



Share & Care

Community Services Group

Building resilience in communities

Annual General Report October 2019





Share&Care
Community Services Group

VISION

Our vision is that communities will be resilient, sustainable, supported and healthy.

PURPOSE

We are a regional organisation that excels in providing services and facilitates partnerships for the sustainability of communities in country Western Australia.

VALUES

In all of our activities, with all people, these values guide us:

Compassion

Integrity

Accountability

Respect for differences

Building resilience in communities

Governance Report

Share & Care Community Services Group Inc. is a NFP incorporated under the Associations Act and involved in providing Health & Welfare services to rural communities. It is funded by a mix of State, Federal & Lotterywest monies. Our Head Office is located in the CBD of Northam with our Women's Centre's and Homeless Accommodation buildings offsite. Share & Care operate 22 services with funding around 5 million dollars per annum.

Share & Care employs about 70 staff and have some very valuable volunteers. Membership of the organisation is available to those who undertake to follow and indeed promote the mission of the organisation.

The Board of Management fulfills its role by formulating the Strategic Plan in conjunction with Stakeholders and monitoring work towards the outcomes desired, selecting, guiding and monitoring the Chief Executive Officer, developing and maintaining ethical standards, approving and monitoring budgets and all other financial considerations and identifies and monitors risks. Training in all these matters, and more, is attended by members.

The Board of Management has formally delegated responsibility of the day-to-day operations management to the Chief Executive Officer who provides leadership, ensures the Strategic Plan desired outcomes are met, develops Policies & Procedures and makes decisions and actions to initiate activities that will achieve the Strategic outcomes.

The Board of Management meets at least ten times per year, with any conflicts of interest being declared and recorded in the minutes. The Board of Management receives detailed financial reports presented to them by an Independent Accountant. Other reports include the Chief Executive Officer's report and reports from the program Managers on the monthly activities of each service.

The Board of Management annually appoint an Independent Auditor to overview and report on each service that Share & Care receives funding for. Board of Management members do not receive any remuneration for their donated time. They are however reimbursed for any expenses incurred whilst on Share & Care business.

The Board of Management reviews annually the Risk Management processes, designed to protect Share & Care's reputation and mitigate and manage those risks that might preclude it from achieving the goals set. Human resources matters are delegated to the Chief Executive Officer who reports any major incidents to the Chairman of the Board.

Share & Care involves stakeholders in developing and monitoring service delivery through informal feedback, surveys, funding body feedback, community forums, phone calls and email.

All involved with Share & Care are expected to comply with relevant legislation, service delivery guidelines, Codes of Conduct and other policies, and are required to act with integrity, compassion, fairness and honesty at all times.

Chairman's Address

Ann Gibbs



This year has gone so quickly and what a year it has been.

In the last year, we have all witnessed changes at Share and Care and these changes have been put into place to protect everyone involved with our organisation. Funding is increasingly difficult to procure but with the diligence of our mighty team, grants are still attainable.

I would ask that you please read our Honorary Treasurer James Paxman's report and read it thoroughly. It completely sums up our situation that we are not to be complacent but to work together intently and be committed.

I reached out to Carol, our CEO, for some stats, and thought I would put them into my report, just to make our readers aware of the enormity of our organisation out in the field.

The area that is specific to our organisation covers 240,000 sq kms. We have a commitment to people from Jurien Bay, into the Wheatbelt, then down to Lake Grace and Lake King. To cover and maintain these areas of care, we employ on average 70 staff. This of course is dependant on funding variables.

To maintain our level of care, staff are required to complete, on average, 7 training modules per annum. This is to ensure our quality of service to the community.

Our work ethics are admired and we are a committed employer.

It was an absolute pleasure to present 5 year and 10 year service badges to employees at our recent morning tea. Interesting to note that most of our staff remain with us for 5 years or more which is incredible for an organisation such as this which employs 70 plus people.

Steve Pollard, is our Independent Accountant - thank you for your commitment to Share and Care Community Services Group Steve. Your explanations and confident approach to Share and Care financials is remarkable.

To our Board - thank you for your guidance and governance of this outstanding organisation. Sadly, we have said goodbye to John Klassek, who has resigned from the Board for work commitments. However, a big welcome to Jill Lefroy and Cameron Blackhurst as potential board members.

Program Managers - your wonderful contribution and work ethic is amazing. Thank you.

Our team at Share and Care and our volunteers - you are all the heartbeat of this organisation! CEO Carol - All that you do, over and above, from everyone in this organisation and the Board, thank you.

To our members - thank you for your continued support and for attending this evening.

2nd October 2019

Honorary Treasurer's Report

James Paxman

It seems like only a short while ago I was reporting on our last year's finances for the Share & Care Annual Report and here we are again, time seems to fly so fast.



The last financial year proved once again to be challenging as we continue to work in an ever increasingly tight fiscal environment and competing for limited funding opportunities which is compounded by funding indexation not keeping up with true cost of service delivery and an increase in overall wages. Share & Care continues to be highly dependent on government grants and have had to tighten our belts and find innovative ways of operating to ensure that our core business of serving the needs of the most vulnerable in our community is never diminished.

Despite these economic challenges, Share & Care's financial position remains healthy with an approximate operational surplus of \$42,000. Our bank balances remain strong and resilient with an improved ratio of 5.5:1 (assets vs liabilities) meaning we have adequate funds to cover all liabilities.

Other important matters of note are that we received an updated property valuation of 88 Wellington Street of \$1.6M. Our solar PV system is already starting to pay dividends, not just by reducing our carbon footprint but we have also seen a 50% reduction in our power consumption since the system was installed. Our Share & Care Family & Domestic Violence Bench Seats have also been installed around Northam & Pingelly as part of our campaign to stop Domestic Violence against Women.

With continued local community support and endorsement, we have committed to continue funding and supporting our own uniquely developed and successful and very important program Suicide Bereavement Program (SBS) whilst we continue to source suitable funding and external support.

I would also like to thank our supporters and those that provided donations to Share & Care this year such as Westpac, Church of Christ Dorcas Clothing and those who I have forgotten to mention.

I would also like to take this opportunity in welcome our two new Board Members Jill Lefroy and Cameron Blackhurst. I wish John Klassek all the very best in his new endeavours.

I'd like to leave my report on a positive note, by congratulating all those staff and volunteers who recently received their 5- and 10-year service badges. It is worthy recognition of your dedicated service and hope you wear your badges regularly with pride. Once again, I would like to acknowledge our committed and professional staff who continue to uphold the values of the organisation and help us continue to achieve our vision of communities that are resilient, sustainable, supported and healthy. Share & Care continues to be in a sound financial position and the management team along with our consulting accountant, Mr Steven Pollard, are to be commended for their financial management which has allowed the organisation to offer quality services and look to increase services in the future.

Please note that you will find more detailed financial figures at the end of the Annual Report. The consolidated auditors report will be available and can be accessed on the Share & Care website.

Chief Executive Officer's Report

Carol Jones

What an amazingly challenging time to be in the sector.

The many changes being seen as a result of numerous Royal Commissions and other enquiries can only lead to greater understanding and increased quality of service to those who have long deserved it.

Of course those changes have ripple effects and ultimately some of those result in some services being ceased and new funding being provided in alternative models.

Funding is certainly an ongoing issue. Some services have had the same funding rate for over 9 years with the additional top up for the award and Equal Remuneration Order, which sadly in no way covers the ever increasing costs of running a service or wages.

All of this has resulted in heavy duty budget revisions and as a last resort sadly in some cases a reduction in staffing hours, something we never find easy to do.

Our Suicide Bereavement Service is very busy, supporting those who have been bereaved by suicide across the Wheatbelt, the numbers have risen sadly against last years. Share & Care are still funding this service until we find an alternative.

Our Respite Service will be closing in November, the clients within this service have transitioned to the NDIS or are in the process of doing so.

Benches for our Family & Domestic Violence support services contact details have been installed in Pingelly & Northam, with more planned as finances may allow.

Youth numbers needing accommodation and supports are rising, Emergency Relief is being accessed more frequently, housing stresses and homelessness are increasing exponentially.

Our aged support services are increasing and with the number of baby boomers retiring over the next few decades this will only skyrocket.

We provide an average of 7 training modules per annum for staff, ensuring they are confident, skilled, and effective when working with clients. Whilst a challenging time we continue to manage providing essential services with great care and compassion.

To the dedicated staff I say WELL DONE and THANK YOU.

To our Volunteers I say the same, you make our consumers' days brighter and the load for staff lighter.

To our Board of Management, as always THANK YOU for your dedication too, for your support and mentoring.

To our Members, THANK YOU for your support, without you we would struggle.

Program Statistics 2018 - 2019

PROGRAM TOTALS = 87,195 contacts	# of Client Contacts	Complaints Received	# Resolved	Method of Resolution
Head Office	14,967	0	0	0
Financial Counselling	11,975	3	3	Telephone contact & follow-up appointment
Magnolia Refuge & Child Support	3,685	0	0	0
Coordinated Response Service	88	0	0	0
Safe at Home	8,139	0	0	0
Outreach & Counselling	1,539	0	0	0
Rainbow Refuge & Child Support	10,082	0	0	0
Emergency Relief	1,223	0	0	0
Emergency Accommodation & Jacaranda	119	0	0	0
Men's Lodge / Hope Cottage	25	0	0	0
Housing Support Worker	177	0	0	0
Home Care Packages	7,205	0	0	0
Home & Community Care	1,075	0	0	0
Commonwealth Home Support Program	18,875	1	1	Telephone
Mental Health Support Service	2,953	0	0	0
Mental Health Mobile Respite Service	4,842	0	0	0
Suicide Bereavement Service	226	0	0	0

Education & Training

Governance & Policies

From: [REDACTED]
Sent: Friday, 1 March 2019 9:41AM
To: sharecare@classicit.net
Subject: Online Enquiry

Share and Care Community Services.

Website online enquiry::

Name: [REDACTED]
Address: TAFE Qld
Email: [REDACTED]
Phone Number: [REDACTED]

Your Enquiry: Hi, I just wanted to say thank you for sharing your policies and procedures online. As a trainer in Community Services with TAFE Qld (Sunshine Coast region) I often refer students to Share and Care as typical policies that a they might be employed under. Students appreciate that they can link their training to real organisational requirements.

Students who look at the policies on your website regularly comment that they are impressed by Share and Care as an organisation. Thanks again for your commitment to improving the sector by making these available for viewing!

robotnot7: I am not a robot
Submitted On: 2019-03-01 09:40:37
IP Address: [REDACTED]

Education & Training

Governance & Policies

Hi Carol Jones-Lummis,

The following message was sent to you from the person whose contact details are below via your listing on My Community Directory.

You may reply to this email to respond to them or click on their email address to create a new message to them.

Name: S----- H----

Email: [REDACTED]

Phone: [REDACTED]

Hi

I am doing a diploma in Community Services, Case Manager. As part of my assignments i have to research a community based organisation and their approach to diversity, their policies and procedures and how you meet with those objectives.

I have read your policies and procedures manual and I find your organisation quite amazing in the multiple ways you serve the community. My ambition would be to work with a group such as yourselves in the near future.

If you have anything you may wish to add about your approach to diversity in your workplace for Staff, consumers and volunteers it would be a greatly appreciated and of much benefit for my assignment.

Thank you for taking the time to read this email.

The Share & Care website contains
Policies & Procedures in PDF format
that are available for download.


www.shareandcare.com.au

Sponsorship

Supporting Community Sports



WA AFL Women's Masters

wa.womens.masters@gmail.com |  WA AFL Women's Masters

President: Kristen Teale - 0427 468 019 | Vice President: Pauline Gibb - 0409 977 908 | Secretary: Jade Turton - 0425 257 938 | Treasurer: Lynette Smith - 0429 092 495

31st August 2018

Share & Care Community Services Group Inc
88 Wellington Street
Northam WA 6401

Dear Sir/Ma'am,

As a valuable member of our community, we would like to thank you for your donation of \$500, which was passed onto us by Kristen Teale. Your contribution and support goes a long way in helping the team travel to Coffs Harbour to participate in the 2018 National Carnival this coming October.

WA AFL Women's Masters relies on the generosity of donors such as yourself and is grateful for your support.

Thank you once again.

Yours sincerely



Lynette Smith | Treasurer



Emergency Relief

As the statistics show most of the consumers that were assisted during this reporting period needed various food assistance. This was provided in the form of Coles cards, vouchers to various out of town IGA's, overnight food parcels as well as larger food parcels for families. The Emergency Relief service is also able to provide consumers with meat packs from Quin's Butchers, which is ideal for our Homeless consumers.

We are now also able to provide consumers with fresh fruit and vegetable packs which has been made possible by partnering with SecondBite through Coles. Most weekdays we receive their fruit, vegetables and bread/bakery items that they are no longer able to sell on the shelves at Coles but are still quite ok to consume. We place them in the ER Pantry and give them out to our consumers. All stats are recorded on the SecondBite website.

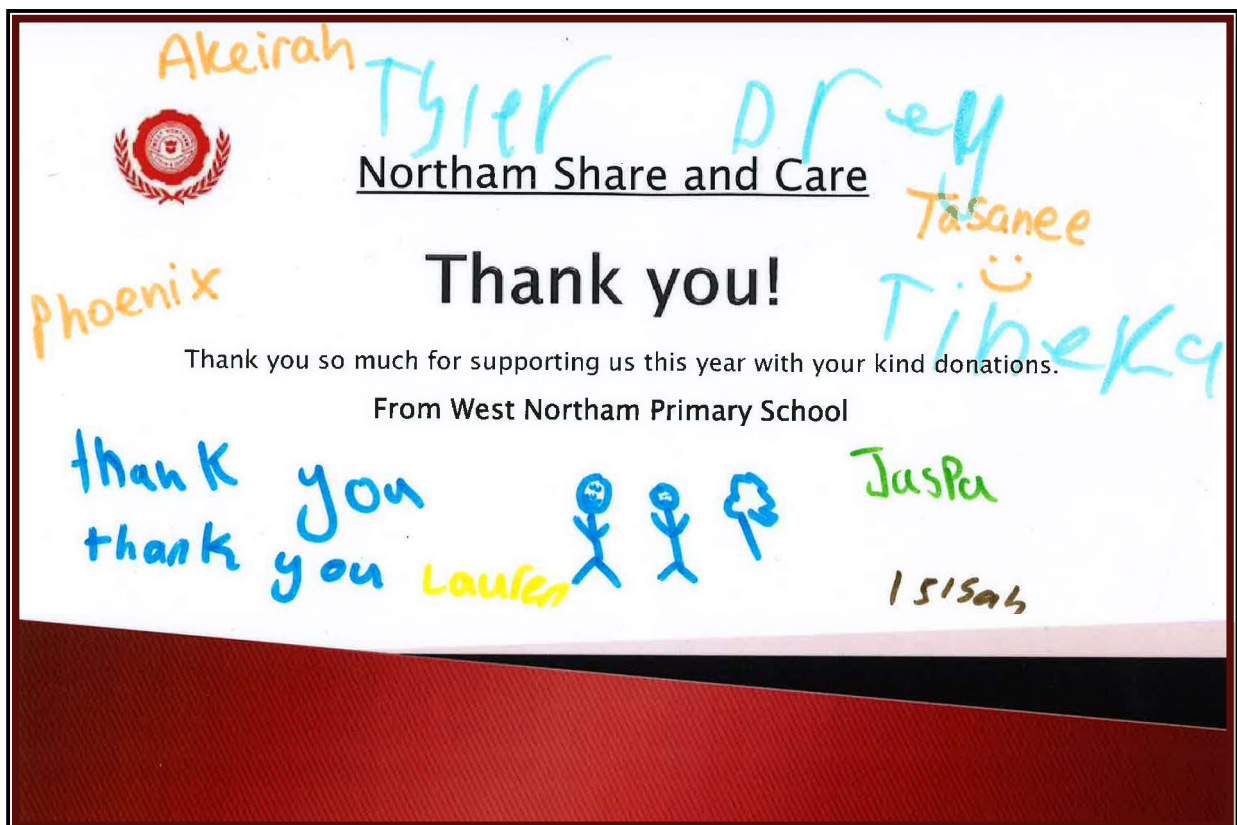
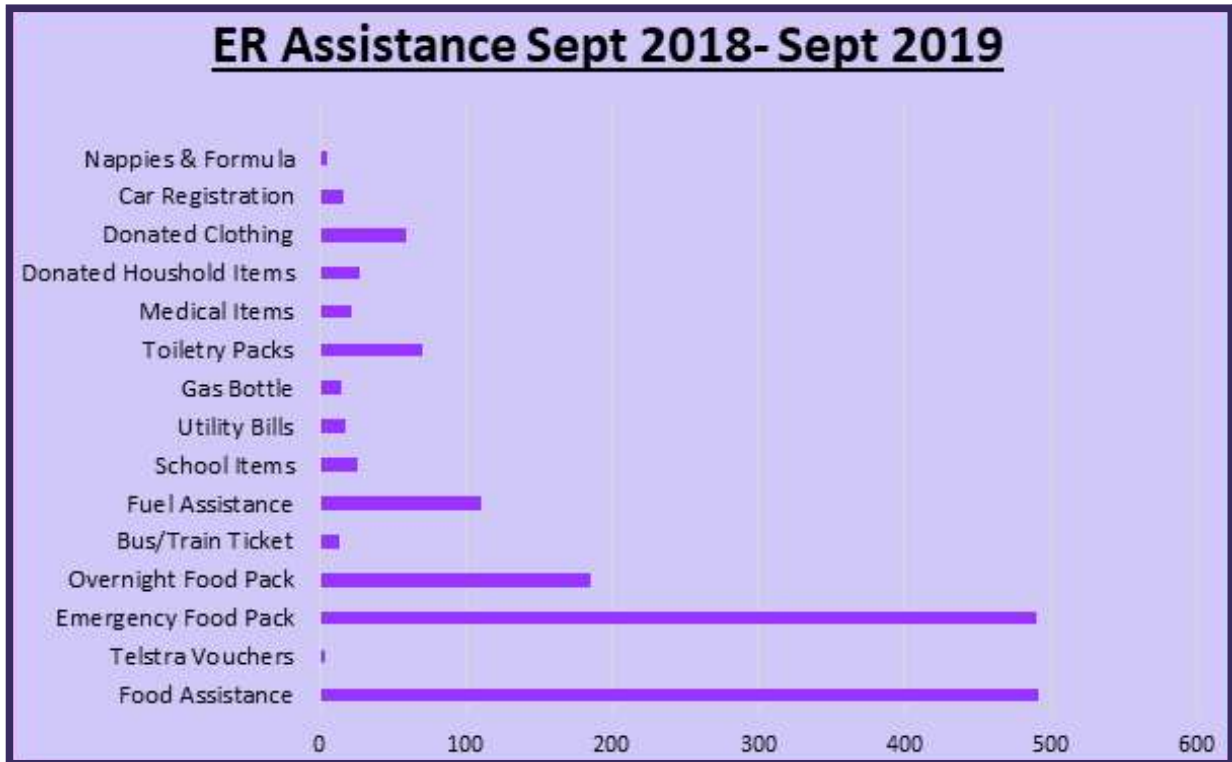
During this period there has also been an increase in consumers being referred from Financial Counselling for assistance with items such as utility bills, car registrations and optical / medical needs.

We have experienced a noticeable increase in Consumers presenting to Share & Care for Emergency Relief assistance who are from outside of the area and staying with family or friends. In this situation all we may offer is a referral to another food services agency, or if no referral can be made, a food pack made with donated food items.



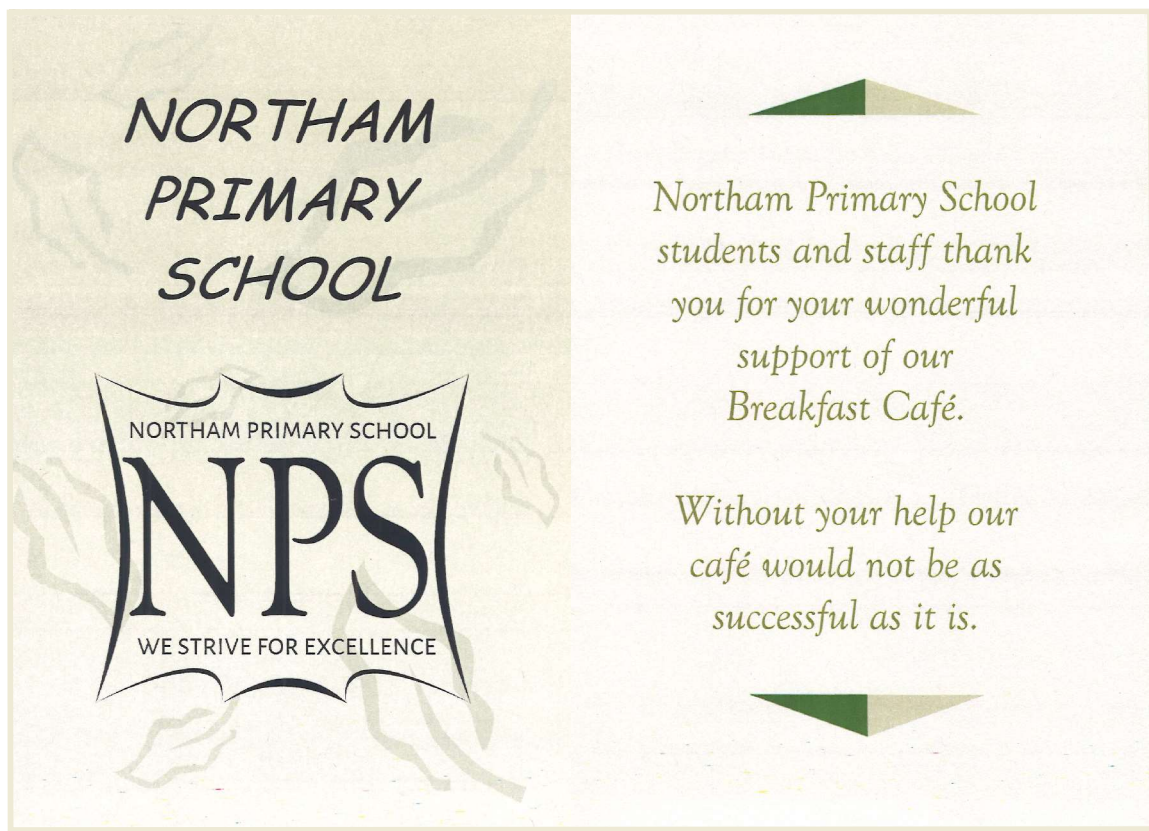
Share & Care has been fortunate to receive many generous donations from a variety of sources. CWA York and Jennacubbine have fundraised and purchased thousands of dollars-worth of new linen which they have kindly donated; in addition to the home starter bundles filled with toasters and kettles. We are so lucky to have this support and appreciate all the assistance that was given to the Emergency Relief Program throughout the year.

Emergency Relief



Emergency Relief

Supporting Local Schools



Avonvale Education Support Centre
Inspiring Dreams, Celebrating Success

Date : 7 December 2018

Hutt Street, Northam
PO Box 1061
NORTHAM WA 6401

Phone: 08 9621 5250
E-mail: Avonvale.ESC@education.wa.edu.au

Our Values

Learning – We believe that all students have the capacity to learn.

Excellence – The standards and expectations that we set challenge all at Avonvale ESC to give their best.

Equity – We strive to create a learning environment that is free of discrimination, abuse and exploitation.

Care – Our relationships are based on trust, mutual respect and the acceptance of responsibility.

Dear parents, carers, and community members,

Share and Care

A big shout out to all the sponsors and supporters of Share and Care Northam. We have been fortunate enough to receive fresh fruit and bread weekly this term, from Share and Care Northam, to supplement our school breakfast program. All the students have thoroughly enjoyed the fruits, especially when they tried a new fruit.

Thank you to the Northam Community.



Emergency Relief

Carol Jones

Subject: FW: FW: Hamper/Packs

From: STEVENSON Chelsea [PD12178]
Sent: Wednesday, 17 October 2018 12:06 PM
To: Carol Jones
Cc: M
Subject: Hamper/Packs

Hi Carol and Ash

Wow what a response to the packs that were made up for some of our struggling families.

Two of the families were almost in tears and stated that they are super appreciative for firstly being thought of and secondly of what was donated.

They can't believe that Police and Share and Care would take time out of their day to think of people less fortunate when they are already super busy!

Thanks for assisting me in making 5 families day and bridging the gap between Police and our community

Regards

Chelsea STEVENSON | Senior Constable 12178 | Youth Crime Intervention Officer | 7 Gairdner Street, Northam WA 6401

Financial Counselling

Northam, York, Merredin & Moora

We do have some excellent news in that we welcome Jean to our Financial Counselling team one day per week. Jean also works for Share & Care's Suicide Bereavement program and is proving to be a wonderful asset.

The program is currently working on next years "Money Matters" workshops; the first will be held in Northam and is shaping up to be an extravaganza. We are planning three workshops in total for this financial year, with the next two to be held in regional areas which are in greatest need.

The service has been working well with other Share and Care services including Magnolia Women's Centre, Emergency Relief, Safe at Home, and Housing Support. We are noticing an increase in referrals from other agencies in line with the rise in complex cases and as ever-increasing financial pressures impact on vulnerable individuals and families across the wheatbelt.

There has been a marked increase in mortgage foreclosures and the voluntary surrender of properties. This usually leads to bankruptcy as the bank sells the property, frequently leaving a shortfall that the client cannot pay.

A particular case from this year that comes to mind was a client who had a farm, that was leased out, and a house in town that was her primary residence. Through no fault of her own the client found herself on Newstart allowance and there were insurmountable arrears on both properties. We discussed her options at length with the bank, however, increasingly depressed by her financial position and facing foreclosure, the client packed up her house one day, handed the keys into the bank and walked off. Not understanding the situation, the bank staff called us (sometimes living in a small country town has its advantages). Luckily, we were able to contact the client and organise for the necessary paperwork to be filled-in so that she could voluntarily surrender both properties in the correct manner. The client has since made contact and advised she has moved on, has a job in the mining industry and now feels she is in a better place and much happier. She is very grateful for the help and support she received from the service.

Our Financial Counselling team can see the improvements in our clients' situations when they return for follow-up appointments. Sadly, for a variety of reasons, there are many that need Financial Counselling but do not make contact until everything has been sitting in a drawer for far too long, making it more difficult to manage.

Financial Counselling Statistics

- 965 clients attended financial counselling appointments in the reporting period. Of these appointments 62% were female and 38% were males.
- 2826 services were provided as part of individual cases in the reporting period (this includes assessment of financial circumstance, budgeting, assessment, eligibility to payments, advocacy and negotiation, bankruptcy, support & referrals.)
- 36% of cases were closed in the reporting period
- 70% of closed case consumers had a good understanding of their financial situation and entitlements
- 95% of closed case consumers improved their financial circumstances through advocacy and negotiation with third parties.
- 87% of closed case consumers were in control of their finances and able to manage their money.
- **In the reporting period a total \$112449.72 of debt was waived for 16 consumers.**

Testimonial

Financial Counselling and Emergency Relief

To whom it may concern:

From:

Ph:

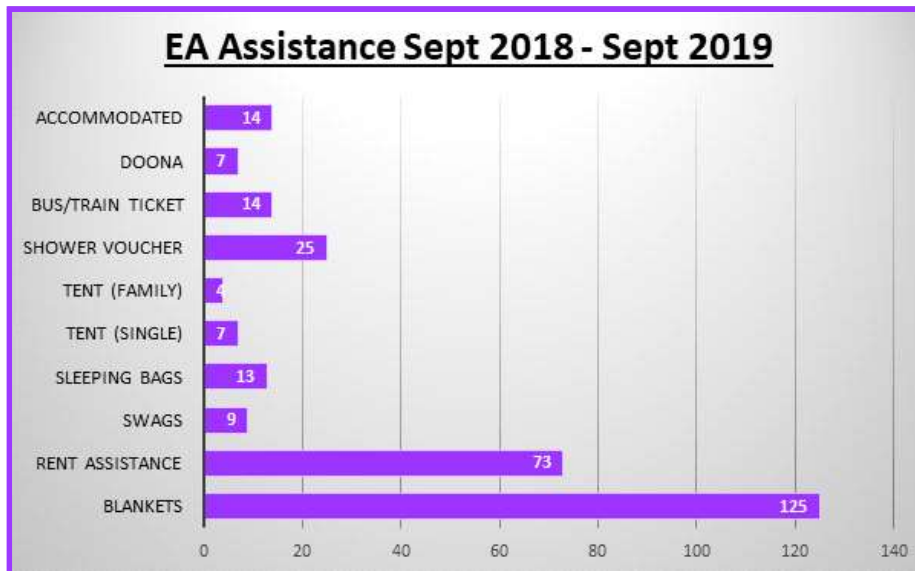
E:

Over the last 36 months I have struggled as a single man with female domestic violence - not without support. Despite my 5 children & my plight, please accept my commendation & respect for Yvette^{H.} & Ashley^{S.} (Chris also) these ladies have helped my dignity as a dad.

My son (age 12) left chess being chess champion & faction captain to live 100kms away here in North with me. Thanks

Homelessness Services

Emergency Accommodation



During the last reporting period Share & Care Emergency Accommodation Services have assisted **345 consumers** in total. The chart above demonstrates the type and amount of assistance given to the consumers that presented for assistance.

During this time there has been an increase in consumers being accommodated in Share & Care accommodation. A majority of these consumers have been singles/families escaping domestic and family violence due to the increase in Mental Health issues, Substance Abuse and overcrowding in Public Housing.

There has also been an increase in people needing blankets over the colder months. The Share & Care Emergency Accommodation Service is currently relying on purchased blankets from Kmart as well as donated blankets to keep Consumers warm after Charity Link closed down.

90% of consumers presenting for Emergency Accommodation were referred through to the Share & Care NPAH Service for assistance to obtain and maintain long term housing either through the private market or Public Housing.

Jacaranda House

Consumers accommodated were offered workshops held at Jacaranda House with the Share & Care Homemaker Service. These workshops assisted consumers by offering advice and information on things such as shopping and cooking on a budget, general cleaning, hygiene and household / family routines.

All the consumers that were accommodated at Jacaranda House during this period transitioned to suitable long-term accommodation. Consumers were referred to the Share & Care NPAH Program as well to Share & Care's Financial Counselling service as part of the admission criteria.

85% of consumers accommodated fully engaged with these services.

Homelessness Services

Men's Lodge (Willow House)

The new property for the Men's Lodge that was acquired in partnership with Department of Communities (Housing and Child Protection), Lotterywest and Share & Care is now up and running and accommodating single male consumers.

100% of consumers that were accommodated at the Men's Lodge during the reporting period, left the service no longer homeless.

Share & Care continues to receive donations from many generous community groups and individuals. This is invaluable and greatly appreciated as it allows us to assist consumers, that are exiting our accommodations and moving into their own homes, with furniture and household items such as crockery, curtains and linen.

Hope Cottage

Unfortunately due to limited funding and the ever increasing maintenance costs for Hope Cottage, the decision was made to hand the property back to Department of Communities - Housing at the end of this last financial year.

This was a difficult decision as Hope Cottage was such a help in being able to accommodate families experiencing homelessness; which is sadly an ever increasing issue throughout the wheatbelt.

100% of consumers accommodated at Hope Cottage during this reporting period left the accommodation no longer homeless and were supported with referrals to Share & Care services and other agencies.

Homeless Support

From: J
Sent: Wednesday, 7 August 2019 11:11 AM
To: Homeless-Support@shareandcare.com.au
Subject: J

To whom that may concern

I would like to write this email to let you know how much it means to me to finally have a safe environment to live in. I've been staying in your accommodation housing for almost a week now and I've never felt so safe or happy anywhere else. This accommodation is helping me so much I don't have to worry about anything because I know I've got people to talk to at share and care. Last Friday meant the world to me when you's helped me out with food and clothes I really appreciate what you's have done for me. Last Thursday I didn't think I would be accepted into the house. I was scared because I wasn't sure how strict this place was but I've learnt that it is easy if I talk to you's because you's will say yes as long as it's reasonable. I guess what I'm trying to say is thank you's so much for giving me a chance in your accommodation.

Sincerely yours, J

Homelessness Services

YOUTH HOMELESSNESS COUNTS

38%

of Australians experiencing homelessness are under 25 years old.

Source: ABS

26%

Increase in homelessness of people aged 12-24 since the 2006 Census.

Source: ABS

11x

more likely for Indigenous children aged 0-14 to be homeless than non-Indigenous children.

Source: Council to Homeless Persons

50%

of children who exit the state care system at 18 will be unemployed, in jail, homeless or a new parent within 12 months of leaving care.

Source: The Home Stretch

Where are young people staying?

59% severely crowded dwellings

9% boarding houses

18% supported accommodation for the homeless

3% rough sleeping

10% staying temporarily with other households

Source: ABS, for young people aged 12-24

20,000+

people aged 15-24 sought homelessness services in 2017-18.

Source: Council to Homeless Persons

25%

of homeless young people (15-24) experienced domestic or family violence.

Source: ABS

Helping homeless

BY ELIZA WYNN

HOMELINESS is an ongoing issue facing the Wheatbelt, according to one of the region's leading support service providers.

In the lead up Homelessness Week, on August 4 to 10, Share and Care chief executive Carol Jones has expressed a need for service providers to continue to work together to provide a high level of care for those

struggling with accommodation.

In the 2018/19 financial year, Share and Care provided emergency accommodation to 112 people 167 times, distributed 15 tents, 22 swags and more than 170 blankets and gave out 30 hot shower vouchers for the Northam Visitor Centre.

An additional 177 people, 74 of those children, were supported in gaining their own properties through the

Department of Communities.

Ms Jones said homelessness was present in the Wheatbelt and Avon Valley. "Homelessness is absolutely an issue in the Wheatbelt," she said.

"Every year we are out there doing blanket runs because we do have a group of people who are homeless but don't want housing.

"For that reason we provide tents, swags, sleeping

bags and pillows so whilst they may be living that way they are at least warm and protected from the elements.

"If that is the way they are choosing to live, we try to get them into some sort of counselling - that doesn't always work, sadly.

"There are some people who will never access those services.

"All you can do is make sure they are being protected in the best way possible."

Ms Jones said people that wanted assistance have access to Share and Care's homelessness housing and family and domestic violence refuge in Northam and Narrogin.

"We are lucky that we have an emergency accommodation program," she said.

"For us, homelessness is not just about being without a home.

"It's about why you don't have a home, when did that

happen, and what other support can we provide for you. "We wrap the client around all the other services in town. No problem exists in isolation.

"You have to have good working relationships with the other services to really help these clients."

The executive said there were still people slipping through the gaps who were living with complex issues.

Continued on Page 3.

Community support helps the homeless

BY ELIZA WYNN

Continued from Page 1.

"The problem we have, and one that we are working on with the Wheatbelt Mental Health team, is that whilst we can house many of the homeless in those properties, we can't house a large majority of those who come in due to severe mental health and substance abuse issues," she said.

"That is something we are looking at in the Wheatbelt. It would be in partnership with the other agencies in town."

Ms Jones said despite the challenges, Share and Care had seen some great successes from their programs.

"We had a young 17-year-old who came to us - homeless," she said.

"She hadn't showered in a week, hadn't eaten much, she wasn't attending school. "We ended up putting her into our accommodation where she would be safe.

"She is now at school, grades are improving, attends psychologist appointments, has started saving money.

"Our homemaker program has been teaching her how

to cook, how to keep house, shopping on a budget, personal hygiene.

"For me, what is really vital is that we break the cycles, that we show people that there are some really exciting opportunities and wonderful stuff out there that you can be doing."

Share and Care homelessness services program manager Ashleigh Jones said there was a section of the homeless community that was often overlooked.

"A big part of homelessness that people don't realise is that there are a lot of

people that will couch surf," she said.

"They are hidden numbers because they are not on the street and people won't see them."

The program manager said the community could help support locals who had found themselves without a place to live by reporting any activity to Share and Care.

"If you see someone who is living rough, who may be in a vacant house or sleeping in a public place let us know and we can offer them any help they may need," Miss Jones said.



HOME ASSISTANCE: Share and Care operations manager Sarah Menschely and homelessness services program manager Ashleigh Jones. **Photo:** Eliza Wynn.

AVON VALLEY ADVOCATE 31 July, 2019

Aged Services

Commonwealth Home Support Program (CHSP)

Commonwealth Home Support Program assists consumers over 65 (50 or over for Aboriginal or Torres Strait Islander people) senior Australians access entry-level support services to live independently and safely at home.

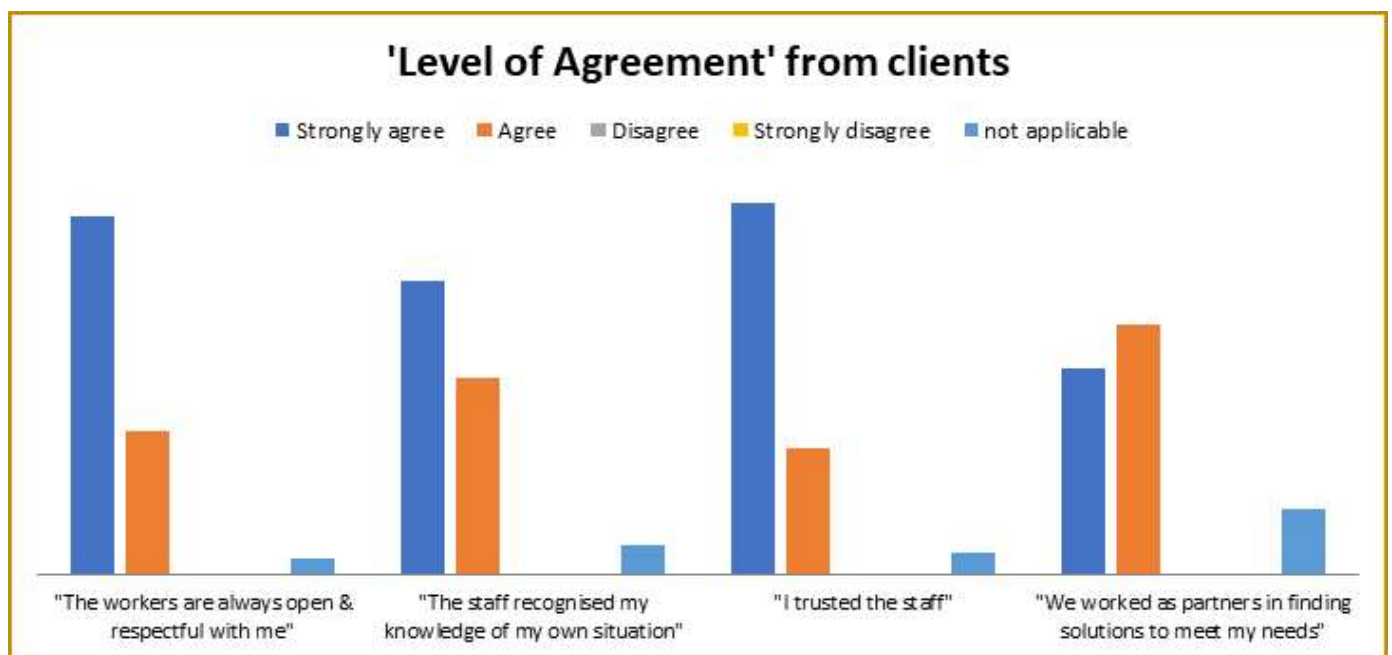
Statistics:

- There are 277 active and receiving service consumers in 2018-2019
- 5.2% of consumers identified as Aboriginal or Torres Strait Islander
- 27.1% of consumers identified as having a CaLD background
- 96 clients receiving services are male and 181 are female
- 47 New service referrals received this year
- All referrals are now being received through My Aged Care

Outcomes:

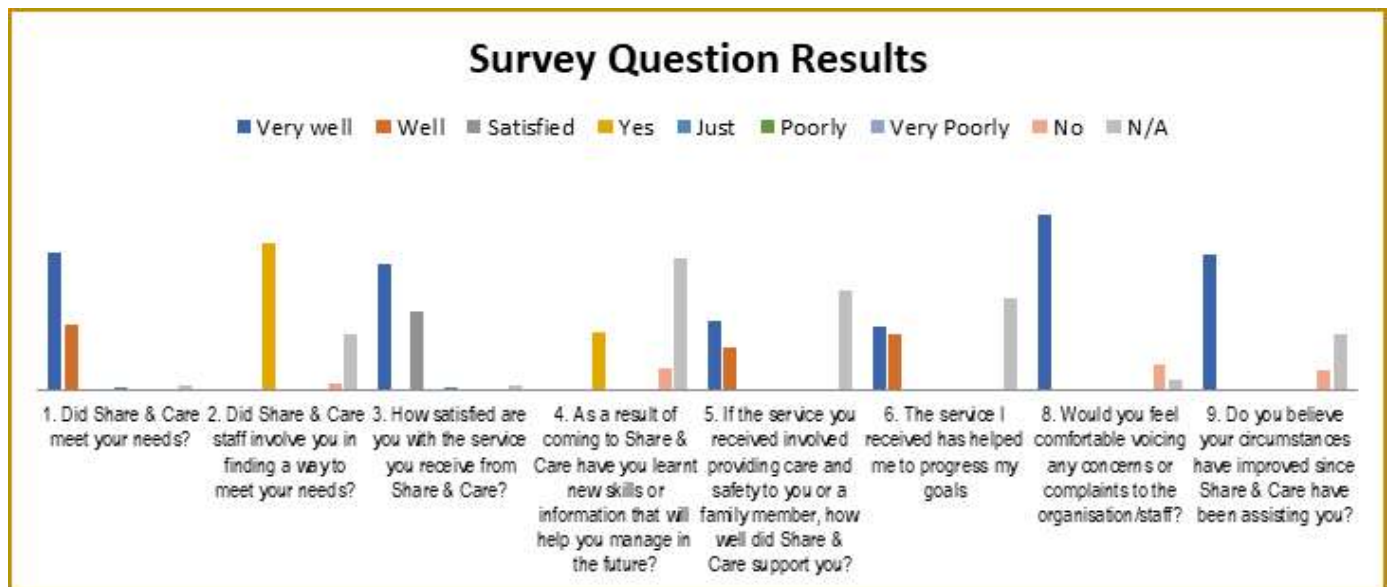
- Successful growth in service provision through growth funding round
- 277 consumers supported to remain independent in their own homes
- Increased attendance to social groups at Share and Care

Graphs below in relation to CHSP



Aged Services

Commonwealth Home Support Service



Home and Community Care (HACC)

The Home & Community Care program was replaced with the Commonwealth Home Support Program (CHSP) as of July 2018, however we still have & some HACC consumers, who are under 65 years of age, whilst they test their eligibility for services with the National Disability Insurance Scheme (NDIS). The objective of the HACC program remains to maximise independence, wellbeing and community connections through providing low levels of support to complete everyday tasks. We currently only have 7 consumers left in this program.



LASA
LEADING AGE SERVICES AUSTRALIA
The voice of aged care

Share & Care Community Services Group Inc
MEMBER 2018 - 2020

Leading Age Services Australia (LASA) is the national peak body representing providers of age services across residential care, home care and retirement living.

Their vision is to create a high performing, respected, sustainable aged services industry delivering affordable, accessible, quality care and services for older Australians.



Share & Care
Community Services Group

Mental Health Support

The Mental Health Support program is targeted to those with a severe psychiatric mental illness in the community. The purpose of the program is to support those with a mental illness in their recovery journey through setting goals, planning and acting on steps to improve their lives, engagement with community services, coping strategies and other items that may assist in the recovery journey.

We have changed the way we support consumers in the Mental Health Program as we were providing ongoing to support to consumers and they were not being proactive with working towards their goals. We have now changed to a 12-week program where consumers have designated periods of support where they are to complete certain aspects of their journey. These 12 weeks is flexible depending on the consumers mental health and engagement.

Statistics:

- Program received 36 referrals for Mental Health Support in the past 12 months
- Referral sources:

◦ Wheatbelt Mental Health	22
◦ G.P.'s	12
◦ Other Service Providers	2

- referrals were 23 female and 13 referrals are male

Outcomes:

- 80% of Consumers completed goal setting with a Mental Health Support worker
- 57% of consumers in the Mental Health program have indicated they have had improved socialisation participation and felt like they belong in the community
- 100% of consumers have indicated they have learnt new skills and gained information and resources to help them manage in the future.
- Consumers have indicated that they are feeling supported in the following aspects of their lives
 - Physically, mentally and spiritually
 - Increase social participation
 - Optimistic and hopeful about recovery
 - Better places to build enriching relationships

Consumer quotes:

"I feel that I am now supported and I can cope in general better knowing that I have someone to support me."

Mental Health Support



Share & Care
Community Services Group
Building resilience in communities

Feedback Form

This form has been provided to you in hopes that you will feel free at any time to give your honest appraisal as to how you view the services we provide to you.

Well done comment: Art carpet class I found it very well run with Despina it has helped with me with my Depression and my very Dark day ~~to~~ and wish that it could be run longer and more often.

Concerns comments:

Suggestions:

We thank you for taking the time to help us consistently improve



Mental Health Mobile Respite

The Mental Health Mobile Respite program provides support for Carers of people with a Mental Illness to help them sustain their caring roles. Within this program in the past 12 months we have provided 4842 contacts and occasions of service to Carers throughout the Wheatbelt.

This Program is in a transitional process to the Integrated Carer Support Service via Carer Gateway. As this process is in this phase, the amount of referrals has decreased.

Statistics:

- Program received 34 referrals for Mental Health Mobile Respite in the past 12 months
- Referral sources:

◦ Wheatbelt Mental Health	27
◦ Department for Communities	3
◦ Self	2
◦ Other Service Providers	2

- referrals were 27 female Carers and 7 male Carers
- 9 referrals made to internal and external agencies

Outcomes:

- 100% of Carers have indicated that their circumstances have improved since engaging with the Mental Health Mobile Respite Program
- 83% of Carers have been able to sustain their caring role
- 80% of Carers have stated they have learnt new skills and information that will assist them in their caring role in the future
- 85% of Carers have had improved social participation and economic improvement since commencing the Mental Health Mobile Respite Program

Consumer quotes:

"My son is more settled and easier to get along with, it is good to have someone to share the load and be there to support us."

"I have found confidence in myself again, having time to myself and being able to wind down for a couple of hours regularly without having to manage a crisis situation".

Cost of Living 2018 - Snapshot



Model Households

The weekly income of the unemployed single remains inadequate to meet basic living costs, with a gap of \$13.27 between income support provided and a basic standard of living in line with community expectations.

The single parent family has \$107.19 left after meeting their estimated basic living costs. The decline in government income supplements, particularly the cancellation of the Schoolkids Bonus, has resulted in very low income growth for the household.

While the home-owning age pensioner comes out \$200.81 ahead, the renting age pensioner has only \$91.05 after meeting their basic living costs.

The income of the working family surpasses their estimated basic living costs by \$228.75 per week. With their access to two sources of wages, they are in the best position of the model households.

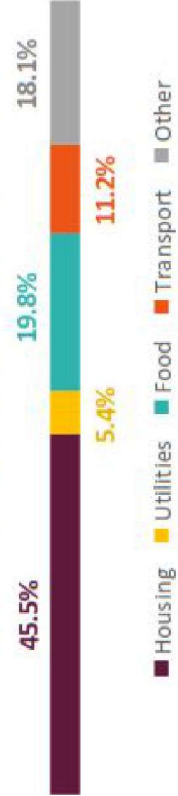
Weekly income and expenditure of model households

	Income	Expenditure	Net Position
Single Parent Family	\$983.20	\$876.01	\$107.19
Working Family	\$1,456.62	\$1,227.77	\$228.75
Unemployed Single	\$308.25	\$321.53	-\$13.27
Age Pensioners (Renters)	\$791.40	\$700.35	\$91.05
Age Pensioners (Home Owners)	\$728.56	\$527.76	\$200.81

Fortnightly mean income and expenditure of households who sought financial counselling

	Income	General Expenditure	Debt Payments	Surplus/Deficit	Debt to Income Ratio
All WA	\$1,740.29	\$1,591.25	\$290.78	-\$141.74	16.7%
Perth	\$1,837.08	\$1,720.43	\$287.89	-\$171.24	15.7%
Regional	\$1,770.34	\$1,525.21	\$329.51	-\$84.39	18.6%
Low-income	\$1,120.39	\$1,071.30	\$240.57	-\$191.48	21.5%

Average % of expenditure - financial counselling clients



Financial Counselling Data

Housing was on average the most significant cost for all households who received financial counselling in 2017/18, comprising 45.5% of their general expenditure.

Wages comprised 79.4% of the average incomes of Perth households who received financial counselling.

Regional households in financial hardship were on average more reliant on social security payments, with wages making up less than half of their average income.

Though the average debt levels of the low-income households who received financial counselling were lower than the mean of all the households, they had a higher debt to income ratio.

To read the full report, visit wacoss.org.au

Suicide Bereavement Support



The aim of the conference was to strengthen and empower Indigenous people to reduce suicide rates and the impact of suicide on Indigenous communities.

Share & Care's Suicide Bereavement Support program was asked, through the Postvention Committee to present at the conference. Jean and Kate, both attended, and were able to present a case study and an overview of the SBS program. The presentation also included a talk from Wheatbelt Mental Health Services and the Suicide prevention coordinator, Jo Drayton.

The presentation was well received and Jean and Kate were able to liaise with those who wished to speak with them after.



Share & Care SBS Support Staff, Jean and Kate, together with fellow presenters Tendai and Agnes from Wheatbelt Mental Health Services and Suicide Prevention Coordinator, Jo Drayton; seated on stage.

Suicide Bereavement Support

Suicide Bereavement Support is in its fourth year and is to support those bereaved by suicide in the wheatbelt. This program is still in its pilot stages and we are still yet to obtain funding. In 2018-2019 we have seen a peak in the number of suicides in the wheatbelt.

Statistics:

- Program received 11 referrals for Suicide Bereavement Support in the past 12 months
- Referral sources:

○ Self-referral (through 24/7 phone)	5
○ Postvention Committee	6

- 6 referrals were female and 5 referrals are male
- 10 referrals made to internal and external agencies
- 7 Clients identified as Aboriginal or Torres strait Islander.
- In addition to this we are supporting carried over clients from the 2017-2018 period

Outcomes:

- All responses to those bereaved by suicide within a timely manner (24-hour response time)
- Promoting awareness throughout the Wheatbelt with distribution of SBS packs
- Presentations to workplaces throughout the Wheatbelt, including promotional activities at field days and other community events.

All families provided with informal counselling, age appropriate information and SBS packs

Grief & Self Care
24 Hour Phone Support
0474 076 849



Family & Domestic Violence



The 16 Days in WA to Stop Violence Against Women campaign took place from the 25th November, the International Day for the Elimination of Violence Against Women, to the 10th December, which is Human Rights Day.

Based on the international 16 Days of Activism Against Gender-Based Violence campaign, 16 Days in WA is Western Australia's contribution to these efforts and aims to raise awareness, motivate positive actions across Western Australia, and advocate on behalf of organisations that are opposing violence against women.

Share & Care Community Services Group organised an Awareness Day which was held in the Northam Boulevard on the 10th December. Community members were encouraged to visit the stand to talk to support staff & gain awareness of what Family & Domestic Violence is and the effects on family members and the wider community as a whole.

Share & Care provide 23 services to the community for various types of support and assistance. The Family & Domestic Violence Services offer assistance with safe, supported refuge accommodation to women and children experiencing Family & Domestic Violence; or a Safe at Home service where support is provided to women and children who wish to remain in their home. Security upgrades and court support for a Family Violence Restraining order are offered as well as educational information on Family & Domestic Violence.

Share & Care handed out information packs as well as promotional items such as water bottles, note books, lanyards and information on helplines and where to go if experiencing Family and/or Domestic Violence.

Share & Care have also collaborated with the Northam Shire in building two benches for community members to sit & rest, as well as commemorating those killed as a result of Family & Domestic Violence. On average, one woman per week is killed by her intimate partner in Australia. The first bench has been installed outside the Share & Care David Gorham Building.

Family & Domestic Violence



(Left) Share & Care FDV staff Karen, Jean and Deb, man the stand at Northam Boulevard Shopping Centre.

(Previous Page) Share & Care FDV staff with the first Share & Care bench installed beside the David Gorham Centre in Northam in December 2018.

On the 11th of October 2018, the Rainbow Womens Centre Program Manager leveraged a partnership with the Shire of Pingelly to place one of the three Share & Care FDV benches within their town-site. The bench was placed at the newly built Pingelly Recreational and Cultural Centre (PRACC) and the Shire of Pingelly kindly covered the installation costs.



(Right) Kristy King, Rainbow Womens Centre Program Manager, Shire of Pingelly CEO, Gavin Pollock & Community Club Development Officer, Kristel Steel at the unveiling of the bench in Pingelly.



It was important to Share & Care that the benches were positioned in high traffic areas in order to achieve our goal of raising awareness, reducing stigma and encouraging those at risk to seek help. Each of the benches has the Share & Care Domestic Violence Helpline number on it and, as such, needed to be visible to as wide a demographic as possible. After lengthy negotiation and the cooperation of the Shire of Northam, the third bench was placed on Fitzgerald Street, just outside the entrance to Northam Boulevard Shopping Centre.

Family & Domestic Violence

Coordinated Response Service

The Coordinated Response Service operates 15 hours per week in Narrogin and 20 hours per week in Northam. The CRS have received in total 1219 Family Violence Incident Reports from September 2018 to September 2019. This service covers an area of 152,000km² in the Wheatbelt District assisting families/couples living in remote/rural communities.

352 Family Violence Incident Reports were triaged by the Narrogin CRS and 867 were triaged by Northam CRS. CRS attempted to contact a total of 262 families to offer support services and information. The majority of families and/or individuals were uncontactable, this was due to incorrect phone numbers supplied or phone calls not being answered. CRS successfully contacted 88 families and offered referrals for internal and external support services, 33% accepted the offer of support. 92 Information packs were provided to families in the Wheatbelt in the past 12 months.

The CRS offers a holistic approach when contacting individuals who have been exposed to FDV. Each individual is listened to and offered support for services to suit their needs. The Coordinator is able to ascertain the level of risk the consumer may be in, by having an understanding of the recent FDV incident and any history of FDV incidents that have been reported. The Coordinator can then offer safety plans, or referrals to increase the safety and well-being of the individual and their family.

In the past 12 months a total of 319 Family Violence Incident Reports have been referred to the Narrogin Outreach Counselling and 520 clients were referred to the Safe at Home program in Northam. 334 male perpetrators of Family Violence Incidents were referred to Communicare's DV Outreach Services for assistance to address their violent behaviour.

There has been a noted increase in the number of male victims in the Family Violence Incident Reports over the past 12 months. A proposal was discussed at the recent Share & Care Team Leaders Planning Day regarding male victims of Family and Domestic Violence to have access to the same Domestic Violence education and resources, emotional support, FVRO application assistance, court support, referrals to external agencies and the offer of ongoing support that is offered to women and children of the community. Share and Care have initiated a compilation of statistics for the next 6 months to take steps forward in addressing the lack of support for these male victims and a positive step towards reducing the number of Family and Domestic Violence incidents occurring in our community.

Changes to the Narrogin CRS Coordinator position occurred in December 2018 with the resignation of the previous Co-Ordinator. A new Co-Ordinator was appointed and succession training was provided.

Narrogin and Northam Coordinators covered each other's annual leave/Long Service Leave in July 2019 due to budget restrictions and lack of support staff available in other programs. This cover was achievable through triage teleconferences and slight changes to triage times to fit with staff rosters.

The Narrogin CRS Coordinator attended a Multi-Agency Case Management meeting for a recidivous family in June 2019. This meeting was organised through Great Southern Family Protection Unit and was also attended by staff from CPFS, WACHS Primary Health and Mental Health Services.

The CRS Program continues to work seamlessly in conjunction with the Domestic Violence Outreach and Safe at Home programs to support women and children within the Wheatbelt District providing an opportunity for individuals and their families to reduce the harmful effects of family and domestic violence.

Family & Domestic Violence

Safe at Home

The Safe at Home Service received a total 535 referrals from various agencies.

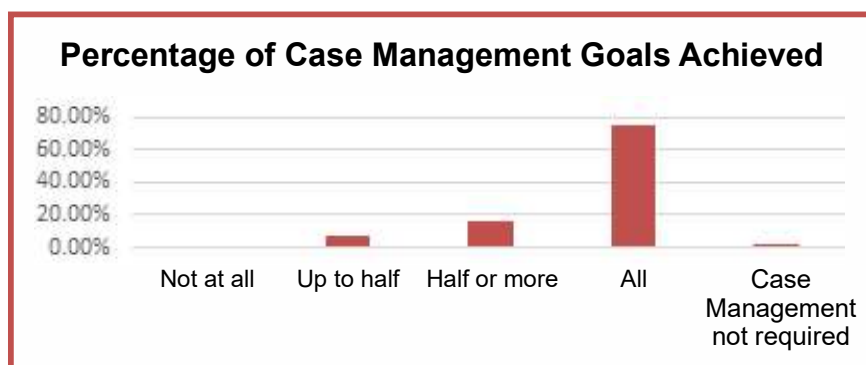
This service prides itself on the extensive support provided to women with or without children who are experiencing family and/or domestic violence to enable them to remain in their home, where safe to do so.

In this reporting period, Safe at home have provided specialist case management, court support with family violence restraining orders, extensive safety planning, home security upgrades, FDV education, and referrals to various other services to be able to meet the needs of 58 new clients and their children. A total of 134 women and 106 children were supported due to clients carried over from previous reporting period.

74 of these clients were of Aboriginal origin; 3 were Torres Strait Islander and 163 were neither Aboriginal nor Torres Strait Islander. Of these, 10 were culturally & linguistically diverse.

Safe at Home support staff have travelled to Wheatbelt towns such as Wagin, Jurien Bay and Cervantes as well as more local towns to provide assistance with 58 security upgrade assessments and safety plans.

Feedback from clients demonstrate the following outcomes: 98% successfully obtained a violence restraining order, 78% reported feeling more confident with the court system, 100% worked collaboratively with Safe at Home staff to develop safety plans, 100% received a home security upgrade, 100% reported being referred to effective services and 100% reported being supported through their domestic violence ordeal enabling them to lead a life free from Violence.



Goals that clients worked towards were: -

Obtaining a Family Violence Restraining Order, requesting the perpetrator be removed from the property; receiving a mobile phone and security upgrade to their home in order for them to remain safe; gaining work; seeking counselling; being successful in the family courts for different matters and aims to be healthier, more resilient and have a good sense of wellbeing.

Family & Domestic Violence

Magnolia Women's Centre - Northam Refuge

Magnolia Women's Centre has provided safe supported, short to medium term accommodation to 38 women and 38 children in this reporting period. These families have all been offered support after escaping family and/or domestic violence to remain safe, and learn skills on how to remain free from violence. 38 were Aboriginal or Torres Strait Islander, 38 were non-Aboriginal and of these 4 were Culturally and Linguistically Diverse.

190 telephone calls were received from females & 2 males, requesting assistance with concerns surrounding family & domestic violence or homelessness. Where we were unable to accommodate these callers, staff were able to either refer to services who could assist or accommodate at refuges in other areas.

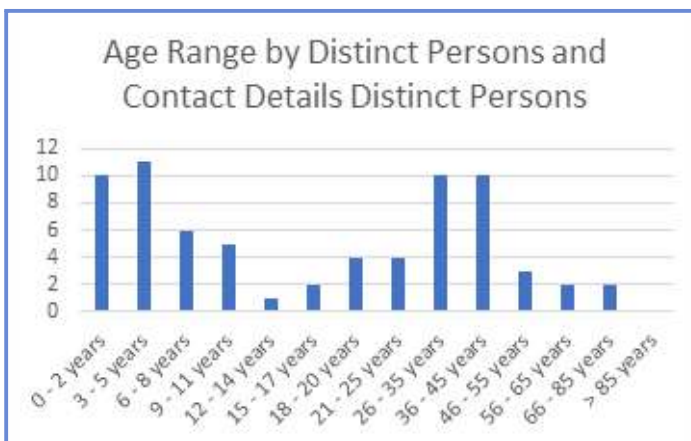
20% of clients achieved all of their goals during their support period.

21% achieved half or more of their goals.

37.4% achieved up to half of their goals.

Goals included:

Getting their own home; obtaining an FVRO, being free from FDV; returning to work; being free from illegal substance use; gaining full custody of their children; making new friends; learning to drive; gaining self defence skills; speaking to a counsellor; concentrating on their health; getting their children to remain in school.



A total of 91 referrals were made to other Share & Care programs and external agencies to further support our accommodated clients. These referrals work towards assisting our clients meet their needs and achieve their realistic goals.

The Program Manager for FDV Services travelled to Gin Gin, Lancelin and Woodridge as part of Building Safer Communities campaign to make the community aware of what FDV is, its affects and how to support someone experiencing FDV. The feedback was excellent and community members have asked for more regular visits for refreshers and further education.



We hope for an increase in funding in order to be able to continue this in the wider community and in schools. Gin Gin District High School and Northam Senior High School have agreed to FDV services information, tailored specifically to suit school age children, being provided.

Family & Domestic Violence

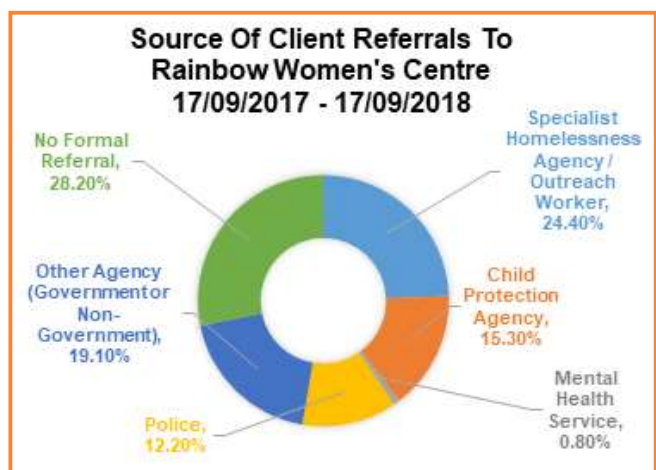
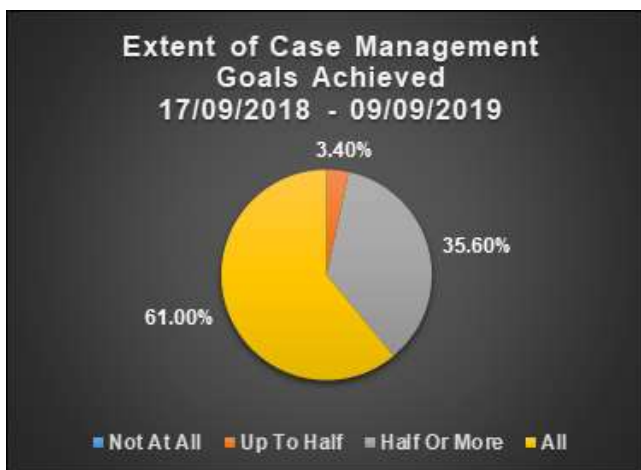
Rainbow Women's Centre - Narrogin Refuge

Rainbow Women's Centre provides safe accommodation for women & children escaping domestic or family violence and homeless women. Consumers can access the refuge 24 hours, 7 days a week on the free call crisis line 1800 007 570. Support workers provide clients with programs which include safety plans, goal setting, budgeting, the cycle of violence, self-esteem and the effects of family and domestic violence on children.

Throughout this reporting period, the Rainbow Women's Centre has assisted a total of 48 Women and 63 accompanying children (36 male and 27 female children) for crisis accommodation, emergency relief services, court support, FDV support or child support services.

There have been 848 calls logged on the Domestic Violence Helpline for many different types of assistance and an additional 9234 service contacts recorded by staff.

100% of all accommodated clients completed a risk assessment and had a comprehensive safety plan developed during their support planning / case management meetings. This included children that were part of their Mothers case management plans.



120 Share & Care referrals were sent by staff throughout this reporting period.

- 15% were sent to Financial Services,
- 18.3% to Emergency Relief Services,
- 10% to Crisis Accommodation Services,
- 25.8% to Health Services,
- 9.2% to Counselling Support Services,
- 8.3% to Legal Support Services,
- 1.7% to Department of Communities - Child Protection & Family Support,
- 2.5% to Drug & Alcohol Support Services,
- 5% to Share & Care - SAH Program and
- 4.2% to Education Support Services.

64% of accommodated clients were Aboriginal but not Torres Strait Islander origin.

36% were neither Aboriginal nor Torres Strait Islander origin

94.6% of clients were born in Australia

Family & Domestic Violence

Rainbow Women's Centre - Narrogin Refuge

Once a month the Rainbow Women's Centre hosts an interagency meeting, the core agencies are WAPOL, DOC-CPFS, DOC - Housing Authority, Amity Health Service, Department of Justice - Community Corrections, WA Country Health, NORSCS and FDVCRT.



On 6th September 2019 the Program Manager and Coordinator attended the Women's High Tea in Pingelly where external agencies, members of the community and Rainbow Womens Centre were present, creating a shared learning opportunity to market services of our organisation. Our Rainbow Women's Centre Program Manager and Coordinator set up a Share & Care information stall and spoke about the services they could offer to the community. The High Tea was to celebrate Women, Women's Health and the Power of Women.

It was presented by the Pingelly Health Centre, Brookton Pingelly Local Drug Action Group and the Pingelly Community Resource Centre. There were a variety of stalls including Share & Care and Rainbow Women's Centre staff, Kristy and Tara, gave a presentation on Assisting Women and Children to Escape FDV. Women attending were able to have a Health Check and discuss a variety of subjects with a local nurse.

Share & Care Community Services Group received very positive feedback; it was an empowering day for all.

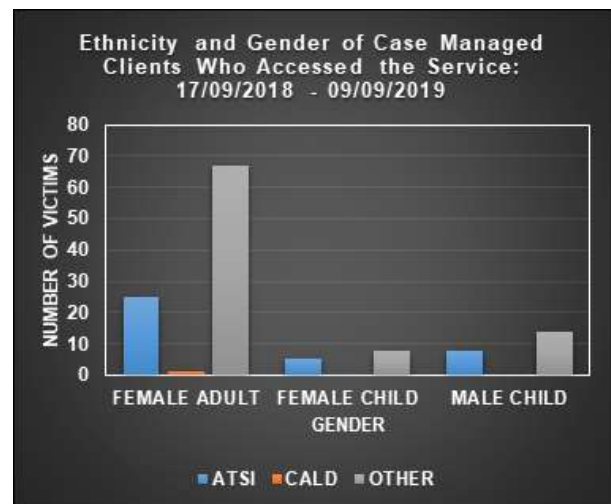
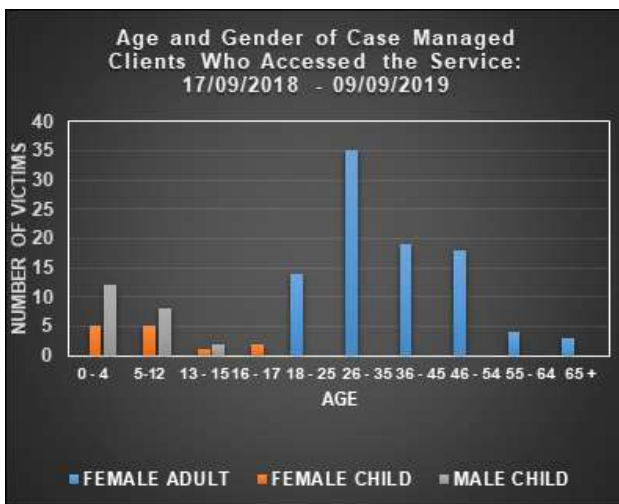
Family & Domestic Violence

Outreach Support & Counselling Service - Narrogin

The Outreach Support & Counselling Service offers support to women who have recently utilised the Women's Refuge or feel they need support to work through Family & Domestic Violence issues in their existing relationships. During this timeframe the service was contacting both male and female victims to offer support and advocacy.

The support workers maintain confidentiality, are highly skilled and provide clients with referrals to other agencies, court support and teach daily living skills where requested. Support for the client is ongoing until they indicate the assistance is no longer required.

Throughout this reporting period the service assisted 162 female victims, 12 male victims and 35 accompanying children. Out of the 174 adults assisted, 69 women and 12 men were once-off contacts. This service made 1539 client contacts.



All clients completed a risk assessment and had a safety plan developed on their first appointment with the outreach support worker.

378 referrals were received from various agencies during this reporting period. 1.1% from DOC-CPFS, 1.5% from Police, 3.2% from Health Services, 1.1% from Women's DV Services, 90.2% from Family Domestic Violence Coordinated Response Service and No Formal Referrals were 2.9%.

172 Share & Care referrals were sent to external agencies or other Share & Care programs. 1.2% to Health Services, 1.2% to Education Services, 24.4% to Financial Services, 5.8% to Drug & Alcohol Services, 9.8% to Legal Services, 6.4% to Emergency Relief Services, 6.9% to Child Care Services, 21.5% to Counselling & Advocacy Services, 2.9% to Police, 1.2% to Share & Care - SBS, 12.8% to Share & Care - SAH, 1.2% to DOC-HA, 1.2% to DOC-CPFS, 2.3% to Accommodation Services and 1.2% to Mental Health Services.

12 male victims received support throughout this reporting period. The Outreach Support Service provided clients with support and advocacy, referrals to appropriate agencies, information on family and domestic violence, safety planning and options for safe accommodation.

This service has been unable to contact 123 victims of family / domestic violence (99 female and 24 male) due to their FVIR recorded mobile number being disconnected, incorrectly recorded or no number provided to facilitate contact. 46 victims were unable to be contacted on numerous occasions.

To All Our Wonderful Donors ...

Janet Hewitson
Share the Dignity
Anthony Negus
Ricky Withers
Kaye De'Grey
Jennacubbine CWA
Wheatbelt Women's Health Hub
Ann Gibbs
Northam Alliance Church
Lynne James
Essential Personnel
Ricky Withers
Cheryl Halse
Irene Chaffaar
Lorna Johnstone
Rhonda Fawkes
York CWA
Nicola Hogan
Diane Dragstra
Joy Smith
Westpac Bank Northam
Koorda CWA
Beth & Sally Ann Pryce
Irene Granville
Brenda Smith
Phyllis McDonnell
Sheila Ball
Peta Newbound

Nurses of Royal Perth Hospital
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Sharon Pegrum
Avon Inner Wheel Club
Sheila Ball
Lisa Hasson
Bendigo Bank Northam
Jean Wilkes
Julie Walker
Northam Bowling Club

... our sincerest gratitude for your generosity

SHARE & CARE COMMUNITY SERVICES GROUP INC

FINANCIAL STATEMENTS

OF

THE INTERNAL GENERAL ACCOUNT PROGRAM

FOR THE YEAR ENDED 30 JUNE 2019

The General Account is the internal administration program which the organisation uses to record the self funding initiatives and administration charges to the various funded programs. It is not a complete report of the incorporated body and makes up one of the programs administered by the association.

SHARE & CARE COMMUNITY SERVICES GROUP INC
THE INTERNAL GENERAL ACCOUNT PROGRAM
FOR THE YEAR ENDED 30 JUNE 2019

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SHARE AND CARE COMMUNITY SERVICES GROUP INC

FOR THE YEAR ENDED 30 JUNE 2019
AUDITOR'S REPORT FOR THE INTERNAL
GENERAL ACCOUNT PROGRAM

Audit Opinion

We have audited the attached special purpose financial report of Share and Care Community Service Group Inc – Internal General account program which is only one of the programs administered by the association. It comprises of the Statement of Financial Position as at 30 June 2019, the Statement of Income and Expenditure for the year ended 30 June 2019, notes comprising a summary of significant accounting policies and other explanatory information.

In our opinion, the financial report presents fairly, in all material respects, the financial position of the Share and Care Community Services Inc- Internal General Account program as at 30 June 2019 and of its financial performance for the year then ended on that date.

Basis of Opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Report section of our report. We are independent of the association in accordance with the auditor independence and ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 Code of Ethics for Professional Accountants (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

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

1) Basis of Accounting

Without modifying our opinion, we draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report has been prepared for the purpose of fulfilling management requirements. As a result, the financial report may not be suitable for another purpose. This report is not a complete set of the financial statements of the incorporated association and is only one of a number of programs that make up the activities of the association.

2) Going Concern

The program receives administration fees from the various grant funded programs administered by the Association. Without the continued support of grant funding agencies there is a significant uncertainty as to whether this program would continue as a going concern.

Responsibilities of Management and Those Charged with Governance for the Financial Report

Management is responsible for the preparation of the financial report in accordance with Australian Accounting Standards, the Associations Incorporation Act 2015 (WA) and the ACNC Act 2012 and for such internal control as management determines is necessary to enable the preparation of the financial report that is free from material misstatement, whether due to fraud or error.

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

Auditor's Responsibilities for the Audit of the Financial Report

Our objectives are to obtain reasonable assurance about whether the financial report as a whole, is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance but is not a guarantee that an audit conducted in accordance with the Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report.

SHARE AND CARE COMMUNITY SERVICES GROUP INC

FOR THE YEAR ENDED 30 JUNE 2019
AUDITOR'S REPORT FOR THE INTERNAL
GENERAL ACCOUNT PROGRAM

As part of an audit in accordance with the Australian Auditing Standards, we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Association's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management.
- Conclude on the appropriateness of the management's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Association's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Association to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.

We communicate with management regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

Criterion Audit

Criterion Audit Pty Ltd

Lawrens

ELIZABETH LOUWRENS
REGISTERED COMPANY AUDITOR

Date: 25 September 2019

SHARE & CARE COMMUNITY SERVICES GROUP INC

THE INTERNAL GENERAL ACCOUNT PROGRAM

ANNUAL MANAGEMENT BOARD CERTIFICATION OF AUDITED FINANCIAL STATEMENTS

FOR YEAR ENDED 30 JUNE 2019

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

- The information reported in the accompanying Statement of Income and Expenditure and Statement of Financial Position for Share and Care Community Services Group Inc – General account program has been prepared from proper accounts to present fairly the financial transactions for the period 01 July 2018 to 30 June 2019 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.
- That the attached special purpose financial report for the year ended 30 June 2019 is suitable to meet the needs of the members and the organisation.

Office Bearer Signature:



Office Bearer Name:



Office Bearer Position:



Organisation Name:



Date:



SHARE & CARE COMMUNITY SERVICES GROUP INC
THE INTERNAL GENERAL ACCOUNT PROGRAM

STATEMENT OF INCOME AND EXPENDITURE
FOR THE YEAR ENDED 30 JUNE 2019

	<u>Notes</u>	2019	2018
		\$	\$
Income			
Administration levy, Management Fees		846,185	779,801
HACC – MV charges (Net)		5,020	-
Interest		25,110	16,741
Sundry income & Reimbursements		21,086	7,188
		-----	-----
TOTAL INCOME		897,401	803,730
		-----	-----
Expenditure			
Accounting & Audit		7,172	6,921
Advertising / Promotion		5,992	4,263
Bank Charges		368	530
Board Costs & Meeting Expenses		2,540	2,553
Cleaning & Pest Control		12,614	1,387
Computer		8,024	4,415
Consulting		11,440	8,897
Depreciation – Property, Plant & Equipment		62,190	54,629
Donations Paid		550	500
Health & Safety Costs		2,138	1,445
Insurance		16,147	10,378
Minor Equipment		7,035	3,451
Postage / Printing & Stationary		14,420	10,764
Repairs & Maintenance		24,485	17,265
Rent, Rates & Taxes		11,629	6,699
Salaries / Wages & Superannuation		638,949	524,066
Staff amenities & Training		6,509	14,849
Sundry		6,437	8,618
Telephone, Fax & Internet		8,242	9,323
Utilities		8,949	12,975
		-----	-----
TOTAL EXPENDITURE		855,827	703,928
		-----	-----
Surplus for the Year		41,571	99,802
		-----	-----
Other Comprehensive / Extraordinary Income			
Home Care Packages Surplus	2	62,480	70,574
Unspent Funds released	4	170,184	-
Revaluation of property		253,588	-
		-----	-----
Total Other Comprehensive Income		486,252	70,574
		-----	-----
Other Expenses			
Other Programs -SBS		20,000	-
		-----	-----
Total Other Expenses		20,000	-
		-----	-----
Total Surplus for the year		507,823	170,376
		=====	=====

SHARE & CARE COMMUNITY SERVICES GROUP INC
THE INTERNAL GENERAL ACCOUNT PROGRAM
STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2019

	Notes	2019 \$	2018 \$
CURRENT ASSETS			
Cash & Cash Equivalents		1,097,259	963,921
Bank – Ex Hacc asset replacement reserve		313,127	-
GST Refund		3,419	2,778
Inventory on Hand		6,403	6,756
Petty Cash		300	-
Trade and Other Debtors		66,942	98,372
		-----	-----
TOTAL CURRENT ASSETS		1,487,150	1,071,827
		-----	-----
NON-CURRENT ASSETS			
Property, Plant & Equipment	3	1,755,803	1,497,852
HACC Fixed Assets		252,445	-
		-----	-----
TOTAL NON-CURRENT ASSETS		2,008,248	1,497,852
		-----	-----
TOTAL ASSETS		3,495,398	2,569,679
		=====	=====
CURRENT LIABILITIES			
Credit Card		4,647	4,189
PAYG Withholding Payable		7,911	-
Trade Creditors		22,751	18,658
Revenue Received in advance		72,865	52,523
Provision for Leave Entitlements	1	153,850	141,824
Provision for Grant funding repayable	4	-	170,183
		-----	-----
TOTAL CURRENT LIABILITIES		262,024	387,377
		-----	-----
NON-CURRENT LIABILITIES			
Long Service Leave entitlements		25,254	29,433
		-----	-----
TOTAL NON-CURRENT LIABILITIES		25,254	29,433
		-----	-----
TOTAL LIABILITIES		287,278	416,810
		-----	-----
NET ASSETS		3,208,120	2,152,870
		=====	=====
Represented By:-			
Retained Earnings		1,718,354	1,464,120
Assets – HACC	6	547,427	-
Revaluation reserve	6	942,338	688,750
		-----	-----
ACCUMULATED MEMBERS' FUNDS		3,208,120	2,152,870
		=====	=====

SHARE & CARE COMMUNITY SERVICES GROUP INC

THE INTERNAL GENERAL ACCOUNT PROGRAM

**YEAR ENDED 30 JUNE 2019
STATEMENT OF CHANGES IN EQUITY**

	Revaluation Reserve	Retained Earnings	Hacc Assets	Total
Balance at 01 July 2017	688,750	1,293,744	-	1,982,494
Surplus for the year	-	170,376	-	170,376
	-----	-----		-----
Balance at 30 June 2018	688,750	1,464,120	-	2,152,870
Balance at 01 July 2018	688,750	1,464,120	-	2,152,870
Surplus / (Deficit) for the year	-	254,235	-	254,235
Revaluation in year (Note 6)	253,588	-	-	253,588
	-----	-----	-----	-----
Total comprehensive Surplus for the year	253,588	254,235		507,823
Hacc assets transfer to General	-----	-----	547,427	547,427
Balance at 30 June 2019	942,338	1,718,354	547,427	3,208,120
	-----	-----	-----	-----

SHARE & CARE COMMUNITY SERVICES GROUP INC

THE INTERNAL GENERAL ACCOUNT PROGRAM

YEAR ENDED 30 JUNE 2019

NOTES TO THE FINANCIAL STATEMENTS

NOTE 1: - ACCOUNTING POLICIES

This financial report is a special purpose financial report prepared in order to satisfy the requirements of the various programs reporting requirements and internal needs of the organisation.

The General Account is the internal administration program which the organisation uses to record the self funding initiatives and administration charges to the various funded programs. **It is not a report of the incorporated body.**

Basis of Accounting

The financial statements have been prepared on an accruals basis and are based on historical costs except for the re-valuation of the building. The accounting policies are consistent with the previous period, unless otherwise stated.

Depreciation

Fixed Assets are depreciated using both the prime cost and diminishing value method, so as to write off the cost of the assets over their estimated useful lives. The depreciation charge for the year came to \$62,190. Depreciation was charged on the re-valued Buildings for the year ended 30 June 2019.

Revaluation

An appraisal was carried out in November 2018. An adjustment amounting to \$253,588 was made to the carrying value of the Land and Buildings as a result of the appraisal.

Annual Leave, Personal Leave and Long Service Leave

The organisation accrues for annual leave, personal leave (Sick Leave) and Long Service Leave due to employees based on the current rates of pay.

Leave loading of 17.5% is included in the Annual Leave provision.

At 30 June 2019 the following amounts were shown as a liability

Annual Leave	\$47,166
Personal Leave	\$95,843
Toil	\$522
Long Service Leave – Current	\$10,318

Going Concern

The general account program is very reliant on the administration fees charged to the various funded programs for which the association administers. If there was any significant decrease in grant funding the ability for the general account program to continue as a going concern would be heavily impacted.

SHARE & CARE COMMUNITY SERVICES GROUP INC

THE INTERNAL GENERAL ACCOUNT PROGRAM

YEAR ENDED 30 JUNE 2019

NOTES TO THE FINANCIAL STATEMENTS

NOTE 2: - Homecare Packages Surplus

The Homecare Packages Surplus for Financial year ending 30 June 2019 is payable to Share and Care General Account at the year end. This related to surplus within the program which can be allocated to Share and Care after all program commitments and administration of clients allocated funds have been accounted for.

NOTE 3: - Property, Plant & Equipment

	2019	2018
	\$	\$
Plant & Equipment	162,620	138,335
Accumulated Depreciation	(98,366)	(89,685)
	-----	-----
Total Plant & Equipment	64,254	48,650
	-----	-----
Land & Buildings	1,600,000	1,571,416
Building improvements	116,315	80,653
Accumulated Depreciation	(24,766)	(202,867)
	-----	-----
Total Land & Buildings including improvements	1,691,549	1,449,202
	-----	-----
TOTALS	1,755,853	1,497,852
	-----	-----

The most recent appraisal on the Land & Building took place in November 2018. The appraisal valued the building between \$1,600,000 - \$1,650,000.

The revaluation resulted in an increase of \$253,588.

At 30 June 2019 various caveats to Lotteries Commission are noted on the certificate of title of the property situated at 88 Wellington Street, Northam. Whilst these caveats remain the use and ability to dispose of the asset are heavily restricted. In addition to this a contingent liability exists which is outlined in Note 5.

SHARE & CARE COMMUNITY SERVICES GROUP INC

THE INTERNAL GENERAL ACCOUNT PROGRAM

YEAR ENDED 30 JUNE 2019

NOTES TO THE FINANCIAL STATEMENTS

NOTE 4: - Provision for Grant repayable to Funding Body

During the year it was confirmed that the provision of \$170,183 with regard to funds repayable to the funding body for the Mental Health Mobile Respite Program for the 2011 financial year was not repayable and therefore the organisation has made an adjustment and included this as income for the 2019 year.

NOTE 5: Contingent Liability

At the 30 June 2019 a contingent liability exists with regard to the caveat placed by the Lotteries Commission re The David Gorham Building.

As part of the Building Grant agreement conditions Share & Care Community Services Group Inc must act in accordance with the agreement until the expiry term, the date being 14 December 2022.

In the event of a default by the organisation a pre-determined formula exists for the repayment of funds. Therefore using the pre-determined formula, in the event of a default the following contingent liability existed at the end of the financial year;

	2019	2018
	\$	\$
Lotteries Commission (Lottery West)	227,711	293,675
	<u> </u>	<u> </u>

Note 6 – Equity and Revaluation Reserve

	2019	2018
	\$	\$
Revaluation Reserve	942,438	688,750
	<u> </u>	<u> </u>

An appraisal took place in November 2018 on the property situated at 88 Wellington Street, Northam. The appraisal resulted in an increase in value of \$253,688,

HACC Assets	547,247	-
	<u> </u>	<u> </u>

During the year with the change of the HACC funding and implementation of CHSP Funding, the Fixed assets and the balance at bank regarding the asset replacement reserve assets previously held by HACC are now held within the Share and Care general program but made available for the HACC and CHSP program requirements.



Share & Care
Community Services Group

BOARD MEMBERS 2018 - 2019

Chairman
Ann Gibbs

Vice Chairman
Trisha Ellis

Honorary Treasurer
James Paxman

Board Members

Attila Mencshelyi

Jacqui Holmes

John Klassek

Bernadine Heiderich

Andrew Quin





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