelessness including improved housing conditions, reduction of housing stress, increased socialisation, case management, and support people to improve social health determinants impacting their health and wellbeing.

Quantum manages the Mental Health Pathways program which has ongoing connections with Latrobe Regional Hospital and Latrobe Valley Mental Health Services. By May 2018, this program had met its annual targets and resulted in positive outcomes for participants.

Quantum continues to attend the Area Implementation Launch Site working group. This gives the organisation a key platform to engage with stakeholders and The Department in order to test changes in historical systems. The systems include the transitional housing working group, the bond loan scheme, and greater flexibility in the use of the housing establishment fund.

The Private Rental Advocacy Program has opened up possibilities for people that were previously unable to access services even though they experienced disadvantage resulting in intervention preventing homelessness. This has led to the Homelessness and Support Program increasing effectiveness and providing more support to people with complex needs.

At a program level, the Transitional Support Program is continuing to respond to the impact of urban sprawl. Locally, private rental is obtainable for people on family payments, but it is increasingly difficult for people on NewStart. It is worth noting that a parent with a child over six years old is placed on NewStart. Single people on NewStart can be completely priced out of the housing market and are unable to enter. Solutions involve house sharing but this can cause strain on their networks and relationships.

The urban sprawl is most noticeable in West Gippsland where crisis support is stretched and there are minimal to no options for people who are unable to be competitive in this market due to low income or a history of housing concerns. The median price of rentals in Warragul ranges from \$275.00 for a unit to \$420 per week for a house.

It is unfortunate many people who enter the mental health system are at risk of homelessness which adversely affects their ability to effectively manage their mental health.



Pictured: Tanya and Jenny at the Bowling and Music Day at Morwell Bowls Club

Family Violence is recognised as a major reason in housing breakdown across the Youth Homelessness programs, especially for those residing at the Youth Residential Building (YRB). The YRB program is funded for a six-week stay however due to complexities this can extend to three months before suitable accommodation arrangements are found for young people.

As the National Disability Insurance Scheme (NDIS) rolls out, Quantum has acknowledged the importance of attending information sessions in order to effectively advocate and inform participants of their options to navigate a complicated system.

Quantum is actively involved in the Pension Level Project, again engaging with residents and management at Gracevale and Gracedale Supported Residential Services (SRS). The program develops sustainable linkages to other local services and improves the resident's social and emotional connectedness. The funding has continued to improve linkages between SRS clients, Managers and the general community.

Residents benefitted through the provision of new bedding, improved heating, regular resident meetings, increased access to services, and the installation of onsite community gardens. Quantum as the project manager has overseen repairs and maintenance working towards fulfilling the mutually agreed plan.

In January 2018, Quantum was informed Engage! was refunded for three years, allowing programs to continue to run in a number of secondary schools across Gippsland.

Employees worked tirelessly throughout the year to deliver a range of services. This included advocacy and attendance at the Victorian Civil and Administrative Tribunal (VCAT) alongside tenants. Case management and brokerage was provided to people on bail for them to secure housing and support to meet bail requirements. Quantum supports people who have had a lifetime of negative experiences impacting on their housing and health outcomes, and identify housing options for people at risk of or experiencing homelessness in increasingly competitive markets. The employees are all highly skilled at providing support and advocacy leading to positive results for Gippslanders experiencing homelessness.



Photo: Wendy the owner of Jarrod's Bakery, Bairnsdale.



Photo: Jasmine volunteering in the YRB garden.

## Case Study - Community Connections Program

Amaryllis\*, at 50 years of age after a lifetime of experiencing family violence during her childhood and in her own marriage, was depressed, unhealthy, morbidly obese, socially isolated and surrounded floor to ceiling with belongings to the point it was considered hoarding. Following a transfer of housing to a smaller and more manageable home due to her loss of mobility, Amaryllis was referred to Quantum's Community Connections Program.

The support worker from the Community Connections Program helped with referrals to support her health. She was also referred internally to Quantum's Commonwealth Housing for the Aged Program.

It was suggested by her support worker that she undertake the Inspiring Women's program, run by Quantum, in partnership with Relationships Australia, to assist her in dealing with past events.

At first, Amaryllis did not want to undertake the program as she felt it may cause the trauma to resurface. However, after some deliberation, she gave it a go. Amaryllis found it to be extremely useful and rewarding to the extent that she actually undertook the program a second time. From here, Amaryllis began personal counselling with a psychologist that specialised in Family Violence.

Today, Amaryllis health has improved significantly. She has lost 59 kilograms and reversed type two diabetes. She is no longer on antidepressant medication. The house is tidy and clean and she is no longer hoarding possessions. Amaryllis now engages with the community and is actively involved in working on many creative craft activities.

---

## Case Study - Transitional Support Program

Carrie\* experienced many episodes of homelessness and negative rental history. This limited her options and led to a referral to Quantum. One of the first strategies used by Quantum was to submit a Priority Housing application with The Department of Health and Human Services (DHHS).

Whilst this process was underway, Carrie and her family were housed in a caravan park, often used for crisis accommodation. Quantum funded the first few weeks and then Carrie self-funded the cabin accommodation. The second step, as determined by her Housing Case Manager, was to submit applications for Transitional Housing through Community Housing Limited, who act as both landlord and Real Estate Agent.

The Transitional Housing was obtained, but it was only a short term measure, covering a period of a few months. Knowing the short term option would run out within a couple of months, the family then looked to secure long-term housing.

Carrie was fearful she wouldn't find a home in the tight timeframes and would face the prospect of homelessness again.

Unfortunately, there is no system in place at present to enable individuals to be informed of the timeframes surrounding a priority housing allocation.

Carrie felt she lacked control over her life and considered a drastic geographic change to address her fears. Through discussing the pros and cons with her Housing Support Case Manager, they reassessed the housing options. Further applications were submitted to other housing organisations.

After some months Carrie's priority application came through. She was offered a house. Much to her relief, she accepted the home in a Victorian country town. Material support was provided to ensure a smooth transition.

Since finding the stability that comes with permanent accommodation, Carrie feels she is a positive role model. This is something she always wanted to be – a role model for her family. Carrie thanked the Case Manager for the much needed support to navigate the system and help her toward a safe and secure home for her family and their brighter future.

## Case Study -

### Tenancy Advocacy and Assistance Program

Jessica\* rented a property for 380 dollars per week on a 12-month fixed term lease with her twin sons. Unfortunately, the contractual living arrangement did not align with the reality of what 'worked' in the house. A life change then occurred for Jessica, which reduced her income and financial circumstances, causing the ratio of rent to income to rise to a 60:40 split, thus rendering her in a position of financial hardship at double the recognised level for financial hardship at 60 percent of income expended on rent. Jessica subsequently applied to the Victorian Civil and Administrative Tribunal for compensation from her landlord and to end the lease.

VCAT adjourned the case and advised Jessica to contact Quantum Support Services. Jessica heeded the Members advice and self-referred to Quantum's Tenancy Assistance and Advocacy Program.

Quantum's Tenancy Advocate attended VCAT with Jessica and assisted in providing evidence to the changes in her financial circumstances. VCAT ordered the lease to end; and through negotiation with the landlord the compensation request was withdrawn.

---

## Case Study -

### Tenancy Advocacy and Assistance Program

Elsie\* contacted Quantum Support Services when she was served with a Notice to Vacate. She had left the property but believed the property had been transferred to the person living there when she left. As she had only received a text at the time, the transfer paperwork had never been completed by the Real Estate agency. The Agent that had sent her the text had subsequently left the agency, but without completion of the important paperwork. This left Elsie very vulnerable.

Quantum's Tenancy Advocate explained to Elsie that she was still legally responsible for the property. To address this issue, the Quantum advocate made contact with the Real Estate Agency and also the people living in the property to facilitate completion of the paperwork. This initial attempt did not succeed and during this time it was discovered that the property had been damaged with an illegal sublet arrangement in operation and rent unpaid.

The advocate suggested an application be made to VCAT to explain the situation and seek a resolution. Elsie agreed and attended VCAT with the advocate. VCAT honoured the notice to vacate and created an Order of Possession in which it was understood Elsie could not be held responsible for the damage, or be placed on a database, provided she assisted in paying the excess on the landlord's insurance. This was an excellent outcome, given the unfavourable alternatives that could have taken place for Elsie.

**\*Names have been changed to protect privacy**

## Case Study - Tenancy Advocacy and Assistance Program

The very day before Charlie\* married her husband, he physically assaulted her for the first time in their relationship. After the marriage ceremony, and over the next few months, the relationship deteriorated and eventually led to an incident. Police were called. There was an intervention order and her husband was taken into custody. He was incarcerated for only a few days.

He returned to the property under the influence of drugs and caused property damage. Charlie contacted Consumer Affairs Victoria worried about her future tenancy opportunities due to his actions. Consumer Affairs Victoria referred her case to Quantum Support Services Tenancy Assistance and Advocacy Program.

Quantum's Tenancy Advocate and the Real Estate were unable to contact Charlie's husband to seek consent to end the tenancy. This was necessary as both names were on the lease. Given this stalemate, the advocate applied to VCAT to end the lease based on the Family Violence circumstances. The order was successful. The lease was terminated at the date of the VCAT hearing. The bond was awarded to the landlord to cover the rental arrears. The husband was charged with criminal damage in relation to the property and Charlie was not held responsible for the damage.

**\*Names have been changed to protect privacy**



## Homelessness services

Addressing homelessness is Quantum's core service. This includes 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. The Access and Support worker is a funded position by the Latrobe City Council and subcontracted to Quantum.

### 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.

### 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.

### A Place to Call Home (APTCH)

This program provides intensive support to people in Transitional Housing over a 12 month period. They are then provided with support while finding long-term housing options

### Creating Connections Program (CC)

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, 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.

### Housing Support for the Aged (HSAP)

This program supports 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.

### 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).

## 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 have issues in their private rental, rooming house or caravan park tenancies and require support. 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.

## Tenancy Plus

This program provides support and advocacy to public housing, social housing and rooming house tenants and residents via a case management model providing the provider has entered the Victorian Housing Register. 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.



## 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.

## Quantum's Unification, Engagement, Strengthening and Transition program (QUEST)

Quantum's Unification, Engagement, Strengthening and Transition (QUEST) program was developed to assist women over the age of 50 to improve social connections and activity participation aligned with their own area of skill and interest.

The purpose of the program is to bring the women together to engage in a "safe space" where they can explore their talents, skills and expertise. The group provides an opportunity for participants to develop friendships and connections, to explore their own abilities, encourage one another and find their place as members within the community, in whatever form that takes.

QUEST is a group program, supported by a one-on-one facilitator / participant relationship.

Activities undertaken are guided by participant's own interests. Individuals can bring along their preferred projects and activities. This allows a gradual introduction of new self-paced skills; and an opportunity for existing skills to be extended and shared with other participants attending the group.

This approach is innovative because it celebrates the unique skills of participants, allows the group to explore talents of other participants, and recognises the uniqueness that the individual brings to the group. The approach assists members to encourage, support and empower each other through participation. It has become a great vehicle for socialisation for women over 50.



## Programs

Aboriginal Tenancies At Risk

Inner Gippsland

Outer Gippsland

Tenancy Plus

Intensive Case Management

Advocacy

Private Rental Advocacy Program

Landlord Incentive Program

Tenancy Assistance and Advocacy Program

Inner Gippsland

Outer Gippsland

Transitional Support Program

Supporting Families At Risk

A Place to Call Home

Crisis Supported Accommodation

Mental Health Housing Program

## Target

52.5 participants

22.5 participants

136.91 participants

34.87 participant

368.50 participants

111 participants

1041 hours

781 hours

408 participants

10 participants

1 participants

93 participants

25 participants

## Achieved

47

29

131

33

440

23

1231

565

426

13

1

156

35

## Percentage

89.52%

128.88%

95.68%

94.64%

119.40%

20.73%

118%

72%

104.41%

130%

100%

167.74%

140%

## Programs

Court Integrated Supported Program

## Target

no requirement

## Achieved

25 new participants

## Percentage

Justice Housing Support

no requirement

3

Youth Residential Building

64 residents

54

84.38%

Creating Connections

53 participants

84

158.49%

Intensive Case Management Support

2 participants

4

200%

Private Rental

6 participants

12

200%

Education, Employment and Training

4 participants

8

200%

Life and Living Skills

5 participants

13

260%

Youth Housing Focus Pathways

22 participants

24

109.09%

Creating Connections

14 participants

20

142.86%

Education Employment Pathways

Community Connections Program

155 participants

126

81.29%

Housing Support for the Aged Program

20 participants

24

120%

Commonwealth Housing Support Program

no requirement

64

Access and Support

556

524

94.24%

## Marley Street Community

Marley Street is a block of units in a residential area that houses a community. One of the units has been dedicated as a Quantum office which has allowed for the coordination of multiple community development projects over a number of years.

Quantum has continued to work with the residents of Marley Street this financial year. Marley Street Project had been funded on a 12-month basis with the intention to acquire ongoing funding. With this in mind, the department established a Memorandum of Understanding between Quantum and Sale Neighbourhood House.

Marley Street has been a Community development project co-ordinated by Quantum with external partnerships. It has been a multi-faceted project which includes advocacy support and referral pathways into other Wellington based services. With the limited funding provided, Quantum continues to take opportunities to broaden the project outcomes by seeking other grants to enhance the wellbeing of the residents. An outcome of the project is that residents have taken an active interest and role as volunteers.

One such grant went to the successful Community Art Project in which a professional artist was engaged to work with residents on a project designed to beautify the centre of the precinct.

A photographic project was funded by Regional Arts Victoria (RAV). This enabled a local photographer Polyannar from The Big Picture to share and provide training on photography. There was also the Marley Street Photography exhibition which was a culmination of their artistic expression in relation to many personal experiences including homelessness and social isolation.

Many events throughout the year included Soup afternoons in Winter, fishing trips in summer and some bric-a-brac sales events including nothing-over-\$10.00 sales day. Food security has continued to be a focus with the food pantry.

Quantum continues to support residents through the facilitation of the Community Advisory Group ensuring all voices are heard to develop and implement strategies.

Quantum's Marley Street Coordinator focussed on obtaining additional funding that allowed for training opportunities such as art projects and First Aid. Similarly, residents united as a community with Quantum to advocate for community development opportunities.

The John Wallis Foundation provided 2,500 dollars for a community open space beautification project. This successful grant allowed the residents to transform some of the open communal spaces into edible gardens sustained by residents propagating plants and seedlings. Art and beautification projects have continued to be implemented. This included landscaping and art on display maintained by residents.

As a key partner, the Wellington Shire Council offered Quantum some great grant opportunities over this reporting period.





Pictured top left: Artist Kathy Lee Gifford.

Top right: Group picture at the opening event for the new space.

Bottom left: Mosaic created by residents

Bottom right: Carmel Brooks at photography event

Pictures from page 26

Top left: Pollyannar Love, Leanne Blake, Lorraine Robinson, Robyn Salter, Liz Pearson, Carmel White, Cr. Carolyn Crossley, Wayne Robinson.

Top right: Lorraine Robinson,

Bottom picture: Rusty Rockers performing

## East Bairnsdale Community Hub

As a valuable community resource, the East Bairnsdale Community Hub (Hub) expanded its operations over this past year. This expansion involved, Quantum's Chief Executive Officer increasing the hours of operation for the facilitator to include an additional five hours per week above the existing Neighbourhood House funding.

The Hub is governed by a local community advisory group who meet regularly with the facilitator to provide guidance and feedback on the services offered. These members contribute to the hub assisting at community events and programs. At the time of writing this report, there were 15 volunteers and 7 advisory group members.

For most of the past reporting year, The Hub partnered with GippSport and the East Gippsland Gymnastics Club to run programs such as the six sessions for young mums called 'Stretch and Flex'. The Administration and Resource Officer at Quantum's Bairnsdale office, Melissa Williams, facilitated this program as a member of the East Gippsland Gymnastics Club.

As well as attending the day, the East Gippsland Art Gallery provided support with some of the artistic activities. The Country Fire Authority (CFA) also attended, demonstrating the use of the fire truck and the fire hose to the local children and youth. Gippsland Lakes Health Centre provided fruit and cold drinks on a warm day. Even Santa Clause made an appearance, bearing gifts for the children.

Whilst the programs delivered from The Hub primarily cater to children and young people. The food pantry supports families and community members. Advocacy and administrative support are also provided to community members.

To ensure the success of this program, and in order for young mums to participate, Hub volunteers committed to childminding overseen by Michelle Shaw as the facilitator of the Hub. The program is affordable and sustainable due to a payment scheme over a six week period.

The classes are regularly full, reaching a maximum of 12 participants. Feedback is excellent. It is plain to see the improved fitness and flexibility of the participants, along with the improved sense of social connectedness and increased confidence. The program was featured as part of the 'This Girl Can' campaign.

Other activities have included the Party in the Park held in December 2017 at the Hoddinott Street Reserve. The day was well supported by the community with successful facilitation by Michelle Shaw, community volunteers and multiple community partners. There were a number of funded activities including a petting zoo and jumping castle.



Photos from the East Bairnsdale Party in the Park, the end of Year Celebration in 2017



#### Large pictures

Top left: Michelle Shaw, Shayne McNaughton, and Bev King at the East Bairnsdale Community Hub

Top right: Gary King filling the East Bairnsdale Community Hub sand pit.

Bottom left: Bec Carne organising a room at the East Bairnsdale Community Hub.

Bottom right: Shayne McNaughton at the East Bairnsdale Community Hub,

## General Manager Child, Youth and Family Services



Cindy Pullar

Wide ranging reforms designed to increase the safety, security and wellbeing of families, children and young people have continued to be implemented while integrating the roll out of new reforms this financial year. These changes have caused program growth which resulted in internal realignments in order to meet the needs and adapt to the external changes.

Quantum welcomed news in October 2017 from the Minister for Housing, Disability, and Ageing, the Honourable Martin Foley that Quantum would manage a new purpose built, core and cluster Women and Children's Community Care Unit. This model allows Quantum to provide support to all women including transwomen and women who experience mobility issues in need of crisis accommodation due to family violence.

The jobs have come ahead of a focused increase in training and education support in the Family Violence field which is making it difficult to find suitably qualified and experienced staff. The current staff at Quantum are very experienced and working hard to ensure support and quality services are provided. Quantum supports professional development within the Family Violence team which includes mandatory accredited training through the Domestic Violence Resource Centre (DVRC).

In order to increase the employees' specialised knowledge of trauma informed practice Quantum sponsored four employees to undertake the Graduate Certificate in Developmental Trauma. In May 2018 these employees graduated. An additional four employees commenced their sponsored study in the same course with the Australian Childhood Foundation. Quantum will play a key role in the establishment of a regional community of practice, drawing together all graduates in Gippsland to share knowledge and inform practice.

Quantum also purchased a Wellbeing for Practitioners training program through DVRC. All frontline family violence support workers were given the opportunity to attend the training as Quantum believes it is vital to maintain and promote employee wellbeing.

Further good news followed in May 2018 that the Community Care Unit would receive funding for around the clock support. Funding in this manner ensures the security and support of women and children residing in the Community Care Unit. Quantum would like to thank the Minister, the Department of Health and Human Services and Family Safety Victoria for this innovative step. It is expected the Community Care Unit will be completed by early 2019.

At the end of the last financial year, the growth in Quantum's Family Violence service delivery resulted in a trial of a second Family Violence Stream Manager. Carolyn Richards and Liz Cox worked alongside the General Manager to implement the reforms in the sector due to the uptake of the 227 recommendations from the Royal Commission into Family Violence. Recruitment and workforce demand is a challenge for organisations delivering Family Violence support services as the reforms have created many jobs to meet the existing need. Quantum alongside regional and state-wide partners are carrying a number of continued vacancies.



Pictured: Taken at the Moe Library for the Enough is Enough event in 2017

Quantum engaged psychologist Alison Fonseca to provide regular reflective practice sessions with employees to compliment this program. The Australian Trauma Centre has been engaged to deliver further services in diffusing, debriefing, clinical supervision, mediation, and psychological first aid.

Katrina Auld was the successful applicant for the Stream Manager of Child and Youth Services at the start of this financial year. Quantum has continued to take part in the Family Services Reforms and respond to the changes released alongside the May 2018 State Budget. Consultations continued between the Department of Health and Human Services and all family services organisations to meet the needs of families and children experiencing vulnerability. This remains an ongoing focus for the Stream Manager of Child and Youth Services and General Manager.

The report for the Royal Commission into Institutional Childhood Sexual Abuse was completed in December 2017 with recommendations to enhance the safety of children and young people in the Out of Home Care program. Quantum is a Child Safe Organisation and takes this responsibility very seriously, implementing the Child Safe Standards across all services delivered by Quantum.

Quantum has been successful in expanding its care services suite as a result of the Children and Family Services Reforms designed to keep children in their family systems. Quantum was successful with the Kinship First Supports submission and will commence service delivery in the new financial year which will see the addition of another Practice Leader and three more full-time staff.

The Client Incident Management System (CIMS) was introduced in mid-January 2018 by the Department of Health and Human Services to manage all client related critical incidents. The time and resources needed to do the investigations of major incidents have had a significant operational impact. This impact has been felt within the Children, Youth and Family Services area as CIMS has a more significant role here, especially in the Foster Care area. This has increased the workload of the experienced staff members who have undertaken investigations and completed lengthy reports.

Overall, Quantum is pleased to see an increased legislative focus on the security, safety and wellbeing of families, children and young people.

After an internal review in response to the reforms within the sector, Quantum decided the Foster Care program would benefit from having a dedicated Practice Leader to manage the program.

This change has resulted in great outcomes for the Foster Care program. Mitchell Burney was an external applicant who was successful in obtaining this position.

A second Practice Leader role was created to manage Youth Services which includes the programs of Youth Justice Community Support Services, Leaving Care Program Housing Support, Leaving Care Support and Post Care Support as well as the Better Futures program. The internal applicant Mitchell Brody was successfully selected for the position. This is in addition to the existing Practice Leader for Youth and Family Services Natalie Rosin who manages a range of programs including the Reconnect program to help reconnect young people with their families. The three Practice Leader's work cohesively together, enhancing seamless service delivery for families, children and young people experiencing vulnerability.



Pictured: Star Lady (Rainbow Network), James Fahey, and Jayme (Rainbow Network)

## Stream Manager's Family Services



Carolyn Richards



Liz Cox

The period of 2017-2018 has been a year focused on the implementation of the recommendations from the Royal Commission into Family Violence. It has also included significant change within the Family Violence program area with Katrina Auld overseeing the stream for 2017 and doing a wonderful job in supporting the teams and programs.

The Royal Commission into Family Violence made specific recommendations to phase out older style communal refuges and move to a 'core and cluster' style of accommodation for women and children escaping family violence across the State.

Inner Gippsland was selected as a pilot site and Quantum contributed to the establishment of a Hub (branded The Orange Door) with FSV and other partner agencies. The recruitment process for this new initiative has commenced and successful applicants are being supported to transition from their current roles at Quantum delivering intake and assessment services to their new roles at The Orange Door.

Police reports known as L17 continued to present challenges for the Intake Team, due to the volume of reports, with an approximately eight percent increase in volume in this financial year compared to the 2016-2017 financial year. Demand also continues to be high in terms of self-referrals and other agency referrals. Inner Gippsland Case Management continues to have high demand with targets exceeded in all program areas.

The Victorian Government committed to fulfilling Recommendation 15, 18, 21 and 177 and Quantum was advised it would manage one of the redevelopments. The Community Care Unit will consist of seven units with a gold level disability unit and a core building for staff and an area for group work or meetings. The build will be completed by early 2019 providing 24 hour safe and supported accommodation for women and children escaping family violence.

Phase one of the Specialist Family Violence Advisor – Mental Health and Alcohol and Other Drugs initiative was extended for a further 12 months providing the opportunity to continue to network with, and educate, the mental health and drug and alcohol sector on family violence and assist with developing safe referral pathways for women and children.

A recommendation of the Royal Commission to provide streamlined access to the service system promoted the establishment of Support and Safety Hubs in five pilot sites across Victoria, with a total of 17 Hubs to be rolled out across Victoria over time.



## Case Study - Family Violence case management

Jessica\* decided to leave her abusive relationship with her partner and made a self-referral to the Quantum Family Violence Program after reading the program pamphlet. Jessica is a young mother who had experienced severe physical, psychological and financial abuse for a number of years. Jessica and her children had no permanent accommodation, were socially isolated, and were fearful for their safety.

Jessica's Family Violence Support Worker worked alongside the Quantum Private Rental Assistance Program to provide advocacy and support to assist Jessica and her children to obtain a private rental and set up a home. Jessica was also referred to a Family Violence Counselling Service to help her work through the trauma and abuse that she has experienced in her relationship. Support and advocacy were also provided with Police and the Courts. During the time that Jessica and her family worked with the Family Violence program, her ex-partner continued to perpetrate family violence on them. However, with the support of her worker, Jessica now felt confident to report these incidents to Police.

During her support period with the Family Violence program, Jessica developed a better understanding of the violence and abuse that her ex-partner was perpetrating against herself and her family.

Jessica had previously been resistant to moving out of the area, but was now able to make the informed decision to move to keep herself and her children safe. Jessica was referred to the Quantum's Tenancy Assistance and Advocacy Program to provide support to break her current private rental lease. Jessica's worker assisted Jessica to source a new private rental and provided support by organising and funding a removalist to transport Jessica's belongings to her new home.

Jessica and her children are now living free from violence in their new home. The family has been linked in with supports and the children are now enrolled and attending school and daycare. Jessica continues to access support to address ongoing trauma by attending Family Violence Counselling. Jessica has now made plans to study.

---

## Case Study - Family Violence Child Protection Specialist

Angel\* experienced family violence for more than a year before leaving. After the birth of her child, her partner pushed her out of the car on the way back from the hospital. Child protection referred her to family violence response services. She did not engage with the service at this time, despite repeated attempts to contact her.

Angel packed a bag for herself and her daughter and took a bus to seek refuge at her sister's house where Child Protection partnered with Quantum's Specialist Family Violence Worker to do some assessments on the situation revealing a clear history of family violence.

When recounting her story, Angel explained her experience of family violence, including the decision to remain ensconced in the relationship because of financial hardship.

In this case, her residency status was dependant on her relationship status. This knowledge increased her low self-esteem and eroded the little confidence she possessed. She held hope of the relationship improving. He kept making promises. The relationship never improved.

After some time, Angel found the courage to leave despite her poor financial situation. A client-centred approach was implemented. Legal support was coordinated and an intervention order put in place. Family Services support and advocacy were established. A referral to a financial support service resulted in increased payments from Centrelink. This independence allowed Angel to source a property. Finally, Angel had a roof over her head for herself and her daughter, free from the previous abuse she had suffered. She was so grateful that Child Protection and family violence services understood her position. This practical and tangible assistance gave her the impetus to leave the relationship and create a new life.

\*Names have been changed to protect privacy

## Family Violence Services

Quantum Support Services delivers a variety of programs to support women and children experiencing family violence.

### Adolescent Behaviour Change Program

This is an early intervention program delivered over ten weeks for young people between 12 to 17 years old providing strategies to form respectful relationships. Key concepts covered are healthy and respectful relationships led by qualified male and female 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.

### Family Violence Case Management and Outreach

This program provides outreach support to women with and without children who have left or are planning to leave violent or abusive relationships. The program assists women to make positive changes in their lives by providing support and advocacy to ensure they are able to start a new life free from violence and abuse. Every client is assessed for their current level of risk and an individual support plan is tailored to meet each client's needs. The program is an inclusive service which provides service to a wide range of clients to enable them to make positive changes in their lives.

### 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 team. This position provides specialist information and advice to child protection teams in relation to managing family violence while managing the protection of children.

## A Place to Call Home

This initiative aims to provide stable housing options for women and children who have become homeless due to family violence.

Clients who participate in this program are intensively supported in Transitional Housing for a 12 month period. They are then provided with support while this tenancy is transferred into a long-term housing option with the Department of Health and Human Services.

### 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 Intake and Assessment

The Intake Team provides a centralised intake service for women with and without children experiencing family violence in the Latrobe, Baw Baw and Wellington catchment areas. The Intake Team also respond to all Police referrals and external Agency referrals.

The Intake and Assessment process is tailored to meet the individual client needs and focuses on addressing risk and identifying support needs.

### 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 advisor role is a part of a capacity building pilot program. This position was created to meet the recommendations from the Royal Commission into Family Violence.

## Inspiring Women Program

The aim is to build the capacity of women who lead families, and who have experienced family violence. This eight-week program runs in Morwell, Warragul and Sale focussing on interpersonal relationships, coping strategies, self-esteem, the legal system and other relevant topics of interest.

## Personal Safety Initiative

The program assists women, with or without children, who are experiencing family violence. It supports women to remain in their homes by increasing safety with some modifications or extra support.

## Risk Assessment and Management Panel (RAMP)

RAMP is a partnership program with Child Protection, Police, and Child First. Together these agencies risk manage cases identified with high priority, in need of intensive case management.

## Safe at Home

This initiative enables women with and without children to remain safely in their homes by providing support, advocacy and funding for identified security upgrades. The program responds to immediate and long-term safety issues and is designed to increase the safety and wellbeing of clients affected by family violence.

## Women's refuge

The refuge is designed to assist 168 women for six week periods 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.



## Programs

	Target	Achieved	Percentage
Family Violence Intensive Case Management - General	29 participants	37	127.5%
Family Violence Intensive Case Management (Culturally diverse, Indigenous women; and women with disabilities)	3.6 participants	13	361%
Family Violence Support Private Rental Brokerage	24 participants	50	208%
Family Violence Outreach	530.21 participants	860	162%
Safe at Home	26 participants	50	192%
A Place to Call Home	1 participants	1	100%
RAMP Case Management	24 participants	22	92%
RAMP Panel	48 participants	37	46%
Flexible Support Packages	370.15 participants	528	143%
Inspiring Women's Program	22 participants	60	270%
Family Violence Refuge	168 residents	77	46%

## Stream Manager Children and Youth Services



Katrina Auld

The Children and Youth Stream covers multiple program areas. Program areas include foster care and transitional services to support young people in their move from out of home care to successful independent living through the provision of family support, and specialist programs. There are diversionary programs for young people when necessary. This stream aims to strengthen families, increase positive outcomes for children and young people and includes education and community engagement. The programs seek to keep families together and build on skills and knowledge that leads to healthier outcomes. A number of programs intervene in the formative years of a child's life to assist in giving the best possible start.

Unfortunately, the steady and continually increasing demand on foster carers has not been matched by financial recognition, which has considerably impacted carer retention. The level of support some children and young people required means some carers have been unable to work in order to meet the needs of these children and young people in their care. This is a significant concern to Quantum, particularly as the number of children and young people requiring foster care continues to grow each year.

Despite the challenges, Quantum accredited a number of new carers throughout the 2017 - 18 reporting year which significantly helped the program to meet targets and ensured a varied pool of carers for the children and young people who experience vulnerability. Quantum has eased new carers into the role by commencing them with short term respite placements to build foster carer experience and confidence. Whilst not always possible, this process has been beneficial to both the carer and the foster care program overall. Quantum continues to work toward maintaining an adequate pool of respite carers to ensure longer-term carers get breaks, as required. To support Quantum's work the Leadership team has reignited partnership meetings with stakeholders providing support to the Out of Home Care programs in the region.

Quantum's Executive recognised the growth of this service and realigned its structure to include 2 new practice leaders. This realignment saw positive changes across the stream with increased collaboration and integration between program areas. Further consolidation of multiple job sharing roles created dedicated full-time positions resulted in increased engagement and improved outcomes. This was especially noticeable in the Youth Justice Community Support Service and Out of Home Care programs.

Monthly meetings held within the Children and Youth Stream helped to enhance the positive team culture and create a more collaborative approach. This more integrated approach to program management also reduced the "silo" effect of isolation across programs.

Within the Out of Home Care programs, there was an increase in the complexity of children requiring foster care. This rise in complexities has placed increased demand and expectation on carers, includes participation in care planning, attending care team meetings, and transportation for children and young people to access visits.

This approach assists in pooling resources to deal with increasing demand in Gippsland and also, in turn, supports both the stability of care for the child and sustainability of carer wellbeing.

Quantum saw the implementation of The Department of Health and Human Services (DHHS) Critical Incident Management System (CIMS), which altered the methodology by which agencies report and respond to critical incidents. Agencies have been tasked with the investigation of incidents, rather than just the identification and reporting. These changes have required Quantum's employees to carry out formal investigations of major incidents. This has also involved interviews with children which was traditionally the domain of Child Protection. Interviews often form the basis of outcomes for the Commission for Children and Young People - Reportable Conduct Scheme investigations. The CIMS system was implemented as a sector-wide change and came with its own associated challenges. The change was not supported by additional funding to the department funded services. This increased employee workloads. Two employees were provided with the opportunity to undertake Certificate IV in Government Investigations. This, however, did not curb the workload associated with the CIMS system.

Quantum has many partnerships to deliver quality integrated services and shared resources for children and young people. One such successful and long term partnership has been with The Department and Community Housing Limited (CHL) which worked in collaboration with Quantum to provide the Planning to Succeed (P2S) program. P2S works with young people 16 years and above who are residing in residential care, but have other accommodation and support options. P2S supports these young people to transition from residential care to independent living. The highly skilled employees in the P2S program have helped many young people establish relationships and the program itself acts as a guarantor to increase opportunities for housing. CHL has worked with local real estates to house young people. Feedback has been positive with Quantum being informed that many young people housed through this program are meeting their obligations, keeping the property in good order and being good neighbours displaying pro-social behaviour. This, in turn, has assisted the program to advocate for more properties.

Better Futures is another innovative program in the Children and Youth Stream, assisting young people 16 to 21 years to achieve successful, fulfilling, independent adult lives.

As a member of the Inner Gippsland Child and Family Services Alliance, Quantum helped to support the work in the Integrated Family Services programs. Part of this was the Adolescent Parent Support Program supported by Anglicare's Child First referral pathway.

The Adolescent Parent Support Program received an additional 200 hours of funding through the Roadmap to Reform to increase intensive support for young parents up to the age of 24 at risk of Child Protection intervention. The funding created an additional position for a part-time employee to join the existing full-time staff member. The Adolescent Parent Support Program exceeded support requirements by 30 percent.

This was the first full financial year that Quantum worked in partnership with Anglicare and Berry Street to deliver ReBoot, an early intervention program designed to address the increasing levels of anti-social and offending behaviour of children or young people aged 10 to 14 years. Anglicare held the data and outcomes and Quantum and Berry Street were partners in the service delivery. The employees in the ReBoot program have created strong partnerships with the Department of Justice and Victoria Police.

The program was established through the Roadmap for Reform to improve support for young people in making the successful transition from an Out of Home Care program to independence. As part of a range of new models offered for flexible funding arrangements to June 2019, Better Futures was one of the first phases rolled out and delivered across the Southern Division using a partnership model which included Southern Melbourne, Bayside Peninsula, Inner, and Outer Gippsland areas.

Quantum has formed a strong working partnership locally with the Victorian Aboriginal Child Care Agency (VACCA) through the testing of the Better Futures program. Service delivery employees met and collaborated regularly over this reporting period, discussing trends, outcomes, challenges, and solutions.

Quantum's Leaving Care program achieved over 95 percent of support requirements. The program delivers services to young people at 15 years and 9 months to transition to independence by the age of 18 and does so by providing flexible brokerage arrangements. The program covers 2 areas, housing specific and the post care program.

They work hard to reduce offending behaviours and improve outcomes for young people mentored in the program, who would otherwise be at risk of entering the justice system.

Quantum managed Reconnect, a program with a public referral pathway. Reconnect is an early intervention and prevention program for young people aged 12 to 18 or in the instances of newly arrived young people this includes the age range of 12 to 21 who are experiencing homelessness or at risk of homelessness. Reconnect workers use a range of interventions and strategies with a young person and their family, to deliver interventions to achieve positive outcomes.

The Children and Youth Stream enhances the safety and wellbeing of children, young people, and their families. The staff in the stream are well established and highly experienced practitioners who have extensive technical expertise. This is reflected in the positive outcomes achieved for children, young people, and their families.

## Case Study - Finding Solutions

By the age of 15, Callan\* had experienced significant family violence within his family home. This forced him to leave home despite having no secure or stable accommodation options. Previous trauma and the ongoing exposure to family violence affected Callan's behaviour at school and negatively impacted his mental health. Callan was found sleeping rough on the streets when he was referred to Quantum. The Youth and Family Services team commenced work with Callan through the Finding Solutions program that provides support, education and a careful process for reconnection to his family. During this time, an internal referral was also made to the Out of Home Care Team to look at accommodation options for Callan.

Callan was then removed from the immediate vicinity in which Quantum provided support, and placed in a residential care placement out of the Gippsland area. Due to a strong and respectful professional relationship, the Quantum worker continued to support Callan.

During a visit with friends back in the local area, Callan was presented with a Kinship placement able to give him a safe and stable home. This Kinship placement enabled Callan to obtain a part-time job, engage in education and join a cricket team. These steps really helped Callan to re-engage in life and provided him a safe and stable home.

---

## Case Study - Better Futures

Amy\* has been a part of the Better Futures program since the program began in July 2017. At the beginning of the program, she was residing in a stable, long term placement on the outskirts of Sale, and attending the local school. But things began to deteriorate for Amy. This resulted in less frequent attendance at school and her placement broke down. She was placed in a residential facility in Dandenong.

The Better Futures worker and the Practice Leader advocated for Amy's return to the Sale area. Quantum was able to offer Amy a two-week temporary placement in Foster Care with new carers. The placement continues to this day, and remains stable, with carers making the decision to provide care past Amy's 18th birthday.

The stability of this placement has ensured that Amy remained at school supported through her established networks. The Better Futures worker connected Amy with an organisation to assist her to meet her educational goals and work toward her aspiration to attend University.

The Carer support assisted Amy to find part-time work. Through perseverance and collaborative hard work by the Foster Care and Better Futures teams, Amy was able to apply for a passport and travel to Singapore as part of her educational pathway aspirations.

\*Names have been changed to protect privacy

## Children and Youth Services

Quantum Support Services provides services to young people from reconciling with their family, organising safe placements, and assisting young people transition 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.

## 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 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. 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 is 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

This program works 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.



Pictured: Far left Katrina Auld and next to her Natalie Rosin, picking up gifts for children and young people, from Federation Training in 2017.

## Programs

Adolescent Support Program

Adolescent Parenting Support Program

Better Futures

Cradle to Kinder

Finding Solutions

Leaving Care Housing and Support

Leaving Care Post Care

Reconnect

Stronger Families

Youth Justice Community Support Program

## Target

16 participants

2670 hours

32 participants

8 participants

43 participants

8 participants

12 participants

65 participants

18 participants

46 participants

## Achieved

17.46

3489.50

37

8

41

7

11.58

43

10

35

## Percentage

109%

130.09%

115.63%

100%

95.34%

87.5%

96.5%

66.15%

55.55%

76.08%

## Quantum's Foster Carers and team

Providing a safe, stable and loving home

Foster Carer's are the unsung heroes in Gippsland making positive changes in the lives of children and the young people they care for. The work is rewarding and highly accountable which increases the skills of the people who choose to open their homes and minds to ways to help children who have experienced events that can lead to significant trauma responses.

Foster Carers provide opportunities to increase the educational participation of children and young people who would not have had this opportunity without their support.

Quantum prioritises supporting Foster Carers and as a result, the Foster Care team receives great feedback from carers. Quantum provides debrief opportunities to carers including access to the Employee Assistance Program (EAP), along with training and professional development for carers.

An annual review is conducted with all carers which include the ability to provide feedback to Quantum on how the organisation is providing support. This information is used to ensure continuous improvement to the service and that the best support is being offered to carers. Foster Carers have access to a qualified staff member to talk to around the clock. The feedback from carers enables Quantum to advocate and act on their behalf.

The team is working cohesively, and collective goals are the focus. This includes providing cover for each other if they are sick or unable to be on call and responding as a team to meet significant work pressures that arise as part of the job.

The Foster Care team recognises the importance of having a happy and safe childhood which leads to a high level of commitment to meet Child Safe Standards. The team is well established with very experienced workers who have extensive technical expertise. This is reflected in the positive outcomes and work practices of the Foster Care team.



## My life as a foster child - by Alice\*

My name is Alice and this is my life. You may have heard of me from the book title, anyway I am going to start my story where I can remember it.

There are a lot of families I have lived with that I can't remember. There is one that looked after me when I was a baby. Then I moved. As a toddler, Quantum's Foster Care Team placed me with two women in Traralgon who would become known as my Nana and big sister Charlotte. I loved my life there, it was amazing.

Do you want to know about my life in Kindergarten? I can't hear an answer so I am just going to tell you anyway. I can't remember much, but I will tell you what I can. I remember how many days I was not able to go in the cubby house because when climbing the stairs to slide off the cubby I fell off and broke my arm. Lucky Nana was there because I needed Nana's help eating breakfast the next morning. That's the end of that part.

Now you're going to hear about my worst moment! So, I moved from my Nana's place because she had cancer – but I don't want to talk about where I went straight after Nana's, so I'm just going to tell you about the one after that – her name was Edith, but I can't remember the rest.

My favourite placement is the one I am with now. The first day I remember spent with them was also my first time in Melbourne. We went to the beach and I had an icecream. My day was lucky because I found a penny on the ground near Luna Park. But that was only a holiday. I wished on the penny and the wish came true: I now will spend my life with this family.

My Nana passed away in 2014.

**\*Names have been changed to protect privacy**

---

## Case Study: The life of being a foster child

The above was written by 9 year old Alice who has been in Foster Care her whole life. Her sister was under the care of Quantum so it was a natural process to include her as well. After her initial placement, she was placed with an accredited Foster Carer, Nana, who she adored. Unfortunately Nana was diagnosed with terminal cancer and as a result, the team needed to find a suitable long term placement for Alice.

Unfortunately, the next long term placement that she was placed in was not a good match for her or the caregivers. She talks in the story about this being the worst moment – she means the placement as a whole was the worst one for her. Quantum rallied to find a suitable option for her that would meet her needs for the longer term, knowing it was likely that Alice will be in care until she is 18.

A discussion took place with the next carers, who identified that they would love to have Alice live with them. A transitional period was set up so that Alice, who was 5 at this time, had time to adjust to the new placement. In her story, she talks about it being “only a holiday” as she would spend weekends with them, it gradually increased

over a couple of months to an ongoing full-time placement.

Alice's first time spent with the family was when she found the penny. She told her support worker that the wish she made was to be able to stay with this family forever – and this is what she wanted from the first time she stayed with them for a weekend. She speaks of this placement being her “forever home” and calls her carers “Mum and Dad”. The growth and development that she has displayed are profound – she certainly is an amazing little girl.

Alice's current carers are extraordinary and the team is grateful for the foster carer's time and dedication toward her. The carers provide Alice with real family experiences. During the early stages of the placement, the carers connected with Nana and encouraged the bond that Alice and Nana had, visiting her when they could. When Nana was admitted to the hospital, the carers took Alice to visit. Nana made videos and compiled photos so Alice could always have the memories. Supported by her carers Alice attended Nana's funeral. To show Alice that Nana would always be remembered and honoured, they created “Nana's Garden” in their backyard. Alice goes there to feel connected to Nana. Nana remains an important part of Alice's life. This connection was cemented by the extraordinary lengths Alice's current carers went to.

## Case Study: Foster Care

Brooke has been in care since she was 2 and a half years old. She is an Aboriginal person from a very large family. Some of her other siblings are also in foster care. It was unfortunate that Brooke was unable to stay in the care of her family or with another Aboriginal Community member. However, after a number of placements over a year, the Quantum Support Services Foster Care team was able to find the right carer household match for Brooke and her brother James.

The carer household and the Foster Care team knew that Brooke's wellbeing relied on a strong sense of identity, based on local Aboriginal community connections, and a supportive family connection nurturing her cultural development at home. This understanding led the carers to become involved in the Aboriginal community. They actively pursued Aboriginal cultural knowledge through the promotion of, and support for, Brooke's Aboriginal heritage. This understanding of connection to culture has been really important in helping to heal from trauma and to continue improving mental, spiritual and also physical health.

This year has been an outstanding year for Brooke who was given the honour of being named the school captain and has also been involved in music and theatre programs, locally and in Melbourne. Her role in the School Spectacular led her to performing in the Special School Spectacular performance for young Aboriginal students. This may not have been possible without the support of Brooke's foster carers. Their ongoing commitment to her wellbeing improved her self-esteem, which in turn meant Brooke went on to speak confidently at public forums and multiple school events including NAIDOC week, school assemblies and gave the Welcome to Country.

Brooke is a strong and proud young woman who holds her head high when speaking about her culture. Brooke is a role model to her younger peers, displaying her leadership skills at school, including promoting her amazing culture.

The team is extremely proud of Brooke this is extended to her carers who have given Brooke the skills and resources to lead a fulfilling life, to understand the importance of culture, and to encourage others to join in this cultural journey.



Pictured: Newborough East Primary School students at the 'Enough is Enough' event.



Pictured: Dreamtime Dancer's Janarli and Destiny in the background at the 'Enough is Enough' event held in Moe

## Programs

First quarter representing 1 July - 30 September 2017

General  
Intensive  
Complex  
Total

## Target

19  
12  
7.5  
38.5

## Achieved

11.6  
18.91  
6.2  
36.71

## Percentage

61%  
157.5%  
82.6%  
95%

Second quarter representing 1 October - 31 December 2017

General  
Intensive  
Complex  
Total

19  
12  
7.5  
38.5

12.1  
18.85  
7.45  
38.4

63.6%  
157%  
99.3%  
99.7%

Third quarter representing 1 January - 31 March 2018

General  
Intensive  
Complex  
Total

14.5  
15  
7.5  
37

12.4  
20.27  
7.2  
39.87

86%  
135%  
96%  
107.7%

Fourth quarter representing 1 April - 30 June 2018

General  
Intensive  
Complex

14.5  
15  
7.5  
37

11.70  
18.40  
8.37  
38.47

81%  
123%  
112%  
104%

The target is a daily average occupancy per month  
Please note there is an allowed threshold not displayed here.

## Governance, Performance, and Innovation

The Governance, Performance and Innovation stream was created by the incoming Chief Executive Officer as the vehicle to achieve strategies not yet fulfilled in the Strategic Implementation Action Plan 2016 - 2019 and to realign corporate services. The creation of the stream incorporated the existing Manager of Quality and Risk, Human Resources and Finance. It introduced three new roles in the areas of Communications, Policy and Business Development including Compliance.

The stream was designed to provide strategic solutions to growth and development, support governance and establish the associated systems to fulfill these strategic goals, aspirations and future direction of the organisation.

Steve Koczwara was the Manager of Quality and Risk and contributed to the Governance, Performance and Innovation stream by underpinning innovation with the quality and risk framework. Throughout the year, Steve provided educational information sessions to staff on the importance of maintaining and managing risk and safety while applying continuous improvement.

The approach to these learnings has been a collaborative one, shared with Quantum staff across the organisation. The training included Bridges Out of Poverty, LGBTI and Aboriginal Cultural Training.

Other activities have included internal communication changes such as the adaptation and creation of a style manual, and other tools for a more strategic communications approach. The formation of a community engagement working group for staff input into Quantum's participation in public events has established a more inclusive practice that raised staff awareness of the importance of these activities in the context of community engagement and growing Quantum's reputation. Media releases have also raised Quantum's profile this past reporting period. Such activities have built on the strategic focus of the organisation.

The Business Development and Compliance Officer commenced in December of 2017, with Lisa Simpson appointed to the role. This position was created to support the Manager of Quality and Risk; as well as respond to the Strategic Implementation Action Plan 2016 - 2019.

Steve worked collaboratively with other staff to develop the risk register and complementary tools including Quantum's Quality Plan, Quality Risk Treatment Plan, and Quantum's Service Effectiveness Monitoring Framework, and KPI schedules.

Tegan Dawson was recruited as the Communications Officer in November 2017. The role has involved broadening Quantum's capacity to engage with stakeholders and the media, building the organisations communications, advocacy support, and engagement strategies. In this time, Tegan has implemented a media and stakeholder engagement strategy and co-ordinated various activities in response to this strategy. Such activities have helped raise Quantum's profile more advantageously as an advocate for regional issues.

In support of the wide range of stakeholders, Tegan has undertaken specialised training to aid overall understanding of sector-specific issues, and the need to develop communications that are inclusive.

The role provides a quality lens across all aspects of Quantum's Business. Lisa assisted with improving quality and risk systems to ensure compliance. Key activities undertaken in the Quality and Compliance area during this reporting period included a provision of support to the Manager of Quality and Risk in preparation and response to the Quality Improvement Council and Human Services Standards triannual audit in 2018.

The Business Development and Compliance Officer role was designed to meet Quantum's strategic goals of learning, innovation, and opportunity. The role encompassed assisting broader community education and learning. Lisa worked on the implementation of the Adult, Community, and Further Education (ACFE) funded Learn Local Program, including participation in education forums and Project Advisory Group meetings such as the 3840 Our Learning Future initiative, led by Berry Street Victoria.

As a Learn Local provider Quantum has partnered with GEST and Berry Street to deliver pre-accredited courses that enhanced educational opportunities for people in the community.

Lisa's role has also guided Quantum's submission writing. This has included the successful Kinship Care submission and extension to the East Bairnsdale Community Hub delivery hours under the Neighbourhood House funding model. Lisa co-authored the successful Resourcing Refuges funding application, and application for extension of Federal funding for the Reconnect program. Part of Lisa's role included working alongside the Chief Executive Officer in efforts that were instrumental to Quantum in joining a consortium led by the YMCA to bring about the Latrobe Valley Youth Space.

Lisa attended multiple events and training activities on behalf of the organisation throughout the reporting period – including participation in the Victorian Council of Social Services forums (Consultation on the Social Services Pricing Framework); Centre for Excellence in Child and Family Welfare information events; the Child Family Service System Reform consultations with The Department; the Roadmap for Reform Symposium (Progress and Directions 2018); Root Cause Analysis training; Food Security Workshop/s; Creating Child Safe Organisations conference in Sydney in 2018 as well as numerous funding launch overviews and information sessions.

In 2018, Olga represented Quantum at various events such as the Roadmap for Reform symposium aimed at strengthening the Victorian children and family services sector; Creating Child Safe Organisations conference which focused on ensuring effective implementation of recommendations in the Royal Commission into Institutional Responses to Child Sexual Abuse; and HOW2 Rainbow Tick Training to ensure Quantum's inclusive service delivery practices for LGBTI clients.

The Governance, Performance and Innovation Stream supports all four Goals of the Strategic Plan 2016-2019:

- Strengthen our services
- Be a sustainable and contemporary organisation
- Be an active leader and advocate
- Embrace learning, innovation and opportunity

The final 2018 appointment within the stream was Olga Hempel, the Policy Officer who was recruited in May 2018. The position has worked to proactively position Quantum using best practice policy frameworks and sound evaluation methodologies. This has included an internal examination of policies, procedures, and practices and a review of the governance framework. Olga consulted with senior staff and produced a position paper on key issues relating to the delivery of services for children, family and those experiencing homelessness.

Olga has engaged with Quantum's Peak Bodies such as the Centre of Excellence in Child and Family Welfare in preparing an election statement that highlighted the areas of concern for children and families in Gippsland. This important strategic support has also seen Olga support Quantum's human rights stand as a lead agency in responding to family violence including gender equality, and homelessness.



Pictured: Lisa Simpson at Traralgon Vineyard

## Office of Quality and Risk

Quantum's commitment to managing quality and risk continued this financial year with a number of activities. These include staff and client surveys.

Client satisfaction surveys are an important organisational tool utilised to ensure the service is meeting the needs of the clients especially given many are experiencing significant disadvantage at the time of their contact. In January 2018 a Client Satisfaction Survey was completed where Quantum obtained a satisfaction rating of 90.62 percent. This rating is a testament to the staff who work at Quantum and support people through some of the hardest times.

Satisfied staff are vital to ensuring quality service delivery and adherence to processes. This is why the organisation undertook an annual Staff Satisfaction Survey at the end of 2017. The report was released in January 2018. The overall ranking of staff satisfaction in this survey was measured at 76.2 percent and is an increase of 2.2 percent from the results of Quantum's comparative 2015 survey.

The Commonwealth Housing Support program continues to receive positive feedback from clients and auditors with the administrative side of their work supporting these commendations.

The White Ribbon accreditation highlighted that Quantum holds itself to a high-quality standard with a strong focus on continuous quality improvement. White Ribbon is an accreditation which helps men speak to other men about family violence with the aim of preventing men's violence against women.

A major quality and compliance activity throughout this reporting period was the need to respond to changes resulting from reforms within the Community Services sector. Legislation and regulations have been subject to a variety of updates, requiring Quantum to introduce operational changes in order to comply. The breadth and scope of programs impacted included homelessness, family violence, children services, and youth services.

This is a good result and shows a high level of engaged staff who deliver great services. A range of strategies were implemented as a result of the feedback received through the survey. Accreditations and feedback surveys align Quantum's strategic goals to enhance the wellbeing of Gippslanders in an ethical way and test frameworks to achieve the best outcomes. Adherence to compliance ensures ongoing funding will be received and creates pathways to other funding opportunities, future growth, and development.

During this reporting period, Quantum had five audits completed. The areas audited were the Foster Care program, Commonwealth Housing Support Program, two entire organisation audits in line with the Quality Improvement Council (QIC) Standards and Human Services Standards (HSS) and lastly the White Ribbon reaccreditation.

Internally Quantum has a range of mechanisms to assist in creating a risk-averse workplace. Amongst others, these include staff driven committees such as the Occupational Health and Safety Committee, and channels for staff feedback to raise issues and provide solutions to assist in the safety and wellbeing of the workforce. Quantum's other consultative mechanisms include the Joint Consultative Committee (JCC), which assists the organisation when considering activities that may impact staff.

There is an Equal Opportunity committee which meets to ensure the needs of diverse groups are represented and their voices are heard. Quantum has also committed toward achieving the Rainbow Tick Accreditation and in support of this process has nominated staff to participate in training with the HOW2 program, focussing on strategies and requirements to address the process. Quantum formed the LGBTI working group to meet these requirements.

## Quantum's Risk Management Framework

Effective risk management is vital to good corporate governance and management practices. The framework supports Quantum's ability to proactively minimise and respond appropriately to risk.

Quantum's comprehensive risk management framework has been developed to ensure that Quantum's Governance Risk Management policy is implemented across the organisation.

The framework consists of:

- Risk register
- Policy and procedures
- Risk reporting structure
- Risk treatment plans
- Service effectiveness monitoring framework
- Communication and consultation
- Legal and Legislative Compliance

## Accreditation

- Human Services Standards
- Quality Improvement Council Health and Community Service Standards
- White Ribbon Australia Accreditation
- Australian Aged Care Quality Agency (AACQA - CHSP)
- Department of Health and Human Services Organisation Performance Monitoring Framework Desktop Audit



## People, Learning and Culture

Quantum has grown rapidly over the past 18 months, a trend that is set to continue, with current recruitment occurring almost on a weekly basis. There were 98 full-time employees at Quantum by 30 June 2017, and in 2018 there are 162 employees, along with 24 vacancies across 8 sites, including 4 offices, 2 community hubs, and two residential facilities. According to the 2018 Victorian State Budget figures, there is a 75 percent growth rate in the Health and Community Services Sector over the next five years. For comparison purposes, this employment growth rate in the sector was 23.4 percent for the 2013 – 2018 period, which still represents triple the Australian employment growth rate of 7.2 percent.

This growth creates a competitive environment within the sector with students and community services staff having many employment options. Quantum is committed to creating a work environment that supports students and existing staff to complete their studies. Quantum has established partnerships with Universities to ensure student placement is part of increasing employment opportunities.

The nature of Quantum's work requires a Diploma level qualification which Jayme was undertaking when she commenced her placement with Quantum in the Transitional Housing Support Program. Through this placement, and the mentoring she received from a long term support worker, she applied for a position with the Family Violence team. She was concerned about taking on a full-time role while finishing her full-time studies as a single mother. Jayme has found she has been well supported and able to exceed at her time management.

The continual growth and change in the sector mean higher duty roles are regularly available. Through internal expressions of interest, secondments, and promotion, Quantum assists staff to grow skills and enhance professional development.

This has resulted in greater scope and understanding across program areas and teams, along with increased positivity in working relationships between staff and management. Over the past financial year, multiple staff members transitioned from their frontline role into management positions.

At the end of the financial year, a number of students were successfully employed by Quantum. In addition, Quantum offers Salary Packaging and Salary Sacrifice to employees, whilst also offering above award wages. Salary Packaging is a tax incentive offered to staff in not for profit organisations to increase the competitiveness of wages, thereby increasing employees take home pay.

Kate Terranova, Better Futures Support Worker, had a passion for Youth Work and knew of the diverse range of programs on offer at Quantum. She knew her placement would provide her with the opportunity for employment.

Louise Watson became inspired and committed to helping the community when she was tutoring local students. Whilst waitressing and working in her role as a tutor, Louise decided she wanted to support children. She took on a Bachelor degree in Community and Human Services. Before long, she saw the merits for foster care and decided to undertake her student placement with Quantum and was employed in the role of a Transitional Housing Support Worker.



Left: Kerri Duddington  
and Liz Tyler

Top: Bryce Wright

Career transition and adult education pathways are also viewed favourably. Liz Cox from the Family Violence team had previous management experience in the Corporate sector but decided to change her career to the community services sector. She undertook a Diploma of Community Services Work at TAFE and then went on to complete a Bachelor of Community Welfare and Counselling. Having completed this, she undertook a 65-day placement, and successfully transitioned to a new career at Quantum.

Important to Quantum is professional development in trauma-informed practice therefore training in the Graduate Certificate in Developmental Trauma is offered through Australian Childhood Foundation (ACF). Quantum has sponsored staff in this qualification, which in turn has benefitted Quantum to be innovative and adaptive to changes in the sector.

Quantum is a member of various associations and organisations, and has numerous partnerships. One of the partnerships is the Inner Gippsland Children and Youth Area Partnership (IGCYAP) Research Collaboration.

Lifestyle and family brought Mitchell Brody, Practice Leader Youth Services, to Quantum. He had worked in many places around Australia including, Melbourne, Northern Territory and Ballarat, and has returned to Gippsland for family and the lifestyle.

Mitchell said, "Being a local I always run across someone I know. It's an hour and a half to the city, an hour to the beach, Inverloch and the snow (in Winter). There are great walking tracks, the cost of living is better than the city and it offers a great lifestyle with no traffic."

Mitchell said, "Overall, Quantum is a good place to work" with "opportunity to move around and develop". He continued, "working in a rural area in community services allows for more diversity and you learn a lot. In Gippsland creativity is required to meet the needs of a case plan and ensure good outcomes."

Through this, Quantum continues to support Alison Fonseca in her PhD research on trauma, the transmission of work related trauma within families where a family member/s work in helping professions or services.

Alison's experience and knowledge are recognised by Quantum. This allowed her to engage with staff in a meaningful way at different levels across the organisation. Alison feels Quantum is a great placement and has learned much about the sector through her collaboration with staff and believes her PhD research will reflect this.

Through Quantum's membership with the Committee for Gippsland, Page Williams graduated from the Gippsland Community Leadership Program (GCLP) in November 2017, alongside Quantum Board Member Kim McFarlane. Through GCLP, both Kim and Page were able to share more about homelessness and created a promotional video for Gippsland through 'I'm a Gippslander' campaign. Since completing this course Page has become a Practice Leader in the Family Violence response team.



Pictured: Leonie Mooney, Ray Ancilleri, and Jo-Anne Spiteri

## Facilities, Technology and Administration



Leonie Mooney

Quantum has continued to expand and grow, resulting in the need for an Executive reassessment of current facilities. In order to accommodate service delivery growth, Quantum is reviewing its interior layout in Morwell.

Quantum owns its Morwell, Warragul and Bairnsdale Offices. The Bairnsdale Office located on Main Street has not changed this past financial year. Co-located tenants have remained the same with no major incidents that have affected the Bairnsdale office. There have been renovations at the Warragul office on William Street this financial year.

The Sale office is rented space and has required continual readjustment of this site to accommodate service delivery demand. Quantum redeveloped the Sale property to create a community services response to meet staffing and Occupational Health and Safety requirements.

Quantum is seeking a purpose built location for delivering increased services including early prevention and educational programs designed to increase wellbeing in the Wellington Shire Council area.

Other additions to the fleet include a bus that was purchased to assist with increasing the social inclusivity for clients. The Bus ownership resulted from the generosity of donations from the Commonwealth Bank, the Department of Health and Human Services and Energy Australia.

Quantum's Information Technology systems were reviewed by Charlie Mac, and Quantum moved from an in house server-hosted environment to a cloud environment. This has provided a more succinct IT experience.

A new interview room was created to meet the family violence services demand. The room was created with confidentiality in mind using superior soundproofing materials.

Whilst co-located tenants have remained static, the Warragul office is, however, at capacity in regard to staffing levels. Further investigation is occurring around the Warragul Office to best position Quantum for future growth and service delivery in the Baw Baw Shire Council area. It is a similar story for the Morwell Office, which is also experiencing significant growth and has almost reached capacity under the current arrangements. To resolve this issue, Quantum has engaged an interior designer. Aussie Cloud hosts Quantum's cloud environment and maintains the software and hardware. These changes were implemented to increase the accessibility of staff to work remotely offsite whilst maintaining data security.

In closing, I would like to acknowledge the hard work of the administration team. The team have a diverse range of work experience from the community services sector including the management and collection of data, excellent customer service, fleet maintenance, Occupational Health and Safety, and many other responsibilities.



Pictured: Adrian Terranova and Nesli Cassar

## Community Support Fund

This Fund is managed by Quantum and provides Quantum employees with the option to voluntarily donate confidential amounts of their salary to the fund. It is an employee led initiative and Quantum matches every staff donation dollar for dollar.

Through these donations, the Support Fund provides small financial grants toward projects that will benefit local community groups and events. Employees are provided with the opportunity to nominate the projects and events that may receive this financial support. This gives participating Quantum employees meaningful input into helping the community.

During this reporting year, Quantum proudly supported the Latrobe Valley Maltese Festa and the breakfast programs at Churchill and Newborough Primary Schools. Quantum also sponsored the Morwell Park Primary School's team in the RACV Human Powered Vehicles event in Maryborough.



Bottom left: The "Luuzu" boat made for the Maltese Festa Event with Kernot Lake in the background; Top right: Leonie Mooney at the Sponsors event standing beside a replica of Malta's Parliament house; Bottom right: Carmelo (Charlie) Camilleri creator of the replicas.



Large pictures Top left: Elizabeth Urquart Quest Facilitator; Top right: Elizabeth working on a water colour art piece; Bottom left: Tanya Spokes  
Small Pictures: Left: Art supplies; Right: Rachel Williams artwork in progress; Bottom Left: Pam Fullard's artwork in progress



Ashfords Audit & Assurance Pty Ltd  
ABN 52 138 965 241  
Suite 5, 14 Garden Blvd, Dingley VIC 3172  
PO Box 1462, Clayton South VIC 3169  
(03) 9551 2822  
info@ashfords.com.au

## AUDITOR'S INDEPENDENCE DECLARATION UNDER SECTION 60-40 OF THE AUSTRALIAN CHARITIES AND NOT-FOR-PROFITS COMMISSION ACT 2012 TO THE DIRECTORS OF QUANTUM SUPPORT SERVICES INC.

I declare that, to the best of my knowledge and belief during the year ended 30 June 2018 there have been:

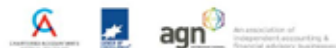
- no contraventions of the auditor independence requirements as set out in the Australian Charities and Not-for-profits Commission Act 2012 in relation to the audit; and
- no contraventions of any applicable code of professional conduct in relation to the audit.

Ashfords Audit & Assurance Pty Ltd  
Chartered Accountants

Andrew White  
Director

Dated this 31st day of October 2018

Suite 5, 14 Garden Boulevard, Dingley



Liability limited under a scheme approved under professional standards legislation.

www.ashfords.com.au



Ashfords Audit & Assurance Pty Ltd  
ABN 52 138 965 241  
Suite 5, 14 Garden Blvd, Dingley VIC 3172  
PO Box 1462, Clayton South VIC 3169  
(03) 9551 2822  
info@ashfords.com.au

## INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF QUANTUM SUPPORT SERVICES INC.

### Report on the Audit of the Financial Report

#### Opinion

We have audited the financial report of Quantum Support Services Inc., which comprises the statement of financial position as at 30 June 2018, the statement of comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies, and the directors' declaration.

In our opinion the financial report of Quantum Support Services Inc. has been prepared in accordance with Division 60 of the Australian Charities and Not-for-profits Commission Act 2012, including:

- (a) giving a true and fair view of the registered entity's financial position as at 30 June 2018 and of its financial performance for the year then ended; and
- (b) complying with Australian Accounting Standards and Division 60 of the Australian Charities and Not-for-profits Commission Regulation 2013.

#### Basis for Opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Report section of our report. We are independent of the registered entity in accordance with the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 Code of Ethics for Professional Accountants (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

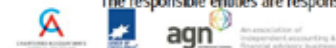
We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

#### Responsibilities of Responsible Entities for the Financial Report

The responsible entities of the registered entity are responsible for the preparation and fair presentation of the financial report in accordance with Australian Accounting Standards and the ACNC Act, and for such internal control as the responsible entities determine is necessary to enable the preparation of the financial report that is free from material misstatement, whether due to fraud or error.

In preparing the financial report, responsible entities are responsible for assessing the registered entity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the responsible entities either intends to liquidate the registered entity or to cease operations, or has no realistic alternative but to do so.

The responsible entities are responsible for overseeing the registered entity's financial reporting process.



Liability limited under a scheme approved under professional standards legislation.

www.ashfords.com.au

**INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF QUANTUM SUPPORT SERVICES INC.  
(CONT'D)****Auditor's Responsibilities for the Audit of the Financial Report**

Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of the financial report.

As part of an audit in accordance with the Australian Auditing Standards, we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit 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 registered entity's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by responsible entities.
- Conclude on the appropriateness of the responsible entity's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the registered entity's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the registered entity to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation. We communicate with the responsible entities regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.


*Ashfords Audit and Assurance Pty Ltd***Ashfords Audit and Assurance Pty Ltd  
Chartered Accountants****Andrew White  
Director**Dated this 31<sup>st</sup> day of October 2018  
Suite 5, 14 Garden Boulevard, Dingley

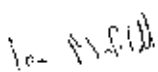
## Directors' Declaration

### ANNUAL STATEMENTS GIVE TRUE AND FAIR VIEW OF FINANCIAL POSITION OF INCORPORATED ASSOCIATION

We, Ian Maxfield and Sarah Covington, being members of the Board of the Quantum Support Services Incorporated, certify that:

The statements attached to this certificate, give a true and fair view of the financial position of the Quantum Support Services Incorporated during and at the end of the financial year of the Association ending on 30<sup>th</sup> June 2018.

Signed:   
Dated: 31/10/2018

Signed:   
Dated: 31/10/2018

## Statement of Financial Position

As at 30 June 2018		Notes*	2018 (\$)	2017 (\$)
<b>Assets</b>				
Current assets	Cash and cash equivalents	3	6,299,601	4,243,146
	Trade and other receivables	4	115,572	170,483
	Other assets	6	82,971	62,668
	Subtotal		6,498,144	4,476,296
Non-current assets	Property, plant and equipment	5	4,363,168	3,914,212
	Subtotal		4,363,168	3,914,212
<b>Total assets</b>			<b>10,861,311</b>	<b>8,390,509</b>
<b>Liabilities</b>				
Current liabilities	Trade and other payables	7	786,809	621,939
	Provisions	10	1,172,688	956,936
	Borrowings	11	189,378	189,378
	Other liabilities	8	3,523,531	2,109,678
	Subtotal		5,672,406	3,877,932
Non-current liabilities	Provisions	10	269,706	270,470
	Borrowings	11	225,259	383,156
	Subtotal		494,965	653,626
<b>Total liabilities</b>			<b>6,167,371</b>	<b>4,531,557</b>
<b>Net assets</b>			<b>4,693,940</b>	<b>3,858,951</b>
<b>Equity</b>				
Reserves		12	1,531,940	1,120,790
Retained earnings			3,162,000	2,738,161
<b>Total equity</b>			<b>4,693,940</b>	<b>3,858,951</b>

## Statement of Changes in Equity

For the year ended 30 June 2018	Notes*	Reserves (\$)	Retained Earnings (\$)	Total Equity (\$)
<b>Balance at 1 July 2016</b>		<b>1,120,790</b>	<b>1,784,009</b>	<b>2,904,800</b>
Surplus for the year			954,152	954,152
Other comprehensive income				
Unspent Grants				—
<b>Total comprehensive income for the year</b>		<b>0</b>	<b>954,152</b>	<b>954,152</b>
<b>Balance at 30 June 2017</b>		<b>1,120,790</b>	<b>2,738,161</b>	<b>3,858,951</b>
Surplus for the year			423,839	423,839
Other comprehensive income		411,150		411,150
Unspent Grants				0
<b>Total comprehensive income for the year</b>		<b>411,150</b>	<b>423,839</b>	<b>834,989</b>
<b>Balance at 30 June 2018</b>		<b>1,531,940</b>	<b>3,162,000</b>	<b>4,693,940</b>

## Statement of Profit and Loss and Other Comprehensive Income

For the year ended 30 June 2018	Notes*	2018 (\$)	2017 (\$)
<b>Income and expenses</b>			
Income			
Revenue	2	12,800,582	11,191,867
Other Income	2	340,873	352,556
Expenses			
Program expenses		— 1,721,868	— 1,339,524
Employee benefits expenses	9	— 8,973,222	— 7,460,740
Depreciation Expense	5	— 132,862	— 128,309
IT&C expenses		— 311,188	— 281,884
Motor Vehicle expenses		— 501,666	— 474,937
Other expenses		— 1,076,810	— 904,878
<b>Net result before capital and specific items</b>		<b>423,839</b>	<b>954,152</b>
<b>Net result for the year</b>		<b>423,839</b>	<b>954,152</b>
<b>Other comprehensive income</b>			
Revaluation of Land and Buildings		411,150	
<b>Comprehensive result for the year</b>		<b>834,989</b>	<b>954,152</b>

\* All statements should be read in conjunction with the notes to the financial statements.

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.



*Respect • Integrity • Empowerment*



**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