

Quantum Support
Services

Annual Report

2019-2020





Our 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.

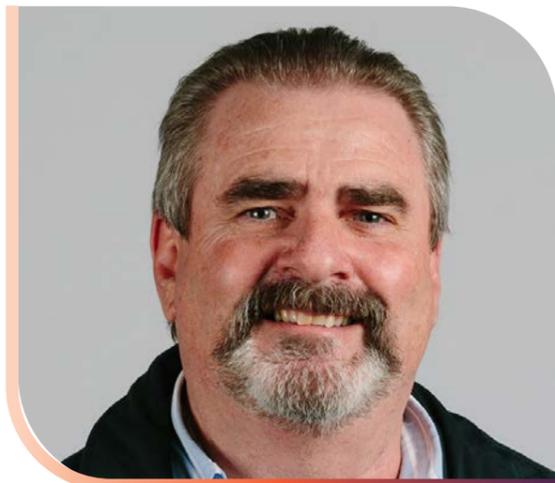
Our commitment is enacted through the implementation and monitoring of the seven Child Safe Standards:

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



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Board Chair's Report

When long serving Board Member – Ian Maxfield handed me the baton for the role of Quantum Chair for 2019-20, nobody could have foreseen that the year would be characterised by a pandemic that would create turmoil for practically all aspects of our world.

The year has proven to be one of unprecedented change and evolution for Quantum, with the impact of COVID-19 radically changing the lives of our clients and the staff who support them. Meeting our vision of serving to enrich the wellbeing of Gippslanders has arguably never been more important and challenging to deliver.

As a Board we have also had to adapt and change the way we interact with each other and work with Quantum staff. This is only a small change compared to the fundamental way of life our staff and clients have faced and adapted to over the course of the year.

Good governance and clear strategic direction are the fundamental building blocks for a sustainable business model.

The year started with a focus on governance and review on the way in which the Board and Management of Quantum were looking to take the organisation forward and meet the agreed objectives outlined in our 2019-22 Strategic Plan. The plan envisaged an ambitious growth and changed agenda with a focus on the community, organisational capability, structures and the systems and processes used to support them to ensure that we are able to offer the right services in the right places across Gippsland.

In December, Quantum's new branding and logo was launched, reflecting our collective desire to be seen as inclusive and contemporary.

The new image and well co-ordinated implementation completely refreshed all aspects of our communications with internal and external stakeholders, and was one of the key achievements made by outgoing Chief Executive – Liz Pearson.

From a Board perspective we will continue to place emphasis on striving towards best practice across the organisation including Board, Executive and Staff structures and processes. Our aim is to ensure that we are well placed to respond to the evolving environmental challenges of COVID-19 including how we may need to deliver our services into the future.

While COVID-19 has been a huge impost on the way Quantum does business, it has also provided an opportunity to review and reflect on what we do and how we deliver our services. It has also been the catalyst for implementing improved systems and processes particularly in the Information and Communication Technology (ICT) and organisational policy areas.

I would like to take this opportunity to thank the staff and leadership teams for the dedication, resilience and hard work shown, and further acknowledge the strong leadership of Liz Pearson and Cindy Pullar throughout the period. The collective contributions enabled us to find a way to continue to deliver much needed support to vulnerable community members throughout COVID-19.

In closing, I would like to thank my fellow Board members for the dedication and support shown throughout this very challenging period. We look forward to working in partnership with new Chief Executive Natalie McDonald and the Executive Team to deliver the Quantum Business Plan which will enable us to continue to grow and evolve to support Gippslanders to thrive, as we move into the new and uncharted post COVID world.

Roland Davies
Board Chair Quantum Support Services

Chief Executive's Report



When having the opportunity to research Quantum's role in Gippsland when I first applied for the Chief Executive role in June 2020, my eyes were not just opened to the role our staff play in Gippsland but also the need of so many who have come into troubled times and need support to rebuild their lives. What a privilege it is now to lead Quantum through and out the other side of this COVID-19 pandemic as we tackle the challenges of family violence, homelessness and supporting our youth and families. Quantum plays a key role in so many lives across Gippsland, even if just for a short period.

Over 2019-2020 the key theme for Quantum has been its ability to adapt to change whilst continuing to offer a high standard of care for clients. The COVID-19 pandemic has required Quantum's staff and clients to adapt quickly with the whole workforce moving to working from home almost overnight in March 2020. This created its own challenges in how staff would continue to support clients without the face to face contact that is a cornerstone of care.

Our staff rose to the challenge and there have been countless stories of venturing into the use of new technologies to engage with clients, even using a pizza delivery to work with a young client who lived alone and was hard to engage and support. Our homelessness teams have supported many newly homeless individuals and families who through no fault of their own have suddenly had to move into motels while home schooling or having lost jobs because of the pandemic.

Family violence is often a hidden problem and the pressures of having families at home 24/7 has seen a rise in more women and families being referred to our teams for support. Often these referrals are in volatile situations with staff having to balance the needs of their own families with that of their clients.

On a positive side, the pandemic has opened up so much opportunity for our staff to manage their work and care for others in different ways and as we look forward to 2021 and beyond, flexibility in where and how we deliver care will be a key platform for Quantum to thrive.

To enable this, we will be looking at our ICT systems and investing in these systems and processes to better support staff and clients. We will no longer be bound to physical office locations and can look to incorporate some of what we have learned in working from home. It is OK to take a meeting outside in the sun or to prioritise family in the middle of the day. By caring for the wellbeing of ourselves we are better placed to serve the Gippsland community.

I look forward to seeing Quantum thrive and grow and achieve its vision of enriching the wellbeing of the Gippsland community.

Natalie McDonald
Chief Executive Quantum Support Services



Strategic Overview and Focus

To enrich the wellbeing of Gippslanders

Our Key Priorities and what has been achieved in 2019-20 and our key focus areas for 2020-21

Key:

- Achieved in 2019-20
- Key focus areas for 2020-21



Provide the right programs and services in the right places

- Increased support for the Homeless and in particular COVID-19 crisis accommodation
- Completion of Women and Children's Refuge in Morwell
- Growth of Kinship Care services
- East Bairnsdale Community Hub model development and relaunch
- Advantaged Thinking embedded in practice
- Expansion of The Orange Door Inner Gippsland and implementation of The Orange Door Outer Gippsland

Increase access to early intervention and prevention services

- Private rental assistance programs for innovative support models to support clients to not become homeless
- Programs such as Quantum's Adolescents Building Connections (ABC) for child family violence offenders
- Inspiring Women's group
- Leader in the Better Futures program for transition of foster children into independent adults
- Stronger Families, Finding Solutions and Reconnect programs to keep families together
- Focus on Gippsland's long term homeless finding long term homes

Attract, engage and invest in our people

- Development of online onboarding and orientation resources
- Transition to online supervision and performance management tools
- Rapid implementation of working from home portal
- Flexible working from home options
- Introduction of Quantum Wellbeing Portal for staff
- Completion of Staff Engagement Survey and development of People Strategy

Build the profile of Quantum

- Rollout of new branding and website
- Latrobe Health Services donation
- Stakeholder Management and Communication Plan Development
- Website Donations Platform launch

Achieve a sustainable business model

- Policy response to the Victorian Royal Commission into Mental Health Services
- Progress towards our Rainbow Tick accreditation
- Board Governance and onboarding of new Directors
- Workplace mobilisation with ICT refresh.



Corporation Status

Incorporated Association, with deductible gift recipient status. Recognised charity with Australian Charities and Not-for-profits Commission (ACNC) since 1987.



Programs

53



Operations

Quantum has been providing services to the Gippsland community since 1987.



Income

\$18 million+ (19/20)
(Victorian State Government 91%)

Asset Base

\$12.9 million
Net Operating Result - Surplus \$30,000+



Area Covered

Baw Baw, Latrobe City, Wellington, East Gippsland, South Gippsland and Bass Coast LGA's



Annual Phone Calls

20,700+



Office and Program Sites

Warragul, Morwell, Sale, Bairnsdale, Youth Refuge Building, Core and Cluster Women's Refuge, East Bairnsdale Community Hub.



Clients

7,200+

Child and Family Services: 350+
Family Violence and The Orange Door: 4,200+
Homelessness Support: 2,650+



Employees

160



Client Services Overview

For the first six months of the financial year, Quantum’s client service delivery underwent significant policy, procedure and practice changes. This was influenced by Victorian Royal Commission inquiries and related reforms that were linked to improving outcomes and enhancing accountability to ensure safe and respectful client responses.

In addition to the reforms was an environment of funding uncertainty due to a delayed State Budget to align with the Federal election; Roadmap for Reform funding remodelling in the children, youth and families sector; and changes to Service Agreements to include insurance liability requirements of non-Government organisations regarding abuse of children in care.

The reforms which influenced Quantum’s client service delivery included:

Royal Commission into Family Violence

Additional and new specialist positions

Continued development Support and Safety Model

Changed practice ensuring the perpetrator remains in view and accountable

Remodelling of refuge for women and children

Introduction of Family Violence Information Sharing Scheme

Introduction of Children’s Information Sharing Scheme



Roadmap for Reform

Funding reform

Leaving Care system reform (Better Futures)

Advantaged Thinking Model introducing a changed case practice model

Kinship First Supports model

Care Services remodelling

Department of Justice

Introduction of Youth Justice Intensive Bail orders

Youth Justice Community Support reform

Enhanced Youth Justice Community Support After-hours model

New case management framework and expectations

Aged Care Reform

New compliance standards

Changed practice framework

Betrayal of Trust Royal Commission into Institutional Responses to Child Sexual Abuse

Review and update of the Child Safe Standards

Reportable Conduct Scheme

Review of Community Service Organisations (CSO) Service Agreement to include insurance liability

The last six months of the 2019-20 financial year provided significant and unprecedented impacts to the client service delivery areas. The impacts of bushfires in East Gippsland and the world wide COVID-19 pandemic has resulted in rapid changes to Government funding, service agreements, policy and expectations for organisations including Quantum. Quantum has remained agile and responsive, supporting the wellbeing and health of employees to ensure high quality service delivery was maintained and continues to be maintained.

The organisational business continuity plan was tested, reviewed and realigned to meet the needs of the organisation and key stakeholders, resulting in the organisation seeking to develop business resilience planning to support Quantum’s responses to future business impacts of a similar nature.

Family Violence Services

At the commencement of social restrictions there was a notable decrease in family violence, police incidents and self-referrals. A sense of calm before the storm was openly communicated across the family violence sector, for whom no comfort was taken in the decreased reports.

As the pandemic continued, the reports gradually increased again to reflect the same numbers as the previous year. In comparison the sector has experienced a steady growth each year in family violence reporting and fatalities. It is believed the current reporting rates are impacted by the need to continue social isolation. Police reports include narratives related to the impact of social isolation on relationships. It is important to remember and communicate to those that associate the pandemic with a cause of family violence, that the key drivers are gendered violence, power and control. The pandemic is a means to enhance the drivers and should not be accepted as an excuse for violent behaviour against women and children.

A community cohort of concern for Quantum’s Family Violence services is women of culturally and linguistically diverse backgrounds. The women who are reliant on their English speaking partner to communicate the facts about the pandemic. There are examples of men using the virus to control and coerce their partners using fear of the children contracting the virus and manipulation to persuade the mother and others that the mother is to blame. Social isolation for this group of vulnerable community members means they have reduced contact outside the home and relationship and have limited or no access to literature about the virus in an accessible language.

Since 16th March 2020, the Quantum Family Violence Flexible Support Packages program has expended \$245,100 in comparison to \$82,950 for the same period in 2019.

Homelessness Support Services

There appears to have been a significant increase in homelessness across the Gippsland community. It is unclear if this increase existed before the pandemic, or whether the increase in numbers is due to changed Government policy resulting in accessible emergency accommodation and related funding. It could be argued that the numbers of people experiencing homelessness existed prior to COVID-19, however were sleeping rough and not accessing services due to the lack of emergency accommodation and stable housing options on offer.

Quantum’s homelessness support service is funded to provide a response in the Latrobe and Baw Baw local Government areas. From 16th March to 30th June 2020, Quantum responded to 91 households presenting as homeless or at risk of homelessness. Of the 91 households, 45 were accommodated in motels with another 45 identified as sleeping rough. During this period Quantum expended \$53,638 on motel accommodation.

Private Rental Assistance Program (PRAP) expenditure from 16th March to 30th June 2020 was \$348,057 compared to \$440,006 for the same period in 2019. The difference is explained by the Government moratorium on evictions, the additional \$2,000 grant for rent relief and the increase in the Job Seeker payment during COVID-19. An expected increase and demand on PRAP will most likely occur once the moratorium is lifted. Tenants will have to repay rent that has not been paid during the pandemic. It is likely there may also be increases in legal proceedings.

It is to be noted that the Department of Health and Human Services (DHHS) has placed an embargo on exiting clients into homelessness during the pandemic. This means that usual funded support periods have been lifted to allow clients to remain long term in motel accommodation and refuges.

Quantum is providing weekly Housing Establishment Fund (HEF) reports and data collection to the DHHS. This reporting, whilst time consuming for the Practice Leader, provides valuable information to the Executive Director to support advocacy for increased and sustained funding post the pandemic.

Children, Youth and Family Services

The DHHS has provided flexible support brokerage funding to support children, youth and their families during the pandemic. Families of younger children reported children were more settled during home isolation and remote learning. Practitioners have reported this is predominantly due to the capacity of parents to establish a consistent routine to which younger children are responding well. Education and support is now the focus to teach families to acknowledge the importance of consistent routine and parenting on the functioning of the whole of family.

Whilst innovation in the practice space is being embraced by practitioners, there has been a significant impact on workload due to changes in how we engage, resource and support families.

Critical Incident Investigation Management

The position is a stand alone managerial role with an overarching aim of supporting the safety and wellbeing of clients. 71 incidents were investigated in 2019-20 ranging from self harm incidents, quality of care and violence in the home.

The focus of the role is not only on compliance and investigation but on embedding the role as a key source of knowledge and learning for Quantum to improve the quality of care provided to our clients.

The Gippsland Homelessness Network

Quantum auspice the Gippsland Homeless Network role which provides a Gippsland wide co-ordination role across the various service providers.

In March 2020 Victoria declared a state of emergency to help contain the spread of the COVID-19. As part of this declaration additional Housing Establishment Funds were made available to accommodate rough sleepers and people experiencing homelessness in paid emergency accommodation.

In Gippsland 374 households have been placed in paid emergency accommodation since the 16th of March.

Looking forward to 2020-21 the release of the Homeless to home tender from the DHHS will provide funding to work to accommodate the many people who have been impacted by COVID-19 and work with them to find permanent rental accommodation.

Cindy Pullar

Executive Director Quantum Support Services

Our Core Objectives are:

We are inclusive

We are accountable

We strive for sustainable outcomes

We are proactive

We show care

We are agile and adaptive

We Are Inclusive

Community Engagement

Quantum has a dedicated Community Engagement focus to bring about consumer and stakeholder engagement strategies to better inform and service our beneficiaries, understand the impacting issues and establish a presence in a wide variety of new and existing networks.

Key activity has included:

Partnering with agencies to advocate for the reduction in gender based violence, through partnerships and relationships with agencies in the primary Prevention of Violence Against Women (PVAW) space, including Baw Baw Our Watch Our Issue, Latrobe PVAW, Wellington Gender Equity Group and the East Gippsland Partners in Violence Prevention Group.

Building relationships with Neighbourhood House networks and education providers across Gippsland to help Quantum's clients get access to better social and physical supports

Establishing diversity and inclusivity strategies to support clients to access Quantum's services in a safe, trusting and respectful manner, including engagement with Gippsland's LGBTI+ Rainbow Tick Accreditation Community of Practice

Working to increase volunteer supports and support base through involvement in the Volunteer Victoria Gippsland Volunteer Management network across the local government areas (LGAs) for Baw Baw, Latrobe, Wellington and East Gippsland

Increased involvement in food security networks and programs such as Baw Baw Food Movement, Latrobe 'Food for all Latrobe Valley', Wellington 'Food Relief' network, Marley Street Food Pantry program and the East Bairnsdale Community Hub Food Pantry, detailed below.

East Bairnsdale Community Hub

The East Bairnsdale Community Hub re-opened as a community space in July 2019 to a well stocked food pantry, refreshed community garden, additional storage solutions and building equipment. Having undergone a full service and safety review, the re-opening provided a perfect platform to showcase the revised delivery program.

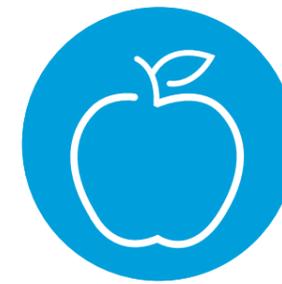
The East Bairnsdale Community Hub also introduced a volunteer engagement strategy, a strengthened induction, monitoring processes and establishment of more inclusion practices. These strategies of inclusivity across a diverse community have strengthened connection, facilitated relationship building and fostered a spirit of collaboration and co-operation with our partner agencies.



Some of the programs undertaken at the site during the reporting period were:



Community Health and Lunchtime Cooking Program



The Healthy Eating Program supported by Gippsland Lakes Complete Health



Community Garden Program



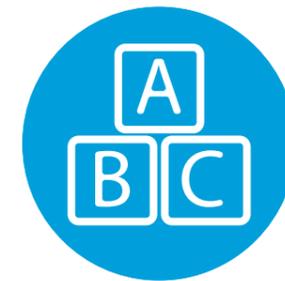
Expanded food security program (the Food Pantry)



Coffee and catchup sessions



After School reading and activity program supported by the East Gippsland Shire Library service



Children's play programs



The Knitting and Box Building Program

Christmas 2019 provided a wonderful opportunity to celebrate at the local park and was well attended, bringing together many members from the community and partner organisations such as Save the Children, Community Housing Limited, Gippsland and East Gippsland Aboriginal Cooperative and Gippsland Lakes Complete Health.

Food Pantry operations at the East Bairnsdale Community Hub have been a really important contribution to the communities and households located in and around Bairnsdale, including East and West Bairnsdale and out through Bruthen, Johnsonville, Nungurna, Paynesville, Eagle Point, Swan Reach and Orbost. This was particularly so during the devastating bushfires of early 2020 and the ongoing COVID-19 pandemic where The East Bairnsdale Community Hub has continued to provide this essential food pantry service, partnering with Food Bank Australia during the bushfire crisis and acting as a referral service from service agencies during the COVID-19 Pandemic, such as Legal Aid, Community Housing Limited, Anglicare, Gippsland Lakes Complete Health and Gippsland and East Gippsland Aboriginal Co-op (GEGAC).

Alongside the COVID-19 pandemic, the 2020 bushfire crisis has solidified the vital role of The East Bairnsdale Community Hub as an inclusive and central contact point and resource. With the overwhelming generosity of food and supplies donated, increased collaboration between support agencies and Quantum has taken place to share resources. As a result of navigating the landscape of available supports to the community, partnerships were strengthened, including that with the local agency ADRA.

Quantum has continued to focus on building and expanding network relationships with agencies such as the East Gippsland Primary Care Partnership and Children's Wellbeing Collective for East Gippsland. Such relationships have helped promote work done on the site and provided perspective on strategic activity and planning in the region to strengthen outcomes for families and children living in the community.

Quantum's Diversity Branding



Quantum Support Services aim to enrich the wellbeing of all Gippslanders. Our organisation builds integrity, respect and empowerment both within and for the Gippsland community. An Equitable, Diverse and Inclusive Gippsland is important to Quantum and our new logo and colour design reflects these values. We used the colours of the diverse representational flags to guide how our organisation could visually present our values. We looked at the Aboriginal flag, Torres Strait Island flag, the Rainbow LGBTI+ flag and our Australian colours of green and gold to inform our design. By using these colours as representative of Gippsland's diverse community and designing ribbon or streamer shapes we were able to showcase Quantum's celebration of Gippsland's diverse population.



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 People. 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.

Short Diversity and Inclusion Statement:

Quantum celebrates diversity and inclusivity and we are committed to ensuring our workplace and services reflect this. We welcome people of all backgrounds, abilities and cultures.



Quantum's Diversity Button incorporates the Aboriginal and Torres Strait flag colours, along with the LGBTI+ Rainbow Flag colours.

This button is to be placed along side all coloured branding within the organisation.



Quantum's Posters that are displayed in reception areas in all offices



Quantum's Diversity Ribbon is used if the button is unable to be used.



We Are Accountable

Family Violence and Case Management

The programs for the Family Violence Stream include Family Violence Outreach, Family Violence Intensive Case Management, Private Rental Brokerage Support, Safe at Home across both Inner and Outer Gippsland and additional support in RAMP Case Management, the Personal Safety Initiative and a Place to Call Home program in Inner Gippsland.

The 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: Ten 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

Understand the individual needs of women and women with children who are affected by family violence, and to provide appropriate specialist advice and support

Provide a service which is culturally sensitive, and understands the diversity and intersectional needs of victim survivors

Promote a culture which holds perpetrators to account for their behavior

Client Stories

Saffy* had self-referred to seek support to leave her emotionally and financially abusive and controlling relationship. Her case manager linked her in with the Victorian Interpreter Service so that she was able to make informed decisions about her support needs.

Saffy was assisted with crisis accommodation until she was able to access a safe, secure and affordable private rental with the support of her Case Manager. Saffy was also referred to the Personal Safety Initiative to increase the safety and security of her new home.

Saffy was subsequently linked into the local Multicultural Service to access English as a Second Language class, which gave her the opportunity to improve her English and make friendships that reduced her feelings of isolation and gave her a sense of community.

“ The support I received from Quantum has empowered me to establish a new life free from violence and I am now planning to apply for Australian Citizenship. ”

Rachael* was referred into Quantum's Intake and Assessment service by DHHS Child Protection. Rachael was living with her daughter and her grandchildren and Child Protection expressed concerns for Rachael's safety due to the behaviour of her ex-husband.

Rachael's Case Manager supported her with advocacy to the Police and her ex-husband, the perpetrator, was arrested and charged with breaching the Order. The perpetrator also made threats regarding Rachael's Centrelink benefits and Rachael was linked into legal support regarding her Centrelink debt and is now on a payment plan.

During Rachael's support period, Risk Assessment and Safety Planning was regularly completed to enable Rachael to feel confident in managing her safety and she was provided with a Personal Safety Device to increase her physical safety.

“ The support I received from my Case Manager had helped me realise that I was not the problem and I was able to make clear and informed decisions which has made me feel more confident and empowered to live a life free from violence. ”

*Names have been changed due to privacy reasons

We Strive For Sustainable Outcomes

Homelessness Support Services

The Homelessness and Support Services Stream provides a wide range of support services across 22 programs to vulnerable and disadvantaged adults and youth. The Stream provides specialised strength based support that assists community members in addressing and resolving homelessness and tenancy issues.

We provide specialist tenancy advocacy and support to people in both Social Housing and Private Rental to establish new tenancies and also assist to intervene where the tenancy may be at risk due to a myriad of factors impacting on a person's life. A range of supports and interventions are also provided to vulnerable tenants residing in private rentals, caravan parks and rooming houses.

A core feature of the Homelessness and Support Stream is the Youth Residential Building (YRB) that provides a short term emergency crisis response for a period of six weeks for youth aged 16 – 25 experiencing homelessness.

The Youth Residential Building is a 24 hour facility with six units that supports youth in some of the following areas:

Life and Living Skills

Links to education and support

Budgeting

Support to access permanent accommodation

Connection to community supports

Client Stories

Youth Housing Outreach (YHO)

Chloe* who was aged 17 at the time of referral, had moved constantly from one temporary shelter to another (Secondary Homelessness) and had experienced financial stress, unemployment, disengagement from education and mental health issues. Chloe had also experienced family violence as a child and also from her current partner, who at the time of referral was being incarcerated for aggravated burglary.

Chloe was accepted to the YHO Program where Chloe acknowledged she had experienced on and off homelessness since the age of 14.

Chloe identified that she had limited positive supports in her life and minimal connection to community and peers.

With the support of her YHO worker Chloe was able to clearly identify specific goals she would like to achieve. Chloe was the driver in her case plan goals and through this process Chloe felt safe and supported to make informed decisions which enabled Chloe to gain control of her life.

Intensive support, information and advice was given to Chloe through the YHO Program in relation to living skills, with a particularly strong focus on increasing Chloe's self esteem, confidence and decision making capacity.

*Names have been changed due to privacy reasons

Chloe had identified that she would like to complete her apprenticeship in Hairdressing. Chloe was supported to reconnect to her Education provider and enrolled back into the course to commence the following year and was supported to find work in her chosen field.

Once Chloe had gained some stability and confidence Chloe was supported in accessing long term accommodation. A referral was submitted to DHHS Housing as a priority application, however it was through Chloe's own motivation, dedication and persistence that Chloe, in this same year, secured a private rental property through a local real estate agent.

Through the support of the Quantum YHO Program Chloe was able to recognise her full potential, skills and strengths which encouraged a growth within Chloe increasing her self esteem and confidence.

“I have safe and affordable accommodation and I am excelling in the areas of my life that were previously significant barriers for me.”



We Are Proactive

Youth Services and Better Futures

Over the reporting period, a new leadership initiative was inducted and embedded across the stream to proactively support case managers. This Consultation and Advice Panel (CAP) of practitioners and practice leaders uses advice and consultancy from across the diverse community service areas of Quantum to broker opportunities for the children, young people and families that presents to the panel.

This initiative has been based on the "Advantaged Thinking Model" and has brought an evidence based framework to Quantum to unite the steam in a common practice approach designed to hold the child, young person or family's strengths, goals and aspirations front of mind as the driving force for supports that are offered.

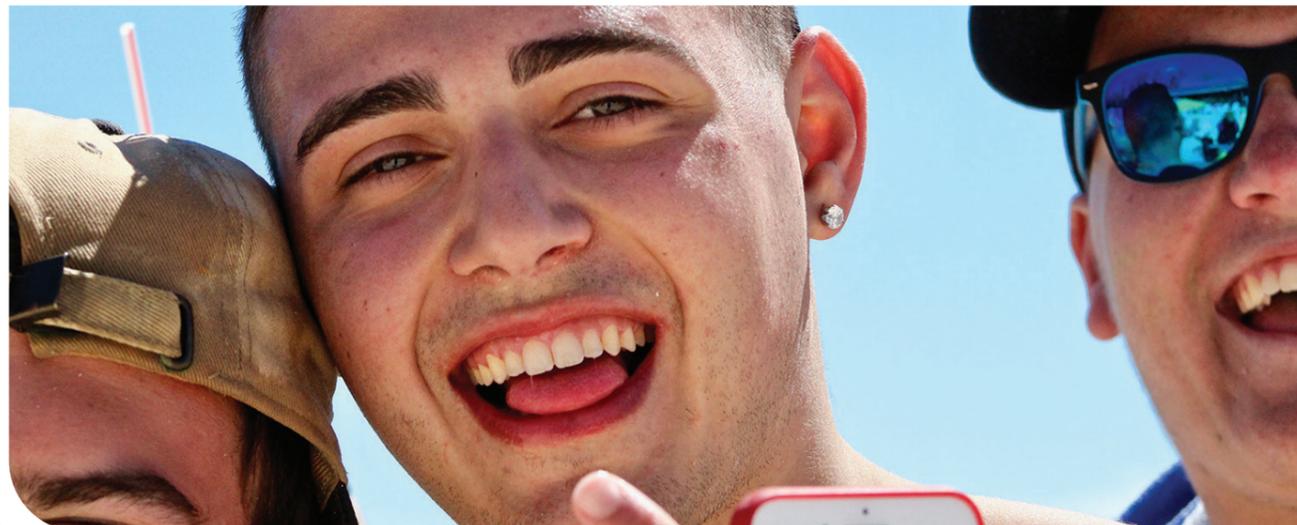
Quantum also experienced significant change in 2019-20 with the funding reforms to Better Futures, the primary leaving care program for Victoria. During the reporting period, Quantum was able to pro-actively and quickly adapt to the reforms and continue to play a leadership role in the Better Futures space across Gippsland, South Division and Victoria. Some highlights have included the creation of the "Youth Transition Advisor" team in August 2019, which was a holistic approach to servicing young people in Leaving Care Housing Support, Planning 2 Succeed, Home Stretch and Better Futures programs. Quantum had also previously been part of the Better Futures pilot which played an important role in shaping this program in Victoria.

Other highlights:

Rapid COVID-19 response – A rapid specialist Homestretch response model helped to stabilise homes and young people's lives during the COVID-19 pandemic

Homestretch program – Quantum was the lead provider across Inner and Outer Gippsland

Youth Justice Community Support Service (YJCSS) – Formal evaluation outcomes in 2020 from the Department recognised the success of the program in reducing recidivism. Consequently, Quantum has been funded again and will be a key partner in the state to help shape the "new look" YJCSS that is able to focus on strengths based community services and a new case management framework



Client Stories

Better Futures

The Better Futures program has utilised its Advantaged Thinking lens within the model extremely well this year to support a young man from Heyfield by the name of *Brad.

Brad grew up in the out of home care system. He always felt very connected to horses, farming and the outback. His dreams and aspirations were always to be a jackeroo working in remote parts of Australia.

As the Better Futures program prioritises the use of its brokerage on investing in young people's strengths, talents, long term goals and aspirations (as opposed to crisis based expenditure), the Better Futures worker built their support with Brad solely around brokering opportunities for him to reach his dream career.

Over the period, Better Futures worked with Brad to fly him to the Northern Territory on a cattle station for a work opportunity. Brad gained some valuable experience, so once this ended, Better Futures then supported Brad in establishing a position and getting more experience on a Horse Stud in rural New South Wales.

Just before the COVID-19 pandemic hit, Better Futures had been able to support Brad to return to the Northern Territory in a full time, ongoing position as a jackeroo back on a cattle station. Support with Better Futures will cease but this young man of nearly 21 has transitioned well from his time in care into a successful, healthy and fully independent man who feels he has reached his ultimate goals and aspirations. These outcomes are what the Leaving Care program is all about.

Brad's story highlights the effectiveness of a reformed Leaving Care system where Better Futures stays in touch until 21 and utilises a coaching model of support. This is based on brokering opportunity and empowering a young person's self-determination. For Brad it was about supporting him in daring to dream, to take positive risk and to focus on things that he was passionate about and wanted to pursue.

**Names have been changed due to privacy reasons*



We Show Care

Family and Children

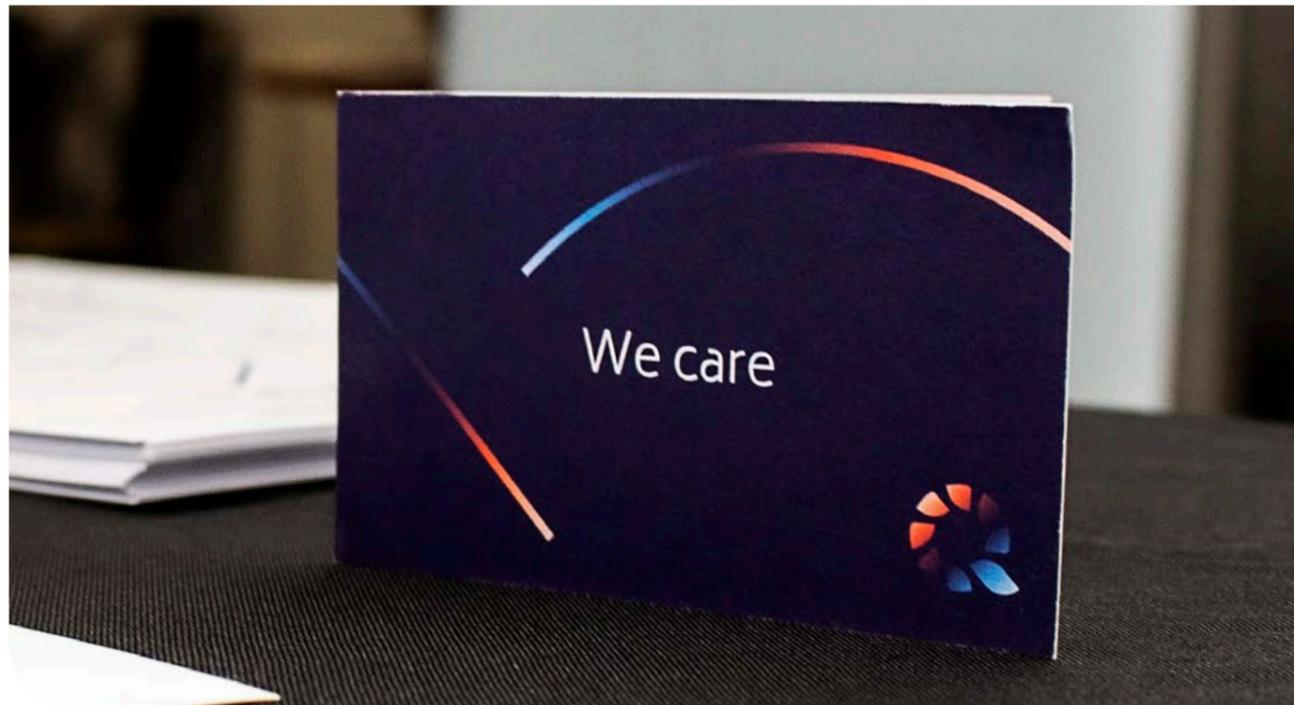
Quantum's Child, Youth and Family Services had a successful year in growing care services across a wide range of targeted services and programs. Mitchell Burney became the Acting Stream Manager of Children and Youth Services in September 2019. Focus was placed on increasing referrals in several program areas to accommodate greater need. Quantum expanded networks and communication pathways in Outer Gippsland for the Finding Solutions and Adolescent Support Programs, holding presentations to Child Protection leadership groups, participation in youth service networks and attending the Outer Gippsland high risk youth panel, amongst the examples. Similarly for Inner Gippsland, relationships were strengthened, including with the Inner Gippsland Family Services Alliance.

Out of Home Care (Care Services)

Quantum's Home Based Care program was a standout during the reporting period thanks to the team's high performance, strong compliance and dedication to the carers, children and young people. Quantum obtained the highest possible compliance bracket in the DHHS Foster Care Spot Audit program and consequently took a lead role in creating a trial model across the care services programs at Quantum via utilisation of performance funding.

The Kinship First Supports pilot program also had a very successful year, with Quantum taking a key advocacy role in supporting the move toward early intervention with implementation of this new Kinship Care model that aligns with Victoria's Children, Youth and Families reform strategy 'Roadmap for Reform'. Quantum obtained recurrent funding across Victoria at the conclusion of the financial year.

Quantum's Targeted Care Package (TCP) grew significantly in the reporting period with a shift into the Family reunification space and the addition of three new team members. Quantum held packages in the foster care, kinship care, independent living and parental care spaces.



Client Stories

Kinship First Supports Program

*Jim is 15 and has experienced significant complex developmental trauma since childhood. He was in and out of kinship care, foster care and residential care his whole life and had used violence toward his grandmother whenever he returned to her care.

Having no other options, Child Protection placed Jim back in the care of his grandmother and other family members. Aggression, anger and verbally abusive behaviours re-surfaced. He stopped eating regularly, slept all day, disregarded hygiene practices and disengaged from education and his Child Protection case manager.

This is when Quantum stepped in to support Jim and his family through the Kinship First Supports program. The Quantum case worker, having an understanding of trauma and how this affects human behaviours and functioning, focused heavily on trauma informed parenting strategies, building mutual understanding of why Jim behaved the way he did, and getting all parties to validate Jim's experiences.

Time was fully invested in Jim, working through attachment, family focused practice styles, and strategies of self regulation and learnings from the adolescents who use violence, Adolescents Building Connections (ABC) program to facilitate change.

Within a short time of less than three months, and with a further nine months still remaining in the program, Jim started to eat regularly and engage again. He showered regularly and attended his care team meetings, to the positive surprise of those around him, including Child Protection.

Early intervention and providing the right programs and services in the right places has played a critical role for Jim.



We Are Agile and Adaptive

Financial Year 2019-20 in retrospect was a year filled with emergency challenges at a regional level with the bushfires in December and January and then nationally and internationally with the COVID-19 pandemic. Both these events had major impacts on the way Quantum has delivered service and the demand for Quantum's services.

Quantum staff were also personally impacted in a way never seen before. At least two staff members had properties impacted by fires in East Gippsland and with the global pandemic the move to working from home needed to occur in rapid time. Working remotely has meant a reduction in client face to face interactions which has really changed the way staff engage.

At the Youth Hostel and Women and Children's Refuge there were requirements for Personal Protective Equipment (PPE) and a changed model of care to ensure staff and client safety when interacting with each other.

Quantum established an Emergency Response Team (ERT) comprised of Stream Managers, Executive Team members and other key Corporate Support staff. The role of the Emergency Response Co-ordinator was created to lead Quantum's ERT meetings, establish the COVID-19 Response Plan, provide key messages through a regular Workplace Advice and respond to client activation requests through a centralised process.

As Quantum moves toward 'COVID normal', changes will again occur and place different stress onto staff. Key focus areas will be a flexible workplace which aims to capture the learnings from COVID-19 and incorporate them into daily process as well as improved ICT mobility and systems.

Refer to the coloured quotations for the insights and thoughts of Quantum staff members on working in the COVID-19 pandemic.

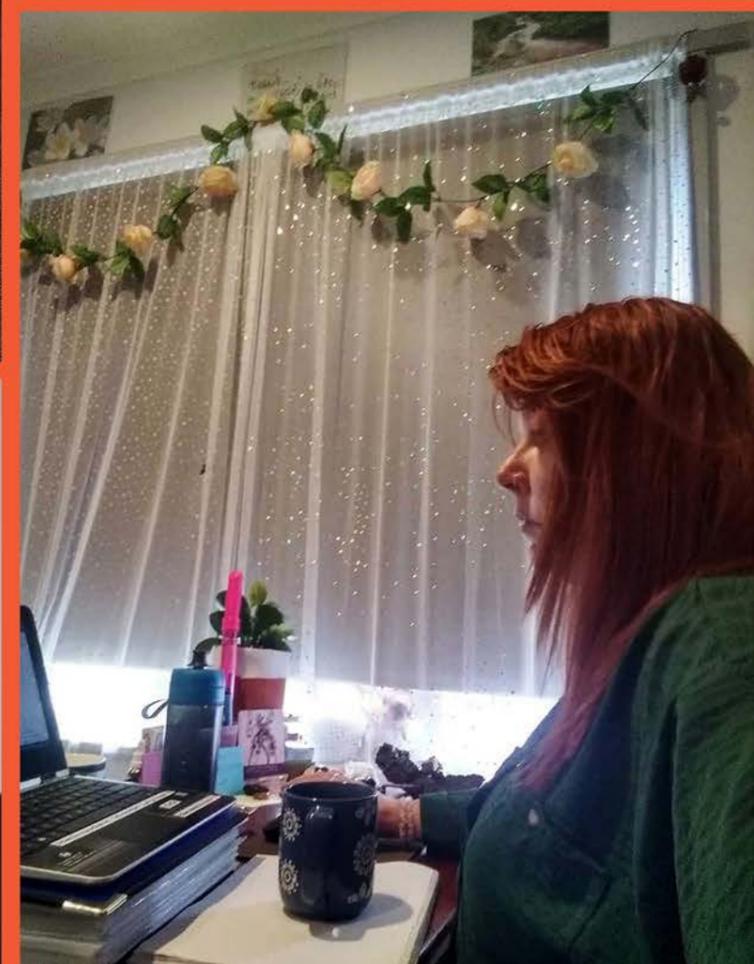
“ I think the transition has been handled very well considering the quick onset of the pandemic ”

“ Advice received has been great and I think management and the COVID-19 team has done a great job under very trying circumstances ”

“ I like the freedom to take a break by doing exercise and then working later when you are feeling motivated. Using the time that you are usually commuting to sleep a little longer, do yoga or take the dog for an extended walk ”

What 2019-20 and 2020 in particular has shown is that Quantum is truly agile and adaptive because of the staff. It has not always been easy and we need to learn from positive and negative feedback and celebrate the way we have pulled together albeit while being apart.

“ The challenge is going back to 'normal' because that wasn't working ”



Board and Committees



Roland Davies **Chair**



Jane Burton **Deputy Chair**



Kim McFarlane **Director**



Ian Maxfield **Director**



Craig Parker **Director**



Sarah Covington **Director**



Anne Gribbin **Director**



Celia Irwin **Director**

Board Sub-Committees (SC)

Remuneration SC

Anne Gribbin – Subcommittee Chair

Roland Davies

Jane Burton

Craig Parker

Ian Maxfield

Finance and Audit SC

Sarah Covington – Subcommittee Chair

Roland Davies

Jane Burton

Ian Maxfield

Anne Gribbin

Quality and Risk SC

Kim McFarlane – Subcommittee Chair

Roland Davies

Craig Parker

Celia Irwin

Ian Maxfield

Strategy and Performance SC

Craig Parker – Subcommittee Chair

Roland Davies

Celia Irwin

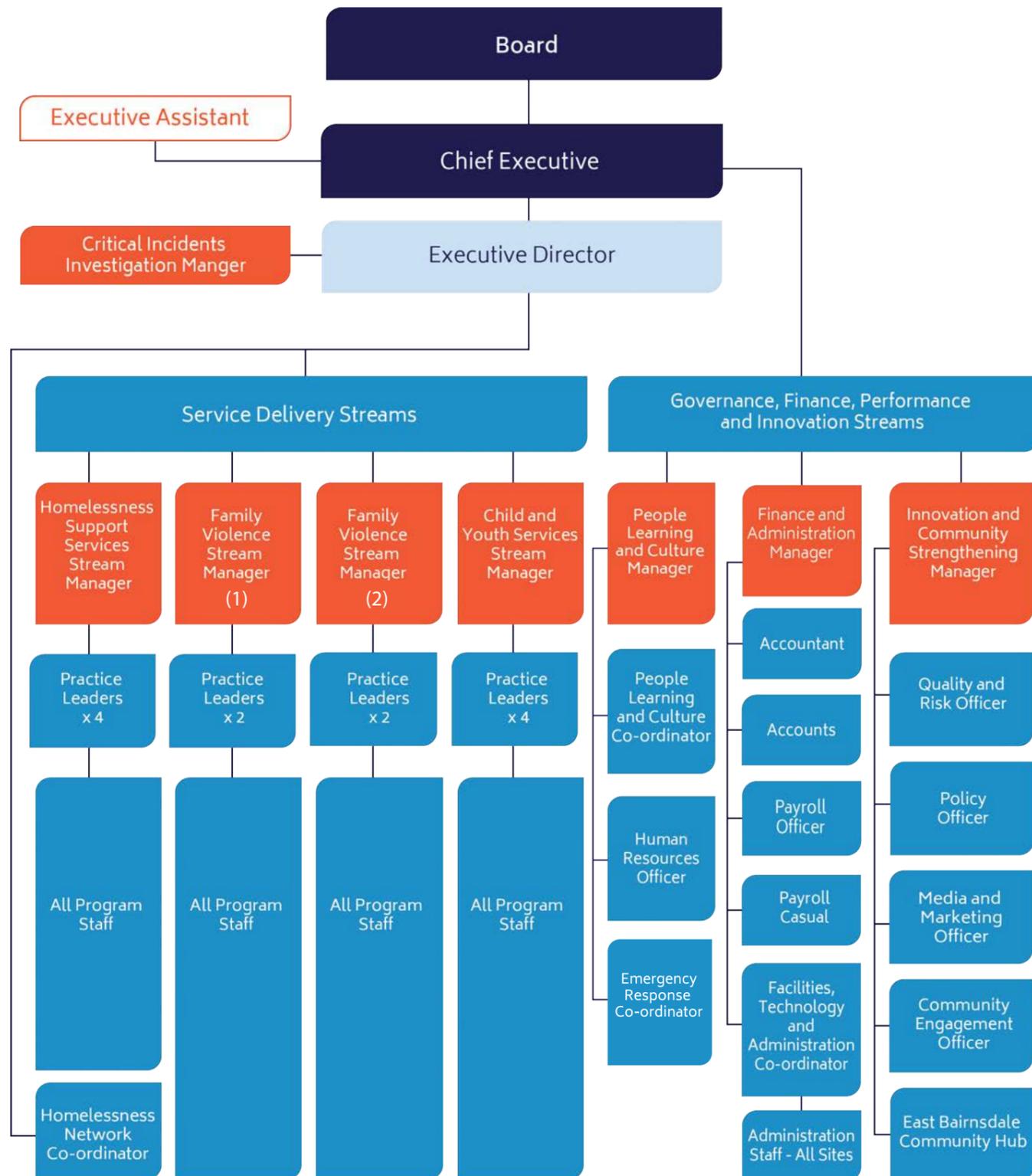
Anne Gribbin

Sarah Covington

Jane Burton



Organisational Structure



Executive Team



Natalie McDonald
Chief Executive



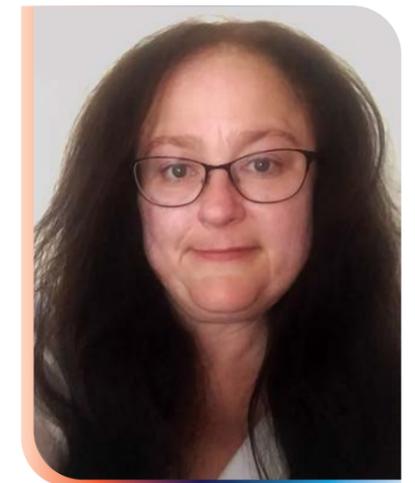
Cindy Pullar
Executive Director



Grant Coulthard
Finance and Administration Manager



Rebekah Lee
People Learning and Culture Manager



Lisa Simpson
Innovation and Community Strengthening Manager

Elizabeth Pearson was Chief Executive Officer until July 2020 – Natalie McDonald was appointed Chief Executive in July 2020 and commenced on 10 August 2020.

Partnerships and Networks

Throughout the reporting period Quantum has focussed on establishing Quantum's presence in a wide variety of new and existing networks, which has enhanced the ability of the agency to better understand issues impacting Quantum's services and service recipients, as well as provided the agency with a good oversight into existing local response strategies.

The connections established with regional agencies also provides Quantum with a platform to advocate for change across the sector and to raise awareness of issues aligned to achieving the strategic objective to **Enhance the Wellbeing of Gippslanders**. The connections also contribute to raising Quantum's profile in the region and providing leadership in the sector.

Key activities that have been initiated and undertaken of a strategic nature to enhance partnerships and networks.

Local partnerships and networks include:

Bairnsdale Hospital

Baw Baw Food Movement

Baw Baw Our Watch Our Issue

Gippsland Centre Against Sexual Assault

Gippsland Primary Health Network

Gippsland Women's Health

Latrobe Community Health Service

Latrobe 'Food for all Latrobe Valley'

Latrobe PVAW (which includes Quantum as a co-lead with Gippsland Community Legal Service in the Clothes Line Project)

Latrobe Youth Space

Marley Street Community Hub Steering Committee participation

Neighbourhood House Networks

Primary Care Partnership Networks within East Gippsland, Wellington, Latrobe and Baw Baw

Ramahyuck through participation in the Australian Women's Day event – the Women's Circle and Mental Health Unit

Volunteer Victoria Gippsland Volunteer Management network

Wellington and Baw Baw Local Government Shire Council Wellbeing Planning and Action Strategy groups

Wellington 'Food Relief'

Wellington Gender Equity Group and the East Gippsland Partners in Violence Prevention Group

Women in Gippsland

Yoowinna Wurnalung

Quantum's partnerships and networks include:

ANSTAT

Associations Forum

Australian Human Resource Institute

Australian Institute of Company Directors

Australian Institute of Management

Australian Payroll Association

Australian Taxation Reporter

Centre for Excellence in Child and Family Welfare

Committee for Gippsland

Council to Homeless Persons

Domestic Violence Victoria

Foster Care Association

Gender Equity Victoria

Good 360

Governance Institution

No to Violence

Our Community

Pathways Employment Bulletin

Victorian Council of Social Services

White Ribbon



Thank You For Your Support

In May 2020 Quantum was delighted to be a recipient of a share in Latrobe Health Services \$1M support packages of \$350,000.

The donation will be used to provide therapeutic support services to men, women and families as part of an early intervention and prevention Family Violence Service; as well as bolster the provision of food and care packages to vulnerable families impacted by COVID-19 including those affected by job loss and food insecurity.

“Quantum, as a Gippsland wide organisation, will ensure the donation contributes to addressing the needs of vulnerable community members affected by COVID-19, and is grateful to Latrobe Health Services for their generosity”
 - Roland Davies, Quantum Board Chair

In conjunction with Latrobe Health Services, Quantum was generously donated money from various organisations and individuals for the 2019-20 financial year.

We would like to thank:

Lendlease Australia	\$5,000
Uniting Church Australia - Op Shops	\$1,000
Inner Wheel Morwell	\$ 500
Neighbourhood Watch	\$ 454
Direct Appliances	\$ 403
Drouin Primary School	\$ 275
Anonymous	\$ 30

We would also like to thank organisations, local businesses and members of the community who have helped to support us in the Gippsland community.

Thank you to:

- Good360
- Keep Safe Quilts
- StreetSafe/Sheridan
- DHHS - HCC
- Bendigo Bank - Bairnsdale
- South Brew Cafe
- Jarrods Bakery
- Ethan - 1st Trafalgar Scout Group
- Aleera - Latrobe Valley



Financial Reports



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

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

I declare that, to the best of my knowledge and belief during the year ended 30 June 2020 there have been:

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

Ashfords Audit and Assurance Pty Ltd

Ashfords Audit and Assurance Pty Ltd

Andrew White
 Dingley
 6th November 2020



Liability limited under a scheme approved under professional standards legislation.



Full financial statements are available on our website

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

Report on the Audit of the Financial Report

Opinion

We have audited the financial report of Quantum Support Services Inc. 2020, which comprises the statement of financial position as at 30 June 2020, 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. 2020 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 2020 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 - C.A
6 November 2020

Suite 5, 14 Garden Boulevard
Dingley Victoria 3172

QUANTUM SUPPORT SERVICES INC.
ABN 18 274 439 046

Statement of Profit and Loss and other Comprehensive Income

For the year ended 30 June 2020

	Notes	2020 \$	2019 \$
Revenue	3	17,571,210	15,362,779
Other Income	3	381,855	311,639
Program expenses		(2,580,514)	(2,143,264)
Employee benefits expenses	10	(13,422,372)	(10,945,702)
Depreciation Expense	6	(236,692)	(165,534)
IT&C expenses		(375,216)	(318,757)
Motor Vehicle expenses		(520,560)	(523,406)
Other expenses		(785,681)	(1,072,157)
Net result Before Capital & Specific items		32,030	505,598
NET RESULT FOR THE YEAR		32,030	505,598
Other comprehensive income :			
Revaluation of Land and Buildings			
COMPREHENSIVE RESULT FOR THE YEAR		32,030	505,598

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

QUANTUM SUPPORT SERVICES INC.
ABN 18 274 439 046

Statement of Financial Position

As at 30 June 2020

	Notes	2020 \$	2019 \$
Assets			
Current			
Cash and cash equivalents	4	8,661,557	7,559,777
Trade and other receivables	5	151,909	158,560
Other assets	7	61,632	68,023
Current assets		8,875,098	7,786,360
Non-current			
Property, plant and equipment	6	4,420,819	4,348,742
Non-current assets		4,420,819	4,348,742
Total assets		13,295,916	12,135,102
Liabilities			
Current			
Trade and other payables	8	1,046,788	724,087
Provisions	11	1,660,514	1,307,873
Borrowings	12	66,581	189,378
Other liabilities	9	5,028,228	4,374,168
Current liabilities		7,802,111	6,595,506
Non-current			
Provisions	11	241,685	283,082
Borrowings	12	-	56,976
Other liabilities	13	24,957	-
Non-current liabilities		266,642	340,058
Total liabilities		8,068,753	6,935,564
Net assets		5,227,163	5,199,538
Equity			
Reserves	14	1,531,940	1,531,940
Retained earnings		3,695,223	3,667,598
Total equity		5,227,163	5,199,538

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

QUANTUM SUPPORT SERVICES INC.
ABN 18 274 439 046

Statement of Changes in Equity

For the year ended 30 June 2020

	Reserves \$	Retained Earnings \$	Total Equity \$
Balance at 1 July 2018	1,531,940	3,162,000	4,693,940
Surplus for the year			
Other comprehensive income		505,598	505,598
Total comprehensive income for the year			
Balance at 30 June 2019	1,531,940	3,667,598	5,199,538
Retrospective Adjustment upon change in accounting policy AASB 16 Leases		(4,405)	(4,405)
Surplus for the year			
Other comprehensive income		32,030	32,030
Total comprehensive income for the year		27,625	27,625
Balance at 30 June 2020	1,531,940	3,695,223	5,227,163

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

QUANTUM SUPPORT SERVICES INC.
ABN 18 274 439 046

Statement of Cash Flows

For the year ended 30 June 2020

	Notes	2020 \$	2019 \$
Operating services			
Receipts from :			
- government grants		18,105,802	16,096,918
- interest income		50,432	91,691
- other income		396,970	284,734
Payment to clients, suppliers and employees		(16,868,224)	(14,886,206)
Interest Paid		(9,605)	(21,094)
Net cash provided by operating activities	15	1,675,375	1,566,042
Investing activities			
Purchase of property, plant and equipment		(360,846)	(134,055)
Proceeds from disposals of property, plant and equipment		0	(3,527)
Net cash provided by / (used in) investing activities		(360,846)	(137,583)
Financing activities			
Repayment of bank loans		(179,773)	(168,283)
Repayment of Right to use Lease Liability		(32,976)	0
Net cash from / (used in) financing activities		(212,749)	(168,283)
Net change in cash and cash equivalents		1,101,780	1,260,176
Cash and cash equivalents, beginning of year		7,559,777	6,299,601
Cash and cash equivalents, end of year	4	8,661,557	7,559,777

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

Quantum Support Services acknowledges the Gunai Kurnai Peoples as the Traditional Custodians of the land on which we work and live, including Elders, past, present and emerging.



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



Respect Integrity Empowerment



Morwell
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
quantum.org.au

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.

