



Annual Report 2020-21





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



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.

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.



Contents

- Our Commitment to Child Safety 3
- Acknowledgments 4
- Chief Executive's and Board Chair's Report 6
- Strategic Overview and Focus 8
- Quantum At A Glance 10
- Client Services Overview12
- Our Core Objectives contents page15
- We Are Inclusive16
- We Are Accountable 17
- We Strive for Sustainable Outcomes 19
- We Are Proactive20
- We Show Care22
- We Are Agile and Adaptive23
- Board and Committees24
- Organisational Structure26
- Executive Team27
- Partnerships and Networks28
- Thank You For Your Support30
- The Community Support Fund31
- Financial Reports32





Chief Executive and Board Chair's Report

The year of 2020-21 has been one of consolidation, growth and change in the face of the ongoing need to adapt to an ever-changing world with the COVID-19 pandemic. Our staff at Quantum continue to provide support to the people of Gippsland who find themselves without a home, the victims/survivors of family violence and those who need ongoing support to rebuild and empower themselves.

The Quantum Board welcomed four new members following the retirements of Kim McFarlane, Ian Maxfield and Craig Parker. The new members have a diverse range of skills and backgrounds which has added positively to the board membership. In parallel to this, a review of the sub-committees of the Board were undertaken with the introduction of the People, Culture and Safety Board sub-committee which has taken on the governance of Quantum's People policy and strategy. This has been a positive initiative with members of the sub-committee able to engage in the detail around the most important asset Quantum has – its people.

Quantum continues to see increased need for service provision in Gippsland with growth in Homelessness is of particular concern given the lack of access to affordable housing. Many are being priced out of the market with private rental prices increasing around 13-15% as many look to an affordable sea/tree change from Melbourne.

We have been able to grow our Homelessness support programs with the introduction of Homeless to Home (H2H) which provides access to a home and 12-18 months wrap around support. This model looks to address more than just the need for a place to call home but also the long term needs to help those who find themselves homeless to address other core needs such as work, education or health concerns. It is a model born out of COVID-19 and provides a blueprint for service provision into the future.

Due to increased demand, we established distinct division between the Youth Services and the Care and Family Services delivery areas of the organisation. This allows more senior management coverage of the very complex needs of the young people in care as well as the growing need to support youth who may be coming out of care or who have found themselves without a home.

The growth in our Family Violence service provision has also seen the opening of the new Pat's Place, which provides crisis care for women and their children who have escaped domestic violence and increases in staffing at our Inner Gippsland Orange Door. We are also well down the path of planning for the opening of The Outer Gippsland Orange Door sites which will include a Sale access point co-located with Quantum.

While COVID-19 saw the world shift to on-line working it was clear that Quantum information systems were not able to cater for our staff and client needs under the changed operating model. In March 2021 we made the jump across to Microsoft 365 and embarked on a partnership with Oreta and Telstra to modernise our technology. All staff now have access to a surface device and have the infrastructure to work the same way from home as in the office. Our phone lines are now managed in the cloud and our data is secure. This is a platform for the future and the first step to providing integrated systems which fit our business needs and help us focus on our clients.

The Quality of the service we provide to our clients is the cornerstone of the ongoing growth and a source of pride for our staff. The ongoing continuous improvement coupled with the ever changing landscape of compliance in the social services has seen Quantum embark on the development of a stronger Quality and Risk portfolio which is essential to underpin our client delivery service. The new team incorporates compliance, policy, continuous improvement and risk management. We will be ready for our triennial accreditation assessment in October 2021 but more importantly we are structuring for the focus to be on the delivery of quality care every day.

The focus on quality outcomes and care is closely linked to Organisational Culture. COVID-19 has prevented opportunities for large scale interaction of staff so the focus has been on supporting staff and developing a culture of support for each other. Monthly all staff on-line forums, pop-up trivia events and even virtual coffee chats have become part of the day to day.

A culture and engagement survey was undertaken in November 2020 which has provided for some key focus areas to help nurture the Quantum culture. These opportunities include a focus on empowering our front line staff and supports the development of a high performance culture that is linked to our strategic priorities. These initiatives are well underway and will continue to underpin our focus on our staff moving forward.

With an increase of 25 per cent in our total staffing over the last 12 months, there is a focus on on-boarding, training and ensuring new staff and board members have the tools they need to begin their journey with Quantum.

One of the key parts to Quantum's future will be to minimize our long term reliance on government funded programs.

We can see the need for affordable housing now as well as additional support and wrap around services for our clients beyond what is currently funded. We are also looking at options to support our youth in housing provision. Over the coming months Quantum will endeavour to launch into the philanthropic space, exploring the concept of a Quantum Foundation, including an emphasis on affordable housing. The Christmas and Easter appeals supporting families and children accessing our services will continue to be a priority.

COVID-19 has allowed so many workplaces to challenge the way they see themselves and how they carry out their daily work. At Quantum we have moved to a flexible work environment which has supported staff to rethink their interaction with clients. We are reviewing our models of care and looking to evolve and develop our service offering with a particular focus on young people in our region.

Quantum achieved a strong financial position for the reporting period with a recorded income exceeding \$23M, an increase of \$5M on the previous year. The asset base of the organisation increased from \$12.9M to \$16.3M. The organisation achieved a net operating result of \$1.5M. This outstanding result has allowed Quantum to commit to the purchase of a new office site, located at 104 – 108 Raymond Street, Sale. The new site will provide improved office space and access, along with allowing capacity for Quantum to provide Family Safety Victoria a point of presence for The Orange Door initiative in the Wellington region.

As we look towards 2021-22 Quantum will move to refresh and renew its ongoing Strategic Plan. This will see the organisation challenge the status quo and look to draw a picture of what community services will look like into the future and the role Quantum can continue to play in the support and empowerment of those in need throughout Gippsland.

Natalie McDonald
Chief Executive Quantum Support Services

Roland Davies
Board Chair Quantum Support Services

Strategic Overview and Focus

To enrich the wellbeing of Gippslanders

Our Key Priorities and what has been achieved in 2020-21 and our key focus areas for 2021-22



Provide the right programs and services in the right places

Expansion of The Orange Door Inner Gippsland and implementation of The Orange Door Outer Gippsland

Introduction of flexible delivery of the Inspiring Women's Group

Accessibility on-line, flexibility to work remotely across the organisation

Introduction of the Homelessness to Home Program (H2H)

Develop options to address long term youth homelessness in Gippsland including access to accommodation in the region

Increase access to early intervention and prevention services

Focus on Gippsland's long term homeless finding long term homes

Expansion of the Adolescents Building Connections (ABC) Program into South Gippsland and Bass Coast Shires

Development of the Specialist Family Violence Youth Worker Program

Attract, engage and invest in our people

Completion of Staff Engagement Survey and development of People Strategy

Expansion of Cognology's capacity and investment in induction services and on-line training platforms.

Rainbow tick accreditation near finalisation

Occupational Health and Safety Strategic Plan

Improved culture with a focus on reduction in staff turnover and sick leave

Build the profile of Quantum

Stakeholder Management and Communication Plan Development

Website Donations Platform launch

Partnering with Gippsland businesses to facilitate and contribute to major annual collection drives for individuals and families being supported by our programs

Partnering with other agencies and Gippsland business's to create awareness of important social issues

Increased media presence aligning with Quantum's Media and Marketing Plan

Positive client feedback, partnership feedback positive - To demonstrate the value of our partnerships in Gippsland

Quantum Foundation and Philanthropic strategy

Achieve a sustainable business model

Board Governance and on-boarding of new Directors

Workplace mobilisation with ICT refresh.

Introduction of a dedicated Quality and Risk team

Strategic facilities investment

Release of Quantum's Strategic Plan 2022 - 25

Quality accreditation achieved and focus on continuous improvement culture embedded

Finance/Corporate System implementation completed

Progress toward Quantum's single client data management system and integrated corporate system platform.



Corporation Status

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



Operations

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



Area Covered

Baw Baw, Latrobe City, Wellington, East Gippsland, South Gippsland and Bass Coast LGA's (Warragul to Bairnsdale)



Office and Program Sites

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



Employees

189



Programs

50



Income

\$23.3 million (20/21)
(Victorian State Government 93.5%)

Asset Base

\$16.3 million

Net Operating Result - Surplus

\$1.5 million



Annual Phone Calls and Walk-ins

18,200+



Clients

10,350 +

Care and Family Services: 520+

Youth Services: 390

Family Violence inc. The Orange Door: 7,800+

Homelessness Support: 1,630+



Client Services Overview

The past year continued to challenge client services in creating innovative practice to engage and support our community. Despite the uncertainty the pandemic has created our service to members of the community needing support was strengthened and, in some programs, a further reach across Gippsland was achieved. Overall client engagement and outcomes were not adversely impacted, and this is to be contributed to the client service delivery staff and their management teams.

Childcare and transport barriers were removed with the delivery of virtual group work in the Inspiring Women's Group, resulting in women from across Gippsland participating in the program. The introduction of e-vouchers allowed for timely and effective support in the manner of fuel and food vouchers to our community. COVID Safe practice, allowed for the continued outreach to individuals and families, ensuring their best interest and safety remained a key focus. This also allowed for important connection for isolated community members.

Across the year all areas of client service delivery were challenged with the growing housing crisis in Gippsland. Individuals and families reported first time experience of homelessness and a need for community service support due to rising rental prices, employment insecurity, landlords making applications to reclaim the home for their own use, and landlords selling properties, and the home not remaining available for private rental. Services such as Pat's Place, the Youth Residential Building, Transitional Housing and Crisis Properties remained fully occupied for longer periods due to no suitable and affordable housing options available. This had the impact of less people being able to access short- and medium-term accommodation with support services like Quantum.

The use of motel accommodation to support our homeless community remained a necessity throughout the year with \$624,144 spent on motel accommodation by Quantum for clients in the Latrobe and Baw Baw area. The State Government announcement of the Big Build and programs like Homelessness to Homes (H2H) was welcomed, with Quantum joining a partnership with Uniting, VACCA, GEGAC and The Salvation Army providing 85 H2H packages across the region.

Our Family Violence Stream continued to grow with State Government funding to support responses to victim survivors of family violence in Inner Gippsland and Wellington. The introduction of fixed term crisis response positions allowed for streamlining of referrals from Wellington Family Violence Intake and Assessment and The Orange Door Inner Gippsland to Quantum Family Violence Case Management.

Overall, the Quantum Family Violence teams consistently over performed across the year meeting the unfortunate growing need for our services. Case complexity has meant that many victim survivors are presenting with inter-sectional needs requiring a family violence advocacy and assessment lens for women and children presenting with disability, chronic mental health and substance addiction.

Inner Gippsland Risk Assessment and Management Panel's (RAMP) responded to cases where a victim survivor's safety was jeopardised by multiple perpetrators present in the lives of other victim survivors. The use of the pandemic to coerce women, further isolating them was a significant area of Police reports, especially for our non-English speaking women. Strong partnerships with Police and other services assisted Quantum to support 2,207 victim survivors. In addition, Quantum staff at The Orange Door assisted 6,665 women and children.

A restructure in February 2021 resulted in the alignment of Youth Homelessness with Quantum's Better Futures, Homestretch and Youth Justice Community Support programs. A new Manager Care and Family Services allowed for our Care Services and Family Services programs to have a strong strategic focus supporting the team to embed the roadmap to reforms in policy and practice.

The Youth Services stream focused on embedding Advantage Thinking to practice and leadership, resulting in the aspirations of the team and our young people being forefront to all planning, decision making and actions. The advantage thinking model has expanded the Youth Services teams thinking and approach to service delivery, supporting 390 young people to identify their aspirations and goals. Innovation in engagement has been a key across the program areas, resulting in successful outcomes for young people. These success stories are captured in the case studies included throughout the report.

Family Services continues to expand its profile and the profile of Quantum in outer Gippsland whilst maintaining a strong partnership focus within the Inner Gippsland Family Services Alliance. Focus continues to be placed on growing exposure and networks within both Inner and Outer Gippsland attending Youth Service networks, participating in youth-based activities, and strengthening partnerships and networks where opportunity presents.

Staff continue to show adaptability and flexibility with reform roll-outs across Family Service programs as the sector shifts to a new evidence based intensive model of care and support for families. The Youth and Family Services team supported 529 young people and their families.

Quantum's Foster Care Team has focused on caring and supporting carer's throughout 2020-21 supporting and advocating for children and young people to achieve outstanding positive outcomes. The team has successfully sourced \$62K to provide for home extensions, after school activities and transport support for our carer's and children.

Quantum's Foster Care team has had a strong focus on carer recruitment and have successfully recruited four new carer households for the year with a further eight households currently working through the recruitment process. Carer retention remains strong and is a positive for Quantum and the Foster Care team. The Foster Care team supported 51 children in care each night of the year, totaling 12,915 nights of care to children and young people.

The Quantum Kinship teams continues to perform strongly in both contracting and First Supports programming. The teams maintained a strong presence in networking and promotion of the First Supports program as it continues to provide initial support for children and carers entering the Kinship Care space for the first time. With Quantum continuing to take a key advocacy role supporting the ongoing implementation and sustainability of the First Supports Program. The Kinship team have been successful in obtaining a new vehicle for use by carers as needed, to support transport needs of families in the Kinship Care space and addressing a key challenge for First Supports carers. The Kinship Team supported 63 children in care.

Quantum celebrates the success of all clients and our teams. The 2020-21 financial year raised many challenges; however, our staff and our clients rose to each one.

To promote a safe workplace and to build business resilience Quantum has developed the following seven principles for how we will operate in our 'Quantum Normal'.

1. Maintain integrity in our support to clients
2. Staff welfare and wellbeing always being front of mind
3. Flexibility in working from home or the office supporting program need
4. Strong teams who support each other and work through the challenges together
 - Teams empowered to manage their own continuity
 - COVID safe outreach managed within teams
5. Mobile and Responsive Workforce: Information Technology the same no matter where you are and fit for purpose
6. COVID safe sites supporting client contact at each office
7. COVID safe and welcoming reception at each site

The past 12 months we continued to experience regular compliments from our clients and our external partners, reflecting our continued commitment to Quantum's values of Respect, Integrity and Empowerment.

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

We celebrate Diversity and Inclusivity

Quantum celebrates diversity across all aspects of our work, including intake practices, recruitment, promotion and event celebration. Quantum continues its commitment to improved integration and celebration of diversity across all aspects of its workforce and delivery.

As part of this commitment Quantum has made significant progress in embedding cultural change and learnings about LGBTI+ improved practice.

A memorable event in 2021 was the celebration of the International Day Against Homophobia, Biphobia, Intersexphobia and Transphobia (IDAHOBIT). Quantum's recognition of this important day on the LGBTI+ community calendar included distribution of detailed descriptions to staff outlining the importance and significance of the day. The day was celebrated by a major internal event, with face to face and virtual connections celebrating with a Rainbow Cup Cake theme. The event was attended by Quantum staff and board members and featured a range of internal and external speakers. The event focused on improving understanding of welcoming practice and gave an opportunity to demonstrate support for a diverse workplace environment.

Other significant outcomes for LGBTI+ agency improvements throughout the 2020-21 financial year include:

Review of LGBTI+ Working Group membership, with an expanded focus on client service delivery staff

Continued attendance and expansion of LGBTI+ networks across the state

Building of local connections within the LGBTI+ community

Development of a targeted LGBTI+ engagement and communication plan

Presentation of Quantum strategies at Rainbow Health statewide on-line forums

Scheduling and attendance of a training and planning event for LGBTI+ Working Group including representation at all leadership levels of the organisation. Presented by Rainbow Health Victoria representatives.

Establishment of an electronic action plan within the Microsoft Team Planner environment

Initiating a sectionalised response in client satisfaction survey methodology to capture the experience of members of the LGBTI+ community accessing our service

Integration of LGBTI+ Diversity Training within new staff induction processes

A review of the organisation's Language Style Guide content in consultation with community agencies and representatives

In its commitment to ensuring that the quality of practice and diversity inclusion is achieved prior to Rainbow Tick Accreditation the organisation made the decision to delay the audit time frame from 2021 to 2022. This shift reflects the focus on ensuring quality driven outcomes and allowing for all employees to understand and actively support the initiative.

Alongside the significant work undertaken in the LGBTI+ diversity space, Quantum has resumed focused activity toward the development of an agency Reconciliation Action Plan. The focus has included the appointment of additional resources to lead the implementation, as well as the reestablishment of an active advisory/working group to assist and guide the development.



We Are Accountable

Quality and Risk

“Quality is a journey of continuous improvement”

Strengthening a culture of continuous quality improvement has been a key priority for Quantum throughout the reporting period.

Over the last year Quantum has invested heavily in the continuous quality improvement space. This includes establishing and resourcing an independent Quality and Risk team to support the organisation's alignment and compliance with legislative frameworks and regulatory standards. A particular focus has been placed on the development and enhancement of systems that create work efficiencies for employees and meaningful outcomes for our community.

As an organisation Quantum is committed to safeguarding all those who access our services and delivering safe, effective and person-centered programs. Using the Community Services Quality Governance Framework as a guide, the establishment of a Quality and Risk team has facilitated growth across Quality Governance principles and domains. This has supported the organisation's mobilisation towards Human Services and Quality Improvement Council Standards re-accreditation, scheduled to occur in October 2021.

Preparation for re-accreditation has been undertaken with the committed support across all areas of the organisation, who have consolidated efforts in evidence gathering and identification. The independent audit process will provide Quantum with a welcomed opportunity to reflect on the strengths and achievements of the organisation and establish a scope for future continuous improvement planning.

The Quality and Risk team have been dedicated to the establishment of a continuous quality improvement framework that aims to ensure all employees, community and other stakeholders feel adequately empowered and motivated to improve performance and outcomes. The establishment of a well-resourced, independent Quality and Risk team has resulted in:

Increased and independent community safeguarding processes

Increased capacity for quality monitoring and oversight by improving internal systems, processes and accountability

Sustainable practice in monitoring of Legislative and Contractual compliance

Opportunity to mobilise essential projects to enhance performance and outcomes across service delivery

Efficient and effective quality monitoring tools and resourcing

Evidence based decision making

Increased training, consultation and skill development for employees across the organisation

Enhanced agility and adaptability to respond to change and demand

Development of a culture of quality within a psychologically safe environment

Creative solution focused innovation

Promotion of contemporary best practice; in line with our values of integrity and empowerment



The emergence of the COVID-19 pandemic resulted in increased and shifting demands across the organisation, our employees and community. Quantum's commitment to maintaining effective business continuity processes saw the establishment of an Emergency Response Team and the deployment of a dedicated Emergency Response Coordinator. A Pandemic Business Continuity Plan was established to support and ensure business resilience and quality service delivery to our community, despite the challenging environment.

The focus of response was to ensure continued and effective delivery of services to the community while ensuring the safety of employees and those accessing our service. The Emergency Response Team was able to confidently analyse and assess emerging risks, resulting in sustainable and innovative responses. This process enabled robust organisational agility, resilience and adaptability throughout what has now become a protracted and on-going pandemic.

Risk Management is a fundamental component of Quantum's governance framework and guides how the organisation delivers operational and strategic objectives.

Over the last year enhanced Quality and Risk monitoring and oversight structures have been introduced, strengthening the Quality and Risk Sub Committee of the Board with the establishment of an internal Quality and Risk Steering Committee.

This structure has enhanced and guided the organisation's risk management response and promoted a review and reconsideration of Quantum's business continuity and resilience planning. Quantum remains committed to continually improving and enhancing our risk management framework and processes and the internal committee structure supports this, by facilitating collaboration with key roles and subject matter experts across the organisation.

Throughout the upcoming year, Quantum will continue to work towards achieving Rainbow Tick accreditation and the establishment of a Reconciliation Action Plan. The Quality and Risk Team will also be closely involved with strategy and activity to provide improved compliance with the Strengthening Cultural Safety of Family Violence Services Standards.

We Strive for Sustainable Outcomes

Homelessness to Home (H2H)

As part of service delivery, Quantum provides support for those who are experiencing or at risk of homelessness.

The use of motel accommodation to support our homeless community remained a necessity throughout the year. A total exceeding \$624,000 was brokered by our agency to support those sleeping rough in the Latrobe and Baw Baw area. These funds provided safe and secure accommodation in hotel facilities.

In the early part of the financial year, Quantum partnered with Uniting Vic/Tas, Gippsland and East Gippsland Aboriginal Cooperative (GEGAC) and The Salvation Army in the delivery of the Homelessness to Home initiative, also known as H2H. This initiative, funded by the Victorian State Government's Department of Families, Fairness and Housing (DFFH) is focussed on creating a significant, lasting impact on homelessness and rough sleeping in Victoria.

Within the H2H initiative, Quantum has established the necessary staffing and response structure to holistically support those in crisis accommodation as they transition to sustainable accommodation within the program. The H2H initiative provides targeted support to those who have experienced long term homelessness and disadvantage, assisting to overcome sometimes complex needs. Delivery includes a strong focus on assisting health and wellbeing and prevention of a return to homelessness.

A total of 85 H2H packages are allocated within the partnership across the Gippsland Region.

Client Story

Mark * had been residing in crisis accommodation since mid-2020, had no prior rental history and had been incarcerated twice for drink driving. Whilst crisis accommodated Mark was consuming significant amounts of alcohol daily to self-medicate for a chronic ankle injury. Mark was also charged with property damage due to an incident at the motel whilst intoxicated. Mark had been placed on a CCO (Community Corrections Order) and was required to undertake AOD (Alcohol and Other Drugs) counselling because of this. Mark did not believe his drinking was affecting his life, and therefore refused to meaningfully engage in his CCO requirements. Mark had limited contact with his five brothers and sisters, and parents, who all live within driving distance.

With the support of his Homelessness to A Home practitioner, Mark is now housed in a H2H property in Warragul and has made numerous positive steps in his life. Mark recognised that his drinking has been impacting his daily life and has stated that his memory has declined.

Mark has now been actively engaging with his CCO and AOD worker. Mark is now undergoing detox from alcohol with support and has put other measures in place to deal with his chronic pain. One of these measures was medical marijuana as recommended by his GP. Mark trialled this, however, has been able to recognise from the skills he has learnt through his AOD counselling that he was not using this in an appropriate way and has since ceased usage. Mark is now currently working on a pain management plan with his GP and is awaiting a psychology appointment.

Mark has also most recently enrolled in the 'Men's Behaviour Change Program' and states he is getting to enjoy it and is learning some new skills. Mark has recently received a visit to his new property from his mother, father and two sisters, whom have not been down to the local area to visit for the past seven years. Mark has stated that getting a property through H2H has changed his life and he is looking forward to the future.

**Names have been changed due to privacy reasons*

We Are Proactive

Advantaged Thinking

Quantum has been proactive in its implementation of the Advantaged Thinking Model across key areas of the organisation. This contemporary model of delivery provides a focus on purpose-built outcomes that are holistically supported by wrap around services. The model has been developed on evidence-based methodology.

Quantum first interfaced with the Advantaged Thinking Model through its work while piloting the Better Futures program in 2018. Since that time a series of employees have undertaken training and championed the model within the organisation.

In mid-2020 The Children and Youth Services stream began to fully adopt the model across its 18 program areas including Youth Justice, Care Services, Youth Services and Family Services.

Quantum has worked in partnership with the Brotherhood of St Lawrence in implementing the program within areas of the organisation, including provision of training to members of the Board as well as at Executive and Senior Management level.

The Advantaged Thinking Model matches Quantum's vision and values, while also giving Quantum a point of difference from other community service organisations. The framework provides shared common language and practice and is flexible to provide for individuality of client preference.

Service delivery staff use the model to support engagement with children and young people to recognise their talents and aspirations - assisting them to achieve and sustain their identified goals.

Client Story

Lucas* was referred to the Better Futures Program in 2018 at the age of 16. Lucas was attending school and had a positive support network while living in Kinship care.

Through the assessment process, and through the attendance of care team meetings and school support meetings, it was ascertained that Lucas had the opportunity to participate in a trip to the Kokoda trail as part of his education. Lucas informed his care team, including his Better Futures Youth Transition Advisor that he would like to participate in this experience.

Although Lucas aspired to be a part of this experience, the barrier that existed for Lucas was the affordability of the trip and some difficult processes around being a young person in care, including obtaining passports and international travel permission.

The care team worked in collaboration and Child Protection to endorse Lucas's attendance, with Better Futures and other services within his care team financially contributing to the cost of the trip.

Utilising a key component of the Advantaged Thinking Model, The Better Futures Youth Transition Advisor encouraged Lucas to participate in fund raising activities for the trip organised by the school as a means of Lucas contributing to the cost of the trip and working for his goals himself. Lucas did this happily and worked very hard at it, so Quantum and the broader care team ensured they held up their end of the deal.



**Names have been changed due to privacy reasons*

Lucas and the Better Futures Youth Transition Advisor also worked together to apply for an individual grant through local council to support the funding of the trip. The selection process for this grant was highly competitive. Lucas was competing for this grant against his peers, who were also applying. Lucas was initially reluctant to apply for this grant as he was aware that he was receiving funding support from Berry Street Victoria and Quantum Support Services and felt that the grant should be available to other students rather than himself.

The Better Futures Youth Transition Advisor encouraged Lucas to submit his application and allow council to consider it on its merits. This was a good coaching moment for Lucas to again work for his goals. Lucas did complete and submit the grant application and he was successful in securing the full \$500 toward his trip expense.

The grant panel who assessed Lucas's application were very impressed that the application was in Lucas's handwriting showing that he had completed it himself and demonstrated maturity and independence.

Shortly after this, Lucas was able to secure employment and used his wages to purchase a GoPro to document his dream trip and a solar panel so he could charge it on his trip.

Lucas also trained to become physically fit, in preparation for the trek. The Kokoda Trail is physically demanding on its participants.

On return from the trek the school provided an update to the care team, advising that Lucas had thrived on the trip. Lucas had demonstrated strong leadership while on the trip and taken the opportunity to bond with other students.

As Lucas approached his 18th birthday, his Kinship living arrangement remained stable and the Better Futures Youth Transition Advisor advocated for Lucas for the Extended Carer Allowance through Homestretch. Lucas was successful, in his application and was able to continue to thrive in a safe and stable environment due to the Extended Carer funding Homestretch could provide to Lucas's carers.

We Show Care

Foster and Kinship Care

Quantum continues to focus on provision of the highest level of care and support for those families engaged in the Foster Care and Kinship Programs across Gippsland. Our dedicated case managers and practitioners work with children, young people and their carers to create individualised, holistic and goal-oriented plans toward achieving a sustainable and thriving environment.

Quantum's Foster Care team has had a strong focus on ensuring a positive experience for our existing carer families. Carer retention remains strong and is a positive outcome for Quantum and the Foster Care team. As a result of a targeted recruitment campaign, Quantum has seen an additional 12 carer households engaging in the recruitment process. Four of these households are now fully recruited, with the additional eight households currently working through registration.

The Quantum Kinship teams performed strongly in both contracting and First Supports programming and persists in maintaining a strong presence in networking and promotion of the First Supports program. Quantum continues to provide initial support for children and Carers entering the Kinship care space often for the first time. Quantum maintains taking a key advocacy role, supporting the ongoing implementation and sustainability of the First Supports Program. Quantum has supported the provision of a new vehicle to serve carer's transport needs, assisting to address a key challenge for First Supports carers in the Kinship care space.

Client Story

Jessica* was in and out of Foster care throughout her childhood. In her childhood, Jessica experienced trauma, did not feel loved and her life was heading in the wrong direction.

In her early teenage years Jessica was placed with a foster care family who changed her life. For the first time Jessica felt safe and secure in her home environment, where she could be herself. She stated "It didn't matter what I was going through, my Foster Mum would let me go through it. She taught me to function in society and to deal with my trauma". Jessica was immediately part of the family and was treated with love and respect and was always very supported.

Because of Jessica's childhood trauma, she had issues in learning to accept that someone could love her she found this a real challenge. "She taught me that you can show love and be loved in the right ways".

Jessica knows if she wasn't placed with her foster carer the path she would have taken would have been quite rough. Jessica says "I wouldn't be the person I am today if it wasn't for her. She had my best interests and heart, I absolutely love her, she is such a beautiful person. I feel lucky I was placed with her".

Jessica still has a very good relationship with her Foster family today.

Jessica is grateful to have been placed with her Foster Care family and knows that without this intervention she may have gone down a very bad path. She maintains her foster care family made a big difference in her life.

**Names have been changed due to privacy reasons*



“ I wouldn't be the person I am today if it wasn't for her. ”

We Are Agile and Adaptive

During this financial year Quantum has demonstrated strong agility and adaptability with the extensive work undertaken in the improvement of the Information and Communications Technology (ICT) systems across the organisation.

We have completely transformed the Technology toolsets and supporting networks to the point where there is very little of the "older" tools still in use. Quantum has moved away from its technology being hosted over multiple sites on obsolete servers and storage devices, trafficked over low bandwidth and clogged networks, poor security controls and monitoring, multiple vendor invoicing, with poor and unmeasurable service provisions.

Aside from providing contemporary systems and equipment for staff, a strong focus of this work has been on developing efficiency across the organisation's workforce and reliable access for employees in a flexible working environment. Another important aspect has been the improvement of data security measures and protecting our organisation from data loss and corruption.

Given the importance of moving quickly to resolve multiple issues with the organisation's Technology a massive amount of change was initiated and executed with Quantum's preferred partners Telstra, Oreta, and FiveP.

Changes to the systems were:

A new Software Defined Wide Area Network (SD WAN) across all Quantum locations

Redundant Internet Service provisions based on Telstra Fibre and NBN services with significantly improved speeds

160+ 4G enabled Microsoft Surface laptops and peripherals so that each Quantum employee has an individual managed device that can be used in the office, in the field, and at home

A choice of Apple or Samsung 5G enabled mobile phones rolled out across all Quantum employees

New security devices and software to monitor and protect our network, Microsoft Surface, and phones from threats and vulnerabilities

Microsoft 365 Platform and Tools rolled out to create on line and secure collaboration and operations environments

New WiFi networks at all Quantum locations to improve coverage, speeds, and to also create Guest and Client Internet access

New Cloud based PABX and Telephony integrated with Microsoft Teams for "All devices" telephony capability

With the foundational phase of the ICT Transformation now being embedded in daily operations Quantum looks to the next phases of the Transformation to begin. The focus of the next 12 months will move to how to improve delivery of core services within the Client and Corporate Services spaces.

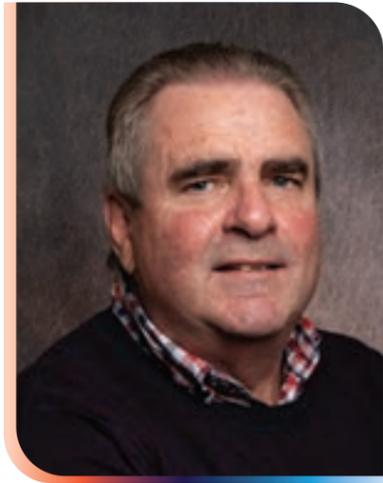


The arrival of all new computer equipment



Leonie Mooney opening up the first of many Surface Pros

Board and Committees



Roland Davies **Chair**



Jane Burton **Deputy Chair**



Sarah Covington **Director**



Anne Gribbin **Director**



Celia Irwin **Director**



Damian Blackford **Director**



Dean Sutton **Director**



Nicole Griffin **Director**

Board Sub-Committees (SC)

Remuneration SC

Anne Gribbin – Subcommittee Chair

Damian Blackford

Jane Burton

Roland Davies

Finance and Audit SC

Sarah Covington – Subcommittee Chair

Roland Davies

Jane Burton

Nicole Griffin

Anne Gribbin

Quality and Risk SC

Celia Irwin – Subcommittee Chair

Anne Gribbin

Dean Sutton

Nicole Griffin

Roland Davies

People, Culture and Safety SC

Jane Burton – Subcommittee Chair

Roland Davies

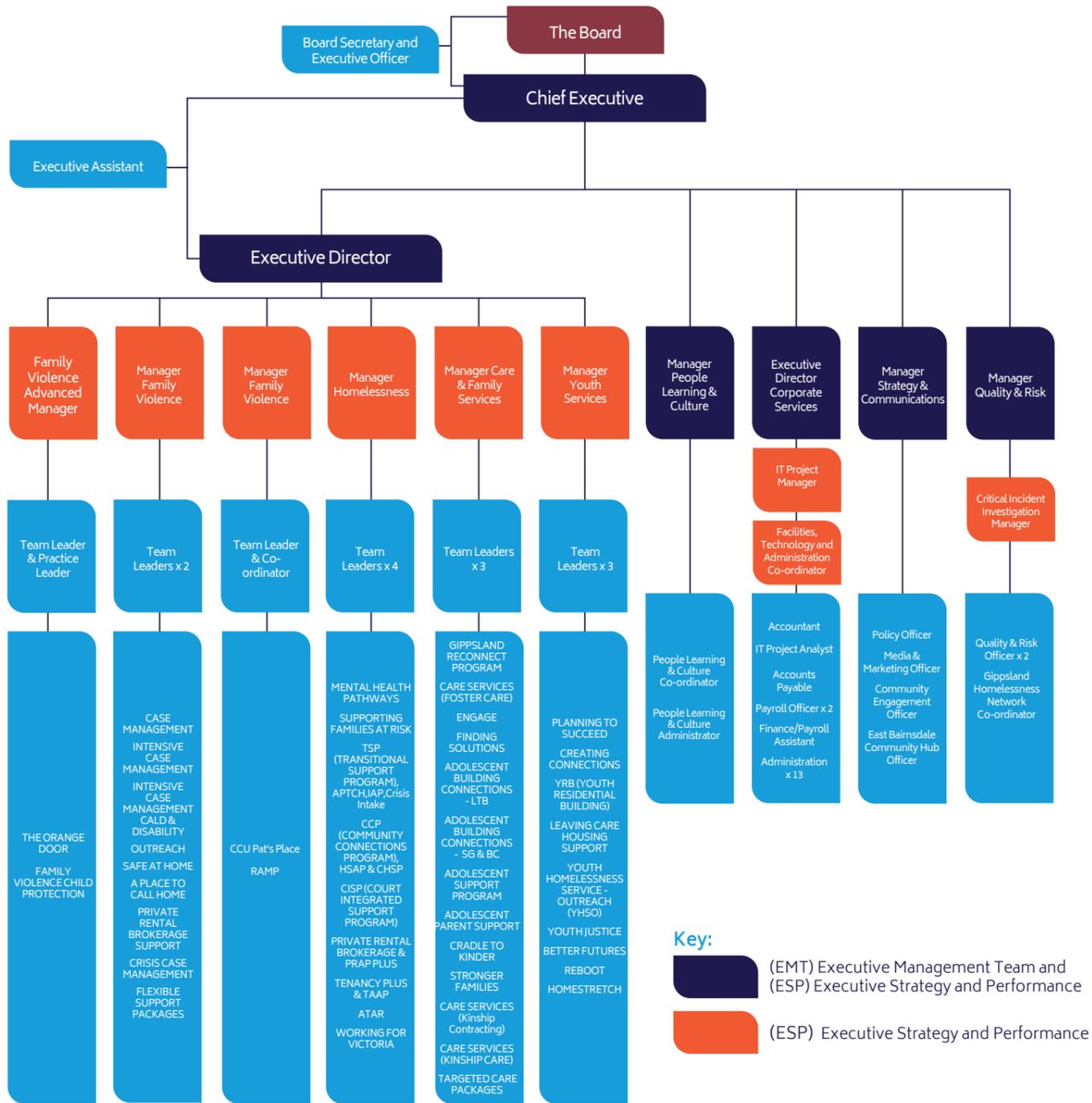
Celia Irwin

Damian Blackford

Dean Sutton



Organisational Structure



Executive Team



Natalie McDonald
Chief Executive



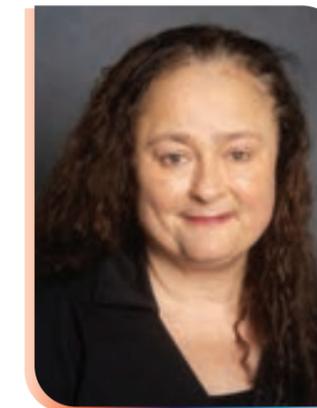
Cindy Pullar
Executive Director



Glenn Kruthoff
Finance and Administration
Manager



Rebekah Lee
People Learning and
Culture Manager



Lisa Simpson
Manager Strategy and
Communications



Kylie Wyatt
Manager Quality
and Risk

Partnerships and Networks

Quantum's partnerships and networks include:

Anglicare	Department of Justice – Youth Justice Community Support Service
ANSTAT	Domestic Violence Victoria (Domestic Violence Resource Centre)
Aboriginal Housing Victoria	Family Safety Victoria
Associations Forum	Foster Care Association
Australian Childhood Foundation	Gender Equity Victoria
Australian Human Resource Institute	Good 360
Australian Institute of Company Directors	Governance Institution
Australian Institute of Management	Kinship Carers Victoria
Australian Payroll Association	No to Violence
Australian Taxation Reporter	Our Community
Centre for Excellence in Child and Family Welfare	Pathways Employment Bulletin
Child First & Integrated Family Services	RDAC
Committee for Gippsland	Rainbow Health Victoria
Community Housing Limited	The Salvation Army (Housing)
Council to Homeless Persons	Victorian Aboriginal Child Care Agency
Department of Families, Fairness and Housing, Southern Division Child Youth Family Governance Committee	Victorian Council of Social Services



View from the Tyers lookout of Loy Yang AGL glowing purple for 2021 Candlelight Vigil 5th May - In remembrance of those who have lost their lives to family violence

Local partnerships and networks include:

Bairnsdale Hospital	Latrobe 'Food for all Latrobe Valley'
Baw Baw Food Movement	Latrobe Prevention of Violence Against Women (PVAW)
Baw Baw Our Watch Our Issue	Latrobe Youth Space
Central Gippsland Health	Neighbourhood House Networks
Children's Wellbeing Collective – East Gippsland	Primary Care Partnership Networks within East Gippsland, Wellington, Latrobe and Baw Baw
Drug and Alcohol Prevention Alliance – East Gippsland	Ramahyuck
Foodbank Victoria	Save the Children – East Gippsland
Gippsland Centre Against Sexual Assault	Uniting Care Victoria/Tasmania (Gippsland)
Gippsland Disability Advocacy Inc	Volunteer Victoria Gippsland Volunteer Management Network
Gippsland Lakes Community Health	Wellington, Latrobe and Baw Baw Local Government Shire Council Wellbeing Planning and action Strategy Groups
Gippsland Multicultural Services	Wellington Food Relief
Gippsland Primary Health Network	Wellington Gender Equity Group and East Gippsland Partners in Violence Prevention Group
Gippsland Region Family Violence Alliance	West Gippsland Hospital
Gippsland Women's Health	Windermere
GippSport	Women in Gippsland
Headspace	Yoowinna Wurnalung
Interchange Gippsland	
Latrobe Community Health Service	
Latrobe Health Advocate	



Cooling Tower at EnergyAustralia Yallourn, West Gippsland Arts Centre and Quantum Office Morwell joining in the 2021 Candlelight Vigil



Thank You For Your Support

Government Funding Bodies

Quantum is supported with financial assistance from the Commonwealth, Victorian and Local Governments.

Community Support

Community support for Quantum and the work we achieve was overwhelming this year. Various donations received included:

Latrobe Health Services funding of \$350K allowed for:

- Personal Protective Equipment for staff and community, including our foster carers
- Data packs and mobile phones for community to support our new virtual connection and outreach
- Additional food for the East Bairnsdale Community Hub
- Funding of a new Family Violence Youth Specialist model

Pat's Place Women and Children's Family Violence Refuge donations allowed for:

- A multi-purpose sporting court – multiple donors including EnergyAustralia (with support from DFFH)
- Care blankets – community donations
- Home starter kits – Country Women's Association
- Landscaping of the multi-purpose sporting area – Gippsland Community Leadership Group
- Individual clothes lines for women – Bunnings Morwell



The progression of the building of the Multi-purpose Court at Pat's Place

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

Thank you to: In Alphabetical order

Aussie Broad Band	EnergyAustralia - Yallourn
Bendigo Bank - Bairnsdale	Gippsland Primary Health Network
Bendigo Bank - Morwell	Kmart - Moe
Bendigo Bank - Traralgon	Latrobe Health Assembly
Breed Street Clinic	Mirboo North Secondary College
Bunnings - Morwell	St Peters Op Shop
Charlie's Personal Training	Uniting Church Australia Yallourn Parish Thrift Shop
Churchill Hotel	Warragul Sew n Sew
Coles - Morwell	Woolworths - MidValley
Country Womens Association	Quantum would also like to acknowledge the individuals who donated funds through our donation portal on the Quantum website.
Jenny Edgley	

The Community Support Fund

Quantum's Community Support Fund is a fund that has been established by Quantum employees to provide small financial grants for projects of direct community benefit across the Gippsland region in which we operate.

Over the last 12 months the Community Support Fund has granted four funding grants.

Newborough East Primary School's shed and community garden that received \$1000 for purchase of electrical tools for their shed program.

Marley Street Community Hub received \$1000 to go towards purchasing a new freezer as part of their Food Relief services.

Morwell East Football Netball Club received \$1000 towards purchase of 60 netball uniforms for their Indigenous Round competition. The design was created by one of Quantum's valued Carers, Carolyn, who painted a beautiful design incorporating local indigenous colours and motifs.

The fund also provided \$1000 towards purchase of new skates and safety equipment to the **Gippsland Rangers Roller Derby club**. The club was hit hard by the flooding that occurred this year, losing their supply shed and equipment.

Quantum staff are passionate about making a positive difference in the lives of our Gippsland community in the work they do every day. This commitment is demonstrated by the ongoing donation of funds to help support important community projects.

There was a noticeable reduction in applications to the fund during the reporting period compared to previous years. This is believed to be because of the COVID-19 Pandemic, with many community groups having reduced operations as a result.

Financial Reports

- Auditors Independence Declaration33
- Independent Audit Report34
- Statement of Profit and Loss and other Comprehensive Income 36
- Statement of Financial Position37
- Statement of Changes in Equity38
- Statement of Cash Flows39



Full financial statements are available on our website

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 2021 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

Dandenong South

30th September 2021

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., which comprises the statement of financial position as at 30 June 2021, 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. 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 2021 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

Ashfords Audit and Assurance Pty Ltd



Andrew White - C.A
30 September 2021

Dandenong South Victoria 3164

QUANTUM SUPPORT SERVICES INC.
ABN 18 274 439 046

Statement of Profit and Loss and other Comprehensive Income

For the year ended 30 June 2021

	Notes	2021 \$	2020 \$
Revenue	2	23,012,744	17,571,210
Other Income	2	317,301	381,855
Program expenses		(3,407,272)	(2,580,514)
Employee benefits expenses	9	(15,851,011)	(13,422,372)
Depreciation/Amortisation Expense	5	(229,045)	(236,692)
IT&C expenses		(770,377)	(375,216)
Motor Vehicle expenses		(398,319)	(520,560)
Other expenses		(1,297,924)	(785,681)
Net result Before Capital & Specific items		1,376,097	32,030
NET RESULT FOR THE YEAR		1,376,097	32,030
Other comprehensive income :			
Revaluation of Land and Buildings	13	1,375,571	-
COMPREHENSIVE RESULT FOR THE YEAR		2,751,669	32,030

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 2021

	Notes	2021 \$	2020 \$
Assets			
Current			
Cash and cash equivalents	3	10,120,942	8,661,557
Trade and other receivables	4	228,896	151,909
Other assets	6	26,160	61,632
Current assets		10,375,998	8,875,098
Non-current			
Property, plant and equipment	5	5,907,449	4,420,819
Non-current assets		5,907,449	4,420,819
Total assets		16,283,447	13,295,916
Liabilities			
Current			
Trade and other payables	9	1,397,728	1,046,788
Provisions	10	1,970,688	1,660,514
Borrowings	11	-	66,581
Other liabilities	8	4,617,777	5,028,228
Current liabilities		7,986,193	7,802,111
Non-current			
Provisions	10	318,422	241,685
Other liabilities	12	-	24,957
Non-current liabilities		318,422	266,642
Total liabilities		8,304,615	8,068,753
Net assets		7,978,832	5,227,163
Equity			
Reserves	13	2,907,512	1,531,940
Retained earnings		5,071,320	3,695,223
Total equity		7,978,832	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 Changes in Equity

For the year ended 30 June 2021

	Reserves	Retained Earnings	Total Equity
	\$	\$	\$
Balance at 1 July 2019	1,531,940	3,667,598	5,199,538
Prior year surplus adjustment		(4,405)	(4,405)
Surplus for the year		32,030	32,030
Other comprehensive income			
Total comprehensive income for the year		27,625	27,625
Balance at 30 June 2020	1,531,940	3,695,223	5,227,163
Prior year surplus adjustment			
Surplus for the year		1,376,097	1,376,097
Other comprehensive income	1,375,571		1,375,571
Total comprehensive income for the year	1,375,571	1,376,097	2,751,669
Balance at 30 June 2021	2,907,512	5,071,320	7,978,832

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 2021

	Notes	2021	2020
		\$	\$
Operating services			
Receipts from :			
- donations and appeals		155,271	-
- bequests		-	-
- government grants		23,538,829	18,105,802
- interest income		2,018	50,432
- other income		315,283	396,970
Payment to clients, suppliers and employees		(22,217,875)	(16,868,224)
Interest Paid		(2,623)	(9,605)
Net cash provided by operating activities	14	1,790,902	1,675,375
Investing activities			
Purchase of property, plant and equipment		(233,848)	(360,846)
Proceeds from disposals of property, plant and equipment		-	-
Net cash provided by / (used in) investing activities		(233,848)	(360,846)
Financing activities			
Repayment of bank loans		(66,581)	(179,773)
Repayment of Right to use Lease Liability		(31,090)	(32,976)
Net cash from / (used in) financing activities		(97,670)	(212,749)
Net change in cash and cash equivalents		1,459,384	1,101,780
Cash and cash equivalents, beginning of year		8,661,557	7,559,777
Cash and cash equivalents, end of year	3	10,120,942	8,661,557

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

Respect
Integrity
Empowerment



Quantum is working toward our Rainbow Tick accreditation.

1800 243 455

www.quantum.org.au
mail@quantum.org.au

