Quantum Support Services has operated in the Gippsland region for over 30 years. During this time, the organisation has built a strong reputation 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 and youth crisis accommodation
- Tenancy, advocacy and support
- Connecting people with the universal services
- Assisting vulnerable people to access health services and other support providers
- Supporting women and children affected by family violence
- Child and Youth programs
- Out of Home Care including Foster and Kinship Care

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

Website: www.quantum.org.au
Phone: 1800 243 455
Email: mail@quantum.org.au
Address of Head Office: 227 Princes Way, Morwell Victoria 3840
ABN: 18 274 439 046

Acknowledgments:
Design: Megan Russell and Elizabeth Pearson
Layout: Megan Russell and Elizabeth Pearson
Editors: Elizabeth Pearson, Lisa Simpson and Megan Russell
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Quantum Support Services acknowledges the Gunai Kurnai Peoples as the Traditional Custodians of the land on which we work and live, including their Elders, past, present and emerging.
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Quantum continues the expansion of its services due to an increased need to deliver services relevant to community needs. As a result an additional restructure followed on from the introduction of the Governance Performance and Innovation Unit established in 2017-2018 by the Chief Executive Officer.

Quantum has focused on its capacity to meet its strategic objectives, engage effectively with program participants, develop and extend key stakeholder engagement; and support employees to meet Quantum’s vision to enhance the wellbeing of Gippslanders.

This structural change strengthened the organisation’s capacity as an advocacy agency. This gave 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; and fostered community engagement initiatives.

Quantum championed state and national campaigns including Homestretch which involves extending foster care to 21 years; and Everybody’s Home highlighting the need for national and state social housing strategies with long term solutions for vulnerable community members.

We now know that there has been a 37% increase in older people using homelessness services in Victoria since 2013; and the crucial role housing plays in victim - survivor safety. There are currently 82,499 Victorians on a social housing wait list which means housing women and children fleeing from domestic and family violence is problematic.

Elizabeth Pearson as the Chief Executive Officer continues a strong vision which includes working towards the implementation of the family wellbeing model of care, strengthening employee wellbeing; with a renewed focus on client, consumer participation and inclusion. Ongoing attention to influencing work force and work place culture, behaviours and integration of service delivery is still paramount in the long term vision of the CEO. Quantum continues to strengthen strategic partnerships and engage in activities with multiple services and community groups across Gippsland.

During this period of change Quantum's board approved the new logo and branding.

The delivery of services to people experiencing homelessness and or at risk of becoming homeless or experiencing housing stress continues to be a priority.

Quantum continues to respond to women and children experiencing family violence. Family welfare services are an integral part of Quantum’s work and this report highlights the work, case studies and client stories, while providing data against Department of Health and Human Services key performance indicators.
Chairperson’s Report

The past twelve months have seen significant development in the delivery of social services funding since the 2016 Roadmap to Reform.

The Victorian Government’s commitment to implement all of the recommendations of the Royal Commission into Family Violence has led to significant investment in support services. Quantum has a continued commitment to training and professional development in order to deliver high quality care in line with the multiple reforms that continue to reshape service delivery.

Strategic Directions

The Board had previously endorsed a 2017-2019 strategic plan, and in the 18-19 financial year elected to consolidate its strategies into an interim 2018-2019 Strategic Plan. To this end, the Board approved an internal re-alignment of its organisation’s structure that guaranteed the organisation would continue to meet its goals and objectives.

Board members

The Board has remained stable throughout the last year with its existing members – Roland Davies, Jane Burton, Craig Parker, Sarah Covington and Kim McFarlane. Quantum Board has been fortunate to recruit an additional Board Member, Ann Gribben who brings a wealth of knowledge and experience in the philanthropic sector. I thank my fellow directors for their ongoing attendance and contributions to good governance.

The directors volunteer their time and expertise to monthly Board meetings as well as Board sub committees that have oversight of quality and risk, finance, strategy and performance and remuneration.

As a Board and organisation we undertake many programs and initiatives. We continue to work with Executive to look at our future and what our priorities should be. The demand for social housing and housing support is growing and therefore a critical consideration in the homelessness support sector; as well as the specialised family violence services that Quantum is known to deliver.

As a Board we will continue to advocate to Government to ensure Quantum has the resources and infrastructure to manage its growth and meet demand. 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 and Executive for their commitment and leadership, and to Quantum employees delivering a service throughout Gippsland.

Ian Maxfield - Chairperson

Ian is an active participant within his local community. 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.
The Board

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.
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. Sarah currently works in the banking industry.

Anne Gribben - Director

Since joining Quantum’s Board, Anne has strengthened the Board’s diversity by bringing extensive knowledge in philanthropy and Business Development and is a valued member of both the Finance and Audit and Strategy and Performance Board subcommittees. Having worked in major Australian Universities in Philanthropy and Business Development, Anne is now presiding as one of three advisors on Philanthropy with Monash University as well as a Board Director. Anne served as a Director of Eastern Health Foundation for four years and has led a number of projects and new initiatives; including innovative research into ways we care for people in their final stages of life.
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.

Governance Structure

The Board of Directors comprises of people strongly committed to Quantum’s vision to enhance the wellbeing of Gippslanders; as well as our values of Respect, Integrity and Empowerment.

The Board voluntarily commit their time, energy, knowledge and skills to support Quantum’s Executive to meet the demands of the growing social service sector.

In addition to 10 Board meetings per annum including the Annual General Meeting, Board members participate in four standing committees, providing expertise and advice outside of the Board Meetings to Executive employees.

Board Subcommittees

The Board has four subcommittees each with its own Terms of Reference. These committees are led by a nominated board member. They are:

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

Governance Review

The Board is conscious of its role as stewards to Quantum’s history, good name and assets; as well as the important role they play in good governance. Therefore the Board committed to an annual evaluation process in 2018-2019 that set the benchmark for further evaluation in 2019-2020. The Final Governance Evaluation Report provided insight into Quantum Governance knowledge and skills compared to other organisations across sectors. This financial year an independent Governance Evaluator continued to work with the Board on their annual Board Review to ensure good governance continues.

Our Executive Team

In August 2018 a new structure was approved by the Board. This structure extended Quantum’s expertise to include three new streams in the Governance, Performance and Innovation Unit that was approved in 2017-2018 financial year. Therefore the Manager of Finance and Administration and Manager People, Learning and Culture have joined the CEO and Executive Director as the Executive Management Team. The Manager of Innovation and Community Strengthening is a valued member of the Leadership Group and ensures the Organisation maintains quality and manages risk.

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: Tuesday 19 November 2018
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 Resource Institute
- Australian Institute of Company Directors
- Pathways Employment Bulletin
- Australian Institute of Management
- Foster Care Association
- ANSTAT
- Governance Institution
- Committee for Gippsland
- Good 360
- Australian Payroll Association
- Associations Forum
- White Ribbon
- Our Community
- Australian Taxation Reporter

Acknowledgment of Government Support

Quantum Support Services recognises and acknowledges receipt of significant funding from the Victorian Government; and the Australian Government.

Local Government

Quantum thanks the Latrobe City Council, Baw Baw, South Gippsland and Bass Coast, Wellington, and East Gippsland Shire Councils for the ongoing commitment to municipal public health and wellbeing setting priorities to enable people living in the broader Gippsland communities to achieve maximum health and wellbeing.

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.
I would like to acknowledge the Traditional Custodians of the land on which we live and work, the Gunai and Kurnai Peoples, and pay my respect to their Elders past, present and emerging. Quantum continue to remain committed to Aboriginal and Torres Strait Islander reconciliation and self-determination. We work closely with our partners to listen and learn how we can best support the work that they lead in determining the social, health and wellbeing needs of First Nation peoples and their communities. This includes the ongoing work of transferring the care of Aboriginal and Torres Strait Islander children and young people to Aboriginal Community Controlled Organisations (ACCOs).

This year has seen significant developments in service delivery due to the Royal Commission into Family Violence. Quantum employees and management have achieved tremendous results and faced many challenges including increased workloads during the incremental phases and transformative changes of the Government’s reform work. This year major reforms moved from policy design to implementation. Quantum continues to work with Family Safe Victoria at a governance and operational level to introduce new practices ensuring victim survivors of family violence remain at the heart of the reform agendas.

Quantum recognises that due to the multiple reforms there is a need to be agile and adaptive in order to deliver on priorities generated by state government’s transformative thinking. This includes strengthening the safety, quality, performance and design of systems at a time when compliance and legislative change continues to drives reform in the community services sector.

To keep pace with the reforms, Quantum has continued its practices of strengthening internal systems and equipping employees to deliver better outcomes. Quantum has focussed on investing in its employees through the processes of a three year Training Program. Quantum maintains a focus on workforce culture and behaviours by reviewing its policies and systems; providing structures, and ongoing education and training to better support employees to manage their wellbeing while proactively engaging in the changes that are being driven by The Department.

The Executive and Leadership Group members have increased their presence and participation at both local (Inner and Outer Gippsland), and state level by attending, senior management forums and symposiums. Quantum has taken the opportunity to submit position papers to influence Government agendas and policies on homelessness and mental health.

Through formalised partnership agreements and consortium memberships with primary care network partners, Quantum continues to work collaboratively in primary mental health, early intervention and prevention, and consumer participation networks.

In this financial year Quantum has experienced continued expansion and as such has recognised the need to not only keep abreast of evolving government policies and research but to ensure Quantum’s internal systems and processes were reviewed and updated to support the work undertaken by employees, and influenced by the reforms. To this end Quantum moved from three to seven streams that now include People, Learning and Culture, Finance and Administration, and Innovation and Community Strengthening. The position of Executive Director was created to have strategic oversight of the Client Services Unit, now held by Cindy Pullar.
This new structure, which was informed by the 2016-2019 Strategic Plan, needed to support the growth of the Organisation, expectations and KPIs against the strategic goals; and ensure that we have appropriate leadership and management resources to better inform decision makers and sustain our business practices and quality systems; including strengthening our reputation as a leading provider of family violence and homeless services to diverse groups across Gippsland.

The past financial year is indicative of Quantum's commitment to the funding reform initialised by The Department, and its good financial practices. Quantum continues to interrogate its financial position through a systems management approach that includes adhering to statutory requirements.

Whilst there has been an injection in funding as an outcome of the Royal Commission into Family Violence, the lesser priority is funding to support the transformational and cultural shift at an organisational level. The greatest challenge is leading an organisation in a time of relentless change and responsive action. Through the Leadership Group we have been able to apply innovative techniques to lessen the need to react and, instead, inform internal practices and processes.

To this end Quantum successfully navigates the multiple reform agendas and strategic work by employees' active participation in working groups and networks to execute strategic initiatives. These internal networks serve as a catalyst for maintaining the necessary synergies between The Department's reform work and Quantum's need to be more adaptive and productive. This drives accountability through all levels of the organisations, fosters team work, and engenders a sense of purpose and commitment to Quantum's vision and strategic intent.

I have great admiration for the employees, management, volunteers and carers who remain unwavering in their commitment to the work they do throughout the year, although faced with chronic workloads. Quantum has continued to increase its presence across Gippsland and extend its partnerships and networks.

The incredible work undertaken by Quantum employees in line with our strategic direction, values and vision is inspirational. I continue to be galvanised by the courage and determination of those we support in the community, their stories and the challenges they face in pursuit of a positive future.
The past year has seen multiple reforms and re-thinking by Government in the community services sector. For Quantum, this has resulted in a need for agility to adapt to change, be open to test new approaches and advocate for sustaining client-centred practice and outcomes.

**Government Funding and Policy**

Quantum continues to rely on more than 90% of its funding from State Government. Given this, attention to and capacity to influence Government agenda and policy is a key aspect of the work undertaken by the Executive team. The 2018-2019 financial year saw increased presence and active participation at both local and state peak body and funder events such as forums, symposiums and involvement in working groups and committees all with the aim of influencing and ensuring Quantum is known and considered as a thought-leader by others. Quantum has hosted, participated and delivered submissions throughout the year.

This includes:

- Mental Health Royal Commission
- Information Sharing Schemes – Family Violence and Children
- Multi Agency Risk Assessment Management Framework (MARAM)
- Victorian Council for Social Services (VCOSS) consultations for State and Federal Budget, social housing and other regional issues
- Centre For Excellence Child and Family Welfare (Peak Body) consultations for State budget advocating for stronger support services for rural Gippsland; availability of appropriate accommodation for women and their children escaping family violence; commitment of flexible funding to reflect the additional complexities and expenses of preserving safety in a regional setting; and ensuring young people in State care receive targeted and enhanced support services up to the age of 21
- Supported Domestic Violence Victoria and member organisations in their submission response to the Family Law Reform
- Active member of the state-wide Executive Groups, chaired by Domestic Violence Victoria. These include: Refuge Round Table; The Orange Door; Family Violence Specialist Leadership; and RAMP
- Attended the Standards and Regulation Forum to enhance knowledge and partnerships with the aim of informing future accreditation processes for the Organisation
- Speaker at Council for Homeless Persons Forum; and a member of the Executive Leadership Group
- Addressing rental reforms and housing affordability at Parliament House in Melbourne.

The Executive, Management and Practice Leader teams have ensured an active presence at State-wide funding reform forums, ensuring that all employees and the organisation is able to respond and adapt to funding changes in a seamless manner, with minimal impact for service delivery and only enhanced impact for client outcomes. Quantum welcomes the funding change which when fully embedded will allow for a more responsive service delivery.

**Sector Reforms**

At the conclusion of this financial year Quantum has been noted by the Department of Health and Human Services (DHHS) on a regional and divisional level, as the main drivers of change influencing the development of leaving care service delivery for the State of Victoria. The new model, known as Better Futures, continues to develop and be shaped by the experience of Quantum program staff and management, including the voices of young people.
Better Futures allows for synergy with other Government reform agendas, in particular the Homestretch campaign, which allows for continued service support to young people leaving State Care up until the age of 21 years. This work will roll into 2019-2020 whereby the learnings of the Better Futures model will inform integrated youth service delivery by the organisation.

Quantum’s successful tender for the Kinship First Supports and Kinship Case Contracting program for Inner Gippsland, has seen the organisation continue to inform regional and State development of this model. The organisation has successfully met performance expectations in a timely manner, allowing for a strong reputation in the kinship field.

Learnings and success from program reform has been considered across all organisational services. One such learning is the Advantage Thinking Model, developed by the Brotherhood of St Laurence and the key framework for the Better Futures program. The success of this framework has resulted in the organisation seeking to roll this out across all youth services by the completion of the 2019-2020 year, ensuring a consistent framework of practice, increasing integration for both the youth practitioner and the clients accessing our multiple services.

At the conclusion of the year Quantum is funded for 56 client service delivery programs in Inner Gippsland and 25 programs in Outer Gippsland, all of which span the continuum of care from pre-birth to supporting our aging population. Quantum continues to be one of the largest providers of Specialist Family Violence services in Gippsland, also providing services in the Homelessness Support and Children, Youth and Family Services sector.

**Strategic Partnerships**

Quantum has in place extensive relationships on a local, state and national basis. Memberships and associations with Peak Bodies are utilised to consult, guide, collaborate and respond to community need, as well as provide opportunity to inform key policy direction within the broader sector. In total Quantum is a member of five State Peak Bodies and holds in excess of 40 formal partnerships.

Guided by the Royal Commission into Family Violence, the organisation reviewed its memberships in 2018-2019 and made the decision to formally become a member of the Peak Body "No to Violence".

This decision aligns with the organisational strategic plan to advocate for, partner with and strengthen services for men providing both a preventative and response model of care.

The Orange Door (TOD) will also be strengthened by ensuring our employees are trained and competent in responding to and understanding delivery of men's services in the context of keeping the perpetrator accountable and in view, whilst increasing the safety to women and children.

**Workforce Development and Wellbeing**

Royal Commissions, Public Enquiries and Government Reform all come from the intention to improve service delivery and outcomes for the community. Quantum supports this work to ensure that we are present and actively involved in consultations to inform how each are embedded in practice.

With this however comes a level of reform, consultation, change and training fatigue for the workforce, as well as a level of uncertainty with what is unknown.

The sector changes have been welcome, however the absence of Government funding to support the transformational change required across the organisation has resulted in increased workload at all levels in the organisation.

Intentional wellbeing strategies have been implemented and available to employees, ensuring a suite of support to meet the need of individuals. This has included, but is not limited to:

- Therapeutic Reflective Practice with an external provider
- Trauma Counselling – mediation, group, individual, debriefing and defusing
- Employee Assistance Program – available 24/7 for the employee and all family members
- Individual Wellbeing Plans
• Family Violence Leave
• Wellbeing Day Leave
• Provision of external clinical supervision for employees exposed to graphic detail related to assault of women and children
• Trauma Informed Supervision Training – for all employees in a supervisory role.

Quantum has been consulting with its employees and sector partners through the Inner Gippsland Child and Youth Area Partnership to develop a Trauma Informed Framework for the support of staff. It is believed that the embedding of this framework will support the workforce and have a natural flow to the trauma informed approaches and responses to our clients.

Workforce retention has improved with a reduction in vacancies and staff turnover. The family violence stream continues to struggle to recruit to all positions. Work readiness for this field is the main driver impacting successful recruitment to positions located at The Orange Door and other specialist roles. Access to localised training and development is also a barrier to upskilling and fast-tracking staff to specialist roles. Quantum is addressing this by partnering with Gippsland Women’s Health and other local partners to deliver targeted skills training to new staff entering the family violence sector.

Evidence Based Data

Internal Client Service Delivery reports have consistently demonstrated that the lack of housing affordability and prevention of family violence support continues to impact our community across the service continuum delivered by Quantum. Each client service delivery stream speaks to poor client outcomes linked directly to the inability to access safe, affordable and secure housing. Australia’s National Research Organisation for Women’s Safety (ANROWS) 2017-2018 research demonstrated that about 72,500 women; 41,600 children; and 6,900 men sought specialist homelessness services due to family violence.

Again, looking at Quantum, all service areas have clients who have or are experiencing family violence with the impacts of such continuing to create barriers to their capacity to engage, feel safe and to lead positive healthy lives.

It is estimated that more than 50% of Quantum clients in 2018-2019 reported experiences of family violence and/or housing security concerns. It is expected that this will not alter in 2019-2020 due to the significant need for social housing growth not being recognised/funded by Government and regional and state-wide data indicating expected increases in family violence.

Quantum has commenced positioning itself with partners and Peak Bodies to strongly advocate for early intervention and prevention support and increased affordable housing whilst sustaining effective crisis and response services to the community.

This work crosses all streams of client service delivery and requires the collective voice of our Peak Bodies:

- Centre For Excellence Child and Family Welfare
- Council to Homeless Persons Forum; and a member of the CHP Executive Leadership Group
- Domestic Violence Victoria
- No to Violence
- Victorian Council of Social Services

The Client Services Unit Managers will continue to collate data and client experience within the service system to inform our collaborative advocacy toward meeting the needs of our community. Capturing the client voice to inform policy and program development will ensure both Quantum as an organisation and its clients are empowered to influence change.

Nicholas Rodda, Lee Gatt and Nicki Larkin
Gippsland Homelessness Network Coordinator

Quantum Support Services is the auspice for the Gippsland Homelessness Networker. The Networker supports the Gippsland Homeless Network (GHN) in its strategic direction. The GHN has a membership of 12 funded Specialist Homelessness Services (SHS’s) in Inner and Outer Gippsland that provide crisis, transitional, long term, family violence, youth support and accommodation. We work collaboratively to achieve an integrated service system that provides support and assistance to people experiencing or at risk of homelessness so that they can access and maintain secure, safe, affordable, appropriate housing in our region.

The Network supports Specialist Homelessness Services (SHS’s) in service delivery practice and capacity building through the provision of information, policy and program updates, data collection and collation, advice and resourcing to address and resolve issues of Homelessness. It also acts as a conduit between services and the Department of Health and Human Services (DHHS). The GHN runs and participates in campaigns such as Everybody’s Home and Home Truths, provides funds and support to promote Homelessness Week and facilitates linkages with allied service sectors and shares professional development opportunities.

Membership of the Gippsland Homelessness Network

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<tr>
<th>Inner Gippsland LASN</th>
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<tr>
<td>Community Housing Limited</td>
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<td>Latrobe Community Health Service</td>
<td>Gippsland and East Gippsland Aboriginal Co-operative</td>
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<td>Quantum Support Services</td>
<td>Gippsland Lakes Complete Health</td>
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<td>Salvation Army</td>
<td>Mallacoota District Health and Support Services</td>
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<td>Salvation Army Housing</td>
<td>Orbost Regional Health</td>
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<td>Victorian Aboriginal Child Care Agency</td>
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<td>Yarram District Health Service</td>
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Advisory members

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<td>Department of Health and Human Services representatives</td>
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<td>Family Violence – Principal Strategic Advisor</td>
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<td>Gippsland Homelessness Networker</td>
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<td>Orange Door – Service Navigator</td>
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The GHN’s greatest achievement in 2018-2019 was the development of positive relationships with our local politicians across Gippsland. That led to meetings with local members along with homelessness services and consumers to provide solid data about the rate and breadth of Homelessness in Gippsland and to hear first-hand about the issues and difficulties faced by consumers and services in trying to access secure affordable accommodation. These issues were then raised by some local members in the Victorian Parliament and are recorded in Hansard.
Homelessness is complex, and the events and journeys of those experiencing homelessness are different. As different and varied as the people themselves where by homelessness is often the end point to a series of impacting factors frequently outside the scope and control of the individuals.

Homelessness is greater than not having a roof over your head, homelessness is about not having a home!

Many Gippslanders’ experiences of homelessness aligns with:

- Living in a dwelling that is inadequate
- Has no tenure, or if their initial tenure is short and not extendable
- Their situation does not allow them to have control of or access to space for social relations.

Overview continued

Family violence and the lack of affordable housing are the single largest contributing factors to homelessness closely accompanied by poor mental health, family breakdown, poverty, leaving prison and young people leaving state care.

The 22 programs and 39 staff that operate within the Homelessness Stream at Quantum work tirelessly, collaboratively and creatively to address the experiences of homelessness for people and families in Gippsland. This is achieved through a range of diverse programs that provide varied services across Inner and Outer Gippsland.

In 2016 four Victorian areas were identified as launch sites, including Inner Gippsland. These launch sites were tasked with co-designing and testing activities in four service elements: flexible funding, access and pathways, screening and assessment and individuals and families support.

The opportunities that followed afforded services to design and devise local placed based strategies within a test environment ensuring feedback, review and transition to implementation was rapid and met local needs.

With the launch site concluding the Inner Gippsland Local Area Services Network (LASN) has chosen to continue a number of working groups with the work transitioning to the Inner Gippsland LASN to be reviewed in line with the proposed Victorian Homelessness Accommodation and Support Evaluation June 2020.
Homelessness Support Services Programs

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 Programs (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.

A Place To Call Home (APTCCH)

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.

Community Connections Programs (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.

Housing Support for the Aged Program (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

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

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 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.

Pension Level Project (PLP)

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

Eligible proprietors under the funding receive assistance with identifying the services required by residents and improving linkages with local community. Hence providing positive outcomes for residents in SRS.

Social inclusion is a key factor in the Pension Level Project providing better lifestyle and physical environment, food, nutrition, health and wellbeing for all those that reside in SRS facilities.
Homelessness Support Services Case Studies

*Name changed due to privacy reasons

Tenancy Assistance and Advocacy Program (TAAP)

Bob* recently moved to Inner Gippsland from Bendigo after having lost his employment there and securing employment in Inner Gippsland. Bob and his partner are completely deaf and communicate using the National Relay Service for phone calls, and when available text messages and email.

After establishing what fees were being charged - $275 Break lease fee, $110 Advertising Fee $215 in rent, TAAP Advocate contacted the Real Estate Agent (REA) to establish fees being charged. REA confirmed that the amount was correct and that the landlord was not willing to negotiate as these fees were standard.

TAAP advocate then emailed REA and advised that if the Landlord did not consider reviewing fees and applying the appropriate pro-rata, Bob would be assisted to make an application to VCAT to seek an order on the fee due as well as compensation for the non-pecuniary loss of up to $1000 as a result of the undue stress and financial hardship that the Landlord and Real Estate’s actions have caused.

After the TAAP Advocates email The REA/ Landlord reviewed the Break Lease fee and reduced it to $45.95 Break Lease fee, $18.38 Advertising, $124 rent owing.

The TAAP Advocate assisted by negotiating with the REA as Bob did not have the capacity to do so nor was he fully aware of his rights and the process that these fees are normally applied under. Bob also expressed that he did not have the capacity to make his own application to VCAT should negotiations have failed.

Bob was extremely satisfied with the outcome, he had already made payments towards the fee being requested so the amount he had left to pay was minimal.

Upon reflection it would appear that this matter is another example of the power imbalance between real estate agents and tenants, as well as an example of what can happen when that imbalance is removed by providing a TAAP Advocate who is able to negotiate and provide impartial advice to the tenant in relation to their rights, industry processes and how they are able to utilise legal mechanisms to enforce them.
Tenancy Assistance and Advocacy Program (TAAP)

Sarah*, 27, is the single parent of two children living in a rural town in Outer Gippsland which is managed by a real estate agent. The rent is $310 per week, she is the only tenant on the lease.

The family had been experiencing family violence which had also impacted their financial situation.

The tenant had ended an abusive relationship which had also been detrimental to their finances and had resulted in significant debt and rent arrears.

A family violence worker and financial counsellor had provided assistance which allowed additional rent payments to be made. The previous landlord had been satisfied with this informal agreement to pay down the arrears.

The property was sold and the new owners requested that the real estate agent pursue the arrears of $1950 / 44 days, a 14 day notice to vacate was given and subsequent VCAT application for possession was made.

Sarah had been able to reduce the arrears to $1550 by the time the application was lodged.

Sarah was not present at the hearing due to being very unwell.

Sarah received a visit from the local police who advised that an order of possession had been made and a warrant had been purchased. The tenant experienced much stress at the prospect of being rendered homeless with her children.

Sarah contacted the Tenancy Assistance and Advocacy Program at Quantum Support Services on the suggestion of a colleague.

The TAAP worker advised that it would be appropriate to make an application to reopen the order, which should be successful if a good reason is provided for missing the hearing and that an argument can be made for the circumstance.

Sarah elected to complete the application to reopen, the warrant was stayed pending the outcome of the hearing.

Both Sarah and the worker attended the hearing, the tenant’s oral evidence for missing the hearing was accepted by the Member and the application to reopen the order was successful.

The VCAT Member was satisfied as the rent had been paid to date and adjourned the hearing for three months, to be renewed in writing.

The tenant was very happy that they could remain at the premises.

The real estate agent did not oppose the adjournment and was sympathetic to the tenant's situation. They had only purchased the warrant at the instruction of management and the landlord.
Landlord Incentive Program

Jane* was referred to the Landlord Incentive Program through a Family Violence pathway at the end of January 2019. Jane was living in a regional town at an interstate location. She had maintained her tenancy for 12 months successfully. Jane prior to this had been exposed to severe family violence. Her ex-partner was incarcerated due to this. Her ex-partner was released, and Jane, being at high risk, was notified by authorities of his release. Jane then fled her established lifestyle interstate and approached services in Victoria where she had some family connections.

Jane was funded by the Family Violence Program and placed in a motel within the area for a few weeks before being transferred to a boarding house. It was imperative that she was able to secure an affordable property in the area for safety reasons.

The Landlord Incentive Worker and the Family Violence Case Worker worked with Jane to secure a property through the private rental market. During the search for a suitable and affordable property, a rapport was built with Jane, providing her with support and encouragement throughout the process.

After utilising connections with local real estates and advocating on behalf of Jane a property was secured within a month. Jane was offered a 12 month lease that was affordable and sustainable. Due to Jane’s circumstances, as a high risk tenant, the incentive was attractive to the landlord who took her over other applicants that had applied for the same property.

As Jane had left her belongings behind, Private Rental Assistance Brokerage was used to assist in establishing the tenancy for such things as rent in advance, bond loan debt, furniture and white goods.

Jane has successfully maintained her tenancy and there have been no difficulties with the tenancy. Due to having secured housing Jane is now able to address issues around mental health by utilising local supports and has a secure safe stable environment in which to live.
Overview

The Inner Gippsland Family Violence Stream has multiple programs which provide support to women and women with children, who are affected by family violence, in Gippsland.

The program areas include Family Violence Outreach, Family Violence Intensive Case Management, RAMP Case Management, Private Rental Brokerage Support, Safe at Home and a Place to Call Home. These programs provide case management support to women and women with children who access intake and assessment services via The Orange Door and Wellington.

The Inner Gippsland Family Violence Stream aims to assist women and women with children to establish a new life free from violence by providing advocacy, support and assistance to access therapeutic or other longer term support options.

The core objectives of this Stream align with the Victorian Government Building from strength: 10 Year Industry Plan for Family Violence Prevention and Response.

The plan identifies that family violence services need:

- To provide an accessible service to all women and women with children who are victim survivors of family violence
- To understand the individual needs of women and women with children who are affected by family violence, and, to provide appropriate specialist advice and support
- To provide a service which is culturally sensitive, and, understands the diversity and intersectional needs of victim survivors
- To promote a culture which holds perpetrators accountable for their behaviour.

The Inner Gippsland Family Violence Stream has continued to experience significant change in the past twelve months due to the ongoing impact of the reforms associated with the 227 recommendations of the Royal Commission into Family Violence. This reform agenda has seen increased funding for both intake and assessment and case management positions in Family Violence. The pace of change and the continual evaluation of operational structures and methods has made it both an exciting and challenging time in the Family Violence sector.

Core objectives

The focus of this stream is providing support and assistance to women and women with children who are affected by family violence. There are two distinct yet interconnected components within this stream, The Orange Door which provides intake and assessment services in Inner Gippsland, and, Inner Gippsland Case Management, which provides case management support to our target group.
Family Violence and Case Management Programs

The Orange Door

This new initiative was implemented in Inner Gippsland in November, 2018 and replaced the previous family violence intake and assessment program operating internally at Quantum. This service provides specialist family violence intake and assessment services, child wellbeing assessment services and perpetrator services across the Inner Gippsland region. Quantum works in partnership with Anglicare Victoria, Latrobe Community Health Services, The Salvation Army, the Victorian Aboriginal Child Care Agency (VACCA), Family Safety Victoria (FSV) and the Department of Health and Human Services (DHHS) Child Protection. The partners are co-located to ensure greater collaboration between services to provide better outcomes for the Inner Gippsland Community. The Quantum team works collaboratively to provide specialist family violence intake and assessment services to women; and women with children, and, also provides secondary consultations and information and advice regarding family violence response to other partner agencies in The Orange Door.

Quantum employs one Advanced Family Violence Practice Leader, one Family Violence Specialist Team Leader and eight Family Violence Specialist Hub Practitioners.

Catchment Area: Baw Baw, Bass Coast, Latrobe and South Gippsland Shires.

Inner Gippsland Case Management

There are a number of key program areas which contribute to the support and services which we provide to women and women with children in the Latrobe and Baw Baw Shires. Support is targeted to meet their individual needs and is aimed at enabling them to recover and heal from the family violence that they have experienced, whilst providing opportunities to start rebuilding a life free from violence.

Family Violence Outreach Service

This program provides support and assistance to women and women with children who are experiencing family violence, who require more support due to their complex needs.

Support can include but is not limited to assistance to find safe secure affordable housing; assistance linked to employment, education and training; assistance to relocate; assistance to access therapeutic or other longer term support options; and assistance and advocacy to increase safety and freedom from violence.

Quantum employs three Family Violence Case Managers based in Warragul and seven Family Violence Case Managers based in Morwell. The Family Violence Case Management team covers all service delivery components.

Catchment Areas: Latrobe and Baw Baw Shires.

Family Violence Intensive Case Management Service – General, CALD and Disability

This program provides support and assistance to women and women with children who are experiencing family violence, who require more support due to their complex needs. Support can include but is not limited to assistance to find safe secure affordable housing; assistance linked to employment, education and training; assistance to relocate; assistance to access therapeutic or other longer term support options; and, assistance and advocacy to increase safety and freedom from violence.

Support needs have increased markedly in this program since the inception of The Orange Door in Inner Gippsland due to the number of high risk, complex women and women with children that have been referred for ongoing case management support.

Complex needs vary and can include, but are not limited to, providing support, advocacy and referral options to women and women with children who need support regarding issues including mental health, substance dependency, isolation and disability. Women and women with children in this program can be at a higher risk of fatality or serious injury due to the added complexity that these factors add to the risk presented by being impacted by family violence.

Catchment Areas: Latrobe and Baw Baw Shires.
**Family Violence Private Rental Brokerage Support**

This program provides support and assistance to women and women with children, who are affected by family violence, who require this support due to either experiencing or being at risk of experiencing homelessness due to family violence. Support is provided to either obtain a new private rental or maintain an existing private rental tenancy, which is at risk due to the financial strain experienced by many women and women with children due to family violence.

*Catchment Areas: Latrobe and Baw Baw Shires.*

**Family Violence Safe at Home**

This program provides support and assistance to women; and women with children who are experiencing family violence, who choose to remain in their own homes after leaving violent or abusive relationships. Support is provided to make security upgrades, such as lock changes, to increase their safety in the home. They are provided with support to start a new life free from violence and abuse. Assistance is also provided with advocacy and referrals to ensure that they are able to maximise their safety with the support provided by this program.

*Catchment Areas: Latrobe and Baw Baw Shires.*

**RAMP Case Management**

This program is aimed at women and women with children who require a greater degree of support due to their high and imminent level of risk. Risk levels are reviewed by a multi-agency panel due to the assessment that traditional case management support has been unable to mitigate this risk.

Ongoing case management support is then provided to increase safety and minimise risk for women and women with children, who are assisted to identify and meet goals to increase their safety and live free from violence, allowing them to rebuild their lives.

Support needs have increased markedly in this program since the inception of The Orange Door in Inner Gippsland, due to the number of women and women with children who have been assessed as being at imminent risk of harm, who have been referred for ongoing case management support.

*Catchment Areas: Latrobe and Baw Baw Shires.*

**Family Violence A Place to Call Home**

This program provides the opportunity for a woman and her children, who are affected by family violence, and are homeless due to their experience of family violence, to obtain support for a twelve month period in Transitional Housing, whilst working towards having this property changed over to a Public Housing, long term rental at the end of this twelve month period. Women and women with children who participate in this program, generally require a greater degree of support due to their experience of family violence. Support is provided for a further period after the changeover to ensure that they have the skills and confidence to maintain their public housing tenancy.

*Catchment Area: Baw Baw Shire.*

**Inspiring Women’s Group**

This program offers women a chance to move forward after experiencing family violence and an opportunity to connect with others (and service providers) in a safe and trauma informed environment. Women can be listened to and heard as they share only what is comfortable for them.

This eight week program focuses on interpersonal relationships, coping strategies, self-esteem, the legal system and other relevant topics.

*Catchment Area: Bass Coast, Baw Baw, South Gippsland, Wellington Shires and Latrobe City.*
Family Violence Intake and Assessment - Wellington

The family violence team based in Sale and outreaching to Yarram provide an intake and assessment model for women and their children residing in Wellington experiencing family violence. This includes responding to women who self-refer, referrals from external agencies and police referrals via the L17 portal.

*Catchment Area: Wellington*

Women's Refuge

The women's refuge ‘Pat's Place’ staff provide a short-term specialised case management response to women and their children requiring crisis accommodation as a direct response to risk and safety due to family violence.

*Catchment Area: Victoria wide; referrals from interstate are also accepted.*

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.

*Catchment Area: Gippsland Wide*

Flexible Support Packages

Flexible Support Packages were implemented as part of the recommendations from the Family Violence Royal Commission in order to provide an individualised response and approach to people experiencing family violence. Quantum holds the responsibility for the distribution, processing and reporting requirements of flexible support package applications across Inner Gippsland.

*Catchment Area: Inner Gippsland*

Women’s Legal Support Funding

Quantum entered a Memorandum of Understanding with Women’s Legal after they received funding to support women experiencing family violence with complex needs.

This program is for women and their children who have complex legal needs and are also supported by Quantum’s Family Violence Program.

*Catchment Area: Latrobe Valley, Baw Baw and Wellington.*

No Permanent Residency Brokerage

Funding is provided by Family Safety Victoria to assist to support women and their children who have experienced family violence who have no residency status in Australia, therefore have no or limited income source.

*Catchment Area: Women and their children residing in refuge or safe house accommodation in Latrobe Valley.*
Lily* was referred to Quantum Family Violence Case Management from The Orange Door. Lily entered into an arranged marriage when she was only a young teen. Early into the marriage Lily experienced severe physical, psychological, sexual and financial abuse not only from her new husband, but also from his family.

Lily was socially isolated and was restricted from attending school. At 17 years Lily became a mother to her first child with her second child born 2 years later. This did not slow or stop the abuse from her husband or his family. Lily decided to escape the violence for fear of her and her children’s safety and relocated interstate to settle and begin a future without violence. Lily’s ex-husband followed soon after with promises to change and moved back with Lily and the children. The family violence continued.

Again, Lily decided to end the abusive relationship and with the support of the Victorian Police Family Violence Unit, Lily was successful in excluding her ex-husband from her property.

Lily holds very strong religious and cultural beliefs, which are very important to her. Lily wanted to separate herself from her ex-partner and with advocacy from her Family Violence support worker, was successful in being granted a religious divorce.

A Quantum family violence support worker referred Lily for financial counselling to release the pressure from a Higher Education Certificate debt Lily’s ex-husband had accrued in her name. Lily’s family violence support worker worked alongside the financial counsellor to assist with clearing the debt which was barring Lily’s right to receive support for further education. Due to ongoing financial hardship as a result of family violence, she suffered food insecurity. With the advocacy from her Family Violence support worker Lily was able to receive food relief from material aid organisations.

Lily and her children were referred to specialist family violence counselling services to support them to work through the trauma and abuse that they experienced.

During Lily’s support period with the Quantum Family Violence Program, Lily grew stronger, more resilient and confident to take a stand against what Lily experienced, not only for herself, her children but also her community. Lily was previously resistant to report historical incidents of family violence to the police and was now ready and confident to report.

Lily and her children are now living free from family violence. The family have been linked with continuing supports to address and heal from the trauma they have experienced. Lily has shown so much strength, courage and resilience throughout her journey. Lily is currently studying, running her own business and is a much needed advocate for women of multicultural backgrounds. Lily has taken a brave stance on violence against women and children no matter what culture.
Wellington Outreach Case Management

Stacey* 38 years old has five children ranging in ages from 16-4 years of age. Stacey had endured years of financial and emotionally abuse from her husband and after he refused to provide money for urgent medical costs for the 4 year old Stacey decided enough was enough. Stacey self-referred to the family violence team after she attended the Gippsland Women’s Health Service and they gave her a STOP family violence card. Stacey had not recognised that emotional/psychological and financial abuse were a form of Family Violence making her eligible for a service. Stacey was allocated a case manager and together they developed a case plan to address her and the children’s needs. Stacey was supported by her case manager to apply for an intervention order against her husband, and referrals were made to a solicitor and counselling services. The case manager organised an appointment at Centrelink so Stacey could apply for Centrelink payments. Financial support was provided via a flexible support package to cover medical costs, security items, counselling for the children, gas bottle for essential heating and a laptop for the eldest child to assist with his education. Stacey attended the Inspiring Women’s Group in Sale and gained further insight into family violence and more importantly developed self-respect. Stacey's case manager reflected on closure how much change she had observed and the strength and determination of Stacey to put her children first and live a life free of violence.

Refuge

Suzi* 24 years old and her 18 month old son were referred via Safe Steps requiring urgent safe accommodation due to family violence. Suzi had arrived in Australia on a student visa approximately three years ago. Suzi met and fell pregnant to a Chinese student also on a student visa. After informing him of the pregnancy they parted ways. Suzi started working casually for a cleaning company to cover her living costs and met a new boyfriend two months after having her little boy. The relationship quickly turned violent with her new partner physically and psychologically abusing Suzi and threatening to sell her son on the black market. Suzi arrived at the refuge requiring safe accommodation and support to gain permanent residency. It was quickly discovered that Suzi’s child did not have any citizenship rights as Suzi had not registered his birth and her country of origin refused to acknowledge the child. Interpreting services were required to ensure Suzi understood important information and that it was clearly communicated. The case manager assigned to Suzi was also proficient in Suzi’s language allowing her to monitor translation. Suzi was provided financial support via the brokerage funding for women without permanent residency. Child Protection was notified after an incident between Suzi and her son and they placed him under a protection order and into care. Suzi was linked to InTouch for cultural support, assistance in applying for permanent residency and advice. Suzi was also linked to counselling and parenting support programs. Suzi has moved into a safe house and she is now able to have unsupervised access with her child. Work is continuing on Suzi’s residency status and repairing the parent child bond.
Children and Youth Services Report

Overview

The Children and Youth Stream covers multiple programs including specialist youth services, adolescent parenting supports, foster care, kinship care, targeted care services and transitional services to support young people in their move from out of home care into independent living through the provision of family support, and specialist programs. The Children and Youth Stream aims to strengthen families, increase positive outcomes for children and young people and includes education and community engagement and diversionary programs for young people when necessary. The programs goals align with the aims of the Roadmap for Reform:

• Strengthening communities to better prevent neglect and abuse
• Delivering early support to children and families at risk
• Keeping more families together through crisis
• Securing a better future for children who cannot live at home.

Children and Youth Services Programs

Out of Home Care – Home Based Care (Foster Care)

The Foster Care Program at Quantum recruits, assesses, trains and accredits quality Foster Carers and then matches them with children/young people in the Out of Home Care system who are unable to live with their biological family. The team provide placement support or case contracted management to the child/young person and their Foster Carer to ensure the young person is safe, stable and their development is promoted.

Eligibility: Any child or young person subject to a Child Protection Order that can't live with their biological family.

Catchment area: Gippsland Wide.

Tania Hancock and Danelle Powell
**Out of Home Care – Targeted Care Packages**

The Targeted Care Package program identifies children/young people that need support to transition out of residential care or that are at risk of entering residential care then develops a flexible and innovative package of funding that is individual to that young person and designed to meet their needs. Within this package is a key worker that takes over case management responsibilities of the child/young person’s case, and supports them to achieve their goals in line with the Looking After Children framework.

*Eligibility:* Any child or young person subject to a Child Protection Order that is in need of transitioning out of residential care or may be at risk of entering residential care.

*Catchment area:* Gippsland Wide

The Targeted Care Package Program expanded in the 2018-2019 financial year with systems and supports now in place to ensure an effective program and improved services delivery.

**Out of Home Care – Kinship Case Contracting and Kinship First Supports**

Kinship Care Case Contracting Program supports children and young people in Kinship Care placements that are unable to reside with parents due to Child Protection intervention. Kinship Care provides care within the family and extended social network of the young person providing support for placement in collaboration with child protection. Case Managers provide ongoing support to carers to ensure the ongoing needs of the young person are met.

Kinship First Supports Program is a new early intervention program for Kinship Care Placements where there is an expectation that the placement will exceed 3 weeks. The program provides supports for up to 12 months for carers and young people under a family services model, to strengthen the placement and address concerns to assist in the prevention of placement breakdown.

*Eligibility:* Kinship Care Case Contracting program is for children and young people placed in statutory Kinship Care Placement.

**Better Futures**

Better Futures connects young people as they are about to turn 16 with a support worker who will assist them as they transition from out-of-home care into adulthood; up until the age of 21. The Better Futures worker will work with young people with support focused on the Advantage Thinking five key service offers which include: Education, Employment, Health and Wellbeing, Connections and Housing and Living Skills. Better Futures is aimed at providing planned, long-term support.

*Eligibility:* Young people aged 15-16 years who are still subject to a Care by Secretary Order, Long term Care Order or Family Reunification Order residing in residential care, foster care, or kinship care.

*Catchment area:* Inner and Outer Gippsland

**Leaving Care Housing Support**

Leaving Care Housing Support is a regional service aimed at achieving better outcomes for young people aged between 16-21 years, who are leaving or have exited Out of Home Care.

*Eligibility:* Young people aged 16-21 years who are still subject to a Care by Secretary Order; assessed as at risk of homelessness; do not have complex needs; assessed as having the ability to live in supported accommodation and do not require case management for longer than two years.

*Catchment area:* Inner and Outer Gippsland

**Homestretch**

Homestretch is an initiative that has seen the government provide an option, whereby the provision of care can be extended to any young person needing or seeking this, until 21 years. This initiative is being rolled out across the south division over five years with the initial investment allowing for 250 young people to be provided the option to extend care to the age of 21. This will allow for accommodation allowances for these young people who are not in home based arrangements; and continued carer allowances for those young people who can remain with their Carers.
For the South Division, Barwon and Goulburn this was rolled out to 40 young people in the 2018-2019 financial year and then to 50 young people thereafter for five years.

Eligibility: To be eligible for Home Stretch a young person must be nearing their 18th birthday, be in Out of Home Care on a Care by Secretary Order, a Long - Term Care Order or a Family Reunification Order and be engaged or demonstrate a willingness to engage with a Better Futures worker and work towards achievement of goals for independence.

Catchment area: Inner and Outer Gippsland.

Post Care Brokerage

Brokerage is strictly focused on expenditure that supports the young person’s transition to, or maintenance of successful independent living. Brokerage can be provided for accommodation costs, education training and support costs; access to health and community services, life skills and connection to the community.

Eligibility: Young adults aged 18-21 years who were subject to a Care by Secretary Order on or after their 16th birthday and have left care to live independently. This brokerage cannot be utilised for young people still subject to an order.

Catchment area: Inner and Outer Gippsland

Planning 2 Succeed (P2S)

Planning 2 Succeed is an innovative program for young people aged 16-18 who are subject to a Care by Secretary Order and are residing in Out of Home Care residential placements. The aim of the P2S program is to transition young people into private rental properties, fully furnished with client input and to maintain the property to allow the lease to be taken on by the young person once they turn 18.

Eligibility: Young people aged 16-18 years who are currently subject to a Care by Secretary Order and are residing in residential Out of Home Care. Young people must be at risk of homelessness and have limited access to alternative housing and support arrangements. Young people must be assessed as having the ability to live in supported accommodation such as THM or private rental.

Catchment area: Latrobe, Baw Baw

Adolescent Building Connections (ABC)

ABC is a new program at Quantum. Funding for this program was received from Latrobe Health Assembly in the 2018-19 financial year.

The Adolescents Building Connections program is designed to provide the skills, understanding and learnings to encourage positive interactions and connections in adolescents; and to assist young people to establish healthy and respectful relationships in their lives. The 10 week program is run by qualified facilitators (male and female) and is aimed at males and females who are exhibiting or at risk of using controlling, abusive or violent behaviour in the home.

Eligibility: 12-17 year old young people with a history of, or at risk of using controlling, abusive or violent behaviour in the home. Participants must have ongoing support from a youth based community support service.

Catchment area: Latrobe only

Youth Justice Community Support Service (YJCSS)

YJCSS provides integrated and intensive support to young people involved with the youth justice system, complementing case management undertaken by youth justice workers. YJCSS recognises that young people involved with youth justice present with a range of complex and varied needs that require a service response tailored to their circumstances.

The Youth Justice Community Support Service aims to:

• Reduce severity, frequency and rates of re-offending by young people and minimise their progression into the criminal justice system
• Better service young people in their local communities and facilitate their transition from the youth justice system to their local community service system
• Better prepare young people for adulthood by developing their independence, resilience and pro-social connectedness to family and community
• Develop young people’s capacity for meaningful educational and economic participation.
Quantum received additional funding for YJCSS in the 2018-19 financial year to offer an extended hours program. This program allows for the provision of after hours support to assist young people to participate in pro-social activities and improve connections with family and the community with the aim of reducing offending behaviours.

*Eligibility:* Young people aged 12-21 on a Youth Justice Order. A Youth Justice case manager assesses the suitability of their client to be referred to YJCSS in consultation with their team leader.

*Catchment area:* Inner and Outer Gippsland.

**ReBoot**

ReBoot is an early intervention program supporting children and young people aged 10-14 years who have a demonstrated risk of engaging with justice, or who are currently engaged in low level offending. Through coaching and mentoring, ReBoot supports the child/young person and their family to access services and actively engage with education and community participation opportunities. ReBoot staff also coach and mentor agencies supporting the child/young person in restorative justice principals.

*Eligibility:* 10-14 year olds demonstrating a risk of engaging with Youth Justice or currently engaging in low risk offending.

*Catchment area:* Latrobe

**Cradle 2 Kinder (C2K)**

The Cradle 2 Kinder (C2K) Program is an intensive ante and post-natal support service providing longer term, intensive family and early parenting support for a group of vulnerable young mothers and their children, commencing in pregnancy and continuing until the child reaches four years.

*Eligibility:* Young pregnant woman under 25 years where an unborn notification has been made to Child Protection, or, where there are concerns about the wellbeing of the unborn child and the woman is not involved with the Child Protection system.

*Catchment area:* Latrobe, Baw Baw

**Adolescent Parent Support (APS)**

The Adolescent Parent Support Program (APS) provides a specialist service for adolescent parents or soon-to-be parents aged up to 24 years, experiencing significant personal, social and financial issues. The program aims to support adolescent parents to balance the issues of becoming parents, develop parenting skills and improve confidence and abilities to meet the developmental needs of their child or children.

The program also has an intensive support component where the intent is to work in partnership with Child Protection (and other services where required) to achieve Child Protection case plan goals. The service aims to support families to meet case plan goals by promoting child safety, permanency and development, increasing parenting capacity and family functioning.

The Intensive support component of the program is provided to families whose children are subject to a family preservation or a family reunification order. The response can also be provided where a protection application by emergency care has been issued and the child/children are subject to an Interim Accommodation Order (IAO). All 200 hour Intensive Adolescent Parent Support referrals are to be made by Child Protection.

*Eligibility:* Adolescent parents or soon to be parents aged up to 24 years of age and in accordance with The Orange Door eligibility.

*Catchment area:* Latrobe, Baw Baw

**Adolescent Support Program (ASP)**

The Adolescent Support Program (ASP) provides up to 12 months of outreach and case management support for complex young people 12-17 years who require a diversion from further involvement from Child Protection or out of home care systems.

*Eligibility:* 12-17 years, at risk of homelessness due to family breakdown, in care with a clear reunification plan in place, at risk of Child Protection intervention.

*Catchment area:* Baw Baw, Latrobe, Wellington
Finding Solutions

The objective of Finding Solutions is to provide rapid response to young people and their families in order to prevent family breakdown and entry into the Child Protection system.

Eligibility: Young people aged 12-18 and their families who are at risk of entering the Child Protection and Out of Home Care systems.

Catchment area: Inner and Outer Gippsland.

Reconnect

Reconnect is a national program with the primary objective being to reduce youth homelessness. The program aims to work closely with the young person and family to rebuild family connectivity, assist with issues of concern, reengage young people in education and link young people and families into appropriate referral pathways where necessary.

Eligibility: Young people aged 12-18 years who are homeless or at risk of homelessness and their families.

Catchment area: Latrobe, Baw Baw.

Stronger Families

When there is a risk of children entering care, or the potential to exit care within early stages, the Yaail Lung Dardee team will respond in proactive, creative and timely ways that enhance attachment and build stronger families. The program includes 5 core components: providing intensive case work, specialist youth mediation and support, specialist therapeutic services, and specialist early parenting support.

Eligibility: Families who are involved with Child Protection; families where children are at risk of entering Out of Home Care; or families who have recently entered Out of Home Care for the first time.

Catchment area: Inner Gippsland.
Jen* entered the Better Futures program when she was 16. She was in a foster care placement that could not continue after she turned 18. Jen was engaged in education and has a learning difficulty that means she learns things slowly. The Better Futures worker met with Jen fortnightly to complete the Better Futures Leaving Care Readiness Assessment. They completed the Better Futures Leaving Care Readiness Report and was able to make recommendations around Jen’s needs, in relation to her health, emotional and behavioural development, education, family and social relationships, identity and culture, social presentation, self-care skills, housing and living skills. The worker was also able to identify Jen’s interests, talents and hobbies, such as her interest in hairstyling and makeup, and made suggestions as to how the care team could support Jen to pursue these interests, by researching short courses and work experience opportunities in the area. This report was particularly important in Jen’s case, as she had recently had a change in worker and her new case manager was unfamiliar with her needs. The worker was able to continue to meet with Jen fortnightly to take her to the library and maintain the positive community connection she had there, thanks to the flexible support options Better Futures can provide. This resulted in the worker building rapport with Jen and the development of a strong, helping relationship that has continued, despite Jen moving to a period of “active hold” due to low support needs, as she had a large care team and a contracted case manager.

As Jen approached 18, the Better Futures support worker began to work more intensely with her again, beginning to work on living skills by accessing a community kitchen to cook meals and develop healthy habits, as well as taking Jen shopping to pick her own furniture for her first house. Jen’s changeover from Child Protection and contracted case management to Better Futures key worker support was a smooth transition, with all of her workers attending lunch for her 18th birthday to celebrate her journey to adulthood. Many meetings were held prior to this to ensure Jen understood and felt comfortable with the process.

Jen transitioned from care shortly after her 18th birthday into a transitional property where she is able to reside for 12 months. Better Futures is able to provide case management support by continuing to review her progress and setting person centred, goal oriented tasks in support planning. Better Futures is also able to provide support by coordinating care team meetings with the remaining care team members, ensuring her needs are assessed and fed back into her NDIS plan and developing her independent living skills to ensure she has all the tools required when the majority of the remaining care team cease involvement.

Better Futures continues to work with her around her living skills and community engagement activities. Her worker has helped her develop a resume and hand it out at local businesses and she is engaged with a community program to help young people find employment now that she has graduated school. She is now in the process of applying for private rentals with the support of her Better Futures support worker.
Case Profile

Dylan* is a 16 year old boy who has had extensive involvement with Child Protection, with over 13 different placements before coming under the guardianship of The Department of Health and Human Services Child Protection.

Dylan suffered a transient lifestyle with his parents and extended family in his early years. During this time he was exposed to significant and long term family violence between his parents and parents’ partners. Dylan was also the victim of physical and emotional abuse from his parents and stepfather, as well as environmental neglect and exposure to substance abuse.

After some short term protective placements and one longer term placement, Child Protection services referred Dylan to Quantum Support Service's newly established Kinship Care Program.

Initial assessment and case management processes identified multiple concerns that included the loss of family connection and identity, demonstration of risk taking behaviour associated with petty crime, educational disengagement; and substance misuse.

A trauma informed approach was applied to assist Dylan. Case Workers identified that a history of trauma and placement breakdowns had deeply impacted his ability to create and respond to healthy, positive and safe relationships.

Intense 1:1 support was provided to Dylan, within a community setting which helped build a trusted rapport and positive association. Dylan met with Quantum's Case Manager and Child Protection Services to collaboratively identify his areas of concerns and generate a care and transition plan to help overcome them.

Some of Dylan’s goals included improving his family connections, improving his physical and mental health, entry to education and employment pathways; and building community connections. Dylan also wanted to manage his personal choices involving substance misuse and criminal activity, along with resolving legal issues.

Quantum worked with The Department of Human Services Kinship Care Family Finding Program to help Dylan identify and reconnect with his family network and family culture. Dylan's brother, grandmother and aunt were identified and phone contact was established that reinforced positive memories of childhood. This strategy assisted to promote Dylan’s identity and sense of belonging.

Dylan was introduced to Latrobe Youth Space, an initiative to which Quantum is a partner agency.

The Youth Space provided a safe space for Dylan and his friends to engage in fun and safe activities, including the promotion of diverse and positive community connections. Dylan was also supported to build positive interactions and gain skills through attending GippSport Street Games.
Transport to healthcare appointments and follow up supports were provided to address Dylan's psychological wellbeing and associated complexities around disengagement. This included medical appointments, dental care and creation of a mental health plan that included referral to Think. Grow. Connect. Suitable referrals were made for counselling at Headspace which was generated through Pathways to Good Health. Dylan was supported to obtain his personal healthcare records to assist in retaining his story, which is sometimes a challenge in out of home care.

Much work was undertaken between Dylan and Quantum's Case Manager to identify personal strengths and future dreams and aspirations. With the assistance of brokerage from Quantum’s Better Futures Program, Dylan was provided some supports with the purchase of sporting and associated safety equipment that aligned with his areas of interest.

A further achievement was made with Dylan’s enrollment in a tailored VCAL automotive education program with a local provider. The referral to the Berry Street Victoria facilitated program was a major step in Dylan's journey, after an eight month disengagement in education. The referral helped to address a barrier to tailored education and contributed to his goal of entering employment pathways.

Dylan was supported to address historical legal matters, including accompaniment to court proceedings and identification of strategies to limit offending behaviour. As a result, diversion orders issued included reengaging with education and mental health services. Dylan was also able to take part in an assessment with medical professionals who identified a previously undiagnosed conduct disorder.

Quantum’s Case Manager worked with Dylan to help identify strategies to reduce substance dependency. Strategies included educating Dylan about the stages of change and encouraging regular self-assessment to monitor progress. The strategies have helped Dylan in identifying his personal triggers and improved self-awareness of his own emotional wellbeing.
The Innovation and Community Strengthening Stream was established and came into effect from August 2018, and encompassed the following positions created by the Chief Executive Officer:

- Manager Innovation and Community Strengthening
- Policy Officer (0.8)
- Quality and Risk Officer (0.8)
- Communications Officer (0.8)
- Community Engagement Officer (0.8)
- Marley Street and East Bairnsdale Community Hub Coordinators.

The purpose of the Innovation and Community Strengthening Stream is to provide the organisation with increased capacity to meet compliance requirements, strategic objectives, entrepreneurial response and quality outcomes for clients accessing our services. The Stream was established in response to an organisational restructure to further enhance the operations of the Governance, Performance and Innovation Unit, which was established in the previous reporting period.

Significant highlights of note that have occurred during the reporting period includes:

- Recruitment and staffing resulting from the establishment of the Innovation and Community Strengthening Stream
- Training and network activity undertaken within the team
- Progress toward preparing the organisation for Rainbow Tick Accreditation
- Key policy review and updates
- Completion of key reports and Tools required by the organisation
  - Quality Work Plan and progress reporting
  - Organisational Risk Register
  - Organisational Risk Treatment Plan
  - Legislative Compliance Register
  - Legal Compliance Monitoring Report
  - Compliance Reporting
  - Service Effectiveness Monitoring Framework
- Quantum’s submission to the Victorian Royal Commission into Mental Health
- Internal and external compliance reviews and accreditation activities
- Finalisation of the Marley Street Project as a Quantum Support Services hosted activity
- East Gippsland strategic planning forums
- Community building activities at the East Bairnsdale Community Hub.
Key partnerships and relationships fostered within the unit throughout the reporting period included:

- Relationships Australia Victoria
- Latrobe Health Assembly
- Gippsland East Local Learning and Employment Network
- Gippsland Learn Local Networks
- Latrobe Youth Space
- East Gippsland Shire Council Children's Wellbeing Collective
- Sale Neighbourhood House Governance Group
- Maxima Employment
- Federation Training Skills and Jobs Centre
- TAFE Gippsland
- Centre For Excellence in Child and Family Welfare
- Our Learning Our Future Project Advisory Group participation
- Gippsland LGBTI+ Working Group
- Save the Children
- Gippsland Lakes Complete Health Services
- Youth Insearch
- Volunteers Victoria
- Workways GEM program
- GippSport
- Gunai Kurnai Land and Waters Aboriginal Corporation (GLAWAC)
- Gippsland and East Gippsland Aboriginal Corporation (GEGAC)
- Uniting Care
- HIPPY
- Link Health and Community
- Lions Club Bairnsdale
- Bairnsdale Neighbourhood Watch
- East Gippsland Primary Care Partnership
- Gippsland PHN
- Paynesville Neighbourhood Centre.

The following activities of note were undertaken within the reporting period, contributing to organisational compliance and quality outcomes:

- Attendance at Domestic Violence Victoria Family Law Consultation Technical Advisory Group supporting the identification and awareness of issues regarding National Family Law Reform discussion paper and its application in a Victorian context
- Attendance to Family Violence Information Sharing Scheme and Children's Information Sharing Scheme workshop to gain an improved understanding in the context of the changes impacting the service. This activity also allowed for informal benchmarking of progress to date within Quantum
- Completion of Client File Audit activities provided the identification of areas for improvement and monitoring of evidenced compliance levels across all delivery areas.
- Facilitated the delivery of Aboriginal Cross Cultural Training at Marley Street Residential complex, providing an improved awareness of Aboriginal Culture to support inclusiveness at the location
- Completion of HOW2 Rainbow Tick Accreditation training supporting the guidance and development of the documented implementation plan for the organisation
- Provision of Client File Audit training to 17 participants within the organisation, raising profile of client file requirements across the organisation and establishing a strengthened compliance/diversification of workload to employees
- Cultural Respect and Appreciation Workshop for Stream Managers, Practice Leaders, Executive and Board members with 26 people participating in the program. The workshop provided all those in attendance with an improved awareness of service responses in delivery to Aboriginal and Torres Strait Islander peoples.

Policy Officer

The organisation's Policy Officer is responsible for leading the development of best practice policy frameworks and evaluation methodologies to improve responsiveness and compliance within the organisation. The role leads consultation and contemporary research in developing Quantum's position papers and submissions toward influencing change in the sector.
An important component to the role is the establishment of key relationships with external contacts such as regulatory bodies, government, consultants, industry associations and internal staff.

The role aligns with supporting strategic growth opportunities and is also integral to the development of appropriate and responsive systems and policy. The role has a close alignment with the organisation’s Executive team in ensuring implementation of regulatory response.

**Quality and Risk Officer**

The Quality and Risk Officer of the organisation is responsible for providing expertise in the identification and implementation of continuous quality improvement strategies as well as leading the promotion of a culture of continuous quality improvement. The role is responsible for developing systems and frameworks that enable monitoring, reviewing and reporting Quantum’s on-going tri-annual formal accreditation against external standards, and providing strategic and operational documents to Quantum’s Leadership Group on Quantum’s response to management of risk.

The position is in place to ensure Quantum identifies and fulfills its legislative and contractual obligations, and to provide high level information and advice to the Chief Executive Officer, Executive, Leadership Group and Board in supporting the analyses of Quantum’s performance.

**Communications Officer**

The Communications Officer role is responsible for the development and implementation of Quantum’s Media and Marketing and Communication strategies. The role includes the development of media and marketing campaigns for local events across all Quantum sites, and the development of an online library of resources including photographic and media releases.

The role works closely with the Chief Executive Officer, Executive Management Team and with Stream Managers to produce appropriate service resources including Annual Reports, Newsletters, Fact Sheets and Brochures. The implementation of the Community Engagement Strategy also forms part of the role.

**Community Engagement Officer**

The Community Engagement Officer role was developed to support Quantum’s capacity to responsively engage with community representatives, and as a resource to assist effective communications between Quantum and the diverse community we celebrate in Gippsland.

Aspects of the role include responsibility for the development of a consumer engagement strategy with key stakeholders and service beneficiaries, to work with staff to complete and enhance the Community Engagement Strategy and Stakeholder Engagement Strategy and to facilitate focus groups with community to discuss current community issues and ideas.

The role is focused on developing external networks and to undertake service mapping and operational scans in Inner and Outer Gippsland to develop the concept of the family wellbeing model of care. The Community Engagement Officer is also responsible for developing community-based, place-based educational and empowerment projects, along with creation and implementation of evaluation methodologies to be applied to all areas of community and stakeholder engagement.
Quality and Risk

The task of organisational accreditation continues to grow in the organisation with preparation work undertaken for the Mid cycle audit review, expected to occur in October 2019. The Mid cycle audit focuses on both the Human Service Standards (HSS); and the Quality Improvement Council’s Health and Community Service Standards. Both scheduled to occur through the independent audit of Quality Innovation and Performance (QIP) Team. Each accreditation requires evidence to be collected which demonstrates how each criteria is met. Exploration of live and developing systems to record evidence commenced in this reporting period.

During the 2018-2019 period, the Quality and Risk area of the organisation reviewed and updated a number of key management documents in the organisation as required under organisational policy. This included

- Risk Management Framework and Policy
- Risk Register
- Risk Treatment Plan
- Service Effectiveness Monitoring Framework (SEMF)
- SEMF KPI Schedule
- Legal and Legislative Compliance Register
- Quality Work Plan.

To complement the organisation’s mobilisation of these management documents, the introduction of site visits commenced, with a draft KPI checklist developed to help evaluate and monitor information relevant to accreditation. This work included examining available evidence to explore its suitability to meet multiple accreditations, such as the Quality Improvement Council’s Health Service Standards, White Ribbon; and Child Safe Standards. The purpose of the site meeting framework is to regularly monitor each location in terms of materials available, outstanding action items, and to provide an opportunity for employees to provide and receive feedback within the organisation. Topics of discussion at the site meetings includes a range of issues, such as health and safety, events, compliance and office accommodation.

Two key reports were completed by the Quality and Risk area, summarising information received from external stakeholders. The first of these was information from Compliments, Complaints and Suggestions forms received from predominantly clients. The feedback from stakeholders was overwhelmingly positive and provide the opportunity to laud service delivery. The second report was the Client Complaints Summary Report which collated information regarding complaints received during the year.

The annual staff satisfaction survey was released for completion in May 2019 with 103 responses received from employees. The survey was based on a previously developed framework, and the responsibility for collation transferred to Quantum’s Manager People Learning and Culture.

An informal audit was undertaken on employee files, to assist preparation for the Mid Cycle Audit as well as to test best practice frameworks in place. The activity was an opportunity to review current practice and build on continuous improvement of the organisation in the area of systems, policy and procedure and compliance. The informal activity resulted in the organisation’s review of the practices and policy linked to recruitment, supervision, performance management and evidential frameworks.

Preparatory work was undertaken during the reporting period to identify a strengthened common client file format across programs. This work was initiated after a recommendation resulting from an internal client file audit report, with the aim of achieving ease of access for auditors and others who may require access to the files. Consultation with work groups and key delivery areas will be used to guide this work and implementation in the future months.

The Quality and Risk area has worked with the Policy Officer in preparation toward achieving Rainbow Tick Accreditation.
This accreditation is mandatory as a recommendation from the Royal Commission into Family Violence. Activities included attendance to sessions hosted by external providers, including a roadshow workshop about LGBTI+ Inclusion held in Bairnsdale. The session included presentations from Ro Allen Victorian Commissioner for Gender and Sexuality.

In rounding off the year, the Quality and Risk area undertook work to prepare Quantum for new Aged Care Quality Standards, which came into effect from 1st July 2019. The Aged Care Quality Standards introduces eight new standards, replacing the three standards and the Home Care Common Standards that made up the previous Aged Care Standards framework.

To ensure compliance Quantum's Quality and Risk area undertook work to identify and address areas for improvement, which included provision of support to staff to understand the requirements of the new standards, as well as undertaking alignment of systems, policies and practices to the new standards. As a result Quantum demonstrated compliance effective from the implementation date of 1st July 2019.

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**Policy Development**

Quantum is committed to its advocacy role by utilising data and information to inform government policy makers. We do this by working closely with the Victorian Council of Social Services (VCOSS). VCOSS works towards the elimination of poverty and disadvantage. Quantum has partnered with VCOSS to host regional events and consultations. This process has led to published reports such as *The Voices of Regional Victoria: VCOSS Regional Round - tables Respect*, November 2018.

Throughout the year, the organisation’s Policy Officer continued to focus on the creation and update of Quantum's internal policies, working in collaboration with relevant streams and employees across the agency. Policy development priorities were guided by organisational need, and in response to changes to government reforms.

Policy objectives include the simplification and/or combination of documents where possible, along with the withdrawal of irrelevant or outdated policies. An underpinning inclusiveness methodology continued to be applied in the development of policies, with Quantum’s employee contributions remaining paramount throughout the review process.

Of note during the reporting period was the review and development of policies and procedures to support an effective and contemporary draft Governance Framework for the agency, with work undertaken on behalf of the Board. This work reflects a series of changes that align with current best practice in the industry, with work informed by resources from the Governance Evaluator and DHHS Governance Toolkits.

The Policy Officer commenced responsibility for the regular update and provision of the organisation’s Legislative Compliance Register to the Quality and Risk Sub Committee and the Board, which is crucial in ensuring Quantum’s ongoing compliance.

Other key policy and procedure changes took place with the introduction of Family Violence Information Sharing Scheme under Part 5A of the Family Violence Protection Act 2008 and Child Information Sharing Scheme established under Part 6A of the Child Wellbeing and Safety Act 2005. The two schemes are used together in conjunction with the Multi-Agency Risk Assessment and Management Framework (MARAM Framework) and significantly affect reporting requirement for Quantum’s employees. Relevant policies, manuals and forms were updated by the Policy Officer in support of the implementation.
Policy and procedure review was also undertaken associated with new entitlements to unpaid family and domestic violence leave under Fair Work Act 2009 (Cth), new classes of persons as 'mandatory reporters' under Child Wellbeing and Safety Act 2005 (Vic) and new entitlements to long service leave under the new Long Service Leave Act 2018 (Vic), with relevant policy updates completed.

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Quantum’s Policy Officer was pleased to lead the organisational response in the development of a submission to the Victorian Royal Commission into Mental Health System. The Commission’s aim was to provide the community with a clear and ambitious set of actions that will change Victoria's mental health system and enable Victorians to experience their best mental health now and into the future. The response development included the facilitation of a working group of interested staff to inform Quantum’s written submission to the Commission, along with an opportunity for staff to complete an online survey to contribute toward the submission. The submission covers various topics such as reducing stigma and discrimination around mental illness; early treatment and intervention; suicide prevention; support for family members and carers; mental health workforce; integrated mental health system. The submission was informed by Quantum's expertise and practice knowledge in leading family violence and youth specialist services, out of home care and homelessness programs.

During the reporting period, the Policy Officer also lead the preparation of the agency for future Rainbow Tick Accreditation, ensuring LGBTI+ inclusive practice and principles are embedded across the organisation. Rainbow Accreditation is based on a set of six national standards, broadly encompassing organisational capacity, workforce development, consumer participation, creating an accessible and welcoming environment, disclosure and documentation and providing a culturally safe and acceptable service. Achieving Rainbow Accreditation is aligned with Quantum’s strategic priorities. In support of this work, the Policy Officer undertook a range of activities, including the following key achievements:

- Completion of HOW2 Training delivered by Rainbow Health Victoria. This training assists organisations operating in the Family Violence area to better support LGBTI clients and employees. Participation in the training improved organisational awareness and provided the relevant knowledge and tools to ensure that Quantum is an LGBTI inclusive organisation
- Development of Quantum’s Action Plan for Rainbow Tick accreditation – highlighting organisational changes that are required to demonstrate compliance against the 6 key standards
- Strengthening partnerships and relationships with relevant stakeholders such as Gippsland LGBTI Working Group
- Attendance at the Gippsland LGBTI Ageing & Aged Care Forum
- Development of a draft Terms of Reference for Quantum’s Rainbow Group
- Creation of a new Gender Affirmation and Transitioning policy
- Formation and continuance of collaborative space, including People, Learning and Culture and the Quality and Risk Officer to prepare for Rainbow accreditation.


The activity participation was targeted toward strengthening partnerships and relationships with relevant stakeholders.
Throughout the year the Communications area focused heavily on preparing for the organisation’s re-branding activity, to be ready for the launch in December 2019.

The work included much planning around the proposed roll-out, considering of costs, communication strategies, risks, work-flow impacts and reputation.

Key outcomes of the process included the development of a detailed project roll-out plan, customer feedback document and evaluation guided by focus group and an online platform, as well as the appointment of a chosen website and branding development agency.

Quantum’s systematic review of processes and procedures linked to the media and marketing (communications) activities of the organisation was a highlight for the reporting period. This work included the review of the organisational style guide, an underpinning document that supports the organisational use of inclusive and respectful language across all of the organisation. Work associated with the style guide included attendance at various team meetings to consult on content, and raise awareness of this key resource.

The Communications Officer events work included:

- White Ribbon Event, Warragul Civic Park
- Co-ordinating Christmas Gifts from donors
- Preparation of Media Releases
- Assisted with Centre For Excellence in Child and Family Welfare Campaign prior to State Government Budget announcement
- Coordinated Quantum’s participation in the We Are Latrobe Community Event in March of 2019. The event was held at Kernot Hall and was represented by a range of agencies providing services, including key partners of GippSport, Berry Street Victoria, the Latrobe Youth Space and a broad range of other organisations. The event provided an opportunity for Quantum Support Services to promote service offerings. Quantum’s service delivery areas were very supportive of the activity and event participation.

The role was also integral in the provision of Facebook and social media updates of the organisation, as well as the collation and distribution of the internal Quantum monthly newsletter.
East Bairnsdale Community Hub

During the 2018–2019 period the East Bairnsdale Community Hub has focused on the opportunity to reset operations and increase the level of external agency engagement at the site.

The site was temporarily closed to allow for review of safety protocols and implementation of security recommendations.

During this time a number of planning forums were activated in East Gippsland.

During the closure period most activities hosted at the site were relocated by partner agencies and continued delivery with limited interruption.

This report is an opportunity to again thank those agencies who worked with Quantum to deliver programs and activities at other venues.

Throughout the period of February 2019–June 2019, much work was undertaken in development of site protocols, policy and practices to improve safety responses available to staff and community participating in programs at the site. This included:

- The installation of security cameras, supported by the kind donation of $500 from the local Neighbourhood Watch group
- Volunteers Induction Program
- Recruitment of Hub Coordinator
- Broader community engagement strategies.

During the reporting period work was undertaken to improve community accessibility to the Food Pantry operations, in preparation for the site reopening. This work included development of systems, monitoring frameworks and implementation of improved confidentiality protocols.

Marley Street Project

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.

The 2018–2019 period saw the establishment of significant change in the delivery model at the site, with a shared partnership arrangement established in collaboration with Sale Neighbourhood House under the guidance of the funding body Department of Health and Human Services.

Significant project achievements throughout the reporting period included the construction of a greenhouse at the site, funded within the Community Garden Sustainability and Propagation Project, as part of a John Wallis Foundation Grant.

The residents of Marley Street were empowered by undertaking construction of form-work, laying of the required slab and the construction of the greenhouse. The purpose of the project is to provide residents with a space to propagate seedlings to sell, with funds raised intended for use in purchase of further garden items, such as seeds, pots and potting mix – creating an environment that supports residents to ultimately self-fund the gardening activity into the future.
Other activities undertaken throughout the reporting period included the hosting of a specialist Bra Fitting and Pamper Day, supported by independent bra-fit specialists Renae Mawley and Brooke Barbour from Intimo and facilitated by Uniting Gippsland. Activities included hair cutting and make-up and skin care sessions. Approximately 40 women were in attendance. All those in attendance received three bras along with specialist pamper supplies.

The annual Marley Street end of year event was a further highlight. Children in attendance were provided with modest Christmas gifts, which were very well received. The residential volunteer group took the opportunity to raise funds to support their activities, by way of a raffle and donation drive. An onsite DJ maintained the entertainment and festive atmosphere throughout the day.

The Christmas event incorporated a cultural education session that was delivered by Cassie Leatham of Wild Blak Arts. Cassie is from the Taungurung/Wurundjeri people from the Kulin Nation and is an Indigenous artist, master weaver, traditional dancer, bushtukka woman and educator. The cultural education session incorporated elements of Bush Foods (including medicinal uses), as well as a Bush Toy making demonstration.

The event was well attended by residents as well as Hub users who do not reside at Marley Street.
Throughout the year new and existing relationships were leveraged to contribute to strengthened support models for residents at the Marley Street complex.

Agencies that engaged at the Marley Street site throughout the year included Federation Training Skills and Jobs centre, Department of Health and Human Services Housing workers, Barrier Breakers, Uniting Care Australia, Ramahyuck, Central Gippsland Health Services and Foodbank Victoria. A new relationship was formed with Maxima Employment – aimed at supporting the significant number of residents on Disability Support Pensions who are eligible for participation in the Employment Service Agencies program/s.

The Quantum coordinator at Marley Street worked to facilitate pathways for residents to engage with other services, including those from other Quantum streams such as Family Violence, Community Connections Program and the Tenancy Assistance and Advocacy Program.

The increased presence of support services resulted in the establishment of a dedicated "Consulting Room", to provide the Hub users with a comfortable and private space to engage with these support services.

Effective from March 2019, the site delivery transitioned to a Neighbourhood House funding model, resulting in entire project activity transition to a new entity, the Marley Street Community Hub. This transition was led by Sale Neighbourhood House with the support of Quantum Support Services CEO and Innovation and Community Strengthening Stream Manager.

Quantum provided support at a governance level toward developing a partnership model to assist ongoing stability throughout the transition period. The change in delivery responsibility led to discussions regarding assets located at the site and a collaborative negotiation of equipment and materials for retention and use at the Marley Street Community Hub.

Quantum is committed to continued support of the new delivery model, with participation on the entity's advisory panel and participation in key activities to support the successful transition for residents and volunteers, along with improved health and wellbeing outcomes for those accessing the site.

Marley Street community garden
The introduction of the People, Learning and Culture Stream has allowed for a concerted focus on workforce development and wellbeing.

Quantum seeks to meet the Quality Innovation Performance (QIP) of building a quality organisation. Therefore meeting the QIP standard 1.3 Human Resource. In doing so, it is Quantum’s intention to attract, develop and retain high-quality people, and to foster an environment where there is a strong focus on behaviours consistent with the values of respect, empowerment and integrity.

Previously the CEO worked with the People, Learning and Culture Coordinator, Cheryl Fulton to develop a staff-centred model of wellbeing which included the establishment of an annual training budget. The budget over three years initialised the Training Program which across three years would allow for positive career pathways through professional development; and increase workforce capability. This included an investment in education and awareness around workplace cultures, emotional intelligence, and expected workplace behaviours.

In June 2018 the CEO, Elizabeth Pearson, identified the need to establish the People, Learning and Culture Stream to address recommendations by the QIP Team in the Accreditation Report for 2015-2018.

The mandate included fostering a culture of quality, striving for best practice learning from others to increase efficiency and effectiveness of processes; and building a more efficient organisation using a systematic approach to increasing capability.

Other recommendations included:

- Reviewing the supervision system to ensure that it is equitable across the organisations
- Developing a workforce planning strategy to meet current and future needs; and to ensure the organisation has suitably qualified staff to meet the needs of service expansion
- Reviewing back of house systems to ensure they are adequate to support growth
- Reviewing the Human Resource system to address mandatory and other training requirements, recruitment and induction processes
- Review and update position descriptions to include mandatory requirements linked to the DHHS reforms, including child safe standards, police checks and working with children checks
- Invest in new technology systems to manage human resource and compliance functions of the organisation.

With this in mind the Board approved the second re-structure August 1 2018; and the CEO developed the relevant position descriptions to capture the expectations of People, Learning and Culture (PLC) and led the recruitment for the stream manager and human resource project officer. This latter role would lead the development of the Induction, Student Placement, and Encore Career Programs, as well as the establishment of Volunteer processes that met mandated HR KPIs.

Much of the work in 2019 in the PLC team was building the foundations of the human resource framework by which the organisation operates. This included researching appropriate software such as Cognology to enhance HR systems, reviewing outdated policies, establishing procedures where there had been gaps; and enhancing practices to build trust through consistency and transparency.

Rebekah Lee
People Learning and Culture Manager
In May 2019, PLC engineered the annual staff satisfaction survey. The survey is a useful tool for identifying strengths as an organisation as well as opportunities for improvement. The survey also provided the opportunity to assess the efforts to address issues identified in previous employee engagement surveys, such as improving collaboration, organisational change and decision-making; retention and career opportunities.

It was pleasing to see a marked increase in overall satisfaction in the last three years which is attributed to the investment by Quantum’s CEO and newly formed Executive in the development of the three (3) year Training Program. As indicated in the graph below there has been a marked improvement. Other positive indicators included a strong sense of teamwork and trust in leadership.

**Graph 1. Comparitive Satisfaction Rate**

Cheryl Fulton, Karen Deschepper and Karen Edson
The Finance and Administration stream was established in 2018 after an organisational restructure was approved by the Board.

The portfolio of the finance and administration stream consists of:

- Financial and asset management
- Payroll and accounts
- Facilities
- Vehicle Management
- Information Technology
- Administration
- Occupational Health and Safety
- Environmental Wellbeing

Quantum’s workforce profile increased in 2019, with a peak headcount of 173. With 38% of employees working part time, we were able to accommodate a wide variety of individuals who might otherwise be excluded due to personal circumstance from a full time workforce. Over the year Quantum recruited 49 new staff members and had 133 internal movements that included promotions, secondments and higher duties arrangements.

In 2019 our student placement program continued to be an excellent pathway to expose Quantum to our future workforce and to assist students learning about the industry to supplement their theoretical understanding with practical experience. Quantum hosted 15 students across our 4 service delivery streams, including students completing Diplomas, Bachelor Degrees and Masters in Community Services.
Financial Accounts 2018 - 2019

For the 2018-19 financial year, we are proud to report a surplus of $505,598. This surplus is based solely upon operations, as we did not have any building revaluations or other specific income items during the financial year.

This surplus comes on the back of an income base for the year of $15.36 million, a rise of 19% when compared to 2017-18. Funds received from State and Commonwealth Government’s represented 97% of total income. Predominantly funds were received from the Department of Health and Human Services. Quantum also received rental income from our co located tenants at each of our offices of $147,402, along with other income of $164,237.

Expenses for the financial year were $15,168,820, an increase of 19% when compared to 2017/18. This increase is primarily due to an increase in employee numbers due to new programs.

Employee expenses were our largest expense item for the financial year, representing 72% of all expenses, followed by program expenses which represented 14%. Depreciation was charged for the year at $165,524 on an asset base of $4.348 million and represented 1% of total expenses. We operated a large fleet of vehicles across all sites, at an expense of $523,406 or 3.5% of expenses.

Current assets rose by 20%, and total assets by 16%, both due to an increase in our cash position and cash holdings. Current liabilities rose by 16% due an increase in funds held in trust, and non - current liabilities fell due to the paying down of our loan. Total equity rose by 11% as a result. We purchased $154,636 of new plant and equipment during the year, and disposed of $3,527 of assets.

During the financial year, we employed 173 employees. 156 of our employees were female and 17 male. We employed 108 fulltime staff and 65 part time staff. This is an increase in 17% of fulltime staff when compared to the previous year.

2018 saw the Finance and Administration Stream move to a new wing within the Morwell office complex. Our team remained the same size over the year, with each team member supplying a variety of services to Quantum clients and staff members.

A huge thank you goes to the staff within the stream for all their time and efforts over the year. Sue, Kerri, Narelle, Leonie and all the administration team members provide a fantastic and essential service to the clients, programs and employees across Quantum Support Services, by keeping the organisation operational through providing accounts, payroll, fleet, IT, communications, reception and administration support to all.
Financial Graphs

Income Type

- Government grants
- Donations
- Interest
- Rental income
- Other income

Income type (excluding Govt Grants)

- Donations
- Interest
- Rental income
- Other income

Balance Sheet

- Total assets
- Total liabilities
- Total equity
Each year, Quantum receive unsolicited donations from the general public, local businesses and court appointed directions. Quantum holds Deductible Gift Taxation Status due to it being listed with the ‘Australian Charity and Not-For-Profit Commission’ and thus people and companies can make a taxation deduction for all amounts donated over $2.00.

Donations are not sought or requested by Quantum in any forum, and those that are received are done so through the generosity of those giving.

For 2018/19, the financial amount of donations received was $16,084. This amount was received from 14 individual donors ranging from Energy Australia ($10,000) to an anonymous donor of $35. (Please see table below with individual donors amounts).

<table>
<thead>
<tr>
<th>Donor Name</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Energy Australia</td>
<td>$10,000</td>
</tr>
<tr>
<td>A Department (anon)</td>
<td>$1,627</td>
</tr>
<tr>
<td>Uniting Church Australia – Op Shops</td>
<td>$1,000</td>
</tr>
<tr>
<td>Greg (anonymous)</td>
<td>$1,000</td>
</tr>
<tr>
<td>Brian (anonymous)</td>
<td>$500</td>
</tr>
<tr>
<td>Sharma (anonymous)</td>
<td>$400</td>
</tr>
<tr>
<td>Greg (anonymous)</td>
<td>$300</td>
</tr>
<tr>
<td>Traralgon Ladies Probus</td>
<td>$245</td>
</tr>
<tr>
<td>Rachel (anonymous)</td>
<td>$200</td>
</tr>
<tr>
<td>CWA</td>
<td>$300</td>
</tr>
<tr>
<td>Anonymous</td>
<td>$512</td>
</tr>
</tbody>
</table>

Quantum would also like to acknowledge the generosity of anonymous donors linked to Easter egg drives, Christmas donations, the donations from local businesses who coordinate essential needs, clothing, pampering products and children’s requirements that support women and children fleeing family violence and other vulnerable community members.
Staffing numbers have remained static for permanent administration employees. We also welcomed the addition of a number of casual staff members to provide more depth to front desk coverage at Quantum offices.

A general increase in staff numbers has resulted in additional staff resources being required impacting all areas within Facilities, Technology and Administration. Most of our offices are now at capacity as well as availability of car parking spaces at our outlying offices.

Like so many local business, agencies and government departments, Quantum was also affected by IT, internet and power outages. We worked closely with our suppliers and technicians to implement safeguards and work arounds to keep impact on service delivery to a minimum.

All data uploads to our various reporting portals were done within DHHS compliance time frames. Jo Spiteri made significant changes to streamlining our date processes.

2019 Connecting Up Conference identified solutions in areas Quantum needed to improve. One example was a better solution in monitoring outreach staff safety. The Youth Services team trialled the “Safety Zone” application, which provided a cost effective monitored service for staff whilst they were on outreach appointments. There were also some exciting solutions to improve our Customer Relationship Management.

Demand on the front desk has seen an increase in ‘walk ins’ compared to previous years. This was due to an increase in programs funded. Our front line staff took a staggering 27,632 phone calls.
Community Support Fund (CSF)

Over ten years ago Alan Wilson the then CEO, identified a need in the community for small grants that would benefit community clubs or schools who were unable or unsuccessful in securing funding for themselves, through either sponsorship, grant funding or donations.

Alan proposed a scheme whereby Quantum’s employees, could voluntary donate via payroll deductions which would establish and grow the Community Support Fund.

Given Quantum has been classified with deductible gift status through taxation legislation, and is a recognised charity through the ACNC, any funds contributed by employees would be seen to be a donation made by them. And as such, they would be able to make a deduction against their personal income tax each financial year.

Given the deductions were able to be made through the payroll system, the total annual deductions made by each employee would be reflected on their annual group certificate.

As part of an incentive for employees to join the fund at the time, and to establish its viability into the future, Alan decreed that Quantum would match dollar for dollar any donations received from employees.

The fund has been in operation and financially sustainable at Quantum since that time.

A terms of reference for the funds was developed that stepped out the criteria for its use; as well as the establishment of a committee, made up of Quantum employees to administer and monitor the program, particularly when applications were received.

All applications for funding were required to be made by an employee of Quantum, and the committee would not accept or consider any applications from external parties, who did not have a connection with a Quantum employee.

As per the terms of reference, each application could only be made for a maximum of $1,000, could only be for a single occasion and not recurrent over a number of years, had to be supported by the existing employee, had to be of benefit to local community groups and organisations; and could only be made where other sources of income funding could not be sourced.

The CSF committee would evaluate each application and would make a recommendation to the Executive team for endorsement of projects they felt met the rules and guidelines as set out in the terms of reference.

As part of the application, each successful group would be requested to send a small report and photos (where appropriate) of where the funds were spent and upon what they were spent.

Over the years, funds have been provided to caravan park gardening projects, local athletics clubs high jump mats, breakfast programs at primary schools, uniforms for all abilities sporting clubs, arts festival projects, community gardens, the Maltese Festival, and artist exhibitions.

Catherine Thomson and Jo Spiteri
Rebekah Lee and Lisa Simpson
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 2019 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.

Andrew White
Dingley
7th November 2019
Independent Audit Report to the members of Quantum Support Services Inc.


Opinion

We have audited the financial report of Quantum Support Services Inc. 2019, which comprises the statement of financial position as at 30 June 2019, the statement of comprehensive income, the statement of changes in equity and the statement of cash flows for the year then ended, notes to the financial statements and the directors’ declaration.

In our opinion the financial report of Quantum Support Services Inc. 2019 has been prepared in accordance with Division 60 of the Australian Charities and Not-for-profits Commission Act 2012, including:

(i) giving a true and fair view of the Entity's financial position as at 30 June 2019 and of its financial performance for the year ended; and

(ii) complying with Australian Accounting Standards - Reduced Disclosure Requirements 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 Entity in accordance with the auditor independence requirements of the Australian Charities and Not-for-profits Commission Act 2012 (ACNC Act) and 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 Management and Those Charged with Governance

The responsible entities of the Entity are responsible for the preparation and fair presentation of the financial report in accordance with Australian Accounting Standards - Reduced Disclosure Requirements 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, the responsible entities are responsible for assessing the 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 Entity or to cease operations, or has no realistic alternative but to do so.

Those charged with governance are responsible for overseeing the Entity's financial reporting process.

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 Entity’s internal control.

- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the responsible entities.

- Conclude on the appropriateness of the responsible entities’ 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 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 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 those charged with governance 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

Andrew White
Director
7 November 2019
Suite 5, 14 Garden Boulevard, Dingley VIC 3172
# Statement of Financial Position

As at 30 June 2019

## Assets

### Current

<table>
<thead>
<tr>
<th>Notes</th>
<th>2019 ($)</th>
<th>2018 ($)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cash and cash equivalents</td>
<td>3</td>
<td>7,559,777</td>
</tr>
<tr>
<td>Trade and other receivables</td>
<td>4</td>
<td>158,560</td>
</tr>
<tr>
<td>Other assets</td>
<td>6</td>
<td>68,023</td>
</tr>
<tr>
<td><strong>Current assets</strong></td>
<td></td>
<td>7,786,360</td>
</tr>
</tbody>
</table>

### Non-current

<table>
<thead>
<tr>
<th>Notes</th>
<th>2019 ($)</th>
<th>2018 ($)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Property, plant and equipment</td>
<td>5</td>
<td>4,348,742</td>
</tr>
<tr>
<td><strong>Non-current assets</strong></td>
<td></td>
<td>4,348,742</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Notes</th>
<th>2019 ($)</th>
<th>2018 ($)</th>
</tr>
</thead>
</table>

### Total assets

<table>
<thead>
<tr>
<th>Notes</th>
<th>2019 ($)</th>
<th>2018 ($)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>12,135,102</td>
<td>10,861,311</td>
</tr>
</tbody>
</table>

## Liabilities

### Current

<table>
<thead>
<tr>
<th>Notes</th>
<th>2019 ($)</th>
<th>2018 ($)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Trade and other payables</td>
<td>7</td>
<td>724,087</td>
</tr>
<tr>
<td>Provisions</td>
<td>10</td>
<td>1,307,873</td>
</tr>
<tr>
<td>Borrowings</td>
<td>11</td>
<td>189,378</td>
</tr>
<tr>
<td>Other liabilities</td>
<td>8</td>
<td>4,374,168</td>
</tr>
<tr>
<td><strong>Current liabilities</strong></td>
<td></td>
<td>6,595,506</td>
</tr>
</tbody>
</table>

### Non-current

<table>
<thead>
<tr>
<th>Notes</th>
<th>2019 ($)</th>
<th>2018 ($)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Provisions</td>
<td>10</td>
<td>283,082</td>
</tr>
<tr>
<td>Borrowings</td>
<td>11</td>
<td>56,976</td>
</tr>
<tr>
<td><strong>Non-current liabilities</strong></td>
<td></td>
<td>340,058</td>
</tr>
</tbody>
</table>

### Total liabilities

<table>
<thead>
<tr>
<th>Notes</th>
<th>2019 ($)</th>
<th>2018 ($)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>6,935,564</td>
<td>6,167,371</td>
</tr>
</tbody>
</table>

### Net assets

<table>
<thead>
<tr>
<th>Notes</th>
<th>2019 ($)</th>
<th>2018 ($)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>5,199,538</td>
<td>4,693,940</td>
</tr>
</tbody>
</table>

## Equity

<table>
<thead>
<tr>
<th>Notes</th>
<th>2019 ($)</th>
<th>2018 ($)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reserves</td>
<td>12</td>
<td>1,531,940</td>
</tr>
<tr>
<td>Retained earnings</td>
<td></td>
<td>3,667,597</td>
</tr>
<tr>
<td><strong>Total equity</strong></td>
<td></td>
<td>5,199,538</td>
</tr>
</tbody>
</table>

This statement should be read in conjunction with the notes to the financial statements.
### Statement of Changes in Equity

**For the year ended 30 June 2019**

<table>
<thead>
<tr>
<th>Notes</th>
<th>Reserves</th>
<th>Retained Earnings</th>
<th>Total Equity</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>$</td>
<td>$</td>
<td>$</td>
</tr>
<tr>
<td>Balance at 1 July 2017</td>
<td>1,120,790</td>
<td>2,738,161</td>
<td>3,858,951</td>
</tr>
<tr>
<td>Surplus for the year</td>
<td>423,839</td>
<td>423,839</td>
<td></td>
</tr>
<tr>
<td>Other comprehensive income</td>
<td>411,150</td>
<td>411,150</td>
<td></td>
</tr>
<tr>
<td>Unspent Grants</td>
<td>-</td>
<td>-</td>
<td></td>
</tr>
<tr>
<td>Total comprehensive income for the year</td>
<td>411,150</td>
<td>423,839</td>
<td>834,989</td>
</tr>
</tbody>
</table>

| Balance at 30 June 2018 | 1,531,940 | 3,161,999 | 4,693,939 |
| Surplus for the year | 505,598 | 505,598 |
| Other comprehensive income | - | - |
| Unspent Grants | - | - |
| Total comprehensive income for the year | 0 | 505,598 | 505,598 |

| Balance at 30 June 2019 | 1,531,940 | 3,667,597 | 5,199,538 |

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

### Statement of Profit and Loss and other Comprehensive Income

**For the year ended 30 June 2019**

<table>
<thead>
<tr>
<th>Notes</th>
<th>2019</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>$</td>
<td>$</td>
</tr>
<tr>
<td>Revenue</td>
<td>2</td>
<td>15,362,779</td>
</tr>
<tr>
<td>Other Income</td>
<td>2</td>
<td>311,639</td>
</tr>
<tr>
<td>Program expenses</td>
<td></td>
<td>(2,143,264)</td>
</tr>
<tr>
<td>Employee benefits expenses</td>
<td>9</td>
<td>(10,945,702)</td>
</tr>
<tr>
<td>Depreciation Expense</td>
<td>5</td>
<td>(165,534)</td>
</tr>
<tr>
<td>IT&amp;C expenses</td>
<td></td>
<td>(318,757)</td>
</tr>
<tr>
<td>Motor Vehicle expenses</td>
<td></td>
<td>(523,406)</td>
</tr>
<tr>
<td>Other expenses</td>
<td></td>
<td>(1,072,157)</td>
</tr>
<tr>
<td><strong>Net result Before Capital &amp; Specific items</strong></td>
<td></td>
<td>505,598</td>
</tr>
</tbody>
</table>

**NET RESULT FOR THE YEAR** | 505,598 | 423,839 |

**Other comprehensive income:**

- **Revaluation of Land and Buildings** | 411,150 |

**COMPREHENSIVE RESULT FOR THE YEAR** | 505,598 | 834,989 |

This statement should be read in conjunction with the notes to the financial statements.
## Statement of Cash Flows

For the year ended 30 June 2019

<table>
<thead>
<tr>
<th>Notes</th>
<th>2019</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>$</td>
<td>$</td>
</tr>
</tbody>
</table>

### Operating services

<table>
<thead>
<tr>
<th>Receipts from:</th>
<th>2019</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>- government grants</td>
<td>16,096,918</td>
<td>14,115,557</td>
</tr>
<tr>
<td>- interest income</td>
<td>91,691</td>
<td>78,819</td>
</tr>
<tr>
<td>- other income</td>
<td>284,734</td>
<td>412,486</td>
</tr>
<tr>
<td>Payment to clients, suppliers and employees</td>
<td>(14,886,206)</td>
<td>(12,287,091)</td>
</tr>
<tr>
<td>Interest Paid</td>
<td>(21,094)</td>
<td>(31,481)</td>
</tr>
</tbody>
</table>

Net cash provided by operating activities  

| 13 | 1,566,042 | 2,288,291 |

### Investing activities

| Purchase of property, plant and equipment   | (134,055)  | (73,939)   |
| Proceeds from disposals of property, plant and equipment | (3,527) | - |

Net cash provided by / (used in) investing activities  

| (137,583) | (73,939) |

### Financing activities

| Repayment of bank loans                     | (168,283)  | (157,897)  |

Net cash from / (used in) financing activities  

| (168,283) | (157,897) |

Net change in cash and cash equivalents  

| 1,260,176 | 2,056,455 |

Cash and cash equivalents, beginning of year  

| 6,299,601 | 4,243,146 |

Cash and cash equivalents, end of year  

| 7,559,777 | 6,299,601 |

This statement should be read in conjunction with the notes to the financial statements.
2018-2019 at a glance

Employees
173

Clients
5,841

40 Families per week - Food Insecurity

27,632 Phone calls and walk-ins per annum
Statement of Commitment to Child Safety

Quantum Support Services is committed to the safety, wellbeing and participation of all children. Particular attention is paid to vulnerable children; children from Aboriginal and Torres Strait Islander Peoples; children with a disability; and children from culturally and/or linguistically diverse backgrounds.

Quantum has zero tolerance of child abuse and declares to maintain a child safe culture.

Our commitment to the safety of children is based on our duty of care and responsibilities to children and always acting in the best interests of children.

Our commitment is enacted through the implementation and monitoring of the seven (7) Child Safe Standards:

1. Strategies to embed a culture of child safety through effective leadership arrangements
2. A child safe policy or statement of commitment to child safety
3. A code of conduct that establishes clear expectations for appropriate behaviour with children
4. Screening, supervision, training, and other human resources practices that reduce the risk of child abuse by new and existing staff
5. Processes for responding to and reporting suspected child abuse
6. Strategies to identify and reduce or remove risks of child abuse
7. Strategies to promote the participation and empowerment of children.

Quantum believes the celebration of diversity makes us and the community stronger. We are committed to embracing everyone’s individual differences so that we can help create a strong workplace and community that is empowered to reach its potential. We celebrate diversity of abilities, genders, sexuality, and spiritual or religious belief, and all cultural backgrounds including Aboriginal and Torres Strait Islander Peoples. Quantum recognises that we all have diverse life experiences that may be influenced by age, ability, social and financial status. Quantum supports everyone’s right to feel respected, safe, welcomed and valued.
We care for Gippslanders

We celebrate diversity and inclusivity

Respect
Integrity
Empowerment

Morwell
227 Princes Drive
Morwell 3840

Warragul
36 Williams Street
Warragul 3820

Sale
65 Macalister Street
Sale 3850

Bairnsdale
306 Main Street
Bairnsdale 3875

Call 1800 243 455
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