

Share & Care Community Services Group Incorporated



Annual General Report
October 2009

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.

Chairpersons Address

Pamela I'Anson



It is with pleasure that I present the 2008/09 Chairperson's Report to members of Share and Care Community Services Group.

Staff continues to provide high quality services and show a commitment and loyalty to their clients and Share and Care. In the past three months, there have been two proactive initiatives that I will talk more about shortly. The Board's contribution has again been substantial volunteering their time and expertise to ensure Share and Care continues to grow and develop. I am confident that funders who have supported us over the past 12 months will be more than pleased with the outcomes. A special thank you to those organisations who have assisted us during this period.

I don't need to remind you about the financial difficulties that have faced us all - governments, businesses, organisations and individuals - throughout the world in the past 12 months and the impact and effects will continue for some time yet. This has impacted our clients and unfortunately brought new clients to Share and Care; people we had not seen before. Staff has met the challenge of providing this additional support and no one goes without. Even when there were government changes with the provision of financial support for funerals, Share and Care was still able to provide assistance and leadership to ensure that this situation was not allowed to continue.

Financially, the year for Share and Care has been steady. HACC is a very complex program which continues to have challenges associated with its operations and funder requirements and the subsequent financial impacts. However, HACC has now moved back to the Wellington Street site of Share and Care, which has enabled efficiencies to be gained and the program, financially, is improving month by month. Staff in this program are to be commended for their dedication and expertise in achieving this result.

Each year, Share and Care is challenged with issues from one program or another. In the past year, recruiting staff to enable the Men's Lodge to remain open has been a major issue. This issue stems from the fact that the Lodge is not funded as a 24 hour service. This issue is now being discussed with the funder to try and improve the situation.

In recent months, there have been two initiatives from Share and Care which have been established to provide people with practical information and skills to improve the way they live, manage their finances, and look after themselves, physically and mentally.

Firstly, on the 25 August, the Money Magic day was held. This forum provided information on a range of areas, specifically, managing household budgets and cooking. Participants were provided with "goodie bags" of information and gifts and morning and afternoon tea and lunch were provided at no cost. Future forums are currently being planned. Again, congratulations to all the staff who initiated this day.

These programs provide a snapshot of the complexity the organisation faces on a daily basis and some of the difficult decisions made to ensure the needs of the community are met. The financial accounts document all the programs and demonstrate the excellent work by staff and the financial consultant to maintain appropriate funding levels.

The Board continues to work hard to ensure that the organisation is able to provide appropriate services to meet the needs of the community. Another issue the Board has been dealing with is the updating of the Constitution, which was last updated in 2004. Shortly, we will discuss these proposed changes. At the General Meeting in April this year, I mentioned the review of the organisations' policies and procedures. We have now selected a suitable organisation to undertake this review and in addition, provide governance training to the Board and senior management. The Chief Executive Officer is currently sourcing funding to undertake this role.

Share and Care Community Services Group is also very grateful to the following for their ongoing sponsorship and support:

- Lewis Motors
- Lotterywest
- Government
- Shire of Northam – Meals on Wheels funding
- Wooroloo Country Women's Association – toiletry packs and pyjamas
- Northam Church of Latter-Day Saints – Women's gift packs
- Alana and Madeleine Foundation which operates out of Victoria – buddy bags for children
- Woolworths Supermarket – monthly food vouchers for school breakfasts
- Westpac Bank – provision of free safe to hold S&C charity cards used in ER program
- Randall Beavis – annual donations of wood to aged clients

This organisation is only as strong as the very important staff. As I have mentioned throughout this report, it is the staff who continue to be loyal and committed workers delivering high quality services. The professional experience, leadership, guidance and dedication from the program managers, together with the Chief Executive Officer, Carol Jones-Lummiss, ensures the organisation is at the forefront of supporting all our community members. Thank you to all the staff.

Share and Care Community Services Group has been very fortunate to have the services of a financial consultant, Steve Pollard. Steve continues to provide financial advice to the Board and monitors monthly income and expenditure of all programs. Personally, I would like to thank Steve for his dedicated and professional expertise in this regard.

I would also like to acknowledge members of the Board. The organisation is very fortunate to have a team of people who bring a diverse range of experience and knowledge and skills. I thank them for their time, support and input throughout the past year and look forward to their ongoing involvement in the future.

Finally, I would like to thank the membership and the Board for allowing me the opportunity to Chair this extraordinary organisation over the last two years. I will not be continuing in this role, but hope to maintain an involvement with the organisation as a general Board member.

Treasurer

Gill Beazley



Share & Care are managing services and aligned finances very well. The uncertainties of the Economic downturn are being managed with skilful financial monitoring both internally and externally and we continue to look to the future with optimism.

The programs which ultimately consume resources such as Community Care Packages and Meals on Wheels continue to require monitoring but with efficient management and voluntary help they are strengthening and remaining in the black.

Home & Community Care is very slowly returning to a positive budget, and skilful management means the program will continue to provide the much needed services to the Aged and younger and disabled in our communities.

Continued close monitoring of all our services financials and operations will ensure any issues are identified in a timely manner.

Fuel prices have stabilized but are sure to rise again as our economy strengthens (higher fuel costs and higher loan rates seem to go hand in hand with a strong economy). This must continue to be a factor in our submissions for funding.

The Government has delayed the implementation of the Emissions Trading Schemes (now set to be introduced in 2015) but an organisation such as ours must be prepared for the eventual financial impact.

We continue to operate with optimism and enthusiasm.

Chief Executive Officer

Carol Jones-Lummis



In an old Indian tale six blind men were once sent out to evaluate an elephant.

One, feeling at the flank, said, "The elephant is like a wall. We should evaluate it on such measures as support strength and insulation properties."

Another felt the tail, and said, "As the elephant is very like a rope, we should be looking at tensile strength and length/weight ratio." The man at the ear said, "The elephant is very much like a fan so the appropriate measures are air speed and power use."

Well, you can fill the rest of it in yourself, making the point that it's difficult to agree on measures without a clear picture of the nature and purpose of the thing you're trying to evaluate.

Community groups are like the elephant in the Indian tale – it's hard to define what makes a good one unless you first define the context. You cannot use the usual measures because community groups are removed from the one universally agreed measure of success in our society – profit. Making more money than last year may be a good sign for a community group, or it may not – the point is, it's not the main game.

So how about judging the worth of a community group by how well it's achieving its own goals? Even this can be difficult, because there's so much good a community group can do anyway even when it's totally ineffectual at what it's actually been set up to do.

Is the value of a community sports group to be judged on where it finishes on the ladder at the end of the season, or is it more to do with how included, healthy and happy the group members feel? Should a community theatre group be judged on the quality of its performances, or on how much fun the members have in staging the show?

Community groups can make people feel happy, accepted, involved, included, valued, supported, and healthier, even if they're not actually achieving the things they were set up to do. **In fact, it's these other things, these things many people consider to be secondary – the building of social cohesion, the development of resilience, both personal and community – that are actually the things that are of greatest value to individuals and to the communities they live in.**

There is no doubt that in today's world, one of speed, commerce, time constraints and fractured communities that community service groups such as ours fill many gaps. We do it with passion and drive, working alongside clients to achieve better outcomes for individuals and families, and all within legislative and contractual requirements, within budgetary and resource constraints.

Finding ways to address such a vast multitude of challenges in the community sector is never easy, but always worthwhile. My thanks to our **Staff**, who never cease to amaze me with their passion, commitment and loyalty to Share & Care and the clients. To the **Board of Management** for their time and to **Lewis Motors**, who continue to show the community how business can support their community, we **THANK YOU**, for your generous sponsorship each year of a vehicle— essential to our activities.

To our VOLUNTEERS, you truly are amazing in your generosity....**THANK YOU!** We could not continue to provide the number of services we do without each and every one of you!

To the LOCAL AGENCIES we consistently network with to provide a holistic array of choices for the client base, **THANK YOU** for your support.

Program Statistics 2008-2009

Occasions of Service

(This is a record of how many times we assisted clients) TOTAL = 73,330

PROGRAM	# of Client contacts	Complaints received	Resolved	Method
Administration (MPC & S&C)	13,911	1	1	Discussion with CEO
Men's Lodge	250	0		
Accommodation & F & DV programs (Northam & Narrogin)	6,855	4	4	Discussion
Wheatbelt Regional Coordinated Response to F&DV	N/A	Northam 3	3	Discussion with Funders
Early Intervention & Outreach	538	0		
Financial Services (SAAP, ER, F.A, F/C)	2,389	3	3	Discussion
Home Support Services (HACC, C.C.P, MH, MSSG & MOW's)	49,387	3	3	Discussion with CEO

Employee & Volunteers

AREA	FULL TIME	PART TIME	CASUAL
MANAGEMENT	7	6	
RECEPTION & COORDINATION	3	3	2
FIELD STAFF	6	33	3
VOLUNTEERS			10

Country women help at refuge

THE Cuballing branch of the Country Women's Association was recognised last month by Narrogin's Share and Care Community Services Group for their services to women's refuge Djookanka House.

Cuballing CWA President Joy Whitford said the Association had been approached last year to provide toiletries for women forced to use the shelter.

"We made toiletries bags and provided the ladies with little shampoos, soaps, toothpaste," Ms Whitford said.

The bags provided shelter occupants with some home comforts, to be used after they had been forced to leave their previous residence – often very rapidly.

Ms Whitford said CWA members were looking into providing the shelter with nightwear and slippers next, with some plans already under way.

The women were thanked after a morning tea organised by Share and Care Community Services Group on November 25, the United Nations International Day for the Elimination of Violence against Women, also known as White Ribbon Day.

Held at Narrogin's Dryandra Centre, the morning tea was attended by Narrogin Senior Sergeant Martin Voyez and Salvation Army Corps Officer Mark Schutz, among others.

Attendees were also invited to inspect the facilities for women following the break, with writers getting to see the inside of the building and the facilities provided.

"It was most enlightening," Ms Whitford said.

"It makes you realise how very very lucky some of us are, not to have had this violence in our lives."



Cuballing CWA members Eileen Nottle, Helen Grainger and Quona Harris commemorate White Day.



New project to aid victims of domestic abuse

NARROGIN
OBSERVER
July 2nd 2008

A NEW support project for victims of domestic violence has been set up at Djookanka House Women's Refuge in Narrogin.

Covering the Upper Great Southern region, the Share and Care Community Services Group in conjunction with Narrogin Police will provide assistance to women and children experiencing violence in the home.

Share and Care CEO Carol Jones-Lummis, said the project – which operates two days a week – was started following a strong response in Narrogin and surrounding areas during recent promotional visits. It is hoped to increase the number of days the service is available.

"Visits to Wandering, Boddington, Williams, Brookton and Pingelly have been a wonderful experience, with great interest shown in the services available to women experiencing family or domestic violence," Ms Jones-Lummis said.

The venture, known as the Faxback

Program, will operate from both an office within the Djookanka refuge and the Narrogin Police Station, depending on the client's situation.

"This service is in addition to the service provided in-house by the refuge and is far more intensive in nature," Ms Jones Lummis said.

"Often clients will only need simple short assistance like telephone support or referrals, while others can require quite intensive and lengthy support.

"Women's advocates at the refuge can also offer emotional support, safe accommodation, support plans and programs, transport, outreach family counselling and referrals."

The program also aims to improve services to women and children who need help but not necessarily accommodation.

For more further information, contact staff on 9881 6810 or if you are in an emergency situation, call the crisis helpline on 1800 007 570.

MORE RECAPS FROM THE ADVOCATE

AVON VALLEY ADVOCATE Wednesday, February 25, 2009 5

New respite service for carers

FOR many years, women suffering from post natal depression in the Wheatbelt region have not had access to in-home support services to assist their family through what can be a very tough experience.

With new Federal Government funding for respite services, Share & Care is able to provide a mental health mobile respite service in the Wheatbelt region, a service that supports carers of people with mental health conditions and/or intellectual disabilities.

This includes post natal depression.

Post natal depression affects one in seven women in this country.

This severe form of depression can have an impact on the ability to function on a daily basis and can cause a loss of self-esteem, difficulty sleeping and a loss of enjoyment in usual pursuits.

Bringing a newborn home and adapting to the demands of parenthood is a

challenge in itself, but to have to cope with all this and be unwell is a load for anyone to face unaided.

For the partners of these women, trying to manage perhaps other children, work, the farm duties or a host of other necessities getting through each day can be made a little easier with skilled staff who can visit for an hour, half day, full days or in some cases a week, easing the load and allowing the family to spend some quality time.

The mental health mobile respite service is providing planned and emergency respite in the home, giving a well-deserved break to the carer and offers links to other agencies that further assist in addressing other concerns.

Like all Share & Care services, this service is confidential.

Anyone who would like to discuss the options can call Share & Care on 9621 2145.



Funding to help those in need

TWO emergency relief providers in Pearce will get \$101,612 as part of the Australian Government's Financial Management Program.

Northam organisations Share and Care Waminda received \$5373 and Share and Care Community Services Group received \$96,239 from the funding.

Emergency relief provides people with immediate support including vouchers to cover food, transport, pharmacy and utility costs, rent and accom-

modation assistance and food and clothing parcels.

"We know that many people are under pressure trying to cope with the impact of the global financial crisis," Senator Mark Bishop said.

"More and more people are feeling the strain of keeping up with mortgage and rent payments, bills and food costs."

Community organisations in Western Australia are reporting increased demand for emergency relief and financial counselling.

AVON VALLEY ADVOCATE Wednesday, September 2, 2009

AVON VALLEY ADVOCATE Wednesday, August 12, 2009

Free information day for women

SHARE & Care will hold a free information day on August 25.

Called Money Magic, this day aims to show how much we can do with very little.

It focuses on preparing a basic budget for your household, how to shop wisely when buying your groceries, how to make delicious meals for very little, and includes a section on home-made beauty products that really work and much more. This is not about investments, stocks and bonds; it is about you and your day-to-day expenses.

Included in the day will be homesteading infor-

mation about growing your own foods, recycling, reusing and making do.

With plenty of room for questions there is much to learn in a fun, relaxed environment.

From the financial counsellor to the cook, the beauty therapist to the homesteader and a Centrelink representative, we pull it together to answer your questions about getting on top of your money.

The day's morning and afternoon teas along with lunch are provided by Share & Care's Financial Counselling Service free of charge.

Bookings are essential as places are limited.

You go home with a bag full of goodies that include calculators, food recipes, home beauty tips and recipes, budgeting books and lots more - and to finish the day a hand spa and gift.

Share & Care hopes that this pilot will be sufficiently attended to enable another in November with a mens seminar focussing on the same issues to follow in the New Year.

With the global economic crisis affecting us all to some degree, this day just may make a difference to you.

From: **Txt Removed**

Sent: Friday, 17 July 2009 2:52 PM

To: **Txt Removed**

Subject: Thankyou from Jason

Hi Everyone,

Last evening my friend and I came across a young man stranded in **Txt Removed** where we live. My friend

invited him for a coffee at her house as she had noticed him earlier in the day.

He told us his story of how he had his things stolen in Northam and that this GREAT LADY from this GREAT PLACE called Share and Care had given him somewhere to stay and how grateful he is to her and the organization for what they did for him.

When I told him that I work for Share and Care he asked me to please pass on his thanks .

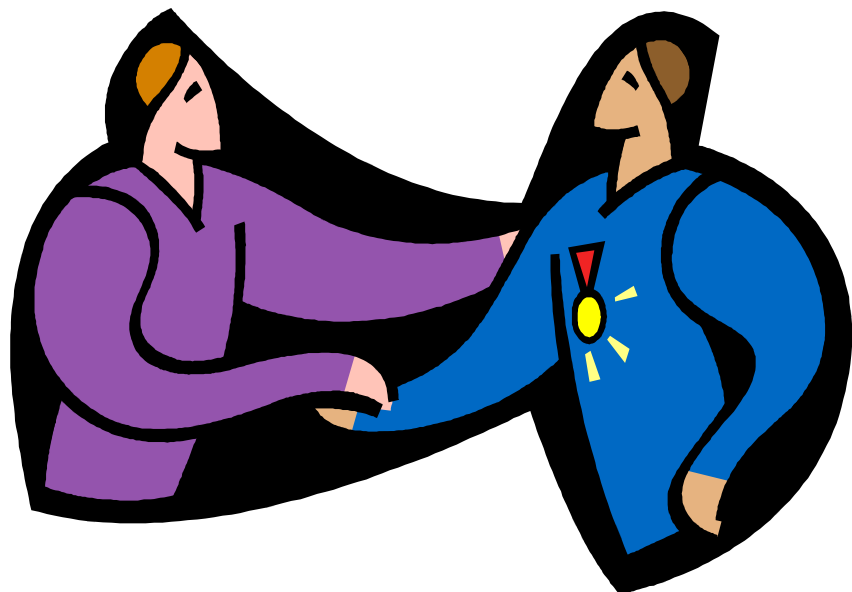
As I dont know who it was that helped him I am passing his thanks onto everyone.

He wasnt anywhere to be seen on the Gt.Eastern this morning so I presume he got a lift.

Thanks Guys

from

Jason **Txt Removed**



Txt Removed

Mens Lodge

To Whom it May Concern.

I'd like to thank all concerned, in particular Shane, who has been fantastic since I arrived at The Mens Lodge.

I didn't have no money, food etc. Shane took me to Share & Care, who helped me with being able to buy some food.

Shane has also been very supportive, he listens to you and has given me some good sound advice. He took me to a employment the other day, and it is being arranged for me to sit for my Blue Card and then with some luck hopefully I'll be able to enter back into The Workforce.

I was very negative and down when I came to The Mens Lodge, but after receiving advice and support from Shane, I'm now in a very positive frame of mind.

Once again Thank you

Txt Removed

To all at Waminda House,

I am writing to say thank you for all of the help and support you gave to me and [REDACTED] when we stayed with you from Text Removed

Thanks to Denelle for looking after me when I first arrived in the middle of the night and scared. Thanks to Gis for picking me up when I was at my lowest point. Thanks to Julie for looking after us and for being there for a chat. Thanks to Tenille for being there for a chat and for always smiling, [REDACTED] loved you. Thanks to Margaret for supporting me and a big thanks to Bernie for all the help with my finances and housing and especially for being there when I was really confused with my feelings and needed to talk them through with someone. I know you haven't been doing the job for very long but keep going, you are great. I expect there were also other people that helped me that I never met personally so to them I also say thank you.

Waminda House gave me the space to work through my problems and to get strong. Since I left I have gone back to work, although I admit that I don't feel that I can concentrate and do my job well, but they are very helpful and supportive. I have come to live in Text Removed where I have the full support of my friends but I find it a struggle each day to be strong. But you have shown faith in me and made me feel that I can do this and survive and for that I will always be grateful.

Thank you for your invitation for Text Removed for the Womans Group. I would definitely love to come to that, however I am working on that day at present. I might know a bit nearer the day if I can make it. But I would love to be involved in it and please let me know of anything I can do to help.

Thank you again and keep up the hard work, [REDACTED] and I really appreciate all you did for us.

Thanks





Avonvale Primary School

ABN 13 650 106 477

Hutt Street, PO Box 666, Northam W.A. 6401

Phone: (08) 9622 1489 • Fax: (08) 9622 3833



14/02/2008

Financial Counsellor
Northam Share and Care
88 Wellington st,
Northam 6401
W.A

Dear Rhonda,

Just a short note to sincerely thank you for all your support of the children and their families at Avonvale Primary School. The financial support you have provided the parents by way of purchasing their children's uniforms and book lists has ensured every child has had an equal and good start to the year.

The purchase of uniforms especially has boosted the children's self esteem and sense of self worth, as they now proudly arrive at school wearing their new uniform. I believe this will also have an impact on attendance as these children now feel they are truly part of the school and dressed the same as their peers.

I also feel that through you providing the funds for their book lists this will only prove a positive step towards their education, as many children in this low socio-economic community (as in others undoubtedly) come to school without even a pencil.

This has had a huge positive impact in our school and on those children you have assisted. I sincerely Thank-you once again.

Kindest regards

Deb Franks
School Based Community Liaison Officer.



Handover: Share & Care Scholarship winner Joshua Eustace is presented with his computer by John Klassic of Classic IT (left) and his scholarship certificate by Share & Care vice-chair Rob de Burgh.

Share & Care Scholarship winner announced

SHARE & Care Community Services Group for the last three years has been sponsoring the Share & Care Scholarship fund.

The winner of the 2009 scholarship is Joshua Eustace.

Share & Care's ethos when it comes to education and youth is the firm belief that education provides greater opportunities in life, gives a

depth to students' perceptions and builds resilience into communities' youth.

The Scholarship provides all school fees, equipment and uniform for Years 11 and 12 to the successful applicant.

In addition, in partnership with the Northam Senior High School, the scholarship winner receives a

trip on the sail training ship Leeuwin where leadership, self-esteem, working in partnership with others and many more life skills are learnt.

Classic IT generously donates every year to the scholarship a computer and accessories fully set up for the student to access research and learning online.



Share & Care Community Services Group



www.shareandcare.com.au

From September 2008-September 2009:

A total of 21,103 distinct visits were made to the site.

The average visit lasted 7 Minutes and 53 Seconds.

An average of 23.40 files were downloaded each month from our Policy Bank.

Share & Care Community Services Group recently held a pilot seminar called

Money Magic for women from the local community. This highly successful day was booked out, with all participants arriving early to a day full of information on surviving the current economic times.

Information came from the Share & Care Financial Counsellor Rhonda Livingstone on budgeting, debt negotiation, avenues for assistance with bills, No Interest Loans Scheme (which allows for the purchase of white goods & household goods), Step up Loan (small interest loan for cars, car repairs & household goods), one day lenders, credit card management and consolidation.



Cooking on a budget and shopping smart was covered by Caterer Sue Rosa, with the delicious goodies from the demonstrations being eaten with relish at lunch.

Joy from Centrelink came in and discussed entitlements, new schemes available and answered a myriad of questions from the participants.

There was a section on homesteading, growing our vegetables, preserving, chemical free and cost effective natural cleaners made at home, and beauty products made from your kitchen and pantry.

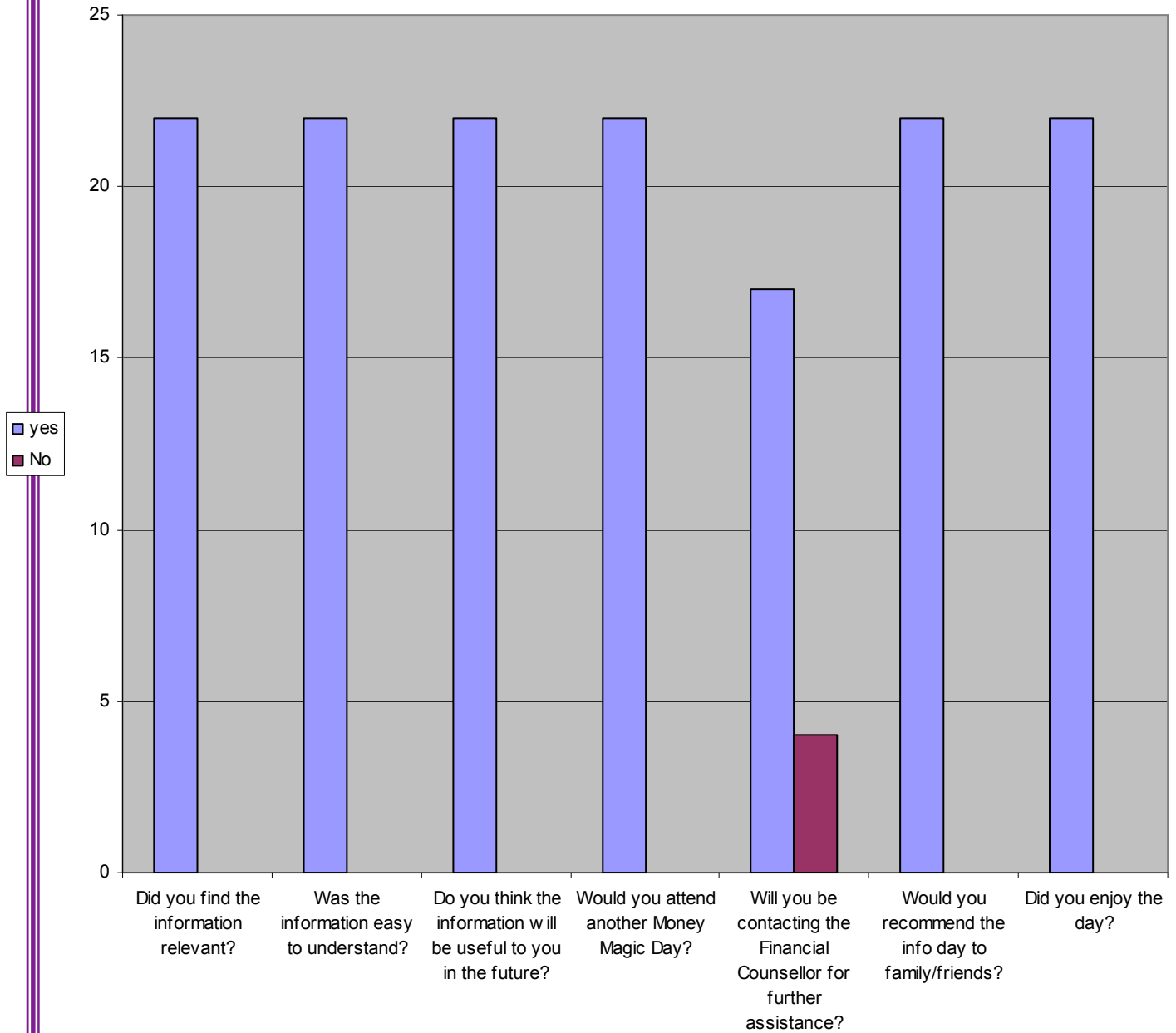
Questions flew all day, networking between the women was wonderful and a host of requests for more of the same info with topic specific days came from the feedback.

The day was completed with a hand spa for each participant and a bag of goodies that included: the Share & Care booklet covering Cost effective management of food, Recipes, Basic Car Maintenance, Inexpensive Gift Ideas, Innovative Money Saving Ideas, Natural & cost effective home made cleaning products, Home made Beauty Treatments for face, hair, nails & feet, Gardening at Home (how to grow, harvest & preserve your food), Home Maintenance basics.



Included was also a calculator, Emergency Medical Information Book, Taking Care of you & Family (good mental health), Money for Jam budgeting plan from the Red Cross, Saving Money Made Simple (Australian Recession Buster from Jeff Saunders) and a small gift from the attending beautician.

Money Magic Day



Additional Comments:

Fantastic Staff

Made to feel welcome and relaxed

Each topic given its own day for more in depth information

Presenters knew their stuff

Would like additional topics all on different days

Board Members

October 2008- October 2009

Chairperson

Pamela I'Anson

Vice Chairperson

Robert De Burgh

Treasurer

Gillian Beazley

Secretary

Carolyn Smart

Board Member

Peter Chiffings

Board Member

David Gorham

Board Advisor

Max Trenorden MLA

Board Legal Advisor

Richard Rees-Webb

SHARE & CARE COMMUNITY FORUM

7th OCTOBER, 2009

What an amazing day! Sixty or so people joined us at Bridgeley to hear about Share & Care and the services we provide. Guest speakers abounded and a good time was had by all.



Advocare Western Australia
Dianne Baker



Program Manager Merrill Hecker
Presenting on Home Support Services



Rachel Green
Keynote Speaker



Program Manager of Refuge
Services - Diane Turnock



Guest Speaker
Ann O'Neil-Domestic Violence



Program Manager Rhonda Livingstone
presenting on Financial Services



Financial Counsellors Resource
Project - Dianne Hay



Gail Bowen (Coordinator) with her
Thank You for organising the Forum

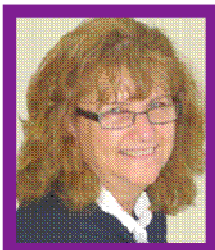


Marianne Mayer
Financial Counsellors WA



Carers Western Australia
Jane McAuley

Board Members



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.



VICE CHAIRPERSON - 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.



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-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 - Peter Chiffings comes from a farming background. He spent six years as a Shire Counsellor in Toodyay, working on many local committees' and the ministerial committee with Eric Charlton that started off the Avon Link Train and the federal committee with Judi Moylan for allocating the federation grant money to different towns. Peters involvement with many community services such as St Johns saw him receive a commendation from the governor of the day. Peter has been a lecturer in the areas of Metals, Retail, Hospitality, Recreation Skippers Ticket, Tourism and several others and now serves as the acting Manager. Peter enjoys swimming, amateur acting, boating, fishing, reading and challenges.



BOARD MEMBER- David Gorham joined the Management Board of Share and Care in 1996 and has served as Treasurer, Vice Chairperson and Board Member since then. 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.

Family & Domestic Violence Services - Narrogin Refuge

Clients

During the past 12 months Djookanka House has accommodated a total of 64 women and 81 accompanying children. The 1800# Domestic Violence Helpline has logged 482 calls for assistance or advice.

A new trend is emerging in Narrogin as to the length of stay required at the Refuge. Due to the lack of housing available and the homelessness that often is the result of the women and children having to leave their homes, the average stay is much longer than in previous reporting periods. A time frame of up to 9 months is now currently the norm for housing, thus the Refuge is faced with accommodating some clients for lengthy periods of time.

Staff

Two new staff members have joined our team in the past 6 months, Staff training has been a focus with many courses and in house training sessions being attended by all staff.

Training attended this year include Mental Health First Aid, Dealing with Aggressive Behaviours, Identifying and Reporting of Child Abuse to DCP, Advocacy Skills and Interagency Workshops with DCP, Drug & Alcohol, Police Procedures, Mental Health, Corrective Services and Narrogin Hospital. The staff have also attended training sessions, presented by Lyn Mutton, a local Clinical Psychologist, "Working with Domestic Violence" which also included a self-care component for staff.

Child Support

With 81 children passing through our doors, the Childcare Support Worker has been extremely busy. Not only do we provide childcare for our accommodated clients, we also assist our outreach clients should they require support due to appointments where it is not conducive to the children being present.

In addition to basic childcare duties, the introduction of the NOW program at TAFE and the Rainbow Centre, currently being run in the Refuge, the demand for childcare is paramount.

Outreach Support & Advocacy

During this reporting period a total of 77 individuals, 29 of which are adults and 48 of which are children have been given support and assistance through the Outreach Support and Advocacy Program.

This program has become extremely busy and there are many demands on the time of our Outreach Women's Advocate. Over the past 12 months we have observed that there is a vast need for support, especially for clients who have been accommodated previously. Many women falter once they leave the Refuge and realize that they are alone, this can be extremely overwhelming for them. Often they can return to their previous living arrangements, with their perpetrators, or return to their former addictions.

Formal Counseling

The Counselling & Outreach service has been divided into two very definite areas. The counseling is completed by a clinical psychologist, the outreach by trained support staff from the refuge. The clinical counseling service is available, by referral from the Refuge, for both accommodated and outreach clients and their families. This change has shown some very real positives.

Activities/Visits

The Refuge received a visit from the Minister of Community Services, Robin McSweeney. The Minister was given a tour of the Refuge and later an afternoon tea was held in regards to gathering information on the needs of the community and opportunities that could be offered to our clientele.

Share & Care have implemented the NOW program (New Opportunity for Women) through our Rainbow Centre program. This program is run in conjunction with the Narrogin TAFE.

The Rainbow Centre Skills and Activities program is also another avenue for support and education. This program is run every Tuesday at the Refuge and is open to all our clients, accommodated and outreach alike.

Promotional drives and constant networking with other agencies has been a key factor in the Refuge being successful in building and maintaining the respect of the community and other local agencies.

Family & Domestic Violence Services - Narrogin

Case Study

Myrtle and her four children had previously been accommodated at the Refuge but still had ongoing outreach support. Over a period of six months it had become obvious to our Women's Advocate that she was having difficulty coping with the continued eruption of violent behaviour from both her teenage son and her neighbours.

The Refuge received a call from the local police requesting immediate accommodation for Myrtle and her three younger children, as her eldest son had been taken into custody. A bomb threat from the neighbours had prompted the police to remove the family from the house immediately.

Myrtle and her children were accommodated without any further incident.

Whilst residing at the Refuge, the staff had noticed that she was not coping with the children. There were obvious signs of neglect in that the children were often not bathed and left for long periods of time in drenched nappies and clothing. The staff were constantly having to provide Trisha with lice treatments for herself and the children.

Myrtle had confided in our Women's Advocate that she was not coping and needed respite from the children in order to concentrate on getting herself well (substance abuse problem) as it was her aim to be a good mother to her children.

DCP were advised by the Refuge of Myrtle's request and of our concerns as to the children's wellbeing.

During this distressing time the Women's Advocates worked extremely hard to ensure that the lines of communication remained open between Myrtle and DCP and that this unfortunate situation be handled with the utmost care. The children were removed from her care and are currently being fostered in a nearby town.

In support of Myrtle, the Women's Advocate has arranged with DCP to enable access visits for her with her children (twice per week) to be held at the Refuge.

Myrtle and the children are now spending quality time together and the children are displaying a healthy and happy attitude within themselves and toward their mother.

At the time of this writing the Refuge is still supporting Myrtle, through Strong Families and other interagency contact and will continue to offer ongoing support to her and her children.

Myrtle is due enter a 4 month Rehabilitation program next month.

Family & Domestic Violence Services – Waminda Women's Refuge

Staff & Training:

We have welcomed Jenny to our team and farewelled Judy who has taken permanent employment elsewhere. A staff sun downer was held for Judy's farewell.

Staff have attended a variety of relevant training workshops throughout the year which include Legal Obligations when Employing Staff, Case Management Planning, SAAP Protocols, CALD clients escaping FDV, Domestic Violence Forum, Conflict Resolution to name a few. Gail participated in a Round Table discussion at Parliament House regarding substance abuse and family and domestic violence.

The staff is also participating in the Case Management Group with the Wheatbelt Regional Coordinated Response to Family and Domestic Violence Group, which is gaining momentum.

Clients:

This year once again has been busy with clients, slightly higher than last year having accommodated 76 women with 119 accompanying children we are finding that the clients are staying for longer support periods. This year we have had 440 clients accessing our 1800 number for support. We have had 13 clients with 23 accompanying children who were provided with outreach services.

Activities:

Our Annual Planning day was held at Moondyne in Chittering in a beautiful setting with Gail and Judy sleeping in swags under the stars, the rest of us preferred a comfortable bed. As mentioned in the last Annual Report we were successful in our Lotterywest application for improving the play area for the children. The results are fantastic, all the work and purchasing of equipment is completed and the children are reaping the benefit, it's great for Julie to have an area of her own to provide activities with the children with concrete around the buildings and a much needed storage shed and patio were erected behind Unit 2.

Gail organised a "walk around the bridges" to support Breast Cancer's Pink Ribbon Day, everyone met at Share and Care, water was kindly donated by the Water Corp and we all had a light lunch in the outdoor area at Share and Care.

Julie and Gail landscaped the staff court yard which is a great improvement and is utilised for staff meetings, interviews with clients from the refuge and the Early Intervention & Outreach program which is now on-site full time at the refuge.

General: Jeni and Di completed two presentations to the Year 11 and 12 students at Northam Senior High School on the Effects of Family and Domestic Violence and Healthy and Unhealthy Relationships. A huge thank you to all who have provided the refuge with donations, Wheatbelt Management Resource Committee for surveillance cameras, CWA Wooroloo client packs, (PJ's, toiletries gifts), Latter-day Saints (gift packs and toiletries), Allannah & Madeleine Foundation (Buddy Bags for children) and more recently the Soroptimists from the Cambridge area for \$1,000 for our Back to Basic programs supplies and resources.

I would like to thank Carol, the Board of Management and Share & Care staff for their support and to the brilliant staff at Waminda House for their support, smiles, commitment and team work. Well done everyone.

Family & Domestic Violence Services

Waminda Women's Refuge

Case Study

Joanne who was 3 months pregnant and her 5 year old daughter were referred to Waminda by DCP in another town. DCP arranged for their transport to the Refuge.

The client and her daughter arrived late at night physically and emotionally exhausted. Joanne stated she was extremely anxious for their safety. Joanne was very sporadic in reporting the details of being raped by 4 men and her concerns that her unborn child could be the result of the sexual assault.

Joanne discussed frequent violence which was inflicted upon her in previous relationships and by her father. Joanne stated she had been irresponsible previously with risk taking drug use which had resulted in being diagnosed with Schizophrenia. Joanne assured staff she was managing her medication daily. Staff provided emotional support, comfort, an empathetic ear and remained on site overnight at the refuge which reassured the client.

The next day with the clients consent an appointment was made with the Mental Health team and a case management process was implemented, which led to a support plan and strategies to deal with her many complex issues.

Joanne started to gain confidence and was instrumental in the planning process and although at times she struggled with some problematic solutions together we reassessed the issues from another perspective.

This method either resolved the problem, or at the very least provided a satisfactory outcome for the client,

Joanne made contact with and was actively engaged with agencies, such as Homeswest, Drug Team, Police, Doctors for physical health and pregnancy checks, Child Nurse Visits, Psychologists and participated in Waminda House Women's Programs on Cycle of Violence, Stress—*what is it...*, Budgeting, Back to Basics for Life Skills and Self Esteem and Safety Planning.

In consultation with colleagues, specialist staff and representatives from agencies within the community – Joanne was provided with holistic case management.

Joanne and her daughter have secured accommodation in another area and at times contacts staff on the 1800# , sometimes for information and other times to let us know all is well.

Gwabba Duck Mia Men's Lodge

The Lodge struggled with employing a Coordinator this last financial year, we have had several male coordinators for the position, but unfortunately due to personal reasons they have left. Thankfully we at last managed to attract a very experienced housing support worker who is enjoying the new environment and challenges.

This type of work is very demanding with intense support required, all impacting on the worker when providing this service.

The need for homeless accommodation in the Wheatbelt continues to grow. While the Lodge was closed we continued to assist homeless males in finding accommodation by utilising local motels, guest house, caravan parks etc.

We have a good working relationship with the 'Guest House' in Northam, where we have a room permanently booked and paid for to accommodate male clients while the Lodge has been closed.

A staff member from Share and Care will always follow up these clients at the Guest House and offer support and advocacy.

The Lodge continues to be supported by local agencies in the Wheatbelt, all eager to assist where necessary, we maintain our networking with these agencies as without these resources the role would be even harder.

The assessment process for clients when they are admitted to the Lodge does include linking them into other agencies, their needs are assessed and if they require any assistance we advocate on their behalf or engage them with the agency.

Share and Care's Financial Services programs always respond, assuring assistance with emergency food packs and other financial assistance where required., including assistance with budgeting.

The grounds and gardens continue to be maintained, and the improvements to the building are gratefully supported by Dept of Housing & Works. This includes a new colour bond roof put on during this last 12 months, the tile roof was becoming very porous and starting to leak.

When we do have clients in the lodge activities are encouraged with the clients, BBQ's at lunch time, walking around the river or using the exercise facilities in the shed, which has been converted into a great recreational area, these activities the Lodge offer the men can result in great benefits including socialisation skills, reduction of isolation and assisting depression.

Gwabba Duck Mia Men's Lodge - Case Study

Bart was referred 9 months ago to the lodge via Legal Aid.

He was a 44 year old male, currently on bail regarding police assault charge and breaking VRO order, because of the restraint order the client was homeless.

Barts background was one of physical and sexual abuse as a child, which eventually led to depression. The client is aware of his mental health issues, and is currently on medication.

Bart has spent time at Graylands and is familiar with counselling and positive approaches in dealing with his condition.

Bart was informed on admission to the Lodge of agreements and expectations required during his stay. From his initial first night the client was positively involved in day to day expectations, he had a general outgoing approach, was social and open about his lifestyle and current issues.

Bart was understandably nervous regarding his court appearance, but is moving onwards and quite aware of his bail conditions.

Bart requested information regarding AA meetings and was attending, he also asked for referral to an agency for anger management counselling.. Bart contacted Centrelink and registered with a doctor.

Bart continued as much as possible, on a positive daily approach. He assisted in cleaning the Lodge, was budgeting well and preparing himself healthy meals. From time to time he appeared distracted but generally was quite good.

Bart completed some gardening around the Lodge; something we encourage, it builds not only self esteem, it also adds to skills and releases tensions.

Bart was accompanied when he met his lawyer via Legal Aid, at his request.

It is essential that clients from the Lodge are supported, given a wide array of links into other agencies and are mentored through the choices they have made until they feel comfortable in going it alone. Support to not only find but maintain housing on their own is vital during their stay at the Lodge.

The Lodge support staff do offer outreach services to clients exiting if they feel they need continued support in the wider community.

Wheatbelt Regional Coordinated Response **to Family & Domestic Violence** **Merredin & Moora**

The program has two practitioners groups currently operating within the Wheatbelt. Merredin commenced in March 09 and Northam in June 09.

The practitioners groups consist of three Government Departments, the Police Dept, the Dept for Corrective Services and the Dept for Child Protection, the latter being the funding body, having taken over from Dept. for Communities mid-year.

The Share and Care Outreach Program coordinator and the Share and Care Refuge support worker also sit on the practitioners group. The non-Government counseling agency as required by the funding body to sit on the practitioners group is Relationships Australia.

Over the last we have been successful in establishing them both in a nearly seamless case management process in accordance with the state strategic plan. Training programs in both Merredin and Northam have been completed. Dianne Turnock Program Manager for this service has made it all possible with her skills and patience.

The process requires a referral from an agency, which the practitioners group assesses for the level of risk to the victim due to escalating violence, with the risk of a fatality or homicide, if deemed to be of High risk, a case manager is appointed and a safety plan developed for the victim. Unfortunately, perpetrator accountability is impeding the case management safety plan due to a lack of perpetrator programs available within the Wheatbelt.

An independent DV committee intend applying to Government for funding to establish a perpetrator program within the region. There have been numerous changes to the case management process and coordinators role as the program has been developed. However, the State wide standardisation of the case management process has brought stability to the case management meetings, with all involved now participating in their designated roles.

We are still developing the program. Cooperation between agencies is good and a collaborative approach towards victim safety between agencies is evident in the development of the Safety Plans for victims.

Feedback from participating agencies suggests positive outcomes for victims.

As yet we have not had confirmation, in full, of the agencies which have signed off on the MOU; however, agencies are participating in the program without it at this point.

Early Intervention & Outreach Service

The Early Intervention & Outreach Program has had many changes over the last 12 months. Statistics for the year have remained at a high level. The total number of faxback forms received from the Wheat belt District Police was 380. Of these, 181 consented to have contact from me and 199 declined.

During the year I have had 478 outreach contacts with clients.

Client contact is now at Waminda House Women's Refuge. This has proven to be very successful. A very comfortable office has been made available for me to meet with the clients, tea and coffee facilities are available and the appointment is done in a very private area with no one entering the room while the woman is talking to me or completing required application forms for Violence Restraining Order's, Legal Aid WA grants etc.

Children can access the play room and outdoor play equipment. When the mother is extremely distraught, we have called upon the assistance of Julie, Waminda House child care worker at times. This is greatly appreciated as many of the mothers stories are very explicit and too emotional for their children to hear.

The Wheatbelt District Police no longer apply for Violence Restraining Orders on behalf of victims of Domestic Violence and has proven to be very difficult for the victims of Domestic Violence. This has lead to applications for grants so the clients can be represented by Legal Aid WA.

I have lost count of the application forms I have completed to apply for Legal Representation for the clients. Most of the applications have been approved, how ever due to the income and asset test done by Legal Aid WA some applications were denied.

When the grant is denied, intense work has to be done with the woman to prepare her for court. This requires educating the client the court procedure for a Final Order Hearing, what they must prove, preparing a History sheet, gathering paper work, giving evidence, the importance of wording their answers appropriately and arranging witness'.

Even with the changes to how the program runs, it is still a huge success and fills a much needed gap in the Wheatbelt area.

With continual support during the separation, the woman has a much greater chance to successfully end the violence in her life. This is where the outreach that the program offers is invaluable to the success of the woman's' future.

The following case study will show how without continual outreach a victim of domestic violence becomes overwhelmed and struggles with her decision to end the violence that she is used to living with.

Early Intervention & Outreach Case Study

A young mum with 4 children, 3 school aged and 1 under school age. I received a faxback regarding this family, contact was made and an appointment was arranged. The woman did not attend the scheduled meeting, and did not contact me for a further 3 months. When contact was re established the woman was very stressed and fronted with many complex issues, the client had commenced the Violence Restraining Order procedures.

The client had been denied a Legal Aid WA grant, and was attempting to represent herself. Both the client and her ex partner were fighting for custody of the children, and the children were being denied sports, school and other social contacts for fear of the other parent gaining access to the children and not returning them to their mother. An extended family member was causing the family extensive stress, which then required another Violence Restraining Order application.

The immediate concerns for this family was the financial pressure and an appointment at Centrelink was arranged for this client as there was no family payment being received. Waminda House was able to assist with a fuel voucher and food voucher to the family to enable them to exist until the Centre link payments commenced regularly.

The next issue we worked on was the Legal Aid WA grant. An appointment was made to Legal Aid WA and was advised that the clients' application had been denied as her income was too high to receive LAWA assistance. This was an error in how the client had completed the form and we wrote to LAWA asking to have the application reconsidered. The client then gave them the correct information and the application was granted. This enabled the client to go ahead with Final Order Hearing matters and have the relief of a legal representation.

The arguments and fights over the children between the 2 parents had caused tremendous instability for the children. They had not been attending school, participating in sports or been allowed to play at friends houses.

The client asked for assistance in applying for a LAWA grant to commence Parenting Orders and the application was successful. The Lawyer was very concerned regarding the children's education due to lack of attendance at school. An injunction Order was implemented to allow it to be heard ASAP and to allow the children to reside with their mother until Final Parenting Orders are made.

The Violence Restraining Order against the children's was made final for 2 years and an interim VRO against the other family member was also granted.

Regular outreach with this client has been ongoing for 5 months. In that time we have managed to obtain:

- Financial independence with the correct Centre link payments.
- 3 successful LAWA grant applications.
- Injunction Orders to enable the children to remain in their mothers care & the commencement of Parenting Orders. Allowing the children to attend school, sports and socialize with friends again.
- The commencement of Property Settlement.
- Safety measures put in place to ensure the children are safe from extended family members.
- The client is currently studying part time in the area of work she had prior to the disruption in her life.

The whole family is now receiving appropriate counseling.

MENTAL HEALTH MOBILE RESPITE SERVICE

The program has had a very successful and rewarding 12 months.

There are many facets to mental illness, autism and intellectual disabilities. Over the year we have had a variety of challenges as no two clients are the same even though they may present with the same illness.

Our staff have coped very well with the sometimes challenging clients and judging by the feedback from both the clients and the Carers, we are certainly maintaining our high standard and will continue towards constant quality improvements..

Due to the increase in client numbers our staff base has increased. Some of these clients require 2 hours of travel before we deliver the service and require a further 2 hours travel back from service. This adds to a variety of issues such as staff stress levels, safe driving, travel costs, vehicles and more. To date we have managed this well.

Training over the year has gone very well with varied courses from Makaton training (sign language), Manual Handling, Medication training, Family Partnership Training where Stephanie Morris got the award for bravery. Steph was in a class of clinicians which would have been a little daunting but she stuck it out and enjoyed that very much.

This year saw our first referral for post natal depression. It is rewarding to see family units having some of the stresses of being Carers lessened by being able to access our service.

CASE STUDY

Arthur was in a motor vehicle accident and has a brain injury, (frontal lobe) and we have been providing services for some time for this young 15 year old.

This has been a learning curve for the team and all staff have had an opportunity to work with the family unit by providing relief for the family.

Taking Arthur out for some social or recreation activities proved to be very challenging, the injury to the brain caused (amongst other things) problems with impulse control, this could mean running out into traffic, running off from respite staff, temper tantrums too being something Arthur found difficult to control also.

In situations like this we get together with our CEO and discuss an action plan that will be work for all involved.

Resolution came by way of a case management meeting with the family and involved agencies. Arthur can now access a large variety of activities in a safe, secure environment where support for our respite workers is always at hand.

FINANCIAL SERVICES

The year has progressed smoothly with all programs busy and expending all funding during the financial year.

Maureen has moved on from Emergency Relief Officer and has returned to the city to old employment which she loved, and we wish her well. She has been replaced with Yvette who is fitting in well with clients and the workplace.

Marnie has returned from maternity leave, to a sigh of relief, and continues to work as Financial Controller.

We have had a productive year with our Money Magic day being a great success and are planning one for men in November.

There have been 2389 client's assisted across the four programs for this financial year.

1414 emergency relief clients were assisted this financial year with food vouchers, utility payments, fuel vouchers, blankets and other amenities.

SAAP has seen 52 homeless client's or assisted with preventing eviction from their homes.

Seventeen females and thirty five males.

Financial Counselling has been extremely busy with bookings four weeks ahead, but is finally down to two weeks which is manageable. Financial Counselling has been on the increase this year because of the economic climate, over expenditure on credit cards, loss of employment and other reasons beyond the client's control.

School assistance has been on the increase with parents accessing this funding and we received two great letters of thanks and appreciation from schools involved sating the change in the children all presenting in uniform with a full book list at the beginning of the school year, one child in his teens was so overwhelmed he was getting a uniform told us he had never had a uniform in his seven years if schooling.

The No Interest Loans to purchase household goods for people on low income are being utilised and keeping Yvette busy as well as the new HUGS program (Hardship utilities grant scheme) has seen quite a few referrals from Synergy.

I would like to thank the Board, CEO Carol, Steve Pollard and staff for their continued support for what has been a most enjoyable year at Share and Care.

FINANCIAL SERVICES

CASE STUDY

This year has seen a lot of client's in financial hardship on the verge of losing their homes. It is always challenging to walk clients through these difficulties.

A successful outcome that comes to mind was a client who after months of trying to return to work unsuccessfully because of health reasons attended Financial Counselling and with perseverance we were able to access superannuation to pay out her home loan which was months in arrears and under threat of legal action.

Negotiating with her lenders on regular basis and keeping them informed of our progress with our options, she now has stability, and can sustain herself on her disability pension comfortably.

This client would have lost her home which she loved and would have had to relocate to another area because of lack of affordable rentals locally, leaving her networks and friends she had built up over the years. The prospect of this happening had her under great duress, and was affecting her wellbeing.

It was extremely rewarding seeing the person who I had dealt with regularly, under very trying circumstances, in a state of joy at the final and very successful outcome.

HOME & COMMUNITY CARE

(Incorporates Meals on Wheels & Men's Social Support Group)

It has been a busy twelve months and very trying at times. The budget was cut to the bone to ensure that we got through the year with enough money and that meant a lot of belt tightening by all.

We have moved premises- a huge move and took a few days to accomplish and it was many thanks to some fantastic staff that this was achieved. Some of the staff had family members who helped out which was terrific so it was no effort to organize a light lunch for them.

Meals on Wheels has picked up some volunteers over the past twelve months and the majority are Share and Care members whether staff or members of the board. The number of meals fluctuates constantly so rounds can be quite long or sometimes extremely short. In the last 12 months we delivered over 7,000 meals to our clients.

The Men's Social Support Group is going along nicely and Bob has been an absolute god-send in this program. He has become involved with the Men's Shed Project and is on the committee-a great help as our clients attend this. Share & Care support this project wholeheartedly as it has been a clearly identified unmet need for a long time in this region.

Generally, social support hours were low, in an effort to address this and to address the wellness approach in servicing, we partnered up with the hospital's exercise program and help out with a group every Friday. Three of our Community Support Workers have trained to take the classes, they are fun for the clients and our seniors are keeping fit. This is all done after the clients complete an assessment with the physiotherapist at the hospital and the seniors must have permission to attend from their medical practitioner.

Staff have attended a wide variety of training sessions over the year, ensuring that at all times we are offering an educated workforce with the mission of quality service delivery.

The Wellness Approach is now a standard approach to our Home & Community Care services and this can make some clients services quite static. In the past if a client broke their arm services were put in and quite often were left in place. As we now deal in "wellness" this has all changed.

Earlier this year we had a client who broke her arm and was unable to get her groceries or do her own cooking or her personal care. With "wellness" in mind we provided the client with all the services required and as she became fitter and her arm healed, her services changed.

When her plaster came off she was able to perform her own personal care needs and her meal preparation but still needed someone to do her shopping as she could still not carry heavy items due to her arm weakness. She still had the need of the transport as she was still unable to ride her bike. The services all continued until the client no longer found the need to have us help her to do her tasks. This lady remains a client as we do the heavy gardening, however all other services have ceased. Should the client become unwell again at a later date she can again be assessed for the services that she may require.

Community Aged Care Packages

The 2008/2009 financial year has passed and we are all still here working away diligently. The changes that were mentioned last year have continued on in this area with more packages allocated to other providers in the area. This makes it a lot harder to pick up the packages necessary to keep bottom line numbers, however I believe the harder the client the better the challenge and at Share and Care we are always up to the challenge.

I believe we are the only provider that has an indigenous client base in this area, which is an achievement in itself. The indigenous peoples are very complex and our staff manage those complexities well. The training we received from Community West has been of great benefit in this area and has given our staff an insight into the complexities of this client base.

We are allocated thirty three packages and of these we usually have twenty two filled all the time. Over the year we lost some of the packages that we have had for some time as they went into Residential Care or to the provider that can support EACH (Extended Aged Care at Home) packages, which can allocate more hours to these clients as their care needs have increased or needed a nursing component. As we have lost these we have picked up new packages in the area so our numbers of twenty two have remained static.

There are some of these packages that have been our clients for many years and have transferred from Home & Community Care along the way so that they have continuity of services and don't have to make that huge adjustment when changing service providers, which can have an enormous impact on a client even if they haven't left home.

Over the year we have maintained our indigenous client packages and look set to attract a few more.

CASE STUDY

Herbert is a married gentleman whose medical condition means he must have a balanced diet. His wife's health is not much better. There is rarely spare shopping money or food as they also care for their grandchildren much of the time.

Often other family members will come to visit and eat there, the visitors are not contributing which means often the couple are left short of or without food.

We are fortunate that the Emergency Relief officer at Share and Care helps in this department by ensuring that a voucher is available (when required) for our staff to buy and provide the food directly to the client by cooking the meals and ensuring they are eating.

Mental Health Support Service

Over the past twelve months there have been quite a few changes with the clientele in mental health. There has been an increase in the numbers of clients however they have remained with the services for a shorter time in some cases. Quite a few of the client base have moved from the area to the city to be closer to family.

With the support of the Chief Executive Officer our support worker has started up craft classes with a lot of the female clients and this has helped them to socialize, giving them someone that they can talk to, ensuring they are socializing and not just at home watching TV and becoming isolated.

The group has been operating for some months now and they have learnt to make lots of items. This is an excellent way to make nice gifts for family and friends. Some of the crafts have been patchwork cushions, beaded vases, card making, scrap booking etc.

There is always morning tea that we supply but clients will often bring something that they have made which means they are feeling good about themselves and are happy to have others view their creativity.

We encourage our clients to do things for themselves and support them to achieve these goals whether it is cleaning or shopping or attending appointments. Our aim is not to “do for” but to “do with” our clients so it reinforces independence which hopefully gives them a sense of achievement. With the craft group they do make their items themselves, the support staff are alongside to instruct when requested.

CASE STUDY

LouLou was discharged from a medical facility in Perth and sent home alone with a bag full of medication. We received a referral requesting help for this lady with shopping, socialization, cleaning etc, when we arrived we found this client in a terrible state.

LouLou was in an almost trance-like state and had no idea what she was doing. As a result of the staff training they were able to identify that client was over medicated and after seeking medical advice they gathered the client and their medication and took them to the chemist where the medication (with the clients permission) was put in a Webster pack for the client to use.

The client was still feeling unwell and until they were seen by the psychiatrist we attended three times a day to ensure their safety as best we could.

ANNUAL INDEPENDENT AUDIT

PLEASE NOTE:

THIS AUDIT RELATES ONLY TO THE FUNDS SHARE & CARE
RECEIVE FROM THE DEPARTMENT OF HEALTH & AGEING FOR THE
MULTI PURPOSE CENTRE AND PROGRAM MANAGEMENT FEES
TO PROVIDE INFRASTRUCTURE

The full consolidated audit (all funded programs) can be found on
the website by November 30th, 2009

www.shareandcare.com.au

or can be obtained by contacting the Chief Executive Officer

Ms Carol Jones-Lummis

On Ph: 96-222828

SHARE & CARE COMMUNITY SERVICES GROUP INC

GENERAL ACCOUNT

FOR THE YEAR ENDED 30 JUNE 2009

AUDITORS' REPORT

To the Members of Share & Care Community Services Group Inc

Scope

We have audited the attached financial statements, being a special purpose financial report of the Members of Share & Care Community Services Inc for the year ended 30 June 2009.

We report to the members of Share & Care Community Services Group Inc that we have performed an audit of the attached financial statements for Share & Care Community Services Group Inc. Our audit is intended as a special purpose report to members and should therefore not be relied upon by any other parties or organisations.

The organisation's governing committee is responsible for the preparation and presentation of the financial statements and have determined that the accounting policies are consistent with the financial reporting requirements of the organisation and are appropriate to meet the needs of the members. We have performed an audit of the financial statements as required by the Standard Conditions of the Grant in order to express an opinion on the financial statements. No opinion is expressed as to whether the accounting policies used are appropriate to the needs of the members and also no audit was performed on the internal control the organisation.

The financial statements have been prepared for distribution to the members. We disclaim any assumption of responsibility for any reliance on this report to which it relates to any person other than the members and funding agency, or for any purpose other than that for which is was prepared.

Our audit has been planned and performed in accordance with Australian Auditing Standards to provide a reasonable level of assurance as to whether the financial statements are free of material misstatement. Our procedure included an examination, on a test basis, of evidence supporting the income and expenditure items. These procedures have been undertaken to form an opinion whether in all material respects, the reports are presented fairly in accordance with accounting policies adopted by the community. These policies do not require the application of all accounting standards.

The audit opinion expressed in this report has been formed on the above basis.

Qualification

1. The programs can only continue as a Going Concern with the support of Grants from funding agencies.
2. We were unable to perform audit tests on the value and existence of the fixed assets & Buildings due to the budget restraints.

SHARE & CARE COMMUNITY SERVICES GROUP INC

GENERAL ACCOUNT

FOR THE YEAR ENDED 30 JUNE 2009

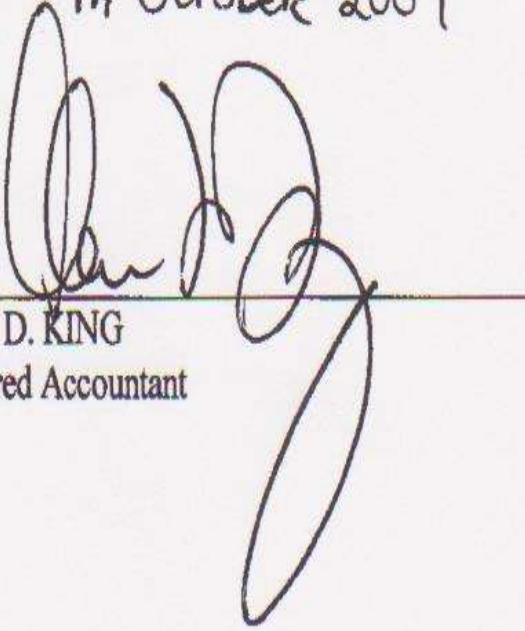
Audit Opinion

In our opinion, except for the above:-

- i) The financial report represents fairly the financial position and financial performance of Share & Care Community Services Group Inc General Account as at 30 June 2009.

Date:

14 October 2009



ALAN D. KING
Chartered Accountant

SHARE & CARE COMMUNITY SERVICES GROUP INC**GENERAL ACCOUNT****INCOME AND EXPENDITURE STATEMENT
FOR THE YEAR ENDED 30 JUNE 2009****2009
\$****Income**

Administration levy	265,120
Donations	514
Interest	2,854
MPC grant	57,529
Sundry income	3,573
Blooming health	5,141

TOTAL INCOME	334,731

Expenditure

Accounting & Audit	17,713
Advertising / Promotion	2,606
Bank Charges	2,292
Board Costs	538
Cleaning	280
Computer / Internet	1,621
Consumables	596
Depreciation	8,629
Donations	250
Electricity	3,168
Gardening	1,807
Insurance	773
Motor Vehicle Expenses	2,816
Meeting Expenses	4,846
Office Equipment / Furniture	255
Postage / Printing & Stationary	10,216
Rates & taxes	1,564
Repairs & Maintenance	5,596
Salaries / Wages	144,254
Salary management fees	1,791
Staff amenities	2,027
Subscriptions & Memberships	2,278
Sundry	2,532
Superannuation	12,354
Telephone	3,182
Reimbursements	3,415
Water usage	474
Other expenses – blooming health	3,922

TOTAL EXPENDITURE**241,795****Surplus for the Year****92,936**

SHARE & CARE COMMUNITY SERVICES GROUP INC

GENERAL ACCOUNT

STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2009

	2009	2008
	\$	\$
CURRENT ASSETS		
Westpac Cheque Account	32,323	31,237
Cash management account	57	57
GST refund	340	5,511
Bendigo Bank / Contingency Account	103,019	68,144
Corporate Donations account	1,392	885
Loans	60,000	62,000
Trade debtors	60,197	4,700
Westpac – lotteries individual grant	-	136
TOTAL CURRENT ASSETS	<u>257,328</u>	<u>172,670</u>
NON CURRENT ASSETS		
Plant & Equipment	78,634	78,634
Accumulated Depreciation	<u>(71,721)</u>	<u>(69,618)</u>
	6,913	9,016
Land & Buildings	759,312	759,312
Accumulated Depreciation	<u>(105,134)</u>	<u>(98,608)</u>
	654,178	660,704
TOTAL NON CURRENT ASSETS	<u>661,091</u>	<u>669,720</u>
TOTAL ASSETS	<u>918,419</u>	<u>842,390</u>
CURRENT LIABILITIES		
Loan – Bendigo bank	501	989
Trade Creditors	803	362
Provision – superannuation	4,288	4,323
Provision for Leave Entitlements	50,948	62,325
Sundry loan	-	150
TOTAL CURRENT LIABILITIES	<u>56,540</u>	<u>68,149</u>
TOTAL LIABILITIES	<u>54,540</u>	<u>68,149</u>
NET ASSETS	<u>861,879</u>	<u>774,241</u>
Represented By:-		
Opening Balance	774,241	658,575
Prior Year Adjustment	(5,298)	
Surplus for the year	92,936	115,666
ACCUMULATED MEMBERS' FUNDS	<u>861,879</u>	<u>774,241</u>

SHARE & CARE COMMUNITY SERVICES GROUP INC

GENERAL ACCOUNT

ANNUAL MANAGEMENT BOARD CERTIFICATION OF AUDITED FINANCIAL
STATEMENTS

FOR YEAR ENDED 30 JUNE 2009

I hereby certify to the best of my knowledge, information and belief that:

- The information reported in the accompanying Statement of Financial Performance and Statement of Financial Position for Share and Care Community Services Group Inc - Consolidated has been prepared from proper accounts to present fairly the financial transactions for the period 01 July 2008 to 30 June 2009 and the payments in the Statement are in accordance with the various terms and conditions of the individual programs Service Agreement; and
- The Management Board and the Service Provider have complied with the obligations imposed by the constitution of the Service Provider and the terms and conditions of the Service Agreement.

Office Bearer Signature: *C. H. Beazley*

Office Bearer Name: C. H. BEAZLEY

Office Bearer Position: TREASURER

Organisation Name: SHARE & CARE COMMUNITY SERVICES

Date: 12.10.09