

Share & Care Community Services Group Inc.



**Annual General Report
October 2006**

www.shareandcare.com.au

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 Gazis 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, efficient and empathetic Organisation, whose core passion and determination to be a quality service provider to the communities remains unchanged.

Chairpersons Address



Share and Care Community Services Group has closed the financial year with a steady and progressive outlook. The Management Teams have undertaken regular reviews of the services provided by the Group, and this has resulted in some Program restructures. Child Care has changed from Occasional Child Care to Long Day Care. The Narrogin Refuge has improved staffing structures also. The Financial Counsellor & Administration roles have been restructured to ensure more cost effective service deliveries in both areas. Agency surveys have been commissioned and the feedback has been valued and where possible has been acted upon

For the first time, Share & Care consolidated income has exceeded three million dollars.

The Board of Management has worked extensively on a Strategic Plan for 2006 to 2010. Vice Chairperson Pam l'Anson has led this process and I congratulate, and thank her for her efforts. Strategic Plans are a funding requirement, and more importantly provide clear direction to the Group and is a great management tool. Our Constitution has had some analysis; Board Members Policies have been drawn up and adopted. Policies and Practices have been reviewed and amended where necessary and are now published on the web site.

The Board of Management have worked cohesively, have worked hard, and have promoted and supported changes where found necessary. It has been a privilege to work within a team that demonstrate such commitment.

Our Chief Executive Officer Carol Jones-Lummis has continued to provide the organisation with great leadership, and I thank her sincerely for the commitment, drive, and persistence. Some highlights include her overseeing restructures, further best practice processes being implemented and redeveloping the web site to become a resource for many like minded service organisations who want to pursue best practice processes.

Chairpersons Address



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Our Program Managers and our Staff have continued to provide excellence in service, and have demonstrated willingness to change and adapt to the dynamics that human services organisations are well known for. To our staff and volunteers, thank you.

Hon. Treasurer Mr Cliff Norgate has advised of his intention to retire from our Board. Cliff has provided our Group with time and talent in extraordinary quantity. He has guided the Group through fiscal change, and provided reviews and reports to the Board with unending good humour. An onerous job well done - Thank you Cliff.

Our Board gathered new members through the year. To one and all I thank you for your dedication and commitment to the organisation.

Members and Supporters of the Share and Care Community Services Group, I firmly believe we have moved through the year in a structured and positive way, and can look to the future year with optimism.

I offer thanks to all who have supported me in the role of Chairperson. To the many who have contributed to this worthwhile organisation in the past I trust you will continue your support into the future. Some of the needs of the organisation can only be met by a positive outlook and commitment to do and be the best we can.

Thank you

David Gorham

Treasurers Address



I have pleasure in presenting the Treasurer's report for the year ended 30 June 2006.

From a financial point of view, the year has been one of consolidation and improvement.

In spite of the loss of the Commonwealth Carelink and Carers' Respite programs at the end of September 2005, the total income for the Group for the year shows an increase over that of the previous year, due to increased activity and increased funding in other existing programs.

In addition, due to changes in work practices, in conjunction with careful budgeting and close scrutiny of all expenses, the overall net income for the Group is greater than that of 2005.

Share and Care itself, in spite of reduced Management Fees income due to the loss of the programs mentioned above, has also increased its net income for the year, as shown in the enclosed accounts.

Perhaps of greater significance is the fact that the net assets as at the year end are some 17% higher than that of the 2005 year, reflecting further provisions made for employees entitlements and asset replacements.

I am pleased to report that all programs have remained viable and have finished the year with continuing surplus funds from this or previous years.

At the time of writing, our accounts for this year are with our auditors for examination, and no reports have yet been received. Nevertheless, we see no reason to expect other than a favourable response in each case. For the previous year of 2005, unqualified reports for each program and activity were received.

I am pleased to advise that all financial and taxation requirements have been complied with during the year, and that accountability, audit trails and risk management strategies that are in place continue to operate effectively.

My thanks must once again go to all those who have assisted me in my role as treasurer, without whom I would surely have struggled

To the program managers and their assistants, to our Financial Controller and Chief Executive Officer, I am indeed grateful.

Cliff Norgate

Chief Executive Officer Address



What a wonderful year this has been!

Programs such as our Refuges are bringing in new services for clients such as the Mentoring. This latest development displays the innovative mindset of our staff there and the cost efficient practices that can result in extra services being delivered from dollars saved.

The development of our Web site has been a stunning success! Agencies are now downloading our Policies and Procedures for their own use and gaining ideas for a wide variety of best practices within their own Organisations. This year will see the Annual General Report and Consolidated Financials posted on the web site, a measure we see as in line with our continuing practice of being accountable and transparent.

For those of you who would like to visit and read our newsletter www.shareandcare.com.au

Website statistics show a continued and increasing use of our site- a great way to fulfil our mission in education and support of others.

Our Home Support Services client base continues to grow in numbers. The innovative and popular Men's Social Support Group continues to carry a waiting list as do the majority of the programs.

Child Care Services Programs have seen changes also, the budget looks healthier than it has in a long time despite loss of some funding due to the revamp of the usage formula. Although this doesn't mean money to spare it does mean we aren't facing reducing staff numbers any longer.

This year has seen two new sponsors come onboard- **Woolworth's** who supply a gift voucher used to support a children's breakfast & lunch Club and **Westpac Bank**. To you both our sincere appreciation, it is through the generosity of others that we survive and continue to support those in rural communities. Our thanks must also go to **VALLEY FORD**, whose continuing generosity with the provision of a sponsored car annually is greatly appreciated.

Our Financial Services & Administration have also seen a restructure which has resulted in more cost effective service delivery, innovative program additions that will enhance client information and choice and a fresh look that has seen a steady increase in client numbers.

This years objectives of consolidating and improving services and finances has been successful with renewal of existing funding contracts, attraction of a new contract, implementation of innovative new service practices and savings across the board in programs and the parent body.

It was interesting to note that despite the loss of two programs last year and a new one beginning after the end of this financial year we have still seen a steady increase in funding, in fact passing the 3 million mark for the first time in the Organisations history.

Chief Executive Officer Address



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Our Agencies Survey went out in August. The resulting feedback was excellent, the few items raised were in those areas we had little control in and were related to funding (such as waiting times between assistance for financial clients) The feedback on areas seen as Gaps in services was also interesting and aligned themselves in many areas to those we are presently investigating, such as the Men's Crisis Housing.

The response from Agencies was informative, directional and greatly appreciated and clearly showed recognition of our ethos being put into practice and the hard work and professionalism of our staff. You can read the feedback further on.

Work is continuing with the Hon David Templeman in relation to Crisis Housing for Men in the Wheatbelt, hopefully this will come to fruition soon, we have seen (as have other agencies) a dramatic increase in the numbers since the introduction of the new Domestic violence legislation which sees the removal of the perpetrator from the home for a period of time.

The very nature of Share & Care makes us aware that the stewardship of resources is paramount - wastage means less client dollars, which impacts on our ability to provide services. Our annual internal audits (separate to and in addition to our external independent audits) continue in areas such as purchasing, risk management, economical but quality driven service delivery practices and fair and equitable access for community members.

From year to year there is one thing we don't see change, and that is the passion and empathy our staff on the floor continue to exhibit in their daily work practices. To each and every one of you we say THANK YOU - it is through you and with you that Share and Care provided services that truly made a difference to 15,000 people in rural areas this year.

As we move into another exciting and promise filled 12 months, I would like to thank the Board of Management for their support, advice and vision, you are a great inspiration and example for us all.

To Marnie, Rhonda and Leslie, thank you for your continued support and consistent efforts to ensure the parent body runs smoothly and effectively.

Finally, however by no means least, I would like to say goodbye to Cliff Norgate, our long term Treasurer, supporter and mentor. Cliffs skills as a qualified accountant were a wonderful asset, his quiet unassuming manner, wry humour, attention to detail and generosity will be sadly missed.

Financial Controllers Address



MYOB

All programs are now on the same version of MYOB. We had many programs still on the old version. I have now finished updating all programs. Mareesa our MYOB Consultant and myself have been working with a few programs to help them out in becoming more familiar with MYOB.

Insurances

We had a saving of \$5,000.00 in our insurances from last financial year across all the programs. We have also taken out Employer Journey Cover which covers employees when they are travelling to and from work to their normal place of residence.

Telecommunications

Vault 1 did an analysis on all programs landlines and mobile numbers. It was estimated that the majority of programs could cut their phone bills with a 50% saving. A big thanks to Kerry from Vault 1 for been so patient, as we had a few problems changing these over. Our landlines are now with Australian Star and mobiles are with People Telecom.

Superannuation

With employees on the rise so are the Superannuation Funds we contribute to. Currently we now have in total 20 different Superannuation Funds. I recently set up doing BT Business Superannuation Contributions Online which is so much easier and less time consuming. I am in the process of looking into other Superannuation Funds who do this.

Occupational Health & Safety

I am presently researching the possibility of our OH&S Representatives completing a recognised OSH course. These courses are very costly and most take up 5 working days - programs can't afford either the money, time or both. CGU do an OH&S Representative Course but again the duration time is 5 days and costly. I have been liaising with CGU and they have been very kind in offering us a one day course and tailoring it to our needs - having their Facilitator travel to Northam to do the course. As the organisation has some insurances through CGU each participant gets a \$100.00 discount.

A Big Thankyou To Cliff Norgate - Treasurer - I would like to take this opportunity to thank Cliff Norgate - for all of his time and the hard work he has put into the organisation, it is greatly appreciated. Cliff has been a really great asset to the organisation and was a great help to myself. Once again Cliff, a big thankyou!!

Marnie Glass

Program Statistics 2005-2006

Client contacts & Staffing levels

PROGRAM	# of Client contacts	Complaints received	Resolved	Method
Administration.	9970	2	2	Discussion & referral
Children's Support (DV)	1270			
Childcare Services	265	3	3	Phone & Mail
Domestic Violence Refuges (Northam & Narrogin)	1398			
Financial Services	1851	4	4	Discussion
Home Support Services (Mental Health, HACC, CCP, Veterans)	559	1	1	Referred
Outreach Counselling Service	205			

Employee & Volunteer Numbers

AREA	FULL TIME	PART TIME	CASUAL
MANAGEMENT	5	6	
RECEPTION/CLERICAL	4	11	
FIELD STAFF	7	35	12
VOLUNTEERS			11

QUICK RECAPS

Share & Care unveils community room

THE NEW Marlene Gazis room at Share & Care headquarters on Wellington Street, was opened in a ceremony on November 10.

The ceremony marked the 30-year anniversary of Share & Care, which was founded by Marlene Gazis, after whom the room was named.

An official ribbon cutting, with Mrs Gazis and Valley Ford dealer principal Wade Robertson, the official Share & Care vehicle sponsor, was held outside the room.

Guests were then invited inside for the unveiling of the room, painted and refurbished through LotteryWest donations.

Share & Care Vice President David Gorram took the assembled crowd on a trip down memory lane, to the year in 1975 when Marlene Gazis was founded.

"Thirty years ago, the most popular movie was Jaws, the most popular song was Mr Postman by and the best selling car was the Holden

Kingswood.

"Now, in 2005, many things have changed," he said.

"And one of the changes for the better we can see is that this company, that came from a simple group of volunteers, is thriving."

"This is thanks to the foresight and vision of the founder, and the dedication and hard work of the community and, staff and chief executive officer of Share & Care," he said.

Mrs Gazis said it was wonderful to see the organisation had continued to survive and thrive after 30 years.

"I am honoured to have this room named after me," she said.

"The management and staff have worked so hard to improve the organisation over the years."

"My hope is that Share & Care continues to serve and support the community for many years to come in everything that it does."



Cutting the ribbon: Share & Care vehicle sponsor Wade Robertson and Share & Care founder Marlene Gazis cut the ribbon of a new community room.

LOCAL NEWS

Inaugural Share & Care scholarship awarded

AT THE first Northam Senior High School assembly for 2005, community group Share & Care joined the list of official scholarship sponsors by launching its first scholarship for Vocational Education and Training students.

The scholarship rewards a passion for the community, and consistency in efforts, both academic and citizenship.

Several students who applied met with the chief executive officer of Share & Care and a school representative to help with their interview submission.

The Share & Care selection panel was impressed with the calibre of applicants and regretted only being able to choose one winner, Steven White, and runner up Rachel Irving.

Mr White has been awarded schooling costs for his upcoming Years 11 and 12.

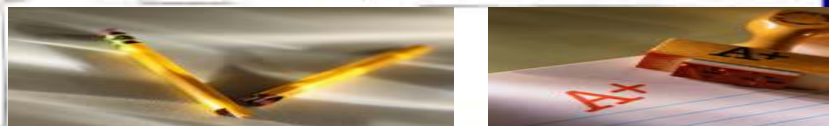
This will cover his uniforms, books, equipment and school fees.

Mr White also received computing hardware from Share & Care sponsorship partner Mr John Klassek, of Classic IT.

"Share & Care believes that education is but one component towards a successful life path – it also places emphasis on community participation, commitment, perseverance and empathy for fellow man," was the Share & Care official statement.



Northam Share & Care Award: John Klassek, manager, Classic IT Support, presents winner Steven White with a Classic IT computer, as part of his award for consistent effort and community service.



Board Members

October 2005- October 2006

Chairperson	David Gorham
Vice Chairperson	Pamela I'Anson
Treasurer	Cliff Norgate
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

Financial Services

Comprises: Financial Counselling, Supported Accommodation Assistance Program,

Emergency Relief & Families Assistance

Financial Counsellor

I have just started my diploma and am finding it a bit daunting being a student again, although I'm pleased there are a couple more Grandmothers doing the course other than myself!

Financial counselling numbers are on the increase with a lot of clients choosing to go bankrupt and in today's climate with rising interest rates and easily obtainable credit this is not surprising. The No Interest Loans Scheme (NILS) has broadened its horizons with beds, air conditioners, heaters and a one off computer loans being added to their existing loans of whitegoods.

285 Clients assisted for the year.

SAAP

This program has its moments quiet one minute and hectic the next, it provides homeless people with emergency housing, guest houses, motels etc. I find this program also seems to serve a population of workers who have completed a fishing season up north and use us as a half way point to move south for employment during the off season. They get to Northam with funds exhausted and are housed until their pension resumes or their next payment is due then they head off again.

We have also seen an increased demand on the service for letting fees for Department of Housing and Works and private rentals which is great as we are obtaining long term housing for our clients. I will be attending a SMART training course in September to be able to extract more reports for funding bodies from the data base we have in use now.

360 Clients assisted for the year.

Emergency Relief

We started the financial year with a new funding officer and a few hiccups obtaining our funds on time, this put us under a little pressure referring on to other agencies and it was becoming quite desperate at times, but we are off and running again. We are also supporting the breakfast club each week at one of the schools, this club is providing children with breakfast and lunch at school during the week. We were approached for help as the club is growing and the problem of hungry children coming to the fore is increasing. Since this club has been operational, they have noticed children's outlook and concentration spans have improved immensely. We also advocated with Pastor Pat Ryan from Faith Christian Fellowship Food van and they are also supplying the school with essentials.

1069 Clients assisted for the Financial year.

Families' assistance

This program is assisting families with school fees, uniforms and books, I enjoy this program as the children are benefiting directly by receiving payments for their schooling, school books and feeling included by having uniforms like their peers. This program can also be used as emergency relief funds but we are finding the demand for the above is keeping this program occupied.

137 Clients assisted for the year.

Rhonda Livingstone

Program Manager

DJOOKANKA HOUSE - WOMEN'S REFUGE

Comprises: Women's Refuge & Children's Support Program

This past year has seen some difficulties with staff issues and once again we have employed several new staff members. After a restructure Gisela (from Northam) attended the refuge for six months to manage the daily operational procedures and staff. During this period the refuge was busy with clients who continued to receive a quality service.

MAINTENANCE: There has been considerable minor maintenance carried out over the past year and the final funding from Lotterywest was acquitted seeing a great new outdoor shade canopy over the children's play area.

VEHICLES: Both refuge and counsellors vehicles lease expired in April and these were replaced with one station sedan and a smaller sedan that is shared with Waminda House, this was mainly done for financial and accountability purposes, it works well.

TRAINING: All staff attended the following training workshops

Mental Health First Aid

Aboriginal Awareness Training

Intensive in-house training and orientations

Self Monitoring

SMART (National Data Collection Agencies) program

Communication Skills

Working with Family and Domestic Violence Basic

Tenants of effective counselling

What is FGDV, Theories of DV, Beliefs and values

Myths of DV, The effects of DV as an individual, partner or parent

COMMITTEES: Rebecca continues to participate on the Narrogin Domestic Violence Action Group committee, which has recently seen the implementation phase of an amalgamation with the Wheatbelt Regional Family and Domestic Violence Committee. This has come about as a recommendation from the Family and Domestic Violence Unit in Perth after an extensive review of the model. As I am represented on both committees I attend if I am in Narrogin.

Rebecca is a key player in an Aboriginal Reference Group that meets regularly at the refuge.

FINANCIAL: The State Government contribution of our funding which amounts to 40% overall, has approved an increase of 10% on their contributions to all Western Australian refuges. This has arisen due to extensive lobbying with the Government by the Women's Council for Family and Domestic Violence (the old Women's Refuge Group) and the Australian Services Union, although they were after a 25% increase to cover costs such as incremental pay rises and inactive shifts for staff and provision for increased costs such as fuel, insurance and general operational costs, it is better than no increase and will give us the opportunity to either look into the Mentoring program (on a much smaller scale than we would like) or to be able to have staff do the inactive shifts.

CONCLUSION: Although the refuge has proven to be quite a challenge at times I enjoy working with the staff and would like to give thanks to Rebecca Cassie and Simone and to Gisela and Jo from Northam for readily accepting key roles when particular challenges have arisen. Also thanks to Carol and staff at Share and Care.

Dianne Turnock

Program Manager

WAMINDA HOUSE - WOMEN'S REFUGE

Comprises: Women's Refuge & Children's Support Program

The refuge has had probably the busiest period since I have been employed at Waminda which is coming up to 17 years. Although the actual statistics is about the same the length of accommodation is much higher, with only 26 days for the year vacant, however, the phone support and outreach were still utilized. We have noticed that our clients are staying for longer periods of time, so as to maintain a long-lasting difference in their situation.

STAFF - Staff commitment and stability is still of a very high level, which is partly due to many various trainings and workshops, which has given all staff confidence and strengthened their initiative. We are looking forward to a Workplace Wellness Workshop in November or December to use as team building.

Jeni attends the Community Police Centre and the Northam Court House each Monday, to support victims of family and domestic violence go through the Violence Restraining Order process. There has been significant positive feedback from the Police and the Victim Support Service, who will also call on the refuge for support. This more intensive court support is in place as it was identified at a community meeting the difficulty clients had seeing the Violence Restraining Order through the court system, which can often appear intimidating.

Social Work student: In July a social work student from Edith Cowan University started her 3rd year placement at the refuge and finishes at the end of September, Rachel worked as part of the team and attended any trainings with staff, I was the direct agency supervisor and the support staff mentored her through the daily operations at the refuge. The off-site supervisor is Vince from Victim Support Services. This was a positive experience for all parties.

Child Support: We are in the process of semi enclosing a carport for a playroom, it is difficult to manage the children at times of extreme weather conditions and it will be better for both the child support worker and the children to have somewhere of their own, at present the child support worker is either outside or in the unit with the clients. We hope to have this complete by the end of the year.

In September Gisela, Rebecca from Narrogin and myself were lucky enough to attend the Victim of Crime 2006 "Positive Way - an Indigenous Say" conference held in Darwin. This was an International conference and we all have made great networks, some I have already had contact with since returning. **Dr Harry Blagg who is a Research Director for the Crime Research Centre at University of Western Australia was a keynote speaker, who I met many years ago, spoke on an Adolescent Project on Intervention of Family and domestic violence that was piloted in Northam and Derby. Dr Blagg described the project and the involvement of the Wheatbelt Regional Family and Domestic Violence committee and the Northam Women's Refuge in very glowing terms, as I had no idea this would be part of the speech it was great to be in the audience. I will provide a complete report of the conference and I have ordered a DVD of the conference for all staff to see.**

COMMITTEES - I tendered my resignation on the Wheatbelt Regional Family and Domestic Violence Committee late last year but have agreed to be the Deputy Chair for 12 months. I still attend the Wheatbelt Senior Managers meetings.

In conclusion I would like to thank all the staff at Waminda House and Share and Care for their ongoing support.

Dianne Turnock

Program Manager

DOMESTIC VIOLENCE—OUTREACH COUNSELLOR

During the past year within my role as the Outreach Counsellor I have experienced positive progress with promoting my position and the refuge services in general. This has been partly through my participation in the Indigenous Women's Group meeting consisting of local government and other agencies which we have met on the following months of February, May and August 2006 and also through local networking with agencies.

The overall aim of my participation in the group is focussing on promoting the holistic approach in coping with Family and Domestic Violence by means of;

Encouraging more community involvement and support to each other

Promoting women's awareness of self worth

Promoting self empowerment in thinking about and achieving other activities or goals for self care

Providing education and awareness of what support services are available, including awareness of domestic violence and alcohol and drug issues and the support available

Attempting to identify Cultural strengths in raising awareness about family violence in Aboriginal communities

As a result of this group there has been a gradual increase in community participation and engagement. After the initial community Noongah women's gathering that helped determine their needs, there have been various activities arranged through other members of the group for youth and the community in general.

Through the refuge and Share and Care there has been a Women's Information Workshop held in Pingelly for the Pingelly-Brookton area of which was successful and recently a Women's Time Out Day for the Women in Narrogin.

Outreach Counselling Statistics from July 2005 until June 2006 are:

35 clients

27 phone sessions

37 face to face sessions

Community Outreach Statistics for the same period are;

94 participants in workshops and presentations

12 different sessions where education on family & domestic violence, the refuge and its services were promoted

Although progress and community response towards the service has been slow there has however, been valuable bridges built in terms of community awareness and trust in the refuge and its services. As Outreach Counsellor I am looking forward to more progress and success in the future year and many thanks to Share & Care, Waminda and Djookanka Staff for their invaluable support.

Rebecca Collard

Outreach Counsellor

HOME SUPPORT SERVICES

Comprises: Home & Community Care, Mental Health, Veterans and Community Care Packages

Home And Community Care: Variation to Social Support hours, see below. Trevor is now working in the Men's Social Support Group, and the new bus driver Ardina has commenced. Submission for non-recurrent funding is in the process to replace the bus, due to age, as this application was not successful last year. Contractual obligations met. Client Nos. 473.

HTTB is providing all training and continues to send a monthly calendar. Staff have attended Medication, Dementia, First Aid, Manual Handling and Boundaries training.

The Men's Social Support Group Application for an increase in the Social Support hours has been submitted as Trevor is now working in the Men's Social Support Group and visits all the gentlemen in the group on a regular basis, visiting, Northam, Clackline, Bakers Hill and Wundowie. The monthly outings for this group have been reinstated and are proving popular.

Meals on Wheels. The expansion of MOWs to Wundowie, Bakers Hill and Clackline is still slow but we do now have a core of regular clients. It is hoped that demands for this service will increase. The process of the delivery of these meals is now working well.

Volunteers: Bus Aides and Drivers to Perth and Meals on Wheels volunteers. Many thanks to all these people who donate their time through Home Support Services, to help the aged population in their community.

Community Aged Care Packages: Application for an additional 12 General CACP Packages and 4 Extended Aged Care at Home (EACH) Dementia Packages have been submitted by Share & Care, who also had to apply for Approved Provider Status for the EACH Packages as this is separate to the CACP Packages. We are still awaiting the outcome of these submissions. If approved it would bring our CACP Packages to 45 and EACH Packages 4.

Mental Health Program: This year we received a small increase in funding due to the increase in hours. Application has been submitted for a renewal of ongoing funding. Shane is in regular contact with the clients and he has organized for some ladies to attending Craft Sessions. Client Nos: 48

Veteran's Home Care: We have applied for a renewal of ongoing funding for Veterans Home Care. Only a few referrals this year and some of the clients have moved on to a CACP package due to increasing needs. Client Nos. 20

Lynne Riesterer
Program Manager.

CHILD CARE SERVICES

Comprises: Family Day Care, In Home Care & Long Day Care

Family Day Care - There have been some challenging issues forced upon us this year with the Federal Govt changing our Operational Funding to Childcare Support Funding. It has seen many schemes across Australia, (including ours) lose quite a substantial amount of funding. The Childcare support Funding model is now based on Occupied places rather than EFT's and our funding for this financial year was based on places actually used rather than on EFT's approved. Previously we were approved and funded for 158, but our actual places used, has been 85.

Child Care Centre - We continue to operate at an average of 24 children per day, with the second half of the day becoming busier. Most days we employ five fulltime staff members, two of who are qualified. Our core staff group are a fantastically committed group of women who value children and the importance of the early years.

Family Day Care Recruitment

We have again found it very difficult to recruit Carer's into the scheme (again, an Australia wide issue) and the Govt are recognizing this downturn, by introducing a one off "Start up Payment" of \$1500.00 for Family Day Care Providers who meet a certain criteria. The scheme has also recognised the lack of support prospective carers get, so we have introduced a support plan for all new prospective carers. At present we have 17 Carer's in the scheme including 2 In-Home Carer's. They are based; Northam 10, Lancelin 1, Beverley 1, Muchea 1, Toodyay 1, Moora 1, Merredin 1, Quairading 1. We have 2 prospective Carers, 1 each in Trayning and Wyalkatchem.

Family Day Care Staff

Due to funding decreases we have had to re-visit the way we support Carers and families. I believe we are doing the same things, but differently. Family Day Care now employs 1.5 staff members instead of 3.

We have made quite significant changes to our service delivery, with visits to Carers, now being conducted every four months instead of every 2 months. Carers can still be supported more than this in times of crisis.

Training

Our training and workshops for staff and Carers has been varied and predominantly include units from Certificate III in Children's Services. We are very proud of our Carers and thank Penny from CY O'Connor College of TAFE in Northam who has developed a plan for all our Carers to participate in Certificate III training. Every Carer in our scheme without a formal qualification has taken up the training and by the end of 2007 will be Certificate III qualified. Other training has included Behaviour Management, Child Protection and Observing Children to assist with the program. Susanna is enrolled in the Diploma of Children's Services. Rhonda will be re-visiting validation training and has recently attended training in Risk Management.

Child Care Services continued....

In Home Care

In-Home currently operates in Northam and Quairading. The Northam Carer looks after a family of five and the Quairading Carer looks after a farming family with 3 children. Funding for this program will cease in its current format from December 2006. We will apply for new places when they are released by the department

Promotions

This is an area in the Family Day Care program desperately requiring attention, however the limited budget does not allow for it. I have sent a letter to Canberra asking them to reconsider our classification of Regional to Remote. If funded as Remote we get \$38.00 per place instead of \$22.00 per place. My argument is we can not adequately promote and recruit on our current level of \$22.00, which is only .45 cents more than what city schemes receives when we can travel for 2-3 hours to see one Carer.

We promoted the child care centre at the Northam Show.

Significant Events

Maureen resigned after 16 years with the scheme and I was the replacement for her position. With Susanna and Vic (replaced my position) the new team is working well. The child care centre is working towards its first round of quality assurance with a validation visit expected in June 2007

Future Directions.

For the next twelve months we will be maintaining what we do, as the budget is restricting us in many ways. We are concentrating on combining all child care service resources to further promote Family Day Care and In Home Care.

Conclusion.

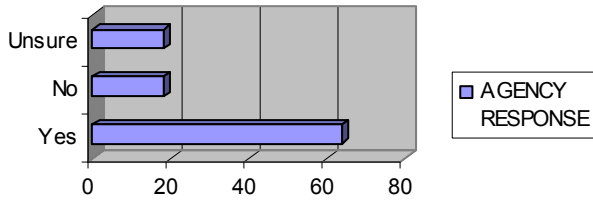
Thank you to our CEO and the Board of Management for the support and guidance over the last twelve months. We appreciate your time and commitment to Share and Care.

Thank you to the team in the Child Care Services Program. We have had many changes but we remain committed to the profession and believe that our role is to ensure the best possible outcomes for children and their families.

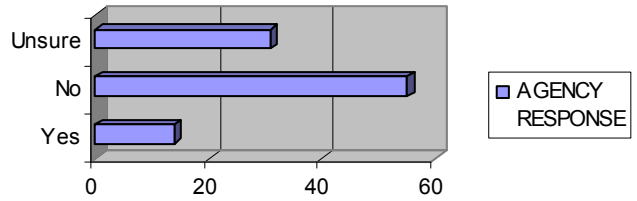
Rhonda Lawrence
Program Manager

RESULTS OF AGENCY SURVEY SEPTEMBER 2006

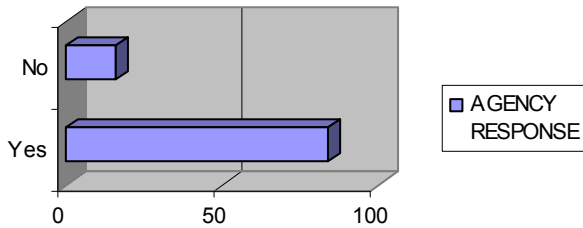
AWARENESS OF PROGRAM VARIETY SHARE & CARE OFFER



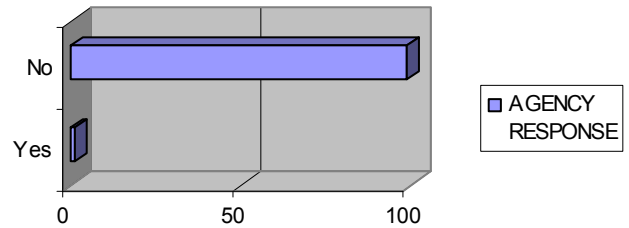
AWARENESS OF THE CRITERIA CLIENTS MUST MEET



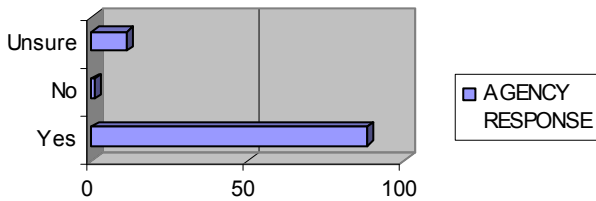
Information Pack required



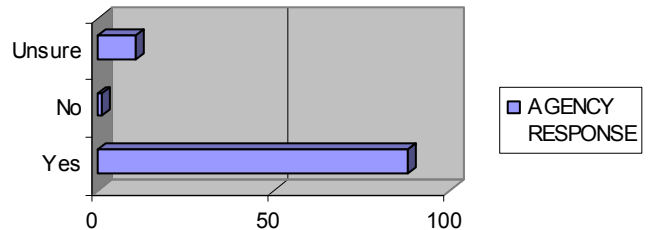
Were you referred to S&C via another Agency



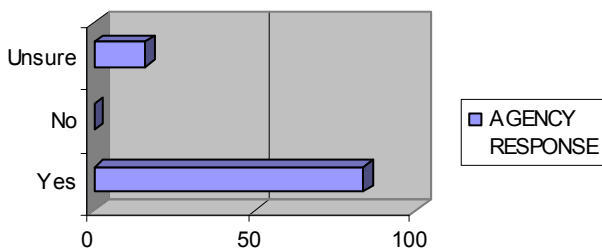
Was the referral process effective for the Agency



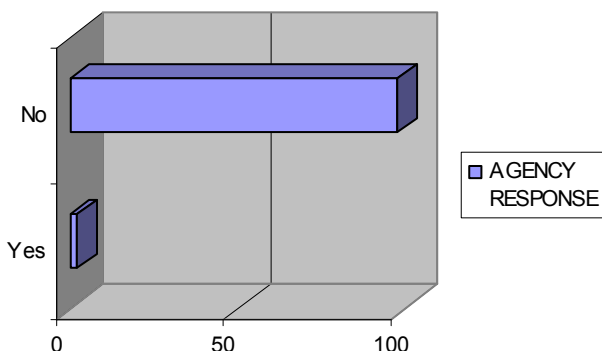
Was the referral process effective for the Client



Services relevant to Client needs



Was there a time you were dissatisfied with the service offered



Comments: "Relevant but waiting periods between service times makes it hard at times".

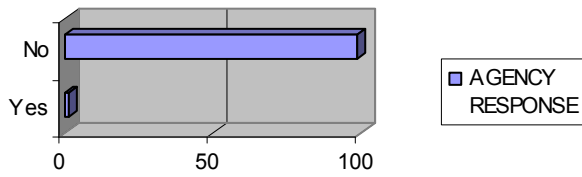
(We have a 3 month waiting period between assistance times, although this is not set in stone and is bypassed in dire emergencies where there is no referral option to another Agency, this ensures we have enough funding to last).

"Very flexible service"

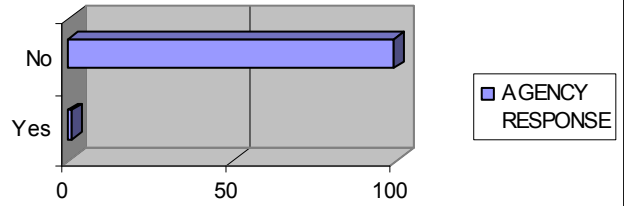
"Good at developing strategies & problem solving"

"Service not funded enough"

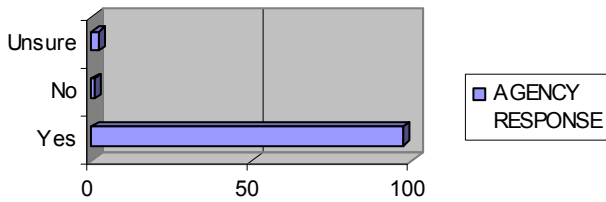
Has there been an occasion where no relevant service was available and you were offered no options



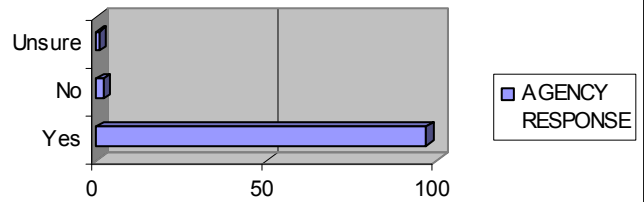
Have you had consumer complaints after S&C service



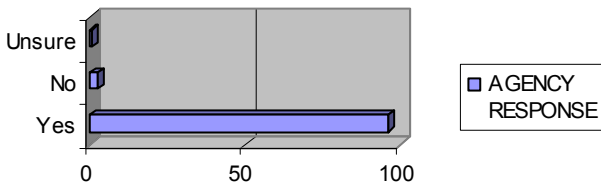
Feel there is a genuine attempt by S&C to assist you and your Client



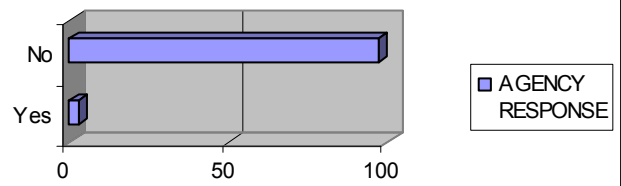
Would having S&C Information Packs make servicing your clients easier



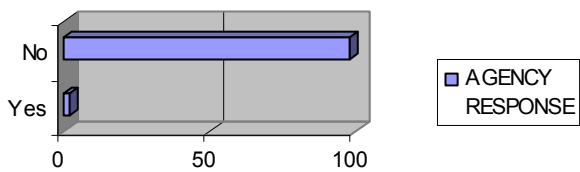
Aware of the areas/communities S&C cover



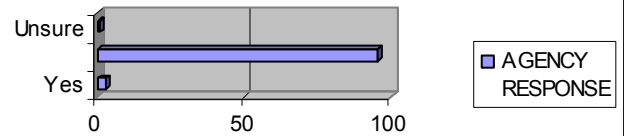
Would you like a copy of our Annual Report



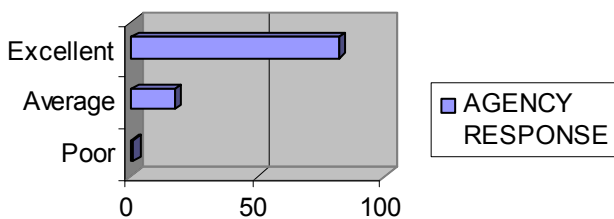
Notification of Annual General Meeting date required



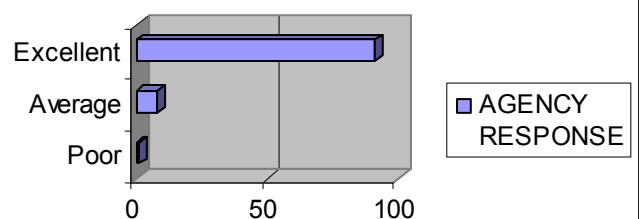
Awareness of free seminars given by S&C on Risk Management, Governance & Policy Making



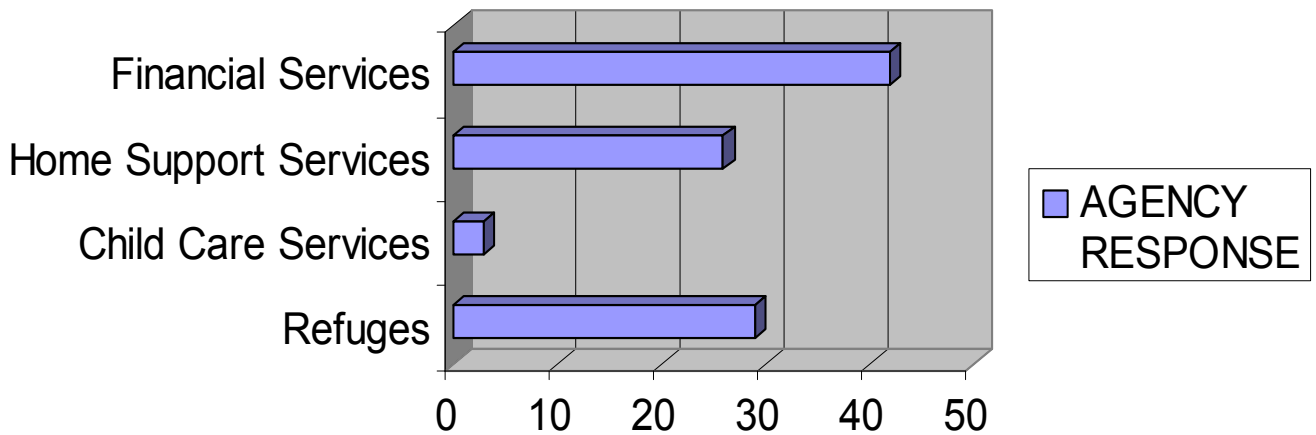
Accessibility of service-hours, location, waiting times, disability access etc



Coordination of care and communication between your agency & ours



Services you are most familiar with or have the most experience with



How do you feel Share & Care can best meet your Agency needs?

Comments: Presentation to our Agency
Transport for Residential Care Clients

Crisis Men's Housing
More information dispersal

"Well done, continue as you have been"

"You meet our Agency needs very well"

"Already doing a great job"

Other Comments:

"Well advertised"

"Share & Care are in a good position to lobby Government on gaps in community services"

"Great facility with dedicated staff"

"Thank you for all Share & Care do and for being so committed"

"Very happy with the referral to and treatment of Clients"

"Send more info!"

"Congratulations on the flexible and comprehensive Client Care"

"Excellent service provision"

"Nothing is ever too hard, if you haven't had the answer you have found it for us"