

Share & Care Community Services Group Inc.



Annual General Report
October 2007

Mission Statement

Share and Care's vision is to lead communities in
Support, Education and Advisory Services

Values:

Recognition of the communities rights to equitably access information and services;

Sensitive to the needs of those from cultural and linguistically diverse communities and special needs;

Recognition and appreciation of the diverse skills and values our employees bring to the services delivered;

Provision of philanthropic opportunities;

Development and maintenance of complimentary relationships across all sectors;

Recognition and appreciation of the skills brought by the Board of Management that ensures transparency, accountability, good governance and leadership for the Organisation;

Operate on the best practice models, ensuring delivery of services to the communities are always of the highest standards.

To acknowledge and encourage
the continued passion
from all who contribute to the Organisation

History...

On October 8th, 1975, a public meeting was organised and held by Mrs. Marlene Gazis. Under discussion was the possibility of setting up a community organisation staffed by volunteers. The meeting agreed there was a need in the community and approximately 50 people offered to provide various types of support services as members of the proposed organisation.

At a subsequent meeting on October 30th 1975 a foundation committee comprised of President, Vice-President, Secretary and Treasurer, along with seven committee members was formed. Marlene Garzis was foundation President and held the role for 19 years. Rose Briggs was foundation Treasurer also retaining the position until 1994. Ruth Krieg was the foundation Secretary for 2 years. Joan McIver became secretary in 1979 and Edna Turner, a businesswoman, became Vice-President in 1979 until 1994. The name chosen was Northam Share and Care. Approximately 8 months later a formal constitution was drawn up.

The range of services provided by Share & Care grew as community needs were recognised. Rapidly expanding demand for service delivery placed enormous amounts of pressure on volunteers and in January 1979 Government assistance was sought and obtained.

This funding allowed the opening of the Emergency Accommodation for those in crisis. In 1980 funding was obtained from Department of Community Development for the establishment of a Neighbourhood Centre.

In 1981 from Lotterywest funding was made available to purchase a bus. The bus was staffed completely by volunteers initially. In 1985 HACC (Home and Community Care) funding allowed for a paid driver.

In 1989 Sue Taplin was briefed to investigate the feasibility of a Family Day Care operation in rural WA. In July the Family Day Care Scheme commenced. In 1982 the Social Security Department funded a part time handyman/bus driver position. A small bus was obtained with Lotteries fund assistance. In 1986 Health Department funding (HACC) was obtained for the formation of a Regional HACC 'Service was incorporating the York, Toodyay, Goomalling town areas as well as Wundowie.

In 1994, subject to a management consultant examination, the HACC funds were redistributed to the local Shires for single operation outside the Northam Shire area. At the same time the State Government began privatizing services from the Department of Community Development and Northam Share and Care won the Financial Counsellor's Position.

From this time on, Share & Care continued to grow to supply the demand in the communities.

It could be said that the success of Share & Care in achieving their original goals came from the passion and efforts of all those involved as volunteers. Today we continue to enjoy passionate volunteers and employees.

Mrs. Gazis noted that the receipt of Government funding, whilst not changing the ideologies of Share & Care most certainly brought about greater responsibilities in Governance and accountability and a shift in the community perceptions.

Today Share & Care have a very accountable, transparent and empathetic organisation, whose core passion and determination to be a quality service provider to the communities remains unchanged.

Chairperson

David Gorham



It is a pleasure to report to Members that our organisation has achieved another solid performance for the 2006/7 financial year. The contribution made by all our Staff, our Managers and Board combined to deliver to our Clients competent and valued services. I am confident that the Government and Non Government agencies that have funded and supported us will also be pleased with the outcomes. I thank them all.

The year has seen several challenges and events that required clear thinking and leadership to ensure full Program functions, and I acknowledge and thank Carol Jones- Lummis for her direction and support.

In my view we achieved outstanding results with the Men's Lodge, Women's Support Services, and Childcare. This does not diminish the excellent services delivered by Home and Community Care, Emergency Relief, Mental Health, Supported Accommodation, Financial Counselling, and our overall Administration Service Teams.

As Chairperson of the Board of Management I have had an easy year. It has been a pleasure to see the Members of the Board work hard resolving difficult situations in a cohesive manner, and I believe we have a great balance of diversity of knowledge and experiences. All the Board are volunteers and I confirm to Members that no Board Member gained financially from their roles and responsibilities. Thank you Board Members for your valuable service, and commitment.

In accordance with our Constitution I resign as Chairperson, and seek an opportunity to enjoy more years as a non executive Member of the Board.

I confirm to Members that Share and Care Community Services Group Inc, from all accounts has moved forward in adherence to our Constitution and Strategic Plan. Our CEO and Board have put in place regular reviews of our Strategic Planning, to ensure we reflect these objectives.

Looking to the future Share and Care will not be exempt from the challenges faced by all community groups, businesses and Government. It has been difficult to attract Staff and Volunteers to our organisation. The Aging Population brings with it the need for more allied health and support services. The divide between the high income earners in the mining and resource area and many people in rural areas will require clever use of limited supporting resources. Recent research on trends in population, employment, and health, shows employed people commit more of any spare time they have to the care of their children and / or elderly parents. This is quite evident in Western Australia.

In 2007 the Australian population is 20,773,715 (ABS, 2007) and there are 10,327,000 people in the labour force. The Unemployment rate is 4.9%. On average the Australian labour market grows by 170,000 people per year. Our declining birth rates, together with increasing life expectancy, results in an ageing population.

Chairpersons Address continued



In Western Australia the largest state in Australia. Approx. 503,000 people live in small, isolated communities across an area of 2.5 million square kilometres. Western Australia *is* experiencing a labour supply shortage not currently being experienced in other States. Unemployment is 2.7% Job vacancies continue to rise to 23,900 vacancies per annum in WA. Every day there are some 2,000 job vacancies available to be filled.

7 years ago we found

People need organisations.

Machines, capital & geography = competitive advantage.

Talented employees make some difference.

Jobs are scarce.

Employees are loyal and jobs are secure.

People accept the standard package they are offered.

Now we find

Organisations need people.

Talented people are the competitive advantage.

Talented employees are essential to success

Talented people are in demand.

People are mobile and commitment is short term

People demand much more.

With continued support from the Communities we serve I am quite confident our Staff, CEO and Board will manage these changing circumstances.

Share and Care Community Services Group enjoys a strong commitment from all our Managers and Staff. On behalf of the Board of Management, thank you for your great work and support of the Organisation. We look forward to a continuing vibrant and happy working relationship.

Carol Jones-Lummis is CEO and has significant and diverse responsibilities in our Organisation, and manages these very well. Carol leads a Team who demonstrates effective, caring, capability in a busy organisation. Thank you all for your support to the Board, and your services to funders and Community.

Thank you to our Government Funding Agencies who demonstrate and confirm their belief in our organisation to carry out the many tasks and responsibilities that we do. We value the trust, and will continue to be wise with the funds provided.

Lewis Motors have provided vehicles, and I assure Members that without this key support we would struggle to be as effective as we are. Thank you Ian and the Team. **Classic Computers**, continue to support our Organisation with Computers and technology, with support for our Website, and with valuable advice. Thank you John. **Lotterywest** have continued to support our applications for funding of some projects and Programs. Thank you. There are others who have assisted us this year including the **ANZ Bank**, Your support is greatly appreciated.

To my Colleagues on the Board of Management. Your contribution to your Community from your service in Share and Care is valuable and valued Thank you for sharing your time, talent, and money. I appreciate the support and assistance that you freely gave to me in the role of Chairperson.

Treasurer

Gill Beazley



This year has been an interesting year with most programs achieving a successful financial outcome.

The 2 exceptions were the child care programs and our Community Aged Care Packages (CCP) .

The child care programs are challenging due to the continued change in expectations of both parents and government from the original basic child minding concept to early childhood development opportunities and all that entails. Add to this the ability to find suitably qualified staff and 3 increases in the last year in staff wages along with regulations that can create hardships in rural regions and we have even greater hurdles to jump. In Family Day Care finding Carers that want to take on the onerous and very regulated role as a Carer is also difficult.

In the midst of all these challenges we lost consecutive program managers who went on to new positions. Happily as of October the Program Managers role has been filled, which will go a long way towards working on the agenda for the future.

I feel we will need to take some strong decisions in the near future regarding the directions of these programs as their financial viability is constantly tested.

CCP is an area where financial constraints contribute to delivery performance and a close eye will need to be kept on those packages to ensure financial stress is minimised. A revamp of practices in terms of client hours should see this situation resolved in the year ahead.

On a positive note, our refuge programs are performing well as are all other programs.

The financial statements are in the progress of being audited however I expect the overall financial position of the organisation to be strong.

I would like to acknowledge Steven Pollard and his staff in overseeing the financial reporting functions of the organisation.

Finally I would like to thank administrative staff for their diligence in ensuring that this organisation fulfils its contractual obligations and their commitment to accountability and transparency, thereby making applications for continued and new funding possible.

Chief Executive Officer

Carol Jones-Lummis



Have you ever noticed that the Not-for Profit has only one constant? Change!

Not-for-profit organizations such as ours today operate within a framework which increasingly receives attention and recognition, but which at the same time is confronted with more and more challenges including greater demand for services and less money to do it with. Financial transparency, the implementation of changing legislation, the management of cost structures and the permanent control on these structures, ... the list goes on.

Managing a nonprofit organization of any type is more complex than ever before. Competition in the market is on the increase and this has required a more innovative approach, something I am very proud to say our staff do exceptionally well.

Concentration on value-adding to programs has been the focus this year. For each program we attract funding for, we endeavour to value add a complimentary service-without additional funding, for example, our Home and Community Care Program runs a Men's Social Support Group, the Women's refuges run an activity/skills centre in Narrogin and in Northam they have added the mentoring program.

Activities throughout the last 12 months has included taking on the management of the "Gwabba Duk Mia Lodge" a homeless men's housing program, the revamping of our Child Care Centre with Lotterywest funding to work towards our accreditation, the Centrelink Case Assessment Program, Implemented the workplace partnership with Australians Donate (organ donation information and promotion) the newly funded Early Intervention & Outreach Program for Women from Family & Domestic Violence and the new Wheatbelt Regional Coordinated Response to Family & Domestic Violence program along with a Lotterywest funded Boat project with TAFE that will see struggling and/or disadvantaged students gain a host of skills whilst working on a fun project with measurable outcomes including certification in several boating qualifications. In addition our application to provide a mobile respite service for Carers of those with mental health or intellectual challenges was successful.

The greatest challenge ahead of us in the next year is that of Child Care. We have a 28 place Centre with a waiting list of 40. If it was possible to find qualified staff we would open either a larger Centre or a second one, unfortunately we struggle to maintain the existing Centre with the required numbers, frequently having to utilise emergency exemptions from the Licensing Unit to keep the doors open. Large chains of corporate operators can afford to hold pools of staff, this isn't a financially viable option for the smaller one-off centres such as ours. The Child Care industry has for some time been seen as being over-regulated, no recognition given to the special issues rural and remote centres face, the staff are still seen as glorified baby sitters by many in the community instead of the highly trained, skilled professionals they are, the pay is less than a cleaner would earn and then we wonder why these professionals are leaving the industry and there are none in the region studying for their diploma - except those we already employ!

After 32 years, we continue to grow, provide extended and new services to the communities, building community skills and community resilience. Along the way we share with other organisations our skills and knowledge by way of Share & Care seminars and our website policy bank.

This year has one of great experiences, new programs, learning curves and consolidation. My thanks goes to our staff who never cease to amaze me with their energy, loyalty, compassion and commitment, their ability to think outside the box for solutions to challenges and their compassion for their fellow man, which after all is what we at Share & Care are about.....you all can be justifiably proud of your contribution to the community and Share & Care.

My thanks to our Board of Management, whose support, knowledge and guidance is always at the ready, without them our organisation would not be the success it is today., thanks must also go to Marnie, my right hand that I can always count on and to our Program Managers - your consistent efforts are greatly appreciated. To our volunteers...you are amazing-THANK YOU!

To the many agencies and organisations we network with....Thank you, your assistance provides additional services that gives the client a holistic array of options , we wouldn't be as effective without you.

Program Statistics 2006-2007

Client contacts

PROGRAM	# of Client contacts	Complaints received	Resolved	Method
Administration (MPC & S&C)	11,781	5	5	Discussion
Men's Lodge				
Accommodation & F & DV programs (Northam & Narrogin)	1430	2	2	Discussion
Childcare Services (LDC, In-Home-Care & FDC)	183	4	4	Discussion
Financial Services (SAAP, ER, F.A, F/C)	1494	2	2	Discussion
Home Support Services (HACC, C.C.P, MH, MSSG & MOW's)	6,825	12	12	Changed provider to resolve meal issues.

Employee & Volunteer Numbers

AREA	FULL TIME	PART TIME	CASUAL
MANAGEMENT	6	4	
RECEPTION & COORDINATION	13	3	
FIELD STAFF	13	38	9
VOLUNTEERS			12

Increased funding for Home and Community Care

AVON Valley facilities will share in a Commonwealth funding boost for the Home and Community Care program (HACC).

Nine existing HACC services in Pearce will share in \$4.07 million in 2006-07, an increase of \$648,717 or almost 16 per cent.

Northam Share & Care has been allocated \$458,583, Killara Adult Day Care Centre \$408,152 and the York multi-purpose service \$251,590.

Member for Pearce Judi Moylan announced the funding last week after it was approved by the Minister for Ageing Senator Santo Santoro.

"HACC services allow frail-aged people and young people with disabilities to remain in their

own homes with the support of their families," she said.

"We know the majority of people prefer to continue to live in their own homes and HACC services can provide them with that option, as well as a higher level of independence."

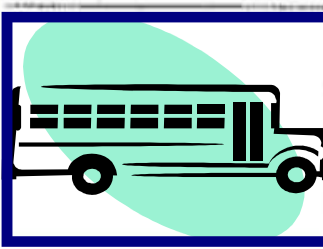
Share & Care chief executive officer Carol Jones-Lummis said there had been more than \$15,000 in growth funding.

"Money has also been made available for a new bus to provide transport for HACC-eligible clients," she said.

Darren Friend the manager for finance and community services which administers Killara was also pleased with the level of funding.

"Recurrent funding has increased by \$42,000-plus per year," he said.

"This is substantial and will benefit not only Northam but the whole of the Avon Valley."



LOCAL NEWS



Surrounded by children: Christine Wesolowski with her two of her children Rhys and Kalee and two children she has looked after Kadyn and Brandon.

Ten years' family day care service

WITH three children of her own and five children in her care, it is never a dull day for Christine Wesolowski.

Christine is one of seven people in Northam who offer the option of at-home child care for working parents and Tuesday, January 23 was the anniversary of her 10 years' of service.

She has three children Karl 15, Kalee, 11 and Rhys 9 who are a great support for their mother's work.

"Kalee is great with the children she loves babies and she is always willing to help out," said Christine.

Christine has given care without an assistant and she describes every day as a busy day that starts when the first child arrives at 7.30am.

She has been looking after children

since she was 11 years old when she looked after her niece.

The pattern has completed a full circle as she now looks after her niece's daughter.

"The children have a routine and every day has a plan; they love going to kiddie gym and playgroup with the other care groups," Christine said.

"My favourite part of the job is seeing that the children have had a good day and that they don't want to go home."

Christine looks after the children from six months old right through to school aged.

Share and Care has at-home day care at centres as far away as Jurien Bay, Merredin and Beverley.

Share & Care helps needy students

SHARE & Care Community Services Group believes education is one of the most precious experiences in life.

It enables people to make choices throughout our lifetime that might otherwise be restricted without it.

This year in January and February alone Share & Care assisted 113 children in Northam and surrounding districts with school fees, school books, uniforms and other learning materials.

The funding provided to Share & Care by the Lotteries Commission assists students by ensuring they

have the tools they need to continue their education.

In addition to the schooling assistance given annually to students, Share & Care presents an annual scholarship.

This year's very deserving winner was Jade Soulos.

The scholarship will see Jade through Years 11 and 12.

Share & Care has expressed its gratitude to the following businesses and people who assisted with generous cash donations for the 2007-2008 scholarship: Blackwells Plumbing, Impressions

West, Northam Natural Health Studio, Spadaccini Constructions and John Classic from Classic IT for providing a free computer to the winner each year enabling artwork, internet research and presentation software.

"It is wonderful to see that our community shares an empathy for others, that even in tight economic times with drought everywhere, local businesses can still find the means to support our youth," said Share & Care chief executive officer Carol Jones-Lummiss. FEB 2007



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THANKS TO:

BLACKWELLS PLUMBING

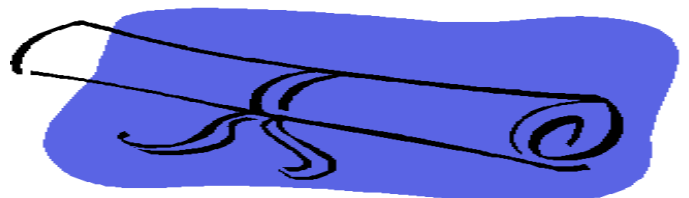
IMPRESSIONS WEST

NORTHAM NATURAL HEALTH STUDIO

SPADACCINI CONSTRUCTIONS

JOHN KLASSEK FROM CLASSIC IT SUPPORT

For ensuring the continuation of the Scholarship by their generous donations.



MORE RECAPS FROM THE ADVOCATE



Handover: (Pictured left) Lewis Motors dealer principal Ian Lewis (left) hands over the keys of the Holden Barina the chairman of the board of Share & Care David Gorham.

DEC 13, 2006

Share & Care has car donated

TO GET the job done over 250,000 square kilometres of rural and remote countryside, Share & Care teams up with complementary community groups, governments, regional organisations, research agencies, businesses, philanthropic bodies and individuals.

Share & Care likes to keep company with businesses which care for their communities as it does.

One such business is Lewis Motors.

Ian Lewis and family have been very generous in offering to support the Share & Care organisation and the community by supplying it with a new Holden vehicle.

"This means we have a vehicle for those times when

meals on wheels needs a replacement car, clients need a lift from head office, training in Perth, deliveries to other services are required, etc," said Share & Care chief executive officer Carol Jones-Lummis.

"It is wonderful to see local corporate business as passionate as we are about serving the community and to have them assist us by providing the means towards supporting consumers."

This donation from Lewis Motors saves Share & Care around \$10,000 annually.

"It is a very generous philanthropic action and supportive measure for our community," Ms Jones-Lummis concluded.

Share & Care finds local solutions to hearing problems

A RECENT visit to Share & Care for assistance was from a young man fighting cancer who was also fighting the onslaught of hearing loss.

This young man's finances were being exhausted by the costs of travelling to and from Perth for treatments for his condition.

Funding a hearing aid on top was out of the question.

After exhausting all avenues for grants and assistance from other government agencies to purchase the hearing aid, Share and Care appealed to local churches and community organisations and received donations amounting to \$1305 toward the hearing aid costing \$1813.

"A special thank you goes out to the Church of Latter Day Saints,

Apex Club, Baptist Church, Lions Club, and the Uniting Church who shared in assisting this courageous young man," said Share & Care chief executive officer Carol Jones-Lummis.

"It is gratifying to see our community building by continuing to work together to resolve local challenges for our community members."

March 21st 2007



Clowning around: ANZ Northam staff Nicole Gibson (left) and Chantelle Davis in full kit for ANZ Blue Week

ANZ fundraising for Share and Care Scholarship Fund

NORTHAM branch of the ANZ Banking Group Limited is in the midst of a week of fundraising for the Share & Care Scholarship Fund.

The branch is part of the bank's national 'ANZ Blue Week' which runs from March 19 to 24.

Branch staffs all over Australia are raising funds for local charities of their choosing.

Owing to strong community support this is the second year ANZ is holding Blue Week across its regional and rural branch network and the first year across its retail branch network.

Special activities in Northam will be a morning tea tomorrow, March 21 from 9.30am with admission being a gold

coin donation.

There will also be a raffle for a floral arrangement with a gold coin the price of a ticket.

A bouncy castle will be in operation in the Northam Boulevard carpark behind the branch on Saturday.

Branch staff members will also be in costume and all members of the community are welcome to join the festivities.

"It's all for a very worthy cause," said branch manager Donna Sawyer.

"On behalf of the team at ANZ Northam I extend a warm invitation to the community to join us for some fun activities."



Avon Valley Advocate, January 10, 2007

Handover: Share & Care financial counsellor Rhonda Livingstone accepts the bicycle from Wade Carter of Northam Bike Shop.

Bike donated to Share & Care

WADE and Helen Carter from the Northam Bike shop donated a bike to Share & Care Community Services Group Inc. to give to a local child.

The child was chosen by placing the names of all eligible children in a hat and the draw was made by the financial

counsellor Rhonda Livingstone.

The lucky winner was Jake Clarke from Northam.

Share & Care has been extremely fortunate in the Northam community.

The philanthropic actions of local business- es was astounding last

year, from donations of brand new toys, clothing, assistance towards medical equipment and many other donations.

"We thank the community for its compassion and wish all a safe and prosperous new year," said Share & Care chief executive Carol Jones-Lummiss said.





29th March, 2007

Lodge operators: Mrs Diane Turnock, program manager and Mr Gary Quartermaine lodge co-ordinator outside the lodge.

Men's Lodge revamped, reopened

SHARE & Care has announced the reopening of the Men's Lodge in Forrest Street, Northam.

The lodge is designed to provide safe secure accommodation to homeless men from age 18-

plus.

Men accommodated in the Lodge can expect to receive assistance with a range of services including employment opportunities, mentoring, referrals to agencies such

as Drug and Alcohol, Centrelink, financial counselling and assistance with immediate needs such as food, medical, clothing, etc.

The lodge has had a revamp courtesy of the

Department of Housing and Works and is very much an inviting home for those men in need.

The lodge operates on business hours from 9am to 4pm, with a crisis line available on 0408 935 388.

People who wish to utilise the service may self-refer and other agency referrals are also accepted

Mrs Diane Turnock, Share & Care accommodation services program manager has stated that this is a very exciting program and has already had a number of referrals and inquiries.



LOCAL NEWS

Share & Care pilot project

SHARE & Care Community Services Group has secured funding for an early intervention and outreach pilot project for families affected by family and domestic violence.

The project will operate for 14 months and an evaluation will be completed on the outcomes.

The Supported Accommodation Assistance Program Innovation and Investment Fund grant has provided funds with the result that a partnership with the Wheatbelt Police District and Share & Care's Waminda House women's refuge has been established.

This project is linked from the point of police call-outs to the co-ordinator who can

offer support with violence restraining orders, affidavits, statements and court support to ongoing outreach support through the whole process, with safety as a priority.

Clients will be provided with information on court outcomes, bail conditions and any future court hearings. Signed consent is required before contact and support is provided.

The objective of this project is to provide a quality service to clients with early intervention in the aim of preventing the ongoing cycle of inter-generational abuse.

The project provides advocacy with agencies to eliminate perceived or real barriers that could otherwise occur, and provides a

service that assists clients to make their own choices through empowerment, resources, information and referrals.

The early intervention and outreach co-ordinator operates out of the Wheatbelt police family protection unit in Wellington Street Northam and Share & Care's Waminda House women's refuge.

This project has been accessed by a much larger number of clients than was expected.

Share & Care's chief executive officer, Carol Jones-Lummiss stated that the pilot was another vital part of the early intervention necessary to making a difference in reducing family and domestic violence.

SEPTEMBER 2007

New play equipment for child care centre

SHARE & Care Child Care Centre recently received a Lotterywest grant to purchase new toys, equipment, furniture and soft fall for the centre. The grant also included funds to upgrade fencing and retaining walls to meet quality assurance indicators.

The soft fall was laid over a week-long period, under the outdoor play equipment.

From a safe distance the children enjoyed supervising the workmen who were utilising a wide variety of machinery and tools, all fascinating items to young eyes.

Where possible toys and equipment were purchased locally in accordance with Share & Care's Buy Local Policy.

"Our thanks go to Northam Toy World, Northam RetraVision and the Northam Bike Shop for their patience and their assistance in obtaining anything not in stock at the time," said Share & Care chief executive officer Carol Jones-Lummiss.



Assembling: Child care worker Leah Adams assembling the Share & Care Child Care Centre's play equipment.

The children are busy organising their environments to incorporate the new equipment and engaged in exploring

their new look.

"A huge thankyou to Lotterywest for providing the grant," Ms Jones-Lummiss said.

"These purchases ensure that we meet a number of criteria within the Quality Assurance Standards, as defined by

the Australian Government.

"Northam can be justifiably proud of its child care centre."

Board Members

October 2006- October 2007

Chairperson

David Gorham

Vice Chairperson

Pamela I'Anson

Treasurer

Gillian Beazley

Secretary

Roslyn Huege de Serville

Board Member

Carolyn Smart

Board Member

Tony Silla

Board Member

Robert Deburgh

Board Advisor

Max Trenorden MLA

Board Legal Advisor

Richard Rees-Webb

Board Members



CHAIRPERSON -David Gorham joined the Management Board of Share and Care in 1996 and has served as Treasurer, Vice Chairperson and Board Member since then. He has on served the Occasional Childcare, Central Wheatbelt Family Daycare, and Financial Counsellor committees as well as the Building Committee and the Fund Raising Committee.

David formerly owned and managed an automotive repair company and is a former teacher. He has been a Justice of the Peace since 1983 and moved to Northam in 1989. He currently works for Government Agency in Northam managing Human Resources and Properties across the Wheatbelt. He is a Director of a company managing farms and properties as well as a partner in a manufacturing business in Northam. David's interests include farming, land care, mechanical engineering, new technology, product development and social issues.



VICE CHAIRPERSON -Pamela l'Anson has been involved with Share and Care since 1988 when she started using the services to care for her children. She has been a board member since 2000 and secretary since 2003. Pam is presently employed at the Department of Agriculture developing learning programs for staff and farmers. In addition, she line manages staff. In the past she has managed program delivery in the areas of business, farm business, information technology, hospitality, retail at a regional TAFE College.

Prior to this Pam was a Lecturer in Business. Pam is presently completing a Masters in Training and Development and a Graduate Diploma in Rural Studies. Pam lives in Northam with her husband Steven and two children, Katharine and Mark.



TREASURER-Gillian Beazley has spent over 30 years in the Nursing profession before retiring to assist her husband in their family business. She also serves the community interests with her elected member of Town Council role.

Gillian enjoys spending time with her 2 grown children, 5 grandchildren and loves reading, knitting and gardening.



SECRETARY-Roslyn Huege De Serville trained as a Radiographer and worked in that area for 35 years, assisting many people through difficult times in their lives. Later Roslyn opened and successfully operated her own business.

Roslyn has a love of music, teaching flute to many for 9 years, and still plays today. She is active in the welfare of the community through her church activities/programs, as well as being a wife and mother of 3, and grandmother of 8. Roslyn represents community input on the Board.



BOARD MEMBER-Caroline Smart has been a Board Member and Vice Chair with Share & Care in the past, along with regional health Boards and a variety of other groups.

Caroline's forte lies in her extensive knowledge of and experience in the Child Care industry and her grass roots knowledge of regional community issues. Caroline's interests are reading, gardening and community needs.



BOARD MEMBER-Robert deBurgh has lived and worked in country communities for the past 12 years before settling in Northam in 2002. Rob and his partner Amanda have seven children between them. He is a firm believer in giving back to the community for the benefit of his children.

Rob is the Clerk of Courts in Northam and is also a Justice of the peace. He has been involved with various groups and volunteer organisations ranging from Western Australian Air Training Corps to being a member of a volunteer fire brigade.



BOARD MEMBER-Anthony Silla joined the board of Share and Care Services Group in 2006 and is a long standing member of Northam's AVON Youth Service. He is employed by C.Y.O'Connor College of TAFE as a lecturer in Humanities. Tony has extensive experience in disability services and a broad understanding of community issues. His interests include family life, personal development, philosophy and mechanics.

Child Care Services

Family Day Care Scheme:

Work on our Quality Assurance Self Study report has been submitted to the National Child Care Accreditation and we now wait for about 12 weeks before they advise us when our six week time frame for a Validation Visit will be.

We have a new Carer from Dowerin join the Scheme this year. At present we have 12 Carers in the Scheme, they are based; Northam 6, Muchea 1, Toodyay 1, Beverley 1, Merredin 1, Dowerin 1, Lancelin 1. We have 6 Prospective Carers that are in the early days of starting up their own Family Day Care.

There has been some challenging issues arise in the past year, Rhonda resigning after 15 years of service with Share & Care as well as Vic resigning from her position as a Child Care Support Officer. Susanna has been working hard to maintain those roles until they are filled. We welcomed Rosemary to the Scheme to fulfil the role as a Field Officer to focus on Carer visits and support.

We have held forums in Wundowie, Bakers Hill, Wooroloo, Cunderdin, Kellerberrin and Northam. With a high amount of families on our current waitlist for both Family Day Care and the Child Care Centre we are in need of more Family Day Carers however no-one in the surrounding areas are interested in starting their own business due to the expense, rigorous regulations and paperwork. We are keeping positive that we'll have more enquiries from prospective Carers as well as the current Prospective carers we have will go the whole way and start their own Family Day Care business.

Leah, Stephanie and four Family Day Carers attended the Family Day Care WA 'Making Connections' Conference at the Parmelia Hilton in August and both gained some very important information and strategies that are being adopted within the service to maintain and ensure optimal care and up-to-date policy awareness is maintained through the service to meet licensing requirements.

In-Home Care:

We faced a challenge this year of not knowing if we would be able to continue with our In-Home Care service. In August this year we finally had good news that FACSIA had accepted our application for separate funding for this service. Now the funding agreement has been completed we can promote for recruitment of In-Home Carers. We will recruiting 10 In-Home Carers on top of our current 3 In-Home Carers we already have. These 3 In-Home Carers are based Quairading 1, Northam 1 and Greenhills/York 1.

The centre currently has full attendance charts each day for each of the age groups, however, has a very long list of potential families waiting for a spot for their children within the service. Although families are desperate for care, their support, understanding and patience in waiting for a vacancy has been remarkable.

Susanna Throne-Acting Program Manager– FDC & IHC

Child Care Services

Long Day Care:

The child care centre worked extremely hard in preparation for their Quality Assurance Validation visit in June 2007. Staff sufficiently prepared the centre prior to the visit to ensure that each indicator had been met. Rhonda and Leah collaborated to finalise and submit a Self-Study report. Following this, National Childcare Accreditation Council (NCAC), set a six week period in which they will visit a service and complete their accreditation report. Staff nervously waited and, on the Monday of week five, the Validator arrived to survey the service. Their report is then sent off to NCAC Moderators to mark and decide whether a service has or has not met the accreditation indicators successfully. Due to a backlog with NCAC, the child care centre is still awaiting the final verdict.

The centre also successfully received a Lotterywest Grant to use to update the service to meet Quality Assurance Indicators. The money was used to purchase a large amount of age and developmentally appropriate toys, furniture, white goods, equipment and linen for the service. The outdoor environment was also updated to meet safety standards and create a more aesthetically pleasing environment for the children to explore and play in. Funds were used to lay soft fall material under the outdoor play equipment and upgrade fencing and a retaining wall. Much fun has been had exploring the new environment and equipment purchased. Thankyou to Lotterywest for the grant, it is very much appreciated by all.

The indoor environment of the centre is also preparing for a 'freshen up', with a complete indoor re-paint over the Christmas holiday break. Staff are also scheduling a busy bee to reorganise the centre to allow room for new toys and equipment.

With the goodbyes of old staff, the centre welcomed new staff. Throughout the year the service has bid farewell to Rhonda , Vic , Kirstie (after 6 years of service to the centre), Amber and Rosemary . We have welcomed Jennifer as a trainee in Cert III, Stephanie (Qualified), Shelly (Administration Assistant) and 5 new casual staff members. All staff have continued to excel at offering optimal care to the children through all the changes but, especially, have displayed their ability to work as a valued member of a team with their colleagues.

The centre has also focused on Observations, Programming and Guiding Children's Behaviour as our main training.

Thank you to Carol, CEO, and the Board of Management for their support over the past year. We have appreciated your understanding and support with the higher duties workload we have both taken on. We strive to do our best and keep the Child Care Services running successfully and maintain stability within the organisation until we have found an appropriate Program Manager.

Finally, a huge THANK YOU to our staff and carers who have been understanding and patient through the huge changes and challenges we have faced in the past year. Your commitment to children and families in our community is outstanding and we trust you will continue to work with such dedicated high standard.

Leah Adams—Acting Program Manager - LDC

Financial Services

Emergency Relief:

The emergency Relief Program has assisted 747 clients in the last financial year this is an average of 70 clients per month. The assistance has ranged from payments towards essential services, food assistance, school and other educational costs, white goods, eye care, dental and medical assistance with prescriptions, payments towards specialist appointments and fuel or travel expenses to attend these appointments. The emergency relief program assists the supported assisted accommodation program and Financial Counsellors programs in meeting client's needs for financial assistance.

The appointment only procedure has been working well with both town and rural clients. We have been successful in our application to distribute Telstra vouchers which helps towards covering fixed single use accounts without utilising our existing emergency relief funds.

The demand on the emergency relief program has seen us refer clients who do not meet our criteria or who have used our service in the prior 16 weeks to Department of Child Protection, Anglicare, Salvation Army and Faith Christian Fellowship for assistance to meet their needs. These referrals average approximately 50 per month.

The emergency relief program continues to ease the financial burden of low income people experiencing hardship.

Financial Counselling:

The Financial Counsellors program has opened 227 files this financial year. The needs of these clients vary. Some clients only require two to three visits to the service while others may require ongoing support for up to ten visits. This service has had clients attend the office from Brookton, Beverley, York, Bencubbin, Toodyay, Bolgart, Seabird, Wundowie, Cunderdin, Merredin, Northam and Westfield.

The majority of negotiations are done with Western Power and Telstra.

This service has completed over 100 loan applications for clients requiring assistance with whitegoods through the WA NILs loan scheme. The Financial Counselling program would not run as effectively without the networking of the emergency relief program whose funding provides the initial assistance to people experiencing financial hardship.

The Financial Counsellors program continues to refer clients to other services for legal and consumer matters. This gives the client greater options to meet the individual's need.

Families Assistance:

The Families' Assistance program has assisted 200 families this financial year. The funding assists predominantly with back to school and educational costs.

Currently this program is covering the schools in the Northam, Toodyay, York, Beverley, Quairading, Bakers Hill, Wundowie, Bruce Rock, Goomalling, Dowerin and Wyalkatchem. We have applied for an increase in funding this year so hopefully we will be successful. If this application is successful it will be very beneficial to the community and assist further in clearly defining our assistance boundaries.

The families' assistance program assists in alleviating financial hardship on parents by assisting with back to school costs and other items.

Supported Accommodation:

This financial year this service has assisted 103 and 11 children who were homeless, at risk of becoming homeless or residing in unsafe environments. The clients received 320 episodes of assistance which included hostel and motel accommodation for short term crisis, food and transport. The services have also brought bond assistance, application fees and rent to prevent eviction.

The major purchases for this period have been accommodation both crisis and assistance to obtain or maintain long term housing. This service has a solid working relationship with The Department of Housing and Works, the Northam Guest House and the Commercial Hotel.

This program networks with the emergency relief and Families' Assistance Programs so that clients receive the maximum benefit of the financial services managed by Share and Care.

Rhonda Livingstone - Program Manager

Accommodation & Family & Domestic Violence Services - Narrogin

Djookanka House Refuge:

This year at Djookanka House has been a busy mix of excitement, anticipation and flexible learning situations with clients and together as a newly formed support team. Our client statistical profile shows 57 clients were accommodated and assisted at the refuge of which over 62% were from the Narrogin area and 74% were Aboriginal. The main reason for assistance was family and domestic violence reasons, being 55% while 18% needed time out from family and other situations. The majority of assistance needed and provided was advice/information, emotional support, financial assistance/referral and domestic/family violence support. Activities held during this time consisted of an inter agency morning tea for the "16 Days of Activism 2006" with an attendance of 25 and which included a power point presentation on Share and Care and what Djookanka has to offer. Also staff attended various training programs on Understanding Domestic Violence, Person Centred Planning, Mental Health and Sexual Assault of which these provided opportunities to make contact and build networks with other agencies within the Narrogin area. Staff who did not possess an updated First Aid Certificate had the opportunity to complete this training together with Waminda staff in Northam. An emergency evacuation program for the refuge and staff has been introduced and implemented during this time via an external company. The extended security/screening additions to the brick fence has been completed which clients agreeing that it gives them more privacy, also a door has been added to the interior of the staff area to separate rooms for an Activity and Day Centre that will be operating in the future. Several Indigenous paintings and prints have been hung throughout the building reflecting the cultural diversity of the client base. This year has been very challenging for the coordinator/outreach counsellor in defining roles, adjusting and continuing on the learning curve, but still persevering with much support from management.

Outreach Counselling:

During the past year positive progress has still been achieved within my role as Outreach Counsellor both within the Indigenous and non Indigenous clientele base. I have seen 26 Outreach clients by means of 11 phone sessions and 25 face to face sessions, others have been during Community Outreach occasions which I've had 10 sessions with an overall attendance of 91 participants. While at these Community Outreach occasions I have had the opportunity to promote Share and Care and Djookanka House services together with any required family and domestic information.

My focus is still holistically based in supporting and assisting women suffering domestic violence by means of providing information and referral to appropriate services and encouraging them to look after themselves by means of self esteem and self empowering strategies and activities for themselves. As part of my role I also continue to attend the Regional Domestic Violence Action Committee in Narrogin although they are still in the process of undergoing changes to their line of focus from promotion to coordinated response. I have been fortunate enough to attend various training and conference workshops that have enhanced my understanding and approach in providing appropriate support, counselling and information to different clients from different backgrounds. At present I am looking forward to promoting and gaining support for continued alternative activities that may be of a healing benefit to both victims and survivors of family and domestic violence in our area.

Children's Support Program:

Nuressa has settled into her role quite happily and has already redecorated the Child Support Room and restocked the games and craft cupboard. A large shade sail has been erected over the play area as a protective covering for the children and looks quite colourful from the outside. The Program has ordered and acquired various other activity items suitable for older children to teenage years. Nuressa has attended various training sessions including Senior First Aid, Mental Health First Aid, Person Centred Planning and Therapeutically Working with Children. She has also been available together with Maria, the casual Child Support person to assist with child support for women's group activities held at the refuge.

Rainbow Centre:

This is a value added service we offer clients, it is an specified area for clients wanting support for an hour or more during the day, the centre comprises of a kitchen, bathroom and communal room, in the communal room there are computers, faxes and photocopier for up-skilling office skills and the ability to utilise the equipment, also there is a massage chair for stress relief. We have purchased sewing machines, material and an over locker for sewing lessons. We met with clients who requested group work activities such as china painting, arts and crafts, bead making, personal grooming etc. as well as speakers on relevant issues. We have had an offer from the Aboriginal Police Liaison Worker to give advice on vehicle safety, i.e. seatbelts, how to install car seats correctly and push bike safety. We have also had offers from community members to do skin care and how to pamper yourself, crocheting, jewellery making and cooking. In the kitchen we have a coffee machine for clients to access. There is also the facility to provide child support and transport for group work.

Accommodation & Family & Domestic Violence Services - Northam

Waminda House Women's Refuge:

This year has been the year of clients, agency networking, staff training and new programs. The staff has accessed Developing and Implementing Support Plans, Drugs and Alcohol workshops, Working with Adults who have experienced Child Sexual Abuse, Sexual Violence in Family and Domestic environments, Strong Families and many more workshops and most staff members have recently obtained their Senior First Aid certificates. We have had external consultants complete an Emergency Evacuation Management Program for the building, staff and clients, all suggestions have been implemented and Mark our Share & Care OSH officer has checked it off.

Our monthly agency networking lunches have been very successful and as a result Mental Health Services are training refuge staff and any other Share and Care staff who would like to access these sessions each month on various mental health illnesses. The CWA ladies from Wooroloo have for many years supported the refuge with Christmas donations for clients and children. This year we invited the members to morning tea and a tour of the refuge. As a result of this the members have provided the refuge clients with donations of summer and winter children's pyjamas as well as soft toys and beanies and toiletry bags complete with all essential personal effects.

In March this year we welcomed Gail as the accommodation coordinator to our team and in May, Bernie came on board as a support worker. Life at Waminda is busy, busy, busy and I would like to thank all the staff for their commitment and support.

We have accommodated 85 women with 117 accompanying children, 429 clients accessed our 1800 number for support and staff supported 38 outreach clients.

Children's Support Program:

Julie is delighted to have the playroom completed and it is now fully equipped to be able to offer a better service for our children of all ages, this gives both the mother and children some respite. Julie has also attended many workshops related to Family and Domestic Violence and the effects on children and ensuring knowledge is up to date on Play Therapy, along with attendance at the Wheatbelt Drug Service Team Open Day with other Share and Care staff and also the workshop for "Mothers who Use".

Early Intervention & Outreach:

In our last annual report we mentioned that Jeni was attending the Northam Court House each Monday to assist with Violence Restraining Orders, as a result of this the SAAP Innovations and Investments funding offered to fund a Pilot Project for 14 months. There will be an evaluation prior to the end of the Project with Edith Cowan University. The program has been very successful with high statistics, approximately 35 clients per month. Jeni spends four hours each day at the Family Protection Office and the remainder of her hours on site at the refuge or outreach visits. We have received tremendous support from the Police who are a vital part of this project. The aim of this project is offer intervention through Violence Restraining Orders, Court Support and ongoing outreach until the client is confident make safe decisions for herself and children. There are three other Pilot Project participants in Joondalup, Bunbury and Rockingham and we have met with all of these coordinators and managers.

Gwabba Duck Mia Men's Lodge:

This is another new program for the Accommodation Services and we have managed the lodge since February this year. The lodge needed some substantial repairs and maintenance before we could commence accepting clients for accommodation. With the work completed by the Department for Housing and Works our first client was accommodated on the 26th March. Gary is the Lodge coordinator and he comes with experience as a Police Officer, Security Guard and was coordinator for the lodge with the previous service provider. The lodge is a three bedroom house with communal facilities and an on-site coordinator office. At full capacity we can accommodate six clients sharing bedrooms. The target group for the lodge is primarily for Aboriginal and Torres Strait Islanders, and homeless men over 18 years of age. This program is SAAP funded and we are required to provide supported accommodation, case management, advocacy and referrals. We were successful in applying for a Lotterywest grant which has provided the clients with new beds and mattresses, linen, blinds, lockable bedroom and kitchen cabinets, individual bar fridges, gardening implements, tools, computer for the clients to access and a vehicle to transport clients to appointments and employment. We have established a reference group which includes Wheatbelt Men's Health, Avon Youth Services, Department for Housing and Works, Wheatbelt Aboriginal Health, Aboriginal Mental Health Services, Essential Personnel and the Wheatbelt Drug Service Team.

Since managing the lodge we have accommodated 19 men, Gary has assisted and referred clients in accessing employment and volunteer work. One client has requested to maintain the lawns and garden and another has successfully developed a vegetable garden. There is a large shed on the premises which has a dart board and a mini gym for client use. A Barbeque is available for client use as well as a fire pit for yarnning time. Gary has worked hard establishing appropriate networks and the lodge has been available and accessed for BBQ network meetings with other agencies.

I would like to thank the staff and particularly Gary who unfortunately has been off work recently due to illness and I am very much looking forward to having him healthy and back on board. Also thanks Janet and Alex from the HACC Mental Health who have been very helpful in supporting the lodge since Gary's illness.

Diane Turnock - Program Manager

HOME SUPPORT SERVICES

Home & Community Care

The HACC program was introduced in 1985 in response to reports from both State and Federal governments. HACC is a community based service that is aimed at the frail aged and people with an on going functional disability. It aims to provide a range of basic maintenance and support to enable people to live independently at home. Referrals come from many sources, family, friend, GP, health professionals or the person themselves. Services are provided to our clients daily, by our team of dedicated Community Support Workers.

The services include: Personal Care - grooming and bathing. Domestic Assistance – laundry, shopping, bill paying, and meal preparation and basic house cleaning. Social Support – taking clients shopping, social trips, actively encouraging clients to remain part of their community. Transport – We provide a very busy and popular bus service. This operates on fairly flexible set routes and is used frequently by most of our clients.

In the last year we have provided 12,796.25 hours of client care and our clients have utilised the bus service 12,460 times .

Community Care Packages:

Home Support Services became Approved Providers of Commonwealth funded CACP's in 1997 and commenced service in 1998. Our first allocation was for 6 packages. A percentage of packages are nominated to special needs groups;-eg Aboriginal and Torres Strait Islanders, people with culturally and linguistically diverse backgrounds, people who live in rural or remote areas and people who experience financial or social hardships.

The balance is general packages. These packages are to assist people who require management of services because of their complex needs. It is planned and coordinated to enable people (who may otherwise be placed into residential care) to remain in their own home. The services provided are very similar to HACC services, but more flexible.

Clients can be referred by a family member, friend, neighbour, GP or health professional. The referral must then be assessed by the Aged Care Assessment Team before a person is offered a package. At the moment we have 33 packages.

Mental Health Program:

We commenced our mental Health program in 1998 with 6 clients and in 2006-2007 the numbers varied between 25 and 42 clients. This service is aimed at people with a severe and persistent mental illness, who require support to live within the community and, who reside in the Wheatbelt.

People who receive this service must be referred by a GP, private psychiatrist, other health professional or Wheatbelt Mental Health. These services include-Independent Living Skills-assist with budgeting, banking, personal care, cooking, cleaning, shopping, pet care and laundry. Psychosocial support – relationship concerns, social isolation, parenting, substance abuse, accessing specialized services and GP's. Recreation: includes social interaction, hobbies and interests and leisure activities.

Carer's Respite Service: to provide social support for the client so the Carer is able to have time out to maintain their social network.

HOME SUPPORT SERVICES

Meals On Wheels:

Meals on Wheels came to Share & Care 2 years ago. The local volunteers, a large group of long serving, hard working ladies and gents found the increasing requirements from the funding body a very onerous task and approached Share & Care to take over the supply of this service.

We have accessed a new provider for our meals (Northam Regional Hospital) and already have had lots of positive feedback from the clients. Open communication on both sides is helping sort out the usual teething problems. We have purchased new eskies that will enable the meals to be delivered to the clients homes at the correct temperature, ensuring we adhere to the Food Standards legislation and best practice processes.

Fresh meals are delivered 5 days per week and frozen meals are delivered for the week ends. Frozen meals are also delivered to clients who live out of the Northam town site.

We have 378 HACC clients and delivered 9,082 meals this last year.

Men's Social Support Group:

This much needed group is into it's forth year. We have one full time male worker who assists his clients with shopping (food and clothing), bill paying, personal care and re-socialization. The shopping for clothes is a skill that quite a few men find challenging because previously their wives have done it for them.

The male support worker encourages the men to be aware of their clothing needs. This makes a big difference to their appearance and therefore self esteem. Clients are actively encouraged to re-engage with their peers and to attend functions within the local community.

At the moment we have about 55 clients enjoying the opportunities this program presents.

Volunteers:

The Volunteers provide exceptional support to the Home Support programs. Bus aides ensure there are enough hands to assist clients on and off the bus, carry their shopping, look after wheelchairs and other ambulatory aids and encourage clients to give that step one last try!

Meals on Wheels couldn't cope without our vollys. They not only deliver a meal, they give that warm hello, the quick chat, encouragement and that friendly smile - for some of our client base this might be their only visitor for the day.

We sincerely thank each and every volunteer for their compassion, hard work and continued support

Janet McFarlane - Program Manager

www.shareandcare.com.au



From September 2006-September 2007:

A total of 7,265 distinct visits were made to the site.

The average visit lasted 2 Minutes and 53 Seconds.

An average of 9.80 files were downloaded each month from our Policy Bank.

ANNUAL INDEPENDENT AUDIT

PLEASE NOTE:

THIS AUDIT RELATES ONLY TO THE FUNDING SHARE & CARE
RECEIVE FROM THE DEPTARMENT OF HEALTH & AGEING AND
PROGRAM MANAGEMENT FEES TO PROVIDE INFURSTRUCTURE

The full consolidated audit (all funded programs) can be found on
the website by November 30th, 2007

www.shareandcare.com.au

or can be obtained by contacting the CEO.