

Quantum

Support
Services

Annual Report

2021 - 22



To connect people to the support
they choose for safer, thriving
families across Gippsland





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 11 Child Safe Standards:

1. Organisations establish a culturally safe environment in which the diverse and unique identities and experiences of Aboriginal children and young people are respected and valued
2. Child safety and wellbeing is embedded in organisational leadership, governance and culture
3. Children and young people are empowered about their rights, participate in decisions affecting them and are taken seriously
4. Families and communities are informed and involved in promoting child safety and wellbeing
5. Equity is upheld and diverse needs respected in policy and practice
6. People working with children and young people are suitable and supported to reflect child safety and wellbeing values in practice
7. Processes for complaints and concerns are child-focused
8. Staff and volunteers are equipped with the knowledge, skills and awareness to keep children and young people safe through ongoing education and training
9. Physical and online environments promote safety and wellbeing while minimising the opportunity for children and young people to be harmed
10. Implementation of the Child Safe Standards is regularly reviewed and improved
11. Policies and procedures document how the organisation is safe for children and young people



*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 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.*



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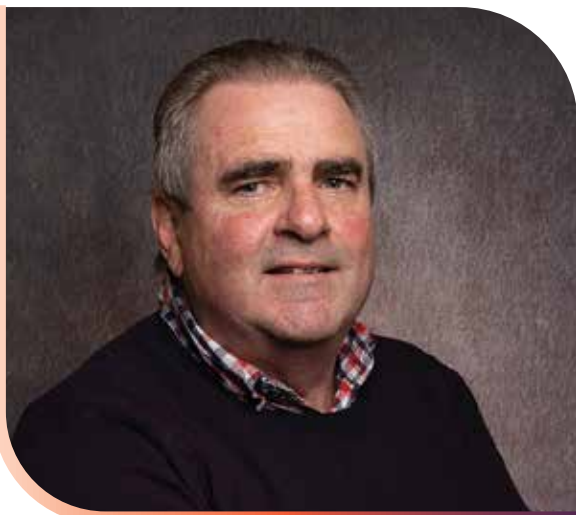
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Chief Executive and Board Chair's Report

The past 12 months has seen another period of unprecedented growth for us at Quantum. We now employ more than 250 people and are delivering almost 60 funded programs to Gippslanders.

Our growth is a reflection on every member of the Quantum team – from our Board to the Executive, and all of our employees. Without the dedicated work that is undertaken by the people at Quantum, we would not be capable of servicing the Gippsland community as we do now.

We are continually working towards enriching the wellbeing of Gippslanders, as highlighted in our 2019-2022 Strategic Plan.

We vowed to provide the right programs and services in the right places, increase access to early intervention and prevention services, attract, engage and invest in our people, build the profile of Quantum and achieve a sustainable business model. The challenges presented over the past two years did not hinder our progress but encouraged us to become more flexible and adapt to the new normal.

Highlights over the past year have included the expansion of The Orange Door in Inner Gippsland and the opening of The Orange Door into Outer Gippsland.

We had the opportunity to host a Youth Accommodation Forum for Inner Gippsland in collaboration with Gippsland Homelessness Network. We were thrilled to work with two young people lived-experience advocates in delivering the Youth Accommodation Forum.

An extremely generous donation enabled us to purchase a property for family violence victim-survivors requiring emergency accommodation. This three-bedroom home offers more opportunity for those needing our support.

The successful tender application to be the sole mainstream provider of Better Futures and Homestretch in Gippsland highlighted the key work our team does in this area.

We have reviewed our structure and resources, appointing the General Manager Family Violence and the General Manager Youth and Housing Solutions. Further refinement will continue to ensure the organisation's growth into the future.

And most recently, we were notified of our successful bid to purchase Hazelwood House, Churchill to bring a Youth Foyer to our region. We will be working towards opening this innovative project, a first for Gippsland, in 2024.

All of these achievements lead back to housing. Housing is at the core of everything we do – whether it is sourcing safe housing for our care and family services, securing stable housing outcomes for youth and homelessness, or offering a safe place for our family violence victim-survivors.

And this focus on housing will also be central to our recently developed 2022-2027 Strategic Plan.

The Quantum Support Services 2022-2027 Strategic Plan sets us on a course to contribute to our community, where people belong, are valued, feel hope for the future and can access the support they choose to achieve their goals.

This plan builds on our strengths and strong connection to the Gippsland region and community. It is our commitment to providing the best quality services and support to Gippslanders, which continues to be our principal focus.

Our new Strategic Plan is bold. Our goals' work on improving quality equity access through practice and advocacy, developing assets to better support our clients and community, sustainable growth and revenue diversification, and embedding our learning culture and improving our ways of working. This leaves us with a very large agenda of projects and priorities to achieve.

In our first year we will focus heavily on planning and developing strategies in advocacy, philanthropy, investment, leadership, business platforms, internal practice and assets. All of these frameworks will set us up for success.

This year will also have strong focus on social housing and further work on our youth foyer.

Our growth in all areas is fundamental to broaden the footprint of Quantum.

But how will we measure our success and what does that look like? We will have increased the number of clients being supported into housing and increased opportunities for our clients experiencing homelessness or housing instability.

We will have worked tirelessly with growing numbers of women and children needing safety and support.

We will be known as the organisation that continually fights for its community to be heard, and one that has increased advocacy and presence in strategic forums.



We will be seen as an employer of choice, with strong staff engagement due to our leadership and development opportunities that we offer. We will also be a regional leader in our hybrid working arrangements and service delivery.

The investment in our IT systems will have increased our sophistication to enable us to serve the people of Gippsland in a more intuitive way.

Our diversification strategy will allow us greater financial sustainability and flexibility to pursue different opportunities, including those that are unfunded.

We will be living our vision 'to connect people to the support they choose for safer, thriving families across Gippsland' in everything that we do.

The Quantum Support Services 2022-2027 Strategic Plan was created in close alignment with the Quantum Board, its executive leadership team, staff, the community services sector, government partners and past clients. We thank all of those who participated.

We would also like to acknowledge the commitment and contribution received from our Board directors. Each of our Board directors are selected for their experience and skillsets to ensure a broad range of skills and diverse mindsets. This in turn strengthens our organisation.

Chief Executive Natalie McDonald
Board Chair Roland Davies

2019-2022 Strategic Plan

To enrich the wellbeing of Gippslanders

Our 2019-2022 Strategic Plan led us towards enriching the wellbeing of Gippslanders.

This was achieved by putting the right programs and services in the right places to support the community. This allowed us to increase access to early intervention and prevention services.

We spent time investing in our people; attracting and engaging the right people. Our employees are our most valuable asset.

Each of the challenges we were presented with during the past three years did not hinder our progress, instead encouraged us to grow, become more flexible and adapt to a new way of servicing our clients.



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

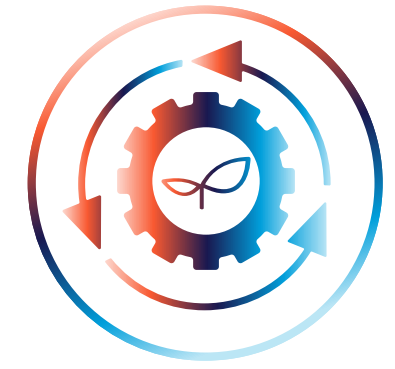
Partnering with Gippsland businesses to facilitate and contribute to major annual collection drives for individuals and families being supported by our programs

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.

Strategic Plan 2022 - 2027

To deliver on our purpose and vision we have identified four key goals on which we will focus our efforts in the next five years, with several priorities for each goal.

Our purpose and vision:
To connect people to the support they choose for safer, thriving families across Gippsland





Quantum's ambition over the next five years:
Investing in our future and tailoring our support to client-led demand in Gippsland

Goals	What are our key priorities?				
<div>Goal 1:</div> <div></div> <div>Improving quality, equity and access through practice and advocacy</div>	Develop our advocacy framework and presence in strategic forums	Develop our research agenda, partnerships and outcomes measurement framework	Develop the Quantum ethos and philosophy	Embed our approach to lived-experience in service design	
<div>Goal 2:</div> <div></div> <div>Developing assets to better support our clients and community</div>	Build our footprint in the provision of housing	Explore becoming a registered housing provider	Develop our asset management strategy		
<div>Goal 3:</div> <div></div> <div>Sustainable growth and revenue diversification</div>	Develop stream-level growth and partnering strategies	Develop our revenue diversification strategy	Build our financial sustainability	Reduce funding complexity in the organisation	
<div>Goal 4:</div> <div></div> <div>Embedding our learning culture and improving our ways of working</div>	Deliver on the OHS and People Learning and Culture plans	Develop our diversity and inclusion strategy	Leverage technology and innovation to improve service delivery	Develop and embed our approach to workforce planning	Develop our internal auditing and BCP framework

Outcomes and Measures of Success

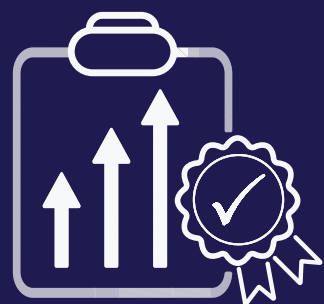
For each of our strategic goals, we have identified the main outcomes that we are aiming to achieve. Our success in achieving these goals and outcomes will be measured across four key domains. These domains measure progress holistically across the organisation and across various goals and priorities. In order to track these measurements, baselines will be established in the first year of the Strategic Plan, with regular reporting on progress across each of the measurements throughout the five-year period.

What outcomes will we look to achieve?	
Quantum services have a consistent, unified and inclusive approach across streams	Quantum is known as a thought leader, and go-to organisation in the region
Increased opportunities for housing for clients experiencing homelessness or housing instability	Quantum is a regional leader in hybrid working and service delivery
Quantum has greater financial sustainability and flexibility to pursue different (and unfunded) opportunities	Gradual and targeted growth in directions of strategic focus
Quantum is recognised in the market as an employer of choice and a place for career and leadership development	Quantum is a more efficient organisation with better use of data and more ways for clients to access Quantum's services

What will be our key measures of success?	
<div>Client Services</div> <div></div>	<div>Resolution time for customer feedback/complaints</div> <div>Number of client follow-ups completed post-closure</div> <div>Advocacy activities per quarter</div> <div>Increase in clients supported in to housing</div> <div>Percentage of Quantum programs with lived experience contributions</div>
<div>Financial</div> <div></div>	<div>Percentage growth of revenue per client</div> <div>Percentage of revenue diversified on 2022 levels</div> <div>Return On Investment on Quantum foundation, managed fund etc.</div> <div>Per client cost of infrastructure investment</div> <div>Investment in reducing environmental impact</div>
<div>People</div> <div></div>	<div>Staff engagement</div> <div>Average quarterly learning and leadership hours per person</div> <div>Lost time work hours due to OHS (LTIFR)</div>
<div>Quality and Risk</div> <div></div>	<div>Average number of clients engaged per staff member</div> <div>Client satisfaction</div> <div>Cost of service per client</div>

Strategic Overview

How we plan to work toward achieving our goals in the next 12 months



Goal 1

Improving quality, equity and access through practice and advocacy

Increased Presence in Strategic Networks

Advocacy Strategy

Development of Outcomes Measures

Program Logic and Documentation

Care Services Review and Strategy



Goal 2

Developing assets to better support our clients and community

Social Housing Initiative

Youth Foyer – Hazelwood House

Asset Strategy

Funding Complexity Review



Goal 3

Sustainable growth and revenue diversification

Service Level Strategy Development

Funding Complexity Review

Philanthropic Plan Developed

Investment Strategy



Goal 4

Embedding our learning culture and improving our ways of working

Leadership Philosophy and Development Plan

Diversity and Inclusion Strategy

Complete First RAP

Business Information Platform Implementation

Internal Practice Audit and Framework



Corporation Status

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



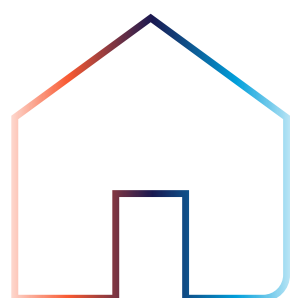
Operations

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



Office and Program Sites

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



Employees

215+



Programs

60



Income

\$29.1 million
(Victorian State Government 91%)

Asset Base

\$16.8 million
Net Operating Result - Surplus \$30,000+

Net Operating Result - Surplus

\$1.1 million



Annual Phone Calls

18,295



Clients

7,600+

Youth Services 480+
and Family Services: 300+
Family Violence and The Orange Door: 5,300+
Homelessness Support: 1,520+



A Year In Review:

Quantum in the Community

Quantum Supports

Quantum the Organisation

Quantum Giving

Quantum Listens

Quantum in the Community

Credit to Connect links Quantum with Gippsland Community Leadership Program (GCLP)

Thanks to the support of a Gippsland Community Leadership Group fundraising program, Quantum has been helping our community stay connected with phone credit, phone chargers and cables

The Gippsland Community Leadership Program works to drive community change. Quantum has been lucky enough to be supported by GCLP on numerous occasions.

Credit to Connect, hosted by Syndicate Yvonne from Heyfield, consisted of Suzanne Lewis, Bec Cole, Shane Stiles, Megan Parameshwaran and Nigel Pierce.

As a group their goal was to make a difference in the family violence, homelessness, mental health, people living with a disability and youth communities.

Yvonne from Heyfield Syndicate spokesperson Suzanne Lewis said it was important to their team to support disadvantaged communities within Gippsland.

Ms Lewis said as a group they wanted to work with an organisation that was supporting Gippslanders.

"When we met with Quantum and found out that more than 500 people were homeless on any given night in Gippsland, we wanted to help in any way we could," she said.

Their research showed that the connectivity that most people take for granted was a significant issue within these communities.

This led them to create a fundraising campaign to support these groups and enable them to continue to be connected with their families and community, and online services.

Their primary target was to offer phone credit, phone charger and battery packs. Credit to Connect was their solution.

The Yvonne Syndicated fundraised thousands of dollars to kick off the Credit to Connect kitty by hosting two major events.

To kickstart the campaign, Ms Lewis and the team



took to the Gippsland Plains Rail Trail to walk 70 kilometres in horrific conditions experiencing more than 50mm of rain. WebLease also contributed \$1000.

The second was a North Gippsland Football Netball League night match between Churchill and Traralgon Tyers United.

Quantum has since taken on this project with deep appreciation of the effort and determination that the Yvonne Syndicate showed.

Quantum Fundraising and Events Coordinator Liz Driffield said they provided Quantum with an ongoing project that has a very real impact on our

community across the whole of Gippsland.

"Quantum regularly sees how important it is to keep people connected and engaged with family, friends and support," Ms Driffield said.

"Often, they don't have the means to add credit to their phones. Or, if they are experiencing homelessness, there is less opportunity for them to be able to charge their devices."

Since the handover Quantum has created a specific fundraising platform for Credit to Connect donations. This ensures that all funds donated to this campaign are used directly to benefit their specified community groups.

Pat's Place receives generous donation

Quantum Support Services' family violence shelter received a boost after being chosen as a project for the 2021 Gippsland Community Leadership Program.

Volunteers picked up their shovels and got their hands dirty in support of the facility, known as Pat's Place.

For most of 2021 GCLP's Team Vernon fundraised and gathered donations to turn a blank space into a place that offered a home, comfort and room to play.

GCLP participant Charles (CJ) Solomon said while choosing their project for the program they had a couple of 'must haves' in mind.

"We knew we wanted a garden and we knew we wanted to impact positively in the domestic violence space," CJ said.

"We found a GoFundMe page online for Pat's Place to donate for sporting equipment, so we made contact."

The team came up with a proposal, developed options of what could be achieved in the garden, led by CJ who has a background in landscape design, and offered to fundraise to get the project off the ground.

Team Vernon raised almost \$50,000 in cash and in-kind donations for the project.

"We spent time knocking on doors and approaching

organisations to see what they could offer," CJ said.

"Our plants, all endemic to the Morwell region, were donated and we received cash to build infrastructure."

Despite everything in place to get started, a COVID outbreak delayed the project until March 2022.

"It is amazing. It has taken so long with so many ups and downs, but we got there in the end," CJ said.

Pat's Place manager, and manager family violence,



Team Vernon members Joel and Meghann working hard on planting day.

Quantum in the Community cont.....

Carolyn Richards said the space was an area that wasn't being utilised.

"We are fostering a community for our residents and this project makes Pat's Place more like a home," Ms Richards said.

"This donation finishes off the area and provides a great space for everyone."

Pat's Place is a family violence refuge shelter offering emergency accommodation for women and children experiencing family violence who have no other options available to them.

The facility is owned by the Department of Families, Fairness and Housing and run by Quantum Support Services. The current facility has been in operation for about 12 months.

"The old Pat's Place, a donated farmhouse on acreage, did the job," Ms Richards said.

"It was a four-bedroom house, but when you have women with all sorts of complexities, they may find it difficult to co-exist."



GCLP member Shaun Mallia participating in the planting day.

"Our new facility offers individual units with their own back yards as well as communal spaces."

"We can now give support to them, they are able to have their own space, and it also allows us to support a wider breadth of women."

Residents and staff can now enjoy a space that includes communal areas, tracks children can follow on their bikes, seating scattered for personal one-on-one catch ups and even an orchard.



Donated shed and garden beds under construction.



View of the path and bench seat.

Quantum Supports

Quantum selected to deliver Better Futures and Home Stretch programs

Committed to leaving care for more than two decades, Quantum Support Services has been heavily involved with Better Futures since day one of the pilot.

This year Quantum was selected as the sole provider of the Better Futures and Home Stretch program for Inner and Outer Gippsland areas, cementing our position as leaders in the field in Gippsland.

Better Futures supports young people who are making the transition from care to adulthood until they reach the age of 21. The program enables young people to have an active voice in their transition planning and provides individualised supports both in-care and post-care across a range of life areas including housing, health and wellbeing, education, employment, and community and cultural connections.

Home Stretch provides young people with support to transition to adulthood and a place to call home until 21 years of age. Through Home Stretch, young people and their kinship, foster and permanent carers have the option of the young person remaining with their carer up to the age of 21 years, supported by an allowance. Alternatively, a young person can be supported by Quantum with an Independent Accommodation Allowance to subsidise their rent and living expenses.

Being successful for this funding also means we can expand our team even further to ensure we can work hard, along with the Department of Families, Fairness and Housing, the care services sector and our other key stakeholders, to ensure young people transition from the care services system successfully and are skilled and resourced to live thriving, sustainable livelihoods.



Feedback - Better Futures Program
"I just want to stop, clap my hands and congratulate (the Better Futures team) for your amazing work because Homestretch was just literally legislated into the Children, Youth and Families Act. This isn't just a program that could stop at any time now, this is now literally law to offer this to young people in our state."

Quantum the Organisation

All Staff Gathering reconnects Quantum

June saw Quantum Support Services host its first All Staff Gathering since the COVID19 pandemic.

More than 80 per cent of employees attended, either in person or virtually, suggesting that people were keen to get together.

Hosting this event was important for Quantum. Since 2019, Quantum has experienced a rapid growth of around 46 per cent in staff. And this All Staff Day was an opportunity for teams to reconnect, as well as meet the rest of the organisation and learn about the streams.

Animations developed in-house gave a glimpse into each of Quantum's streams, including corporate and a general Quantum overview.

Gunai Kurnai elder Uncle Wayne Thorpe, from GLaWAC, performed a moving Smoking Ceremony.

We thank Uncle Wayne for his time and recognise these ceremonies as a way of paying respect to the First Nation's people as well as acknowledging an ongoing connection to Country.



Uncle Wayne Thorpe performing the Smoking Ceremony.



Board Chair Roland Davies speaking to the organisation.



Chief Executive Natalie McDonald discusses the incoming Strategic Plan.

Highlights of the day included hearing from Board Chair Roland Davies and Chief Executive Natalie McDonald launch our new 2022-207 Strategic Plan.

A Question and Answer session with the Executive team in a panel forum was an opportunity for employees to ask questions and understand what the organisation's goals were moving forward.

The ability to include some of our executive members on the panel virtually highlighted the advancements in our hybrid working model, showcasing just how much things have changed over the past couple of years.



Board Director Damian Blackford.



Paul van Bruegel and Mitchell Brody presenting the new Child Safety Standards.



Natalie McDonald enjoying a team building exercise.



Team members Ruby Alsop and Craig Legg.



All staff coming together for the first time in two years.

Quantum Giving

Donations supported Quantum appeals

Quantum Support Services hosts Christmas and Easter appeals to support the Gippsland community.

These appeals are generously supported by the community, as well as major donors AGL and EnergyAustralia Yallourn and Jeeralang power stations workers.

Quantum Chief Executive Natalie McDonald said the drives were an important part of connecting our community.

"For some, these gifts they receive at Christmas or Easter may be the first time they had ever received a present. It really means a lot to them, and we want to carry on this tradition for our community," Ms McDonald said.

During 2021-22 we set our donation targets high and the Gippsland community surpassed all of our expectations. Through the donations we received we were able to support over 1200 families, children, young people and youth.

But this support is unable to happen without our generous community and businesses donating gifts and funds, as well as many volunteer hour.

In recent years EnergyAustralia Yallourn and Jeeralang Power Station workers have been on hand

to assist with packing hampers ready for delivery to families. These hampers have been a welcome addition to Christmas and Easter festivities.

All donations received go to Quantum's Women and



Our friends at EnergyAustralia Yallourn and Jeeralang Power Station helping to pack over 350 Easter Bags.

Children's Refuge, Quantum's Youth Refuge, Foster and Kinship Care programs,

Thank you to all who contributed to the Quantum appeals. Quantum has been heartened by the generous out pouring of care and love provided.



LEFT: Fiona from Flowers By Rhi helped to collect gifts and eggs from participating businesses on both appeals.
FAR LEFT: Moe Turfside Bistro and Function Centres was a donation point.



Quantum Listens

Feedback from Quantum's clients

Feedback from clients and colleagues is critically important to Quantum. It allows us to make improvements, but also celebrate the achievements our teams have made. We are proud to share what makes Quantum great.

Feedback - PRAP

"Hi Michelle, I'm lost for words on how much you've done for me and helped me, I just wanted to thank you and tell you how grateful and appreciative I am for everything you've done for me."

Feedback - Youth Refuge (YRB)

"Since I moved back into the YRB it has improved a lot. There is now Wi-Fi and more curriculums up and running, like soap making and bath bomb making and painting more stuff on the walls for people staying in the YRB to look at. The YRB staff are helping out a lot more to do what they can to get us into a stable place to live or just to try and help us out as much as they can."

Feedback - Inspiring Women's Group

"I just wanted to thank you again for your excellent facilitation and making it so easy to connect with the women and address some of their concerns about moving forward re relationships. It is wonderful to see the level of comfort you have generated in both groups. Each individual felt comfortable to share a little of their journey and ask questions relevant to them. It is a testament to the previous work you have done to build a safe container. I also want to acknowledge your invitational approach and the way you monitored safety and risk throughout the session. Respecting individuals privacy and going on mute to check in on a participant who hadn't arrived yet, checking when someone left to do something without alerting the group first etc. This is a particularly vulnerable cohort of women and I commend your ability to hold and guide in such a gentle, yet strong way."

Feedback - Homelessness Response Team

"My case worker was fantastic in every way! Very caring and helpful and spoke and treated me as a human in beyond dire straights and very understanding in my personal traumas!"

Feedback - Homelessness Response Program and H2H

"Just needed to say I was homeless with my son. I worked with an awesome person named Janet. She made me feel relaxed and pushed me to turn the hard time. I was not in the right frame of mind. Janet made me see the future. After 9 months in motels it was worth the wait."

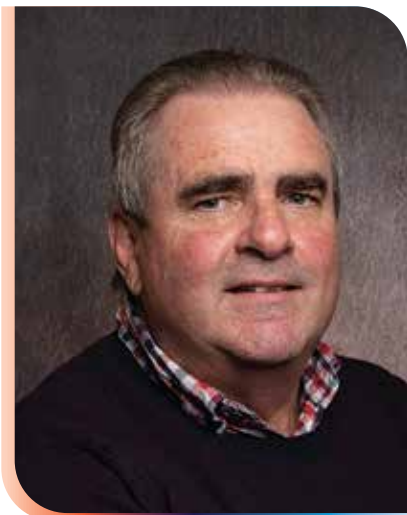
Feedback - (Referring to referral agencies and police) (Family Violence)

"Freaking amazing... I didn't realise how bad it was and how much he was holding me back... I have so much appreciation for what you guys have done for me... You saved my life."

Feedback - PRAP Plus

"To be honest it was more than I expected, it went above and beyond what I thought I would be able to get support with. You contacted me and you weren't pushy, you allowed me to stay humble and you empowered me, I wasn't made to feel like a wreck of a person, you kept my integrity. It was exactly what I needed. I have worked in the field, it's really important for Clients to feel comfortable like I did."

Board and Committees



Roland Davies **Chair**



Jane Burton **Deputy Chair**



Dean Sutton **Director**



Nicole Griffin **Director**



Damian Blackford **Director**



Audra Fenton **Director**



Hannah Vincent **Director**



Lee Garwood **Director**



Debbie Knight **Director**



Cr Brett Tessari **Director**
(Leave of absence)

Board Sub-Committees (SC)

Remuneration and Performance SC

Damian Blackford **(Chair)**
Jane Burton
Lee Garwood
Hannah Vincent
Roland Davies

Finance and Audit SC

Debbie Knight
Jane Burton
Hannah Vincent
Nicole Griffin **(Chair)**
Roland Davies

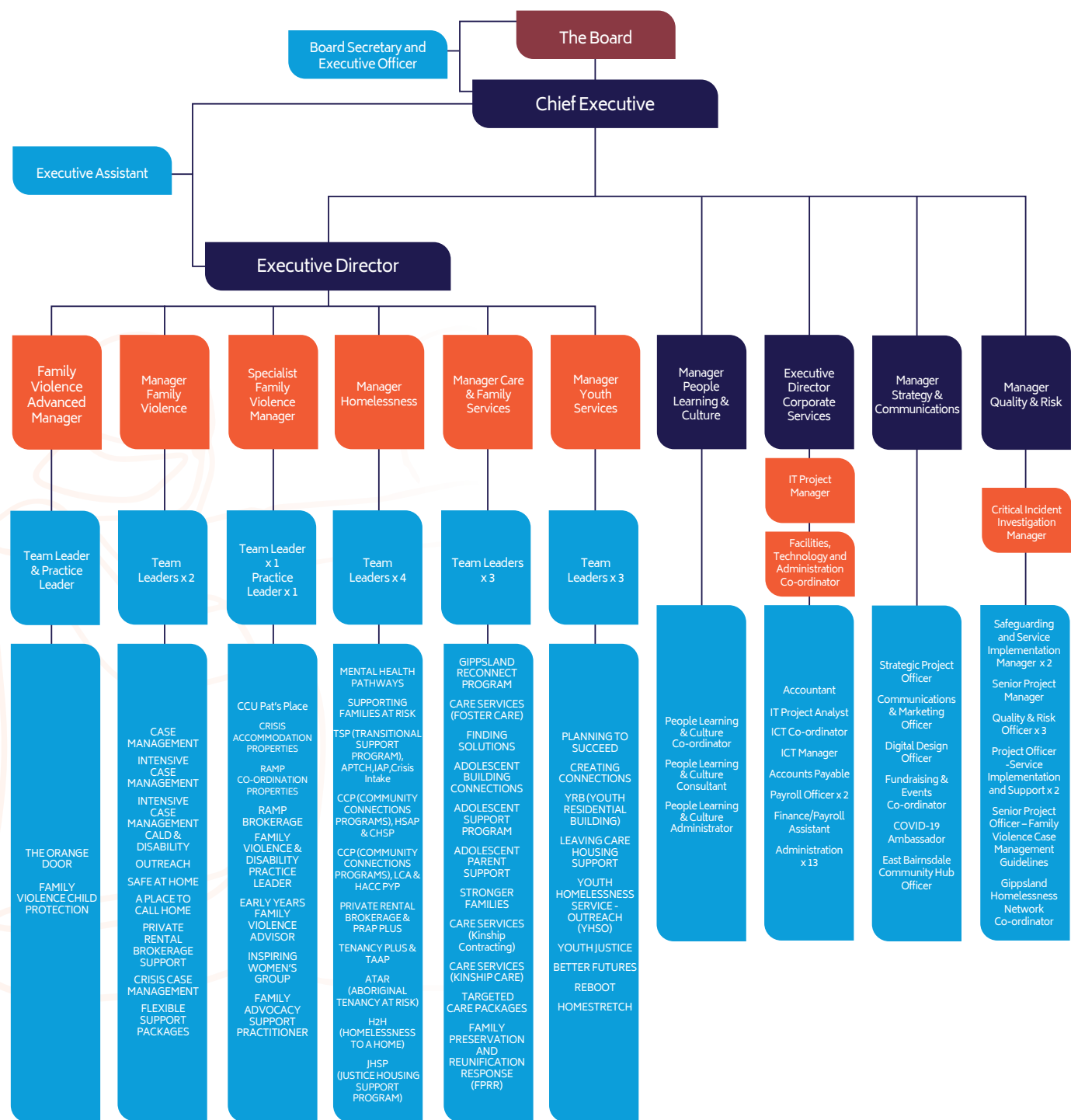
Quality and Risk SC

Audra Fenton **(Chair)**
Dean Sutton
Debbie Knight
Lee Garwood
Nicole Griffin
Roland Davies

People, Culture and Safety SC

Audra Fenton
Damian Blackford
Dean Sutton **(Chair)**
Jane Burton
Roland Davies

Organisational Structure



Executive Team



Natalie McDonald
Chief Executive



Cindy Pullar
Executive Director



Glenn Kruithoff
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	Family Safety Victoria
ANSTAT	Foster Care Association
Aboriginal Housing Victoria	Fostering Connections
Associations Forum	Foyer Foundation
Australian Childhood Foundation	Gender Equity Victoria
Australian Human Resource Institute	Gippsland Homelessness Network
Australian Institute of Company Directors	Good 360
Australian Institute of Management	Governance Institution
Australian Payroll Association	Homelessness Australia
Australian Taxation Reporter	Kinship Carers Victoria
Berry Street	No to Violence
Brotherhood of St Laurence	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
Council to Homeless Persons	The Salvation Army (Housing)
Department of Families, Fairness and Housing, Southern Division Child Youth Family Governance Committee	Victorian Aboriginal Child Care Agency
Department of Justice – Youth Justice Community Support Service	Victorian Council of Social Services
Domestic Violence Victoria (Domestic Violence Resource Centre)	Wounds and Wisdom

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 Network
Baw Baw Youth Network	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
Federation University	Save the Children – East Gippsland
Foodbank Victoria	Stockdale & Leggo Morwell
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	
Latrobe Health Assembly	

Our Supporters

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 and support received included:

Anonymous - \$300k - House for Victim-Survivors of family violence
Gippsland Community Leadership Program - Vernon - Garden Project
Gippsland Community Leadership Program - Yvonne from Heyfield - Credit to Connect
Care blankets – community donations
Home starter kits – Country Women’s Association



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Every dollar you donate is used to purchase phone credit and accessories for those who need it most.

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

Athletes Foot - Traralgon	Heyfield Resource Centre
Australia Post - Morwell Gift Shop	Italian Australian Club
Bendigo Bank - Bairnsdale	Kmart - Moe
Breed Street Clinic	Latrobe Health Services
Bunnings - Morwell	Latrobe Youth Space
Churchill Hotel	Loy Yang B Operations and Maintenance
Coles - Morwell	Moe Turfside Bistro and Function Center
Coles - Sale	Oceaneering - Sale
Coles - Traralgon	Opal Australian Paper - Maryvale
Commonwealth Bank Australia - Staff Social and Charity Club	RTL Mining and Earthworks
Country Women’s Association	Rapid Relief
Department of Families, Fairness and Housing - Housing Call Centre	Services Australia
Drouin Secondary College - SRC	The Property Group
Jenny Edgley	The Sixth Child
Energy Australia - Yallourn	Traralgon Chiropratic
Flowers by Rhi	Warragul Sew n Sew
Foodworks - Henry & Hyland Streets, Traralgon	Weblease
Frankies Cafe	Woolworths - Mid Valley
Gippsland Memorial Park	Uniting Church Australia Yallourn Parish Thrift Shop
Gippsland Water - Social Club	YoGaye

Quantum would also like to acknowledge the individuals who donated funds through our donation portal on the Quantum website.



The Community Support Fund

Quantum’s Community Support Fund has been established by Quantum employees to provide small financial grants for projects of direct community benefit across the Gippsland region.

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

The Community Support Fund granted the **Show Me Some Art Festival** \$1,000. This fundraiser event for mental health has been supported by local community groups, Latrobe City Council, local businesses and sponsors bringing local, regional, metro and international artists together to put on an amazing event in Gippsland.

Quantum’s Community Support Fund, matched by Quantum Support Services, granted \$1100 towards purchasing “Pay it Forward tickets” to the **Gippsland Pride Gala** for those in the community who otherwise couldn’t afford to attend, we were able to support nearly two tables of tickets.

The Community Support Fund helped out the

Gippsland Rangers Roller Derby. Gippsland Ranges Roller Derby offers learn to skate classes for people of all ages, body sizes, genders and skating experience. Having a skate library allows the Rangers to offer these classes to participants more affordably than if they had to purchase all the skates and equipment before getting going. \$1000 went toward replacing this skate library lost in the June 2021 floods.

It was a great pleasure to help out the **Nilma Darnum Netball Club** by contributing \$1000 toward the replacement of their Court Goals.

“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,” a Nilma Darnum Netball Club spokesperson said.



Quantum team members attend the Gippsland Pride Gala.

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Full financial statements are available on our website

Auditor's Independence Declaration to the Board of Quantum Support Services Inc.

I declare that, in relation to our audit of the financial report of Quantum Support Services Inc. for the financial year ended 30 June 2022, to the best of my knowledge and belief, there have been:

- (a) No contraventions of the auditor independence requirements of the *Australian Charities and Not-for-profits Commission Act 2012* in relation to the audit; and
- (b) No contraventions of any applicable code of professional conduct in relation to the audit.

Crowe Audit Australia

CROWE AUDIT AUSTRALIA

G. Robertson

GORDON ROBERTSON
 Partner
 Date: 28 September 2022

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Independent Auditor's Report to the Members of Quantum Support Services Inc

Opinion

We have audited the financial report of Quantum Support Services Inc. (the Association), which comprises the statement of financial position as at 30 June 2022, the statement of profit or loss and other comprehensive income, the statement of changes in equity and the statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies, and the directors' declaration.

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

- (a) giving a true and fair view of the Association's financial position as at 30 June 2022 and of its financial performance and cash flows for the year then ended; and
- (b) complying with Australian Accounting Standards – Simplified Disclosures, the *Associations Incorporation Reform Act 2012* 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 Association in accordance with the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 *Code of Ethics for Professional Accountants* (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

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

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Responsibilities of the Those Charged with Governance for the Financial Report

Those charged with governance are responsible for the preparation of the financial report that gives a true and fair view in accordance with Australian Accounting Standards – Simplified Disclosures, the *Associations Incorporation Reform Act 2012* and the ACNC Act and for such internal control as those charged with governance determines is necessary to enable the preparation of the financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.

In preparing the financial report, those charged with governance are responsible for assessing the ability of the Association to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless those charged with governance either intends to liquidate the Association or to cease operations, or have no realistic alternative but to do so.

Those charged with governance are responsible for overseeing the Association'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 the 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 this financial report.

As part of an audit in accordance with the Australian Auditing Standards, the auditor exercises professional judgement and maintains professional scepticism throughout the audit. The auditor also:

- Identifies and assesses the risks of material misstatement of the financial report, whether due to fraud or error, designs and performs audit procedures responsive to those risks, and obtains audit evidence that is sufficient and appropriate to provide a basis for the auditor's 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.
- Obtains 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.
- Evaluates the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by those charged with governance.
- Concludes on the appropriateness of those charged with governance's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the entity's ability to continue as a going concern. If the auditor concludes that a material uncertainty exists, the auditor is required to draw attention in the auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify the auditor's opinion. The auditor's conclusions are based on the audit evidence obtained up to the date of the auditor's report. However, future events or conditions may cause the entity to cease to continue as a going concern.
- Evaluates 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.

The auditor communicates 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 the auditor identifies during the audit.

Crowe Audit Australia

CROWE AUDIT AUSTRALIA

G. Robertson

GORDON ROBERTSON

Partner

Dated at Warragul this 29th day of September 2022.

**STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME
FOR THE YEAR ENDED 30 JUNE 2022**

	Note	2022 \$	2021 \$
Continuing operations			
Revenue	2	29,106,696	23,012,744
Other revenue	2	235,009	317,301
Program expenses		(3,379,535)	(3,407,272)
Employee benefits expenses	3	(20,759,965)	(15,851,011)
Depreciation/Amortisation Expense	5	(271,927)	(229,045)
IT&C expenses		(1,556,488)	(770,377)
Motor Vehicle expenses		(319,385)	(398,319)
Other expenses		(1,958,771)	(1,297,924)
Net result for the year		<u>1,095,633</u>	<u>1,376,097</u>
Other comprehensive income			
Revaluation of land and buildings	13	-	1,375,571
Total comprehensive result for the year		<u><u>1,095,633</u></u>	<u><u>2,751,669</u></u>

**STATEMENT OF FINANCIAL POSITION
AS AT 30 JUNE 2022**

	Note	2022 \$	2021 \$
ASSETS			
CURRENT ASSETS			
Cash and cash equivalents	4	8,165,255	10,120,942
Trade and other receivables	5	870,420	228,896
Other assets		36,297	26,160
TOTAL CURRENT ASSETS		<u>9,071,972</u>	<u>10,375,998</u>
NON-CURRENT ASSETS			
Property, plant and equipment	6	7,683,133	5,907,449
TOTAL NON-CURRENT ASSETS		<u>7,683,133</u>	<u>5,907,449</u>
TOTAL ASSETS		<u>16,755,105</u>	<u>16,283,447</u>
LIABILITIES			
CURRENT LIABILITIES			
Trade and other payables	7	1,578,009	1,397,728
Provisions	9	2,377,329	1,970,688
Other liabilities	8	3,233,456	4,617,777
TOTAL CURRENT LIABILITIES		<u>7,188,794</u>	<u>7,986,193</u>
NON-CURRENT LIABILITIES			
Provisions	9	491,846	318,422
TOTAL NON-CURRENT LIABILITIES		<u>491,846</u>	<u>318,422</u>
TOTAL LIABILITIES		<u>7,680,640</u>	<u>8,304,615</u>
NET ASSETS		<u>9,074,465</u>	<u>7,978,832</u>
EQUITY			
Reserves	10	2,907,512	2,907,512
Retained surplus		6,166,953	5,071,320
TOTAL EQUITY		<u>9,074,465</u>	<u>7,978,832</u>

The accompanying notes form part of these financial statements.

The accompanying notes form part of these financial statements.

**STATEMENT OF CHANGES IN EQUITY
FOR THE YEAR ENDED 30 JUNE 2022**

	Reserves	Retained surplus	Total
	\$	\$	\$
Balance at 1 July 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
Balance at 30 June 2021	<u>2,907,512</u>	<u>5,071,320</u>	<u>7,978,832</u>
Balance at 1 July 2021	2,907,512	5,071,320	7,978,832
Prior year surplus adjustment	-	-	-
Surplus for the year	-	1,095,633	1,095,633
Other comprehensive income	-	-	-
Balance at 30 June 2022	<u>2,907,512</u>	<u>6,166,953</u>	<u>9,074,465</u>

**STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 30 JUNE 2022**

	Note	2022 \$	2021 \$
CASH FLOW FROM OPERATING ACTIVITIES			
Receipts from :			
- donations and appeals		351,336	155,271
- bequests		-	-
- government grants		27,105,381	23,538,829
- interest income		1,079	2,018
- other income		235,009	315,283
Payment to clients, suppliers and employees		(27,569,509)	(22,217,875)
Interest Paid		(483)	(2,623)
Net cash provided by operating activities	11(b)	<u>122,812</u>	<u>1,790,902</u>
CASH FLOWS FROM INVESTING ACTIVITIES			
Purchase of property, plant and equipment		(2,053,361)	(233,847)
Proceeds from disposals of property, plant and equipment		-	-
Net cash used in investing activities		<u>(2,053,361)</u>	<u>(233,847)</u>
CASH FLOWS FROM FINANCING ACTIVITIES			
Repayment of bank loans		-	(66,581)
Repayment of Right to use Lease Liability		(25,138)	(31,090)
Net cash used in financing activities		<u>(25,138)</u>	<u>(97,670)</u>
Net (decrease) / increase in cash and cash equivalents		(1,955,687)	1,459,385
Cash and cash equivalents at beginning of year		<u>10,120,942</u>	<u>8,661,557</u>
Cash and cash equivalents at end of year	11(a)	<u>8,165,255</u>	<u>10,120,942</u>

The accompanying notes form part of these financial statements.

The accompanying notes form part of these financial statements.



Morwell

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Bairnsdale

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