

# Annual General Report 2022



**Share&Care**  
Community Services Group  
*Building resilience in communities*



**Compassion, Integrity, Accountability  
& Respect for Differences**



**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 facilitating 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 and Lotterywest monies. Our Head office is located in the CBD of Northam with our Women's Centre and homeless accommodation buildings offsite. Share & Care operate 22 services with funding around five 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 REPORT Ann Gibbs

On behalf of the Board of Management, I thank each and every one of you for your attendance tonight. Your interest is commendable.

I can report that this past year has been so very different for the Board, with all meetings being by Zoom. My sincere thanks to Sarah for organising such meetings.

Your Board has conducted itself admirably this year, as always, with decisions being made where required.

We have started Board training under the guidance of Carol, our CEO. Board training is an essential part of Board education and as much as we might think we know, there is always something new to learn about governance.

We are making inroads regarding our new building opposite the current Share & Care site. This is only in the very first design stages at the moment, but hopefully within the next four to five years, we will have our new building. This will be a very exciting project.

The tireless working ethic of our Share & Care family (CEO, Program Managers, Finance department, staff and volunteers) does not go unnoticed by the Board. We understand what a difficult year it has been, but your unity and care for each other has been incredible.

CEO, Carol - you, once again, have been exemplary in your dedication to this organisation. You have been the 'glue' that has held it all together this past year. On behalf of the Board - our sincere thanks.

After Steve Pollard, our external financial consultant, retired we welcomed Mr Sandy Hatherly into this role. Thank you Sandy and we do hope you are enjoying the challenge and will do so for years to come.

Our Board of Management never ceases to amaze me. Your dedication to this extraordinary organisation is appreciated. Thank you for the time that you give freely.

Sometimes 'thank you' seems so inadequate knowing what you all do for Share & Care. To keep it running smoothly and safe at the same time has been no easy feat. However, that is what I am going to say, from the bottom of my heart - I thank each and every one of you.

Ann Gibbs  
Chairman  
2022

# TREASURER'S REPORT James Paxman

As the world re-emerges from COVID-19, life would seem to have returned to some resemblance of normality with renewed vigour at 88 Wellington Street and our other premises, the resumption of face-to-face meetings after adjusting to a 'virtual world', continuous mask wearing and other health measures. Share & Care values the health and wellbeing of it's staff and clients, and has recently been recognised by Mental Health First Aid Australia as a Skilled Workplace.



Share & Care has continued to perform well with an operating surplus of \$154,428 for the 2021 - 2022 financial year, thanks in part to a surplus from several programs, particularly from the Home Care Packages (HCP) program. In line with various industrial awards and decisions from the Fair Work Ombudsman, wage growth increased by 5.22%. Our overall balances remain robust and once again have seen an improved ratio of 8.75:1 (assets vs liabilities), meaning we have more than adequate funds to cover our liabilities. The Share & Care general account remains at approximately \$1.55M.

This year has also seen some capital improvements at most of our sites with around \$32,000 allocated to repairs and maintenance, along with \$27,884 committed to upgrading aging IT equipment and changing IT service provider, with an additional \$6000 spent on new computers.

In a changing world, and as previously reported, Share & Care is continually reliant on government grants and tenders to deliver it's programs and services. However, strategic planning has begun on how Share & Care can diversify its income streams with the development of 92 Wellington Street in due course.

Share & Care continues to support the education and training opportunities for the local community through hosting industry work placements for school, TAFE and university students. With support from the Department of Training and Workforce Development, Share & Care has developed a Career Taster program, 'A Day in the Life of a Support Worker'.

I would like to welcome Mr Sandy Hatherly as our new external consultant to the Board, who has quickly picked up on our financial reporting and already made some recommendations to streamline some processes.

I would also like to acknowledge everyone who has donated to Share & Care this year, and to thank the valuable contributions of each and every staff member, volunteer and Board members who tirelessly support Share & Care so that we can achieve our core business of 'Building Resilience in Communities'.

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



# CEO REPORT Carol Jones

**Challenging.** The word for this year!

COVID has certainly changed the world we live in for now, along with political tensions around the world. We are indeed living in some very challenging times!

This year we have spent our time consolidating those services we have, looking at some new and innovative ideas brought to the table by staff, and generally trying to keep up with sick staff, families, and the challenging fact that nobody is interested in applying for new positions.

We have also been looking at our CULTURE. Charities have a clear purpose and the most important goal of any charity is to deliver on their purpose. Having measures of whether you are achieving your purpose enables you to continue replicating what works and not what perpetuates failure.

It can be challenging when staff are booked solid with appointments and have more on the waiting list, so spend the limited time they have displaying dignity and respect, and establishing authentic, caring relationships (as they should), which is so much more important than tracking and recording indicators of success. Having said that, tracking and recording is what our funders need, and so do we, if we are to monitor outcomes. Finding that balance is ... again ... challenging!

This year has also seen the continued surging cost of living which is having a devastating impact for people, especially those on income support, with six in ten **eating less** or reporting **difficulty getting medicine or healthcare**, according to a new report by the Australian Council of Social Services (ACOSS).

Unsurprisingly, housing costs comprise the biggest part of people's budgets when they receive income support, particularly if they rent privately. Of the 449 survey respondents, the majority (246) rent privately. A staggering 96% spend 30% or more of their income on rent, meaning that they are in **housing / rental stress**. Almost half (48%) spend 50% or more of their income on rent, and this same proportion has received a rent increase in the past six months.

WACOSS Key findings - Rising Rental costs are compounding rental stress.

**Increased grocery costs** are forcing people to compromise their nutrition. Almost all respondents said that their grocery bills had increased, which meant 62% are eating less or skipping meals, and 71% are cutting back on meat, fresh fruit and vegetables.

**Rising fuel costs** are proving a barrier to finding paid work and receiving medical care. 70% of people who regularly use a car said they had difficulty travelling to work, medical appointments, or other commitments as a result of increased fuel costs. Many people on the lowest incomes rely on a car to go about their daily lives. This is especially true in regional areas, where there is limited public transport options and people must travel a long way to medical appointments, a job, or to get their kids to school.

More than half (57%) of respondents are shortening or skipping showers to try to cover **the increased cost of energy**. 7 in 10 are cutting their use of heating. 28% currently have an energy bill debt and a further 22% expect to go into debt when they receive their next bill. 46% of those surveyed are going to bed early to keep warm.

The **inability to cover the cost of essentials** has had a substantial negative effect on the physical and mental health of people receiving JobSeeker and related payments. 62% have had difficulty getting medication or medical care due to the increased cost of living. Almost all (96%) said that the inability to cover the cost of living harmed their physical and mental health.

People on low incomes are particularly vulnerable to increased energy costs because they spend significantly more of their income on electricity bills compared with high income households (6.4% versus 1.4%), as they are more likely to live in poor quality housing and rely on inefficient appliances meaning they need to use more energy to stay warm or cool.

No one should be forced to go without medical care because they can't afford it; but ACOSS found that 62% of people on JobSeeker, Youth Allowance and Parenting Payment have had difficulty buying medication or getting medical care because they do not have enough money.

As we look with hope and enthusiasm towards a more settled future, we are blessed to have an amazing team of people working hard every day to make a difference.

**THANK YOU to our Board of Management, our Volunteers and our Staff,** who every day fight the good fight to keep our communities safe, connected, informed and educated; in the belief that if you give people the tools they need, they can be as resilient as the best of them!

*Carol Jones*

## PROGRAM STATISTICS 2021-2022

PROGRAM	# OF CLIENT CONTACTS	COMPLAINTS RECEIVED	RESOLVED	RESOLUTION METHOD
Head Office	13,980	0	-	n/a
Financial Counselling	7,248	1	1	Discussion with CEO
Magnolia Women's Refuge & Child Support	2,239	0	-	n/a
Rainbow Women's Refuge & Child Support	2,394	1	1	Discussion with CEO & all parties involved
Coordinated Response Service	513	0	-	n/a
Safe At Home	3,651	0	-	n/a
FDV-Outreach & Counselling	2,078	0	-	n/a
Mobile Outreach Service Northam / Narrogin	1,023	0	-	n/a
Emergency Relief	1,320	0	-	n/a
Emergency Accommodation & Jacaranda	113	0	-	n/a
Men's Lodge	8	0	-	n/a
Housing Support Worker	165	0	-	n/a
Home Care Packages	18,231	2	2	Resolved by discussion
Commonwealth Home Support Program	15,093	26	26	Resolved by discussion
Commonwealth Home Support (Respite Care)	62	0	-	n/a
Mental Health Support Service	1,723	1	1	Phone discussion
<b>TOTAL NUMBER OF CONTACTS</b>	<b>69,841</b>			



**NORTHAM**  
SENIOR HIGH SCHOOL  
A COMMUNITY UNITED

## *Certificate of Appreciation*

*Our school values the involvement of*

*Share & Care Northam*

*In the Northam Senior High School*

*Workplace Learning Program.*

*Your support of this program is greatly  
appreciated.*

*M. H. Hecker*

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Marilyn Hecker  
Structured Workplace Learning Support Officer  
10/12/2021



**From:** HECKER Marilyn [Northam Senior High School]

**Sent:** Tuesday, 7 June 2022 12:58 PM

**To:** Carol

**Subject:** RE:

Good afternoon Carol.

I would like to thank you on behalf of the staff at Northam Senior High School VET & WPL Office, for making available to our students the opportunity to complete work experience in a real workplace.

Students who take part in the VET & Work Placement programs gain many rewards and realistic insights into the world of work. The opportunity your team assisted to make available, provided our student with a far greater awareness of the transition from school to the working world.

Please extend my appreciation to all staff in your workplace, who assisted students from the NSHS VET & Work Experience programs.

Your ongoing support is much appreciated.

Kind regards,

*Marilyn Hecker*



**Marilyn Hecker**

**STRUCTURED WORKPLACE LEARNING OFFICER & VET SUPPORT**

Kennedy Street, Northam WA 6401  
PO Box 255, Northam WA 6401

[www.northamshs.wa.edu.au](http://www.northamshs.wa.edu.au)

Ngala kaadatj nidja Noongar Ballardong Boodja  
We acknowledge this is Noongar Ballardong Country

The content of this email or any attachment is intended only for the use of the addressee/s. The unauthorized use, disclosure, distribution, copying or taking any action based on the content of the email or attachment is strictly prohibited and may be a breach of section 242 of the School Education Act (WA) 1999. If you are not the intended recipient of this email or the attachments, please notify the sender immediately by return email and delete email and attachments from your system. Thank you.



**Share & Care**  
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Share & Care have mentored and monitored University students for over 20 years. This year we have seen three young ones come through.

This month it is William, who is providing 100 volunteer hours to work on developing a business proposal for funding to prevent Seniors isolation.

*Share & Care Aged services administration staff, Stacey & Tajana, with Uni student William Shields.*

## Share & Care's POLICIES & PROCEDURES provide a valuable training resource for education institutes around Australia

**From:** Stewart Brown  
**Sent:** Friday, 4 February 2022 1:36 PM  
**To:** 'admin@shareandcare.com.au'  
**Cc:**  
**Subject:** Copyright permission - Policies and Procedures Manual

### **OFFICIAL**

Hi,

My name is Stewart Brown, I am the Library Team Leader/Copyright Officer from Sunraysia Institute of TAFE and would like to seek your permission to use the following resource for educational purposes:

File name: Policies and Procedures Manual

Located: [http://www.shareandcare.com.au/docs/aaa\\_policies\\_procedures/S-C-POLICY-PROCEDURE-FINAL.pdf](http://www.shareandcare.com.au/docs/aaa_policies_procedures/S-C-POLICY-PROCEDURE-FINAL.pdf)

Our teachers have used and wish to continue using your resource in educating enrolled students through the provision of copies and making the resource available through a password protected learning management system.

If you would like any other information, please do not hesitate to contact me by email

It would be very much appreciated if you could let me know your decision as soon as practicable.

Many thanks,

Stewart



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**Stewart Brown**  
Team Leader - Learning Resource Centre

# U.W.A. INTERN

## Alex Lindsay, Medical Student

I have been fortunate enough to complete a service-learning placement (internship) at Share & Care this year. I've been working on a funding proposal for the Homemaker program, speaking to stakeholders and interviewing past service users to build support for this wonderful service.

The Homemaker Program teaches basic life skills to struggling Wheatbelt families so they don't reach a point of crisis. By helping families to learn how to cook, clean, manage their money and shop on a budget, the families gain autonomy and independence; and hopefully, through that process they can avoid tenancy issues, child protection notification, substance abuse, mental health impacts and homelessness.

Speaking to past service users, this program made a real difference to a lot of families when it was operating previously and is important to the Wheatbelt community. Share & Care hopes to secure new funding for this program soon.



Alex mans the stand at a Naidoc week community event at Northam's Bilya Koort Boodja centre.

When it's time for me to move on, I'll take a wealth of experience from Share & Care. I've had a chance to work with amazing people and meet local service users. What I'll value the most though will be deep appreciation of the fabric of this town and the social needs within it; because that's what makes Share & Care such a special place.

Share & Care has been a fantastic place to spend a year. All the staff are wonderfully supportive, from Sam and Stacey in the office, right through to Sarah and Carol. I've had the chance to get involved in the community, meet new people and get a real feel for the town. At the same time I have had the privilege of progressing a project that will have real benefit for local families here.

Northam is very lucky to have Share & Care. It's a local organisation, run by locals, for locals; helping to solve local problems. The staff know the community inside out, they have their finger on the pulse of the town. They run every service with a personal touch that no-one else can match.



At work in Main Office reception

# VOLUNTEERS

## Goodbye to esteemed Treasurer Steven Pollard

Steve very generously donated his time to our organisation, volunteering his skills as independent accountant for over a decade.

Share & Care is indebted to Steve for the many hours he spent checking that our income and expenditure was as accurate and transparent as we always like it to be.

Steve provided guidance and advice to Finance office staff and taught us skills we will continue to utilise.

*Board Chairman, Ann Gibbs, presents Steve with a thank you gift at the last Annual General Meeting to express our gratitude.*



**In the last year  
Share & Care received in excess of  
892 hours of volunteer service  
from a total of 5 individuals**



*Jana, Trevor & volunteer, John Lobb*

Share & Care enjoy the opportunity to bring some seasonal cheer to consumers and thanks to our enthusiastic staff & volunteers, Share & Care's Christmas Lights bus trip has become a popular annual event for our seniors.

Trevor, Jana, Brenda, Jenny & volunteer John Lobb took 21 aged care clients on a tour of Northam's Christmas lights and for some serious carolling. The evening was enjoyed by all and it was lovely to see some new faces on the bus.



*Volunteer, John Menegon*

Longtime volunteer, John Menegon also embraced the spirit of the season, donning a Santa Claus hat and tinsel as part of Christmas festivities.

# SUPPORTING LOCAL COMMUNITY

**From:** Northam Toy Library  
**Sent:** Monday, 16 May 2022 1:54 PM  
**To:** CEO  
**Cc:** Share and Care <[admin@shareandcare.com.au](mailto:admin@shareandcare.com.au)>  
**Subject:** Thank You from Northam Toy Library!



Dear Carol,

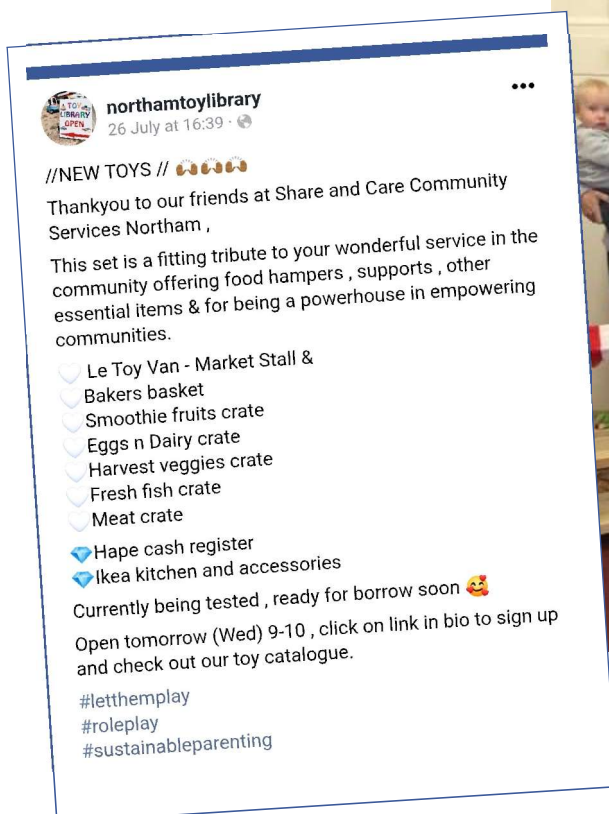
I am just writing to say a huge THANK YOU for your donation from Share and Care of the Soft Play Foam Shapes to our Northam Toy Library. They were an item that was on our wish list, but we hadn't yet sourced the funding to purchase any. I am very happy to say that the shapes have not yet even been into our Toy Library building as they have been so popular that they have been booked each week and just moved from house to house.

I am just checking if it is ok if we tag Share and Care in a thank you post on our social media? If so, would you or someone from your staff like to have your photo taken at our Toy Library to include in the posts?

Thank you once again. Your donation is very much appreciated and will be much used and loved by families and children in the Wheatbelt.

Kind regards,

Rachel Papadopoulos  
Secretary



*Ann Gibbs, Board Chairman & Sandra Buttersfield, Program Manager for Share & Care's Aged and Mental Health Services deliver toys and play equipment to Alex Mackenzie, President of Northam Toy Library.*

# DONORS

*Share & Care acknowledges the generous support  
from our wonderful Donors in 2021 - 2022*

Avon Terrace Dental Service York

Margaret Gentle

Juliet & Emily Saunders

York CWA

Helen Ryan

Craigie Campfire Girl Guides

Di Ferguson

Georgia Peacock

Pamela Griffiths

Comfort Quilts for Cancer

Helen Taylor

Gale Brand

Joanne Groves

Julie Snook

Georgia Norton

Jill Semple

Ellen Goddard

Julie Wynne

Maxena Webb

Darlene DeVillers

Thursday Craft Group at Bridgeley

Jess Bromwell

Shaun Revett

Karen Guamii

Elizabeth Trojanowski

Chloe Vynuchal

Woolworths Northam

Monica McCarthy

Karen Ishewood

Koorunga CWA

Jess Wesman

Ray Lehman & the Cunderdin Community

The Church of Jesus Christ of Latter Day Saints

Mike & Andy Esby

Rumble Through My Jumble

Mia Davies MLA

Belinda Robinson

Collier Park Village Complex

Westpac Bank Northam

Sharon White

York Mothers Group

Sally Anne Pryce

Quinns Butchers

Melissa Price MP

Koorda CWA

Valma Clements

Rachael Beattie

Haylie Dawson

Northam Police

Gemma Bovington

Georgia Haddrill

Marie Yeomans

Michelle Hill

Ambulatory Care Northam Hospital

Patricia Coleman

Bobbi Morton

Little Things for Tiny Tots

Lucy Holton

Kalannie CWA

Wendy Williamson

Robert Attenborough

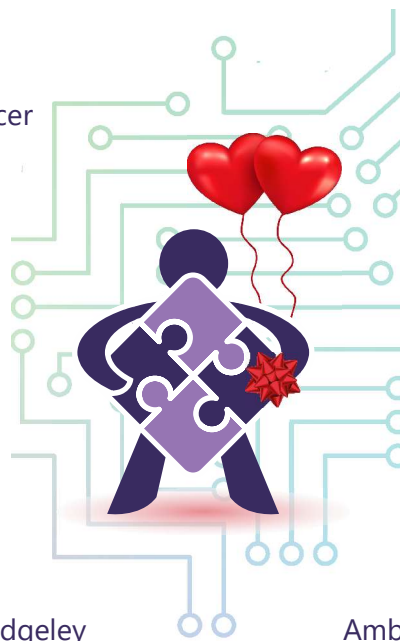
Eileen Hughes

Dolores Blatchford

Coral Mencshelyi

Commbank Staff Foundation Community Grants

Fran Alcock & the Central South Naturalist's Club

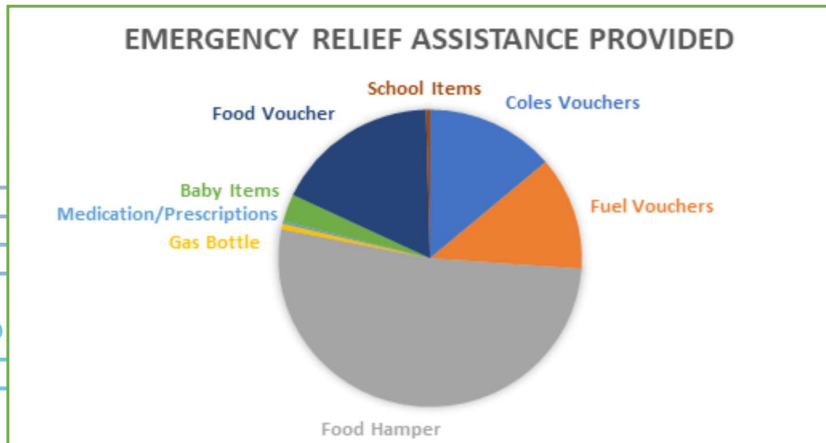


thank you!

# EMERGENCY RELIEF

The Emergency Relief service has been busy over the last twelve months providing **517 Wheatbelt consumers**, seeking various forms of crisis assistance, with **1171 appointments for assessment**. **289 of these consumers were new to the service**. Due to the rise in the cost of living, COVID and consumers seeking accommodation from various other areas, we have seen an increase in people seeking Emergency Relief that would not normally have needed this service before.

Emergency Relief staff have been providing supports throughout the prolonged COVID period in the form of phone assessments and food hamper collections, whilst observing COVID social distancing precautions.



Share & Care receives many donations from a variety of sources.

- CWA groups from a number of Wheatbelt towns regularly donate household items and knitted blankets and beanies for the cooler months.
- Little Things for Tiny Tots provided Baby Boxes for consumers who had newborns and
- The Rapid Relief Team continue to provide us with regular deliveries of the RRT Crisis boxes which include staple pantry items.

Share & Care was fortunate to receive extra COVID funding from Lotterywest to assist in the increasing number of consumers seeking assistance and the sharp rise in living costs. We are so lucky to have this support and appreciate all the assistance that the Emergency Relief program received throughout the year.



Ashleigh Jones, Program Manager accepts Lotterywest grant from Hon. Darren West MLC

**lotterywest**

**To support their valuable work within our community**

Share & Care Community Services Group Incorporated

has been presented with a Lotterywest grant of: \$105,000

By: Hon D West MLC

This grant has been recommended by the Lotterywest Board and approved by the Premier: September 2021

Mark McGowan M.L.A. Premier of Western Australia

Professor Peter Kinkin AC FAHMS FTSE CIWA Chair, Lotterywest Board

For your dream state

By playing Lotterywest games, you get to help your dreams and those of WA, come to life.

# HOMELESSNESS SERVICES

The Homelessness Services and Emergency Accommodation staff have navigated a very different Housing Crisis that has not been experienced before. After the decline in presenting consumers during the COVID period last year, Emergency Accommodation staff have dealt with a steady stream of consumer enquiries, this reporting period. This is due to multiple factors such as the current housing crisis, evictions due to rental arrears and anti-social behaviours / tenant liability, investment properties that are being sold and consumers that are unable to stay in private rentals due to an increase in the weekly rental charges.

The increased rents have been brought about by the competition for private rental properties as well as an increase in mortgage repayments due to the interest rate rises faced by Landlords. Consumers leaving private rentals then flooded the private real estate market, upping the competition and making it virtually impossible for low-income earners to get back into the private rental market.

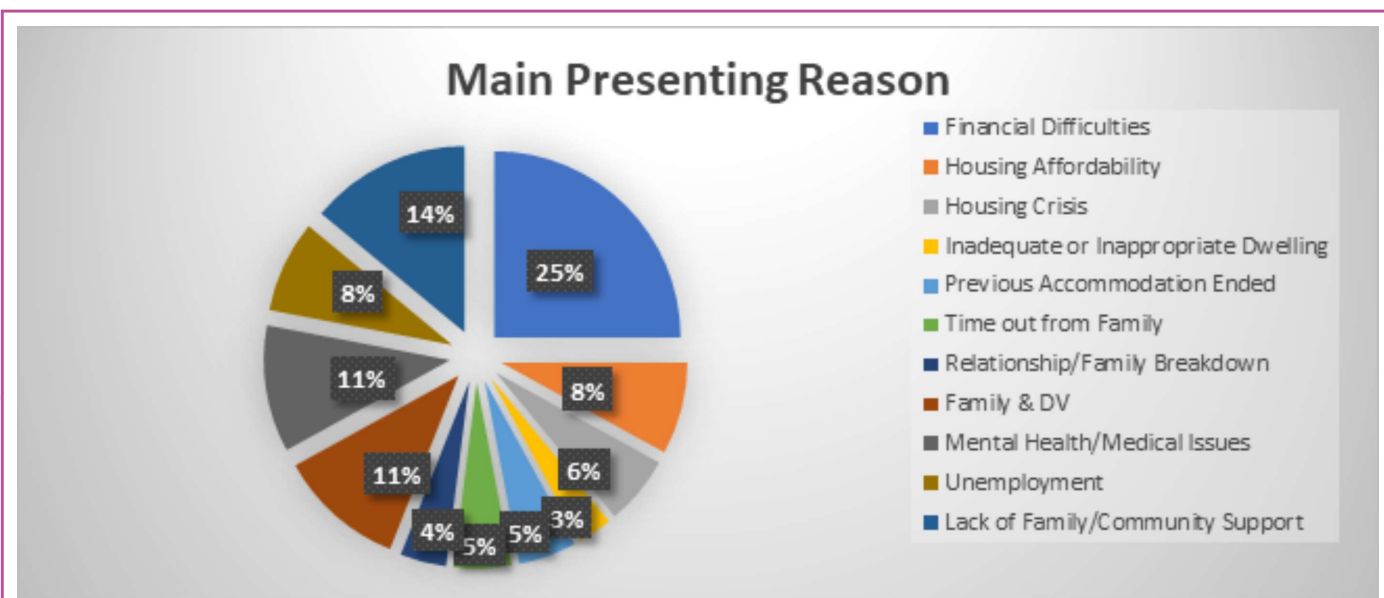
This in turn put strain on public housing as people who were unable to gain a private rental and became homeless, lodged applications for the Public Housing Priority Waitlist.

Housing Support staff also saw an increase in consumers presenting for assistance that had relocated from other areas such as Perth metro area and northern regions of WA. As they are considered outside of our funded area and did not have long-term plans to stay in the Wheatbelt area, they could only be offered a tent / swag / bedding, or, a bus / train ticket to enable them to get to alternative accommodation.

Consumers who did not have any options of accommodation with family or friends in the area, were provided with information and contact details for the local boarding house, Crisis Care or Entrypoint if they were returning to the metro area. If the consumers were happy to stay in the Wheatbelt, they were referred to Share & Care's NPAH program for assistance with gaining long term accommodation.

**A total of 131 consumers were provided with assistance in the form of assessment appointments with the Emergency Accommodation Officer - 108 sessions in total.**

**Of these 131 consumers, 3 single females and 2 single mothers, with a combined total of 6 children were accommodated at Jacaranda House during the reporting period.**





# EMERGENCY ACCOMMODATION



## shelterwa visits Northam

Shelter WA continued its focus on the Wheatbelt with Regional Engagement Manager, Rhiannon Bristow-Stagg visiting the Wheatbelt Development Commission, Share & Care Community Services, Wheatbelt Community Legal Centre, the Shire of Northam and Evoke Living Homes in July.

The private rental vacancy rate in Northam has been below 1% since October 2020 and is still sitting at 0.2% (as of June 2022), whilst the waitlist for social housing in the wider Wheatbelt is 78 weeks (as of April 2022).

Share & Care's transitional housing time has tripled as options for permanent housing have evaporated and while the workload increased at the end of the rental moratorium, living pressures are now spreading further to new demographics such as small business owners.

**"The local understanding and breadth of services offered by Share & Care is a unique asset for the Wheatbelt community. This is the type of local knowledge that should be harnessed in improvements and system reform,"** said Ms. Bristow-Stagg, Shelter WA.



L-to-R: Rhiannon Bristow-Stagg (Regional Engagement Manager, Shelter WA), Ashleigh Jones (Program Manager, Homelessness Services, Share & Care), & Stacey Stevens (Homelessness & Emergency Relief Officer, Share & Care)



# JACARANDA HOUSE

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During this last reporting period, the following consumers were accommodated at Jacaranda:  
**1 female youth, 2 single adult females, 1 single mother with four children & 1 single mother with two children**

Of these consumers, the single mother with the four children was asked to leave the property and alternative accommodation was arranged due to behavioural issues and substance abuse on the premises.

The youth transitioned into University Accommodation in Perth, ready to begin her ongoing studies in the medical field.

The remaining single female and the single mother with two children are still currently accommodated, awaiting property allocations through the Department of Communities - Housing.

During their stay, consumers were referred to Share & Care's NPAH Housing service and Financial Counselling service, as well as to other appropriate supports as part of the admission criteria.  
**98% of consumers fully engaged** with these support services.

# WILLOW HOUSE (Men's Lodge)

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The Men's Lodge (Willow House) has been successful in obtaining the Social Housing Economic Recovery Package (SHERP) grant, which is funded by the Department of Communities to assist with the refurbishment of the Willow House premises. This will be a massive help in being able to provide a welcoming and comfortable home for clients, as well as an enjoyable backyard for consumers to enjoy.

The final designs have now been completed and works will commence in the next few weeks. As this is such a large project and will involve both interior and exterior works, it will be unsafe to accommodate consumers during the renovations. Housing Support staff will still work with consumers experiencing homelessness to find alternative accommodation, and will be providing the same level of support as if they were accommodated at our premises. Once the works have been completed, consumers will be transitioned back from alternative arrangements once it is safe to do so.

The most prevalent issue that Housing Support staff have faced this last financial year, is finding ways to assist single males requiring emergency accommodation. Many that have presented are unsuitable for placement in the Men's Lodge due to significant and complex mental health and/or substance abuse issues. Many have issues with anger or mood disorders, making it unsafe for them to be placed in shared housing that is not supervised between the hours of 4pm and 9am the following morning.

This period for the Men's Lodge (Willow House) has been unique in that the family accommodated in the property were in residence for quite a length of time due to the housing crisis and the complex issues surrounding the ending of the rental moratoriums and property boom of 2021-22. Unfortunately, the usual support work and outcomes achieved by the clients and staff were slowed due to a lack of housing options. On a positive note, having the extra time with the family, meant that staff could help work with them on various life skills within the home environment; this, in turn, meant that the family achieved all of their goals outlined in the support plan and they have been allocated a property through the Department of Communities - Housing. They will continue to be supported by Share & Care's NPAH program for the next twelve months.

# NPAH (National Partnership Agreement on Homelessness)

During this last year, a total of **16 consumers experiencing homelessness** were supported and assisted in gaining their own long-term stable accommodation.

**13 of these consumers / families were housed** through the Dept. of Communities - Housing. **107 "unassisted" consumers** were also assessed and assisted in a variety of ways by the Housing Support worker.

**13 Consumer cases have been closed** during the reporting period, some of which were carried over from the previous year. Cases may be closed if there is a long period of non-engagement from the consumers.

The remaining 3 cases are still currently awaiting the Department of Communities - Housing to allocate a property or to secure a private tenancy.

**This reporting period has seen a steady increase in consumers presenting for support with homelessness, however, a decline in consumers who are assessed as eligible for Share & Care's NPAH program. This has resulted in a dramatic increase in consumers classed as 'Unassisted'.**

Reasons for ineligibility have included:

- Consumers that are already priority wait listed for public/community housing
- Consumers that are wanting to move to the Perth metropolitan area, meaning that they will no longer be within our contracted area for funding.
- Consumers that have severe and complex mental health and/or substance abuse issues who will not be capable of maintaining a tenancy or are unwilling to engage with the support services.
- Consumers who are wanting assistance to complete the necessary rental applications but are not willing to engage or do not need the provided twelve month support period.

Housing Support staff are providing consumers with support letters, private rental application assistance, completion of Department of Communities - Housing application paperwork, applications for Bond Assist Loans, referrals to Share & Care programs and to external agencies to address the consumers' various and often complex issues. This depth of work is not able to be captured in the statistics as the consumers are not placed on the actual NPAH program and therefore can not be classed as open cases.

A large number of consumers have presented or been referred due to investment properties throughout the Wheatbelt being sold due to the increase in real estate values. Consumers also had to leave private rental properties for numerous other reasons such as evictions for rental arrears, damage to the property, increases in weekly rental charges due to rental competition, increases in mortgage interest rates and lease agreements coming to an end.



In addition to the usual consumer case work, Share & Care's newest addition to the Housing Support team, Martha, has been able to get out and about to meet the Northam community, recently manning Share & Care's 'R U OK' stall in Northam Boulevard.



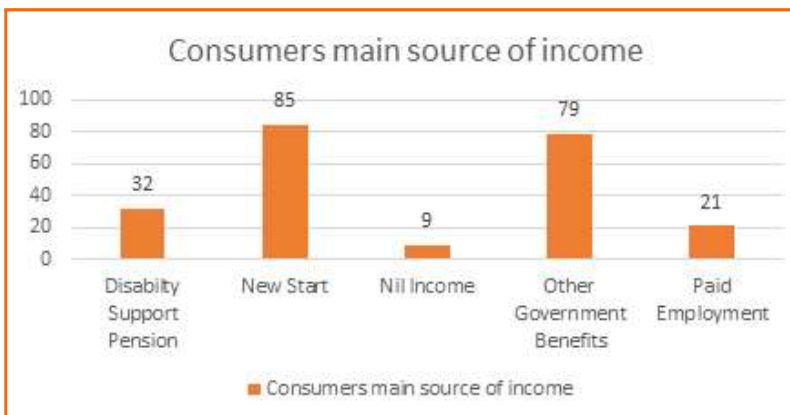
# FINANCIAL COUNSELLING

It has been a challenging second year in a row for Share & Care’s Financial Counselling service as a result of COVID. At the beginning of this last financial year we had one full-time Accredited Financial Counsellor and three part-time Associate Financial Counsellors; and ended it with one full-time Accredited Financial Counsellor and only one Associate. Like most businesses it’s a challenging time to be employing new staff.

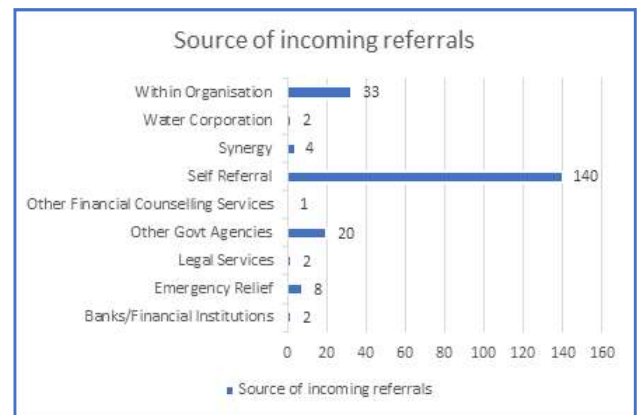
Financial Counsellors in the Wheatbelt cover 150,000 square kilometres, from as far North as Dalwallinu, East as far as Southern Cross and South-East to Narembeen. Although our service delivery has been varied this year, with most appointments having to be by phone, we have worked hard for consumers and have had debts to the value of approximately \$211,000 waived.

Early indicators suggest that this figure will significantly increase next financial year, as already \$183,674.00 of debt has already been waived in this first quarter of 2022-2023.

Our Consumers’ main source of income is government paid benefits



The majority of our consumers are self referred.



We have been concentrating on our newest community education program  
**“PRACTICAL CHANGE Knowledge for Your Future”.**



We have two education sessions planned for the end of the year. We are also developing workshops that can be delivered via Zoom and have sought consumer feedback on what topics they feel would be most helpful.



On 31 May 2022, at 8:49 am, Jean Finnigan

Good morning , hope you and yours are going mighty fine 😊

FYI... Some good news for you - St George Bank have agreed to my request to reverse the fees and charges on your account 😊

*Jean*

Jean Finnigan

National Registration FC20118  
Phone (08)9622 2828 Creditors Only (08)9622 5901  
[www.shareandcare.com.au](http://www.shareandcare.com.au)

**From:**  
**Sent:** Tuesday, 31 May 2022 11:39 AM  
**To:** Jean Finnigan  
**Subject:** Re: St George Bank update

Hi Jean,

That's awesome news 😊😊😊  
Thanks so much for your hard work!  
Much appreciated 🌸🌸🌸🌸  
It's amazing what you can do ❤️❤️❤️  
We're all going well thank you!  
I can't believe it is going to be reversed!!

Looking forward to catching up with you one day.

Cheers,

Budgeting Living A Good Life 🌸🌸🌸🌸

--



**\$ 211,000.00**

the **combined TOTAL**  
of consumer debts  
that Share & Care's  
Financial Counsellors  
have successfully  
negotiated to be  
**WAIVED** in the  
last twelve months



## Feedback from 2022 Consumer Perception Survey

"The bank agreed to put a hold on my credit card, now I'm getting on top of things and my anxiety has reduced"

*"It's given me space to regroup and manage things better"*

"My budget and income is now manageable and I can even save for a holiday"

"Peace of mind from people who understand"

*"My credit card debt has been waived, this gave me \$200 per fortnight more which is wonderful as I am now on the aged pension"*

# AGED SERVICES

## Commonwealth Home Support Program (CHSP)

Commonwealth Home Support Program helps consumers, over the age of 65 (50 or over for Indigenous or Torres Strait Islander peoples) to receive entry level support services to live independently and safely in their homes.

Eligibility is based on the consumers specific care needs which are determined through a face-to-face assessment completed by My Aged Care (MAC).

**247** Consumers were supported by the CHSP program in 2021-2022

<b>138</b>	Consumers received <b>Domestic Assistance</b> in either a weekly or fortnightly capacity		<b>2315 hours</b> of service delivery
<b>162</b>	Consumers received <b>Light Gardening</b> services		<b>1745 hours</b> of service delivery
<b>84</b>	Consumers received <b>Social Support</b> services		<b>490 hours</b> of service delivery
<b>50</b>	Consumers received <b>Transport</b> services		<b>2727</b> bus trips
<b>16</b>	Consumers received <b>Food</b> services		<b>76 hours</b> of service delivery

## Home Care Packages (HCP)

Home Care Packages are another way that older Australians can access affordable care services in their own homes. Home Care Packages are designed for those with more complex care needs that go beyond what the Commonwealth Home Support program (CHSP) can provide.

Eligibility is based on the consumers specific care needs which are determined through face-to-face assessment completed by My Aged Care (MAC).

Referrals for Home Care Packages are obtained by the consumer themselves. Once assessed by MAC, and a home care package is assigned, the consumer will receive a letter with unique referral code. The consumer is then able to investigate providers within their area to determine the best fit for their care needs.

Share & Care Community Services Group Inc. provides HCP services for eligible consumers living within the Northam Shire. We are again seeing a steady increase in consumers transitioning from CHSP to HCP.

In 2021-2022 we have also seen an increase in consumers requesting services for higher care needs, Level 3 and Level 4 packages.



St Joseph's School Northam

13 h · 🌐

Mrs Woodgate's Yr 9 RE class have formed a connection with Share and Care and this week took part in the first of many games afternoons with some of Northam's senior citizens. We had great fun and can't wait for the next one!



Yr 9 RE visit with some of Northam's finest citizens



Share & Care

Community Services Group



It was a fantastic afternoon. We had card games, colouring-in, Uno and one of the students teaching some seniors how to play chess.

We received lots of feedback from both students and seniors about future activity ideas which included nail painting, a paper plane making competition, bingo & ring toss games to name a few.

St Joseph's School



Lovely client feedback regarding Share & Care's Aged Services Care Planning staff



Share & Care

Building resilience in communities

# Feedback Form

Name: \_\_\_\_\_

Phone: \_\_\_\_\_

Would you like to be anonymous: Yes / No

Would you like a response: Yes / No

*This form has been provided to you in hope that you will give your honest feedback as to how you view the services, we provide to you.*

**Well done comment:**

*I found \_\_\_\_\_ very pleasant and cheerful. She was full of helpful information and referred me to a couple of places that I needed but hadn't known of. She listened well, understood and responded in a caring manner. Her coverage of the topic was thorough.*

# MENTAL HEALTH SUPPORT

Share & Care's Mental Health Support program assists people in the Wheatbelt that are living with a mental illness. The purpose of the program is to support those people through goal setting, planning and acting on steps to improve their lives. They are assisted to engage with community services and to develop coping strategies and other skills that may assist in their recovery journey.

Share & Care Community Services Group assisted **32 consumers** in the Mental Health Support program in 2021 - 2022. This equates to **1072 completed service hours**.

**Group Art Therapy** classes were again incorporated into the Mental Health program. A group of 6 consumers travelled to Toodyay to attend the art studio for weekly classes held over 8 weeks. The groups are run by Dr. Despina Weston from Inner Visions - Outer Expressions. Whilst art and craft materials are used, the purpose of the sessions is to provide a space for personal reflection, self understanding and self-expression.

## Journal Writing

The first four sessions were Journal Writing and involved the participants doing reflective writing, drawing and collage in their journals, followed by shared discussions around self-care, pain, joy, grief and loss, and the benefits of shared experiences. It is an important step for participants to have shared time with each other and time alone to reflect, create and process thoughts and feelings.



*Beth, focusing on her writing (RIGHT)  
Beth's wonderful Nest & Doll (BELOW)*

## Nests and Dolls

The idea and purpose of this exercise was to reflect on the notion of 'Nest' being symbolic for the place we call 'Home'. The dolls are a representation of 'Self'. It was wonderful to see how participants expressed themselves.



### My Plaited Basket

*"I love the colours that I chose to make the basket. I made it for my oldest sister for Christmas. I enjoyed making it and I'm going to make more for my other sisters as well. I chose these colours as they are self-soothing and calming, and I felt very relaxed while making it."*

### My Doll

*"I made my doll that made me feel as if it was me, white with golden thread. I gave her long wavy hair and a pretty layered dress. The me I would love to be."*





## Feedback from Mental Health Support Consumer Survey

"I find that my MH and social skills develop outside of my small support group when we do art therapy. It boosts my confidence giving me an outlet for expression."

*"Before Share & Care I wouldn't be able to go to appointments as much."*

*"I have someone I can trust and can talk to about anything. My support worker is amazing."*

*"My current support has allowed me to start to study a Diploma online as I have the confidence to manage my time, and pain, to complete things in time, with a learning plan in place to allow for assignment extensions."*



October 9 -16 was **Mental Health Week** in 2021, and the theme was *'Mental Health starts with our Children'*.

This theme recognises how a person's mental health is a reflection of the interactions of a lifetime of individual and lifestyle factors, combined with a whole range of variables such as environment, community and family.



**Turn Up In Blue Day**, coinciding with Mental Health Week, was held at Bernard Park, and showcased a large range of providers offering different services within the Wheatbelt. Share & Care had a promotional stand and showed that bringing music into your everyday can be beneficial to your mental health with the attendance and demonstrations by Drum Beat.



# FDV SERVICES Magnolia Women's Refuge

Magnolia Women's Centre has provided safe, supported, short-to-medium term accommodation to **39 women and 47 children** in this last reporting period. Of these clients:

**11 adults & 9 children were accommodated in hotels / motels due to COVID** restrictions or during times when the units were at capacity.

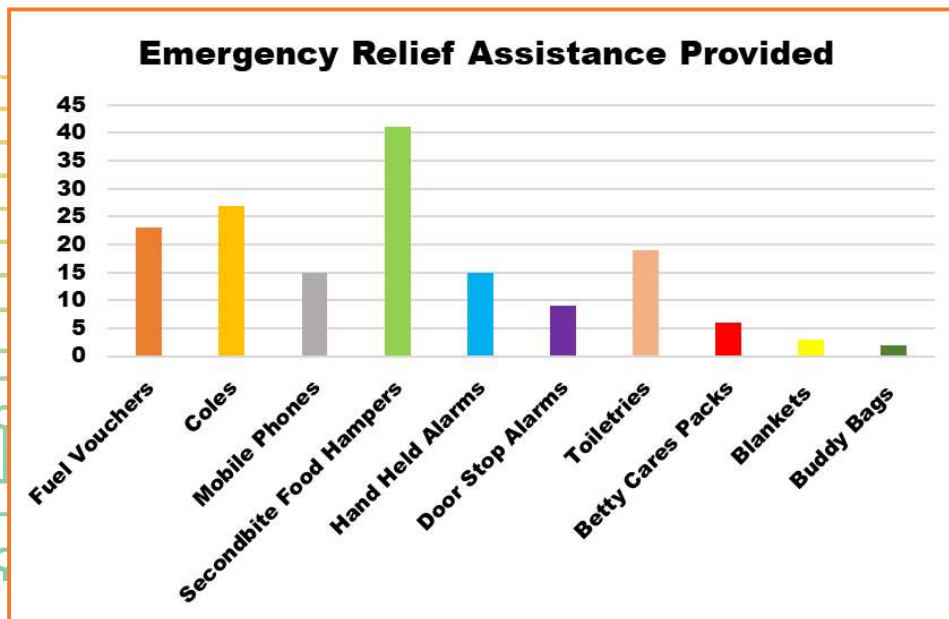
**64** identified as Aboriginal or Torres Strait Islander

**19** identified as non-Aboriginal

**3** were culturally and linguistically diverse (CALD)

**264 telephone calls were received requesting assistance**, but the client either did not fit our criteria or we were at capacity both on and offsite. Of those, 2 were adult males. All these callers were provided with referrals or alternative contact numbers to best suit their needs. They were also offered assistance with fuel or transport costs to allay any imminent risk and assistance with safety planning if required.

A total of **45 formal referrals were made to other Share & Care programs and external agencies** to further support our accommodated clients.



In October 2021, Magnolia received a Lotterywest grant to deliver **'Family & Domestic Violence Awareness Workshops** to all the high schools and colleges in the Wheatbelt, with the

aim of raising awareness of the early warning signs of family and domestic violence and who to contact for help in our region. To date, this has been delivered to five schools and one Agricultural College, with five others who would like the workshops by the end of 2022 or early 2023. Luckily, this funding has been extended to October 2023; a necessary extensions due to delay caused by ongoing COVID restrictions. Building Safer Communities are delivering the workshops. They are experienced, professional and sensitive in their presentations. The interactive workshops have been well received with very positive feedback from both students and staff from all of the participating schools.





In May 2021, Bobbi Morton, Physic Medium & Reiki Master, organised a Spiritual & Wellness Festival. Bobbi kindly donated proceeds from the event to Share & Care's F&DV services. These funds have enabled the ongoing purchase of Betta Electrical and K-Hub vouchers for clients re-establishing homes.

Chairman, Ann Gibbs presents Bobbi Morton with a Certificate of Appreciation for her ongoing support of Share & Care's F&DV services; whilst maintaining appropriate social distancing due to COVID.

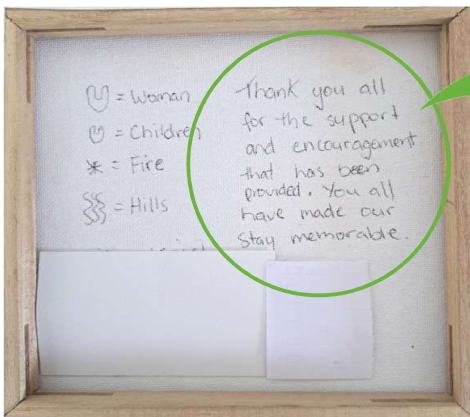
We now receive donated clothing packs from the Betty Cares Foundation which are given to clients upon admittance. These packs are well received by the women and contain leggings, a shirt, underwear and a light jacket.



### Client Feedback and 'Thank You' messages

*"The ladies at Magnolia are so nice and helpful, they do a super job! They supported me and my son without fail. I feel they went beyond their duties to help us get back on track. Often attending appointments with me and making sure I understood any documents that came my way. My son enjoyed the facilities but wished he could have his Playstation in the unit. I feel secure knowing that we will have a healthier, safer and better future. Only one complaint - no internet!"*

Appreciation painting done by a client and presented as a gift of gratitude to refuge staff



"Thank you all for the support and encouragement that has been provided. You all have made our stay memorable."



Explanation of painting symbolism and thank you note on back of painting

"Each staff member made our stay at the refuge much easier by supporting us with anything that was needed. The refuge grounds and unit were safe and clean. All staff offered support and encouragement, and at all times they were friendly and professional. They made me and my family feel welcomed and safe while I was going through hard times. No-one will have control over me again. My toolbox is nearly complete."

I am reflecting on the last two years . . . and WOW I've made it so far. When I met you all, I vowed it's the last time he is the reason I'm sitting out on my bum with nothing, but a broken soul and a tired body. You all held the space so perfect. I was so scared to leave those gates. I remember driving out and thinking now what? And look at me now. I'm happy. I've got friends, work and a dog. And did I mention I'm happy? I'm so very happy. If there is anything I can ever do to help, please think of me.

Merry Xmas ladies xx

# FDV SERVICES Coordinated Response Service

The Coordinated Response Service covers an area of 152,000 square kilometres and assists families / couples living in remote rural communities. The service operates from both Northam and Narrogin offices.

This year Share & Care's FDV services continued to receive funding for an additional CRS Outreach Support worker to visit women and their children in their homes who are experiencing domestic violence, but may not be engaging with support services. However, due to difficulties finding staff as a result of COVID, our current CRS Coordinator has been having to fill both roles. As this is not a long-term option, we continue to advertise both the Northam and Narrogin positions so we can continue delivering this vital service to maximum efficiency.

In this last financial year, the CRS program received **1332 Family Violence Incident Reports (FVIR's)**, of which **1321 were triaged** in cooperation with WAPOL and the Department of Communities - Child Protection services.

The remaining **11 incident reports were for Category 3** incidents which are not triaged. At triage the team decide what kind of intervention is required, whether that be a phone call to offer supports, an outreach visit or a referral for perpetrator support services.

**Capturing this information for reporting purposes has always been done on an Excel spreadsheet, but the implementation of a new client management system (CDS) has made collation of statistics more streamlined.**

This year has seen a **29% increase in consumers accepting further support from CRS** when contacted with offers of assistance. Changes were implemented for CRS to make the initial contact with Category 1 victims (where the victim is not already linked with Safe At Home or DV Outreach services). Category 2 incidents continue to be referred to Safe At Home or Outreach services.

**96** Consumers were contacted within the last twelve months and were provided with emotional support, assistance to complete FVRO applications and referrals to best meet the individual's needs. **6** clients received intensive supports and were case managed by the CRS service. **213** clients declined initial support offers, with some clients accepting support information via phone, email and text messages.

A total of **518 females were referred to SAH and Outreach services** within the past 12 months.

**221** females were **referred to Narrogin Outreach & Narrogin Mobile Outreach** services. **297** were **referred to Safe At Home Northam** for assistance with court support and security upgrades to their homes, as well as more extensive safety planning, referrals to specialised services and ongoing support for up to 12 months if required.

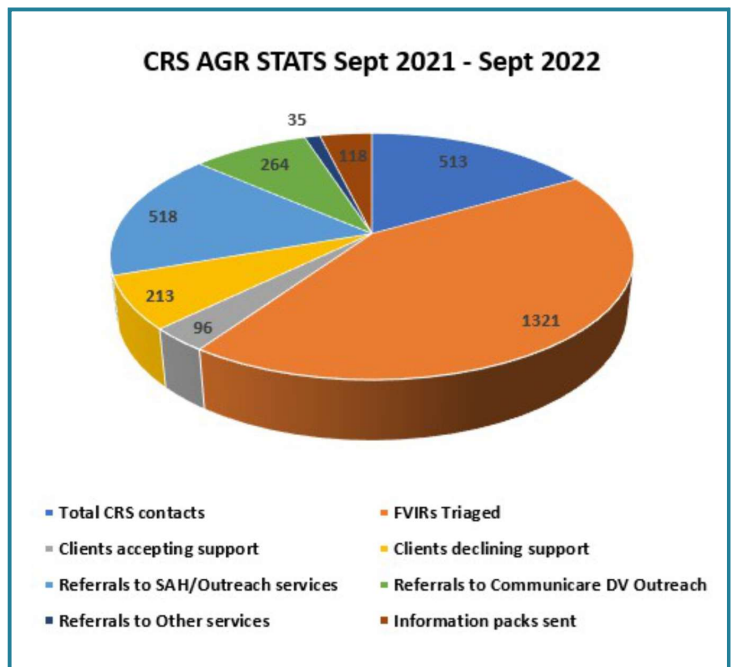
**F&DV Violence information packs were sent to 118 Consumers: 22 to males, 61 to females and 35 generic information packs** were sent to households.

**264 male perpetrators** were referred to Communicare's Breathing Space programs for education and ongoing support.



There have been recent changes and upgrades to the FDVRT Triage system over the last reporting period, and Share & Care's CRS Coordinator assisted with the trial process. The new system provides more detail on the incidents and allows CRS Coordinators to quickly identify which areas the incoming FVIRs are allocated to and who was involved.

The FDVRT procedures have also been updated; with Category 1 perpetrator referrals now being completed by WAPOL, but with CRS continuing to capture the statistics.



The Coordinated Response Service continues to support women, men, and their children within the Wheatbelt District & Upper Great Southern, enabling individuals and their families to reduce the harmful effects of family and domestic violence, increase their safety, and work in effective partnership with Safe At Home and our Family & Domestic Violence Outreach programs.

# FDV SERVICES Safe At Home

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The Wheatbelt Safe At Home (SAH) service enables women and their children to maintain their existing housing following a domestic violence incident, thereby minimising their risk of homelessness and disruption to social connections, education, employment and community.

SAH provides specialist case management, support with family violence restraining orders, court support, individual and safety plans, home security upgrades, family and domestic violence education and referrals to mainstream agencies.

This year COVID again impacted the ability to hold face-to-face meetings with clients and presented challenges of working from home and less staff on-site. However, as Share & Care systems were in place from the first lockdown in 2020, the Safe At Home staff were able to transition the new working conditions smoothly.

The reduction in staff numbers onsite did not compromise client safety nor disrupt continuity of service as all women requesting SAH assistance were attended to without issue and increased phone support was initiated.

During the past year Safe At Home installed **63 home security upgrades, supporting a total of 130 women and children to remain in their home** after experiencing family and domestic violence.

In June 2022, after the election of the McGowan government, the Department of Communities were pleased to offer Share & Care a variation of the agreement for Safe At Home to support an **additional 25 women at risk of FDV**, with or without children, each year.

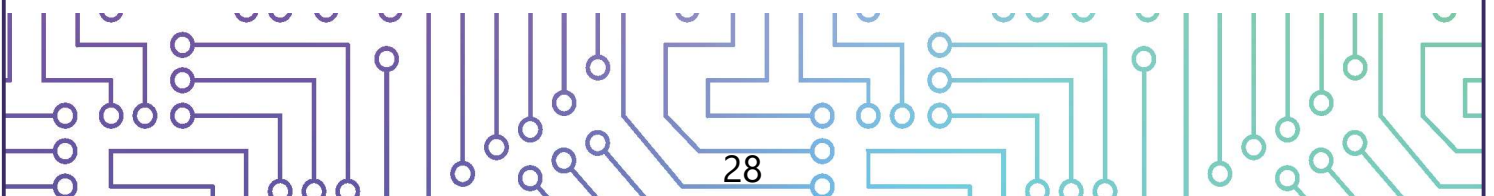
For example, an adult female with children lives in a small town of the Wheatbelt. She is referred to Safe At Home by the Police. In conversation the lady reveals she had been subjected to multiple forms of family and domestic violence during her ten year marriage. The FDV included physical, verbal, emotional, sexual, psychological and economic abuse. Consequently, due to the details she discloses, SAH staff are able to discuss with her options and provide education on types of abuse, power and control, the cycle of violence and the impact FDV has upon children.

SAH staff worked collaboratively with the woman to complete a risk and safety assessment, develop a comprehensive safety plan and install a home security upgrade which included the replacement of locks to her front and rear wooden doors.

During the assessment the woman requested SAH staff support to complete a Family Violence Restraining Order (FVRO), followed by court support. The FVRO was granted.

SAH staff referred the family on to Wheatbelt Agcare to access individual and family psychological counselling. In addition, SAH referred the woman to Share & Care's Financial Counselling service for advocacy regarding her economic situation and to Wheatbelt Community Legal Centre (WCLC) as her former husband contested the FVRO.

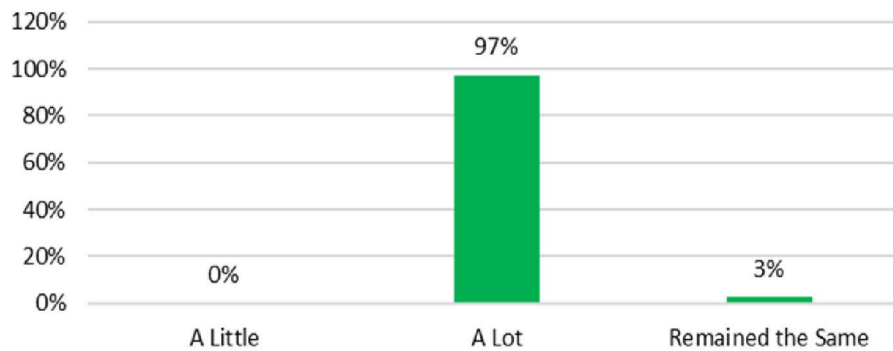
SAH staff provide ongoing support and assistance, whilst building the whole family's individual strengths and resilience.



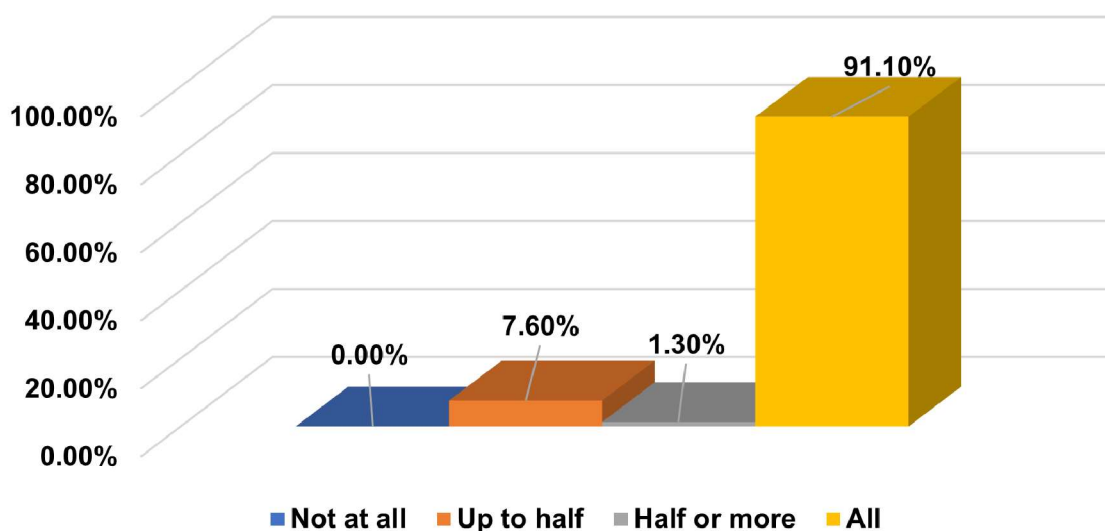
## SAFE AT HOME CLIENT FEEDBACK

- 98%** Successfully obtained a **Violence Restraining Order**
- 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**
- 97%** Reported having **gained skills** to manage issues around FDV, enabling them to lead a life free from violence.

### Have your skills to manage issues around FDV increased?



### Case Management Goals Achieved



# FDV SERVICES Rainbow Women's Centre

Another year goes by and COVID continues to throw a spanner in the works, but, despite the challenges throughout this last reporting period Rainbow Women's Centre (RWC) has been able to provide safe, supported accommodation. Staff endeavour to build resilience throughout the community and educate women and children around Family & Domestic Violence, providing valuable tools to remain free from the cycle of violence.

In this last reporting period, **24 women** and **23 children** were accommodated.  
**19** were accommodated **on-site** at the refuge  
**5** were accommodated **off-site** in a motel  
**35** clients identified as **Aboriginal or Torres Strait Islander**  
**12** were **non-Aboriginal**

As a result of members of the community being able to access the **Rainbow 24 hour 1800 #** or access information in the community and surrounding districts, support staff received **22 self referrals**. Other incoming referrals received were from FDV Outreach and Support Services, Department of Communities - CPFS, WAPOL and other government and non-government agencies.

For accommodated clients, **a total of 59 Outgoing Referrals** were made to Share & Care programs or to external agencies for further support.



There have been **222 calls logged on the Domestic Violence Helpline**, requesting a variety of different assistance including crisis accommodation, emergency relief services, court support, FDV or child support services.



An additional **2172 service contacts with support staff** were also recorded.

In the last twelve months, Rainbow Women's Centre have been able to provide clients and members of the community with 130 food hampers through the **Coles Secondbite** program. RWC received a donation of \$2000 from **DORCA's Clothing Secondhand Shop** that raises money for local services.

**Peter Rundle MLC** donated \$200 and the **Central South NATS Club** donated \$1186.50, the proceeds from a garage sale held.

In November 2021, the **Honorable Steve Martin MLC**, Member for Agricultural Region Shadow Minister for Housing and Forestry, visited the Narrogin refuge and donated \$500 to assist women and children escaping FDV.

The additional donations received allowed our existing programs to provide a continuation of services, allowing women and children to gain access to critical domestic violence support services to enhance their safety during the COVID-19 epidemic and recovery. Additional funds help to provide the following for our clients:

**Mobile Phones** - to provide access to emergency services

**Fuel Vouchers** - to enable clients to leave home to remain safe

**Coles Vouchers** - to assist those that are struggling financially to provide food for their families

**Toiletries packs**

The ability to provide **off-site accommodation** as necessary during crisis situations

**Transportation options** to access alternate safe accommodations.



On December 9th, Narrogin staff were at Coles Narrogin promoting **16 Days in WA - Stop Violence Against Women**. It was a successful day resulting in many opportunities to provide information to the community.





# HON STEVE MARTIN MLC

MEMBER FOR **AGRICULTURAL REGION**  
SHADOW MINISTER FOR **HOUSING; FORESTRY**



25 November 2021

Ms Tara Lanciano  
Programs Manager  
Rainbow Women's Centre



*Hon. Steve Martin MLC with Tara Lanciano and Rachel Howe at Rainbow Womens Centre, Narrogin 2021*

Dear Ms Lanciano,

Thank you for taking the time to meet with me recently. I like to stay up to date with what's happening within the within the Agricultural region, so take each chance I have to meet with people like yourself.

I enjoyed meeting with you to see first-hand the invaluable work that the Rainbow Women's Centre in Narrogin does. The rise in family domestic violence as a result of the COVID-19 pandemic and the current housing shortage, particularly in regional WA is extremely unfortunate, and is putting pressure on the centre.

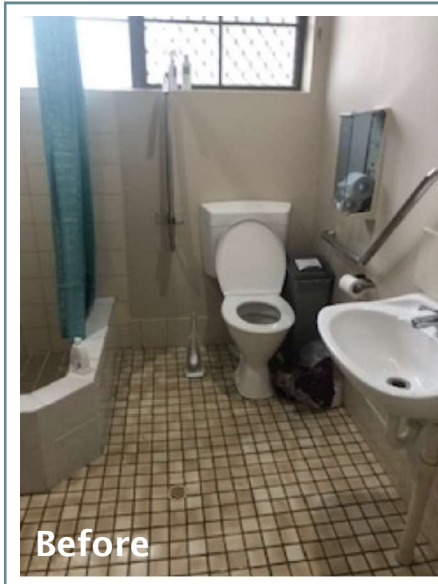
I commend you and the staff on the hard work you are doing in the face of the increased pressure on the centre.

Please do not hesitate to contact my office if I can assist you with any State Government matter, or if you would like to raise any issues with me.

Kind regards,

**Hon Steve Martin MLC**  
Member for Agricultural Region

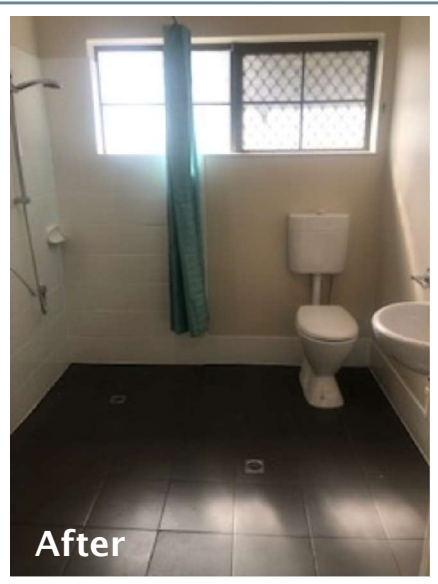
31 Ord Street, West Perth 6005 (08) 9481 0082 Steve.Martin@mp.wa.gov.au  
 stevemartinmlc.com.au stevemartinmlc @SteveMartinMLC



Before

## REFUGE RENOVATIONS

In late July 2022, RWC excitedly welcomed tradesmen onsite as Department of Communities - Housing, issued works orders for refurbishments to the client communal bathroom to finally commence.



After

# FDV SERVICES Outreach Support & Counselling

The Outreach Support & Counselling Service offers initial and ongoing support to women and children affected by Family and Domestic Violence. Outreach clients may have recently been accommodated at the women's refuge, involved in a Police incident and referred by Police, CPFS or the FDV Coordinated Response Team (FDV-CRT); or may have even contacted the service themselves for support to work through power or control issues in their existing relationships.

Outreach staff respond to each referral or enquiry as soon as possible, to offer female victims a variety of options to improve their safety and well being. This is done through phone calls and by appointments to access safe accommodation and housing, assistance with Family Violence Restraining Order (FVRO) applications, safety planning and referrals to specialised services to help address individual needs and goals.

During this reporting period the service:

**135 female victims** and **42 accompanying children** were assisted  
Of the 135 adults assisted, **73 women were once-off contacts**



**This service made a total of 2078 client contacts**



Staff faced ongoing challenges with outbreaks of COVID, staff working from home and face-to-face meetings stopped for a brief period. New clients were signed to the service via phone and staff maintained regular contact with existing clients via phone when safe for the client to do so. Despite these complications to normal service delivery:

## **221 client appointments were attended.**

All clients completed a risk assessment and had a safety plan developed at their first appointment with the Outreach Support Worker, and staff assessed the level of risk and reviewed safety plans with each subsequent contact. Appointments were conducted internally or externally depending on the client's circumstances.

**144 referrals were received from various agencies during this reporting period.**

**150 referrals were sent, on behalf of clients, to external agencies or Share & Care programs.**

The service has experienced challenges with an increase in clients presenting with financial difficulties and requesting Emergency Relief; as well as an increase in the number of homeless clients and a decline in rental availability and safe accommodation options.

Secondbite Donations, through Coles, have continued to assist clients and their families with food basics; and vouchers purchased with COVID-19 funding have offered some relief with soaring food and petrol prices. The lack of available private and public housing rentals has impacted on clients wishing to leave relationships and move to other areas. Despite these challenges, there have been a high number of clients achieving positive outcomes with:

**33 clients breaking the cycle of violence by separating from the perpetrator.**

**13 clients were supported through the court process when applying for an FVRO.**

The service continues to conduct promotional drives to different towns in the area including: Kondinin, Cuballing, Highbury, Dumbleyung, Lake Grace, Boddington, Williams, Brookton, Wagin, Corrigin, Kulin, Hyden, Pingelly, Wikepin, Wandering and Darkan. Share & care information packs are also posted out to agencies and services upon request.

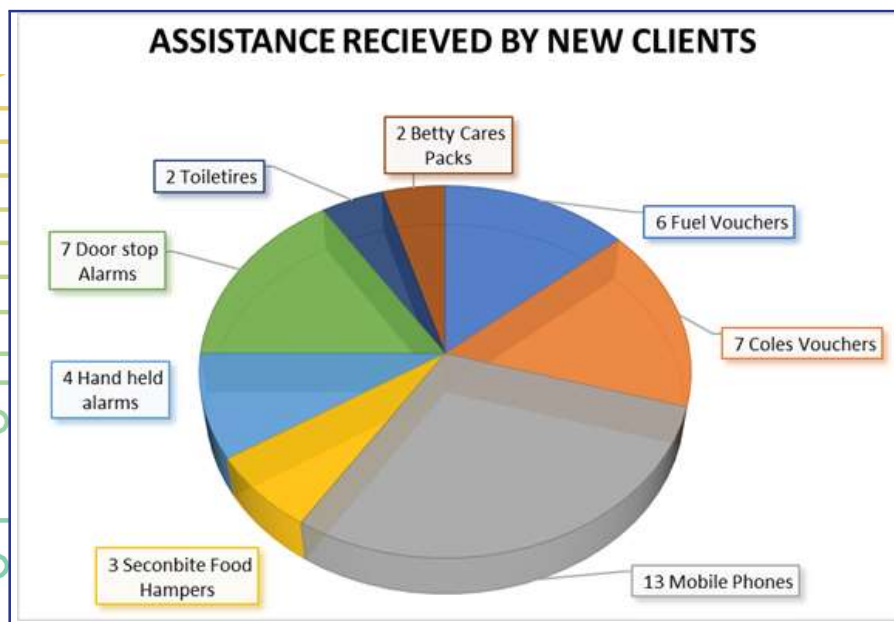
# FDV SERVICES Mobile Outreach

In July 2020, the State Government launched a WA Recovery Plan which provided an outline to get business and industry back on their feet, people back to work and actively participating in community again following the initial COVID-19 response.

One of the main focuses in this plan is supporting our most vulnerable in the community, by delivering the Mobile Outreach Initiative in both Northam and Narrogin; in order to improve the safety, resilience and capabilities of vulnerable women and their children experiencing family and domestic violence in the Wheatbelt. The program operates cooperatively with Share & Care's other FDV services to provide greater support options within the region.

The Mobile Outreach Worker supports clients by providing confidential, personalised care to access safe accommodation, secure housing, assistance with Family Violence Restraining Order (FVRO) applications, develop safety plans and provide DV education.

Since 2021 a **total of 46 clients** have engaged with the Mobile Outreach Support service **27 in Northam** and **19 in Narrogin**  
Support Staff have made a **combined total of 1023 service contacts**  
**75 outgoing referrals** have been made to Share & Care programs and external agencies



On the 29th November 2021, FDV staff travelled to Merredin to set up a stand outside IGA to promote **16 Days In WA - Stop Violence Against Women**

The day was well supported by the community, FDV information packs were handed out and multiple conversations were sparked about the impact of FDV and the supports that are available.





**SHARE & CARE COMMUNITY SERVICES GROUP INC.**

**FINANCIAL STATEMENTS**

**OF**

**THE INTERNAL GENERAL ACCOUNT PROGRAM**

**FOR THE YEAR ENDED 30 JUNE 2022**



**Share&Care**  
Community Services Group  
*Building resilience in communities*

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. The financial statements are a subset of the financial statements of the association as a whole.

**It is not a complete report of the incorporated body and makes up one of the internal programs administered by the association.**

**FINANCIAL STATEMENTS**

**SHARE & CARE COMMUNITY SERVICES GROUP INC.**  
**THE INTERNAL GENERAL ACCOUNT PROGRAM**  
**FOR THE YEAR ENDED 30 JUNE 2022**

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SHARE & CARE COMMUNITY SERVICES GROUP INC.

THE INTERNAL GENERAL ACCOUNT PROGRAM

ANNUAL MANAGEMENT BOARD CERTIFICATION OF AUDITED FINANCIAL  
STATEMENTS  
FOR YEAR ENDED 30 JUNE 2022

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

- The information reported in the accompanying special purpose financial report, comprising of the Statement of Income and Expenditure and Statement of Financial Position together with the explanatory notes to the financial statements 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 2021 to 30 June 2022;
- That the attached special purpose financial report for the year ended 30 June 2022 is suitable to meet the needs of the members and the organisation. It is acknowledged that this is not a report in full of the association, Share and Care Community Services Group Inc and is a subset set of financial statements for the Internal General Account program.
- The association is able to pay its bills as and when they fall due.

Office Bearer Signature:



Office Bearer Name:

James Paxman

Office Bearer Position:

TREASURER

Organisation Name: Share & Care Community Services Group Inc

Date:

03/10/2022

**SHARE & CARE COMMUNITY SERVICES GROUP INC.**

**THE INTERNAL GENERAL ACCOUNT PROGRAM**

**STATEMENT OF INCOME AND EXPENDITURE  
FOR THE YEAR ENDED 30 JUNE 2022**

	<u>Notes</u>	2022	2021
<b>INCOME</b>		\$	\$
Administration levy, Management Fees	1	939,318	904,866
ATO Cash Flow Boost		0	37,500
Lotteries West – Vehicle recoupment		14,521	0
Gifts / Donations		250	1,900
Interest		3,586	9,409
Reimbursements from programs / insurance & other		17,783	845
Volunteers		28,521	46,112
Home Care Package Surplus	2	206,036	68,234
<b>TOTAL INCOME</b>		<b>1,210,015</b>	<b>1,068,866</b>
 <b>EXPENDITURE</b>			
Accounting & Audit		2,979	3,647
Advertising & Promotion		4,032	5,269
Bank Charges		367	380
Board Cost & Meeting Expenses		2,579	3,061
Cleaning & Pest Control		16,738	16,979
Computer		27,884	18,170
Depreciation – Property, Plant & Equipment		69,546	40,349
Donation Paid		1,276	500
Health & Safety Costs		13,036	9,503
Insurance		34,186	23,650
Minor Equipment		5,394	2,787
Postage / Printing & Stationery		7,703	17,646
Repairs & Maintenance		32,577	27,756
Rent, Rates & Taxes		10,286	9,584
Salaries / Wages & Superannuation		756,956	720,485
Staff Amenities & Training		16,470	9,590
Sundry		105	83
Telephone, Fax & Internet		9,941	7,564
Volunteer Costs		29,603	46,488
Utilities		11,041	13,746
<b>TOTAL EXPENDITURE</b>		<b>1,052,699</b>	<b>977,237</b>
 <b>Surplus for the Year</b>		 <b>157,316</b>	 <b>91,629</b>
 <b>Other Expenses</b>			
Other Programs – SBS		-	27,880
 <b>Total Surplus for the year</b>		 <b>157,316</b>	 <b>63,749</b>
 <b>Other Comprehensive Income</b>			
Revaluation of property		-	192,867
 Total Other Comprehensive Income		 -	 192,867
 <b>Total Surplus and Other Comprehensive Income for the year</b>		 <b>157,316</b>	 <b>256,616</b>



**SHARE & CARE COMMUNITY SERVICES GROUP INC.**

**THE INTERNAL GENERAL ACCOUNT PROGRAM**

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

<b>CURRENT ASSETS</b>	<b><u>Notes</u></b>	<b>2022</b>	<b>2021</b>
		<b>\$</b>	<b>\$</b>
Cash & Cash Equivalents		966,963	1,022,150
Bank – Ex HACC Asset Replacement Reserve		375,571	374,493
Bank – HCP Surplus		206,036	74,221
GST Refund		27,371	3,560
Inventory on Hand		5,537	5,540
Petty Cash		300	300
Trade and Other Debtors		304,473	159,826
<b>TOTAL CURRENT ASSETS</b>		<b><u>1,886,252</u></b>	<b><u>1,640,090</u></b>
 <b>NON-CURRENT ASSETS</b>			
Property, Plant & Equipment	3	2,465,741	2,514,978
Right of Use Assets	4	64,258	41,869
<b>TOTAL NON-CURREN ASSETS</b>		<b><u>2,529,999</u></b>	<b><u>2,556,847</u></b>
 <b>TOTAL ASSETS</b>		<b><u>4,416,251</u></b>	<b><u>4,196,937</u></b>
 <b>CURRENT LIABILITIES</b>			
Credit Card		7,131	460
PAYG Withholding Payable		9,333	8,288
Provision for Leave Entitlements	6	69,725	62,588
Revenue Received in Advance		79,497	77,138
Lease Liability	4	38,218	29,353
Trade and other Payables		35,013	25,831
<b>TOTAL CURRENT LIABILITIES</b>		<b><u>238,917</u></b>	<b><u>203,658</u></b>
 <b>NON-CURRENT LIABILITIES</b>			
Long Service Leave Entitlements		26,439	30,276
Right of Use Assets Lease Liability	4	21,124	9,960
<b>TOTAL NON-CURRENT LIABILITIES</b>		<b><u>47,563</u></b>	<b><u>40,236</u></b>
 <b>TOTAL LIABILITIES</b>		<b><u>286,480</u></b>	<b><u>243,894</u></b>
 <b>NET ASSETS</b>		<b><u>4,129,771</u></b>	<b><u>3,953,043</u></b>
 <b>Represented By:-</b>			
Retained Earnings		2,863,108	2,688,409
Employee Reserves	8	131,458	129,429
Revaluation Reserve	7	1,135,205	1,135,205
<b>ACCUMULATED MEMBERS' FUNDS</b>		<b><u>4,129,771</u></b>	<b><u>3,953,043</u></b>

**SHARE & CARE COMMUNITY SERVICES GROUP INC**

**THE INTERNAL GENERAL ACCOUNT PROGRAM**

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

	<u>Retained</u> <u>surpluses</u> \$	<u>HACC</u> <u>ASSETS</u> <u>Reserve</u> \$	<u>Revalue</u> <u>Reserve</u> \$	<u>Employee</u> <u>Reserves</u> \$	<u>Total</u> <u>equity</u> \$
Balance at 1 July 2020	2,521,304	-	942,338	111,321	3,574,963
Surplus for the year	63,749				63,749
Revaluation of Property			192,867		192,867
Total comprehensive income for the year	63,749		192,867		256,616
Addition to employee reserve	(18,108)			18,108	-
Transfer from closed programs already acquitted	121,464				121,464
Balance at 30 June 2021	2,688,409	-	1,135,205	129,429	3,953,043
Balance at 1 July 2021	2,688,409	-	1,135,205	129,429	3,953,043
Surplus for the year	157,316				157,316
Total comprehensive income for the year	157,316				157,316
Addition to employee reserve	(2,029)			2,029	-
Transfer from closed programs already acquitted	19,413				19,413
Balance at 30 June 2022	2,863,109		1,135,205	131,458	4,129,772

**SHARE & CARE COMMUNITY SERVICES GROUP INC.**

**THE INTERNAL GENERAL ACCOUNT PROGRAM**

**YEAR ENDED 30 JUNE 2022  
NOTES TO THE FINANCIAL STATEMENTS**

**1. Summary of Significant 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 and remains a subset of the financial statements of the association, Share and Care Community Services Group Inc.

**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.

**a. Property, Plant and Equipment (PPE)**

Leasehold improvements and office equipment are carried at cost less, where applicable, any accumulated depreciation.

The depreciable amount of all PPE is depreciated over the useful lives of the assets to the association commencing from the time the asset is held ready for use.

Leasehold improvements are amortised over the shorter of either the unexpired period of the lease or the estimated useful lives of the improvements.

Land and Building are measured at market value.

**b. Impairment of Assets**

At the end of each reporting period, the committee reviews the carrying amounts of its tangible and intangible assets to determine whether there is any indication that those assets have been impaired. If such an indication exists, an impairment test is carried out on the asset by comparing the recoverable amount of the asset, being the higher of the asset's fair value less costs of disposal and value in use, to the asset's carrying amount. Any excess of the asset's carrying amount over its recoverable amount is recognised in the income and expenditure statement.

**c. Employee Provisions**

Provision is made for the association's liability for employee benefits arising from services rendered by employees to the end of the reporting period. Employee provisions have been measured at the amounts expected to be paid when the liability is settled.

Leave loading of 17.5% is included in the annual leave provision.

**SHARE & CARE COMMUNITY SERVICES GROUP INC.**

**THE INTERNAL GENERAL ACCOUNT PROGRAM**

**YEAR ENDED 30 JUNE 2022  
NOTES TO THE FINANCIAL STATEMENTS**

**d. Provisions**

Provisions are recognised when the association has a legal or constructive obligation, as a result of past events, for which it is probable that an outflow of economic benefits will result, and that outflow can be reliably measured. Provisions are measured at the best estimate of the amounts required to settle the obligation at the end of the reporting period.

**e. Cash on hand**

Cash on hand includes cash on hand, deposits held at call with banks, and other short-term highly liquid investments with original maturities of three months or less.

**f. Accounts Receivable and Other Debtors**

Accounts Receivable and Other Debtors include amounts due from members as well as amounts receivable from donors. Receivables expected to be collected within 12 months of the end of the reporting period are classified as current assets. All other receivables are classified as non-current assets.

**g. Revenue and Other Income**

Revenue is measured at the fair value of the consideration received or receivable after taking into account any trade discounts and volume rebates allowed. For this purpose, deferred consideration is not discounted to present values when recognising revenue.

Interest revenue is recognised using the effective interest method, which for floating rate financial assets is the rate inherent in the instrument.

Dividend revenue is recognised when the right to receive a dividend has been established.

Grant and donation income is recognised when the entity obtains control over the funds, which is generally at the time of receipt.

If conditions are attached to the grant that must be satisfied before the association is eligible to receive the contribution, recognition of the grant as revenue will be deferred until those conditions are satisfied.

All revenue is stated net of the amount of goods and services tax.

**h. Goods and Services Tax (GST)**

Revenues, expenses, and assets are recognised net of the amount of GST, except where the amount of GST incurred is not recoverable from the Australian Taxation Office (ATO). Receivables and payables are stated inclusive of the amount of GST receivable or payable. The net amount of GST recoverable from, or payable to, the ATO is included with other receivables or payables in the assets and liabilities statement.

SHARE & CARE COMMUNITY SERVICES GROUP INC.

THE INTERNAL GENERAL ACCOUNT PROGRAM

YEAR ENDED 30 JUNE 2022  
NOTES TO THE FINANCIAL STATEMENTS

NOTE 3: - Property, Plant & Equipment

	2022	2021
	\$	\$
Plant & Equipment	214,839	206,175
Accumulated Deprecation	(155,771)	(138,332)
<b>Total Plant &amp; Equipment</b>	<b>59,069</b>	<b>67,843</b>
Land & Buildings – Revalued	2,200,000	2,200,000
Building Improvements	116,315	116,315
Accumulated Depreciation	(48,571)	(40,636)
<b>Total Land &amp; Building (including improvements)</b>	<b>2,267,744</b>	<b>2,275,679</b>
HACC – Plant & Equipment	43,825	43,825
HACC – Motor Vehicle	313,030	313,030
Accumulated Depreciation	(217,927)	(185,399)
<b>Total HACC Assets</b>	<b>138,928</b>	<b>171,456</b>
<b>TOTAL</b>	<b>2,465,741</b>	<b>2,514,978</b>

The most recent independent appraisal on the Land & Building situated at 88 Wellington Street took place in March 2021. The appraisal valued the building between \$1,600,000 - \$1,700,000. The organisation adopted a mid-point of this appraisal being \$1,650,000.

The most recent independent appraisal for the land situated at 92 Wellington Street took place in March 2021, which resulted in the vacant lot being valued at between \$500,000 - \$600,000. The organisation adopted a mid-point of \$550,000.

The combined adopted value totals \$2,200,000.

At 30 June 2022, 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 4.

**SHARE & CARE COMMUNITY SERVICES GROUP INC.**

**THE INTERNAL GENERAL ACCOUNT PROGRAM**

**YEAR ENDED 30 JUNE 2022  
NOTES TO THE FINANCIAL STATEMENTS**

**i. Accounts Payable and Other Payables**

Accounts payable and other payables represent the liability outstanding at the end of the reporting period for goods and services received by the association during the reporting period that remain unpaid. The balance is recognised as a current liability with the amounts normally paid within 30 days of recognition of the liability.

**j. Income Tax**

The association is an income tax exempt entity under the provisions of Section 80-8 of the Income Tax Assessment Act 1997.

**k. Going Concern**

The program is reliant on Grant funding in the future to continue its operations in the current format. Whilst acknowledging this risk the organisation sees no immediate concern that the funding for the program would be curtailed significantly within the coming 12-month period.

**l. Related Parties Disclosures**

Management have assessed if there are any related party transactions that require disclosure in this special purpose report. There were no material related party transactions during the year ended 30 June 2022. Key management personnel is noted in Note 9.

**NOTE 2: - Home Care Packages Surplus**

The Home Care Packages Surplus for financial year ending 30 June 2022 is payable to Share and Care General Account at the year end. This related to the 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.

SHARE & CARE COMMUNITY SERVICES GROUP INC.

THE INTERNAL GENERAL ACCOUNT PROGRAM

YEAR ENDED 30 JUNE 2022  
NOTES TO THE FINANCIAL STATEMENTS

**NOTE 4: Right of Use Assets and Liabilities**

The association adopted AASB 16 with respect to the Right of use assets which relate to the operating lease arrangements for motor vehicles.

	2022	2021
	\$	\$
Right of Use Assets	124,510	69,499
Accumulated Deprecation	(60,252)	(27,630)
<b>Total</b>	<b>64,258</b>	<b>41,869</b>
Lease Liability – Current	38,218	29,353
Lease Liability – Non-Current	21,124	9,960
<b>Total</b>	<b>59,343</b>	<b>39,313</b>

The lease liability is made up of various vehicle leases which expire between 2022 and 2023.

**NOTE 5: Contingent Liability**

At 30 June 2022, 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;

	2022	2021
	\$	\$
Lotteries Commission (Lottery West)	29,639	95,602

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

**YEAR ENDED 30 JUNE 2022**  
**NOTES TO THE FINANCIAL STATEMENTS**

**NOTE 6: Annual Leave, Long Service Leave**

The organisation accrues for Annual Leave and Long Service Leave due to employees based on the current rates of pay.

	<b>2022</b>	<b>2021</b>
	<b>\$</b>	<b>\$</b>
Annual Leave	54,692	54,811
Toil	1,341	813
Long Service Leave - Current	13,692	6,964
<b>Total</b>	<b>69,725</b>	<b>62,588</b>

As per Note 1 (c), the program accrues for annual leave due to employees based on current rates of pay. At 30 June 2022, the above amounts were shown as a liability. Included in the annual leave provision is an amount of leave loading calculated at 17.5%.

The organisation accrues for Long Service Leave for employees at the commencement of employment to ensure adequate provision is available based on experience.

**NOTE 7: Equity and Revaluation Reserve**

	<b>2022</b>	<b>2021</b>
	<b>\$</b>	<b>\$</b>
Revaluation Reserve	1,135,205	1,135,205

An independent market appraisal took place in March 2021 for the properties situated at 88 Wellington Street, Northam and 92 Wellington Street, Northam.

**NOTE 8: Employee Reserve**

	<b>2022</b>	<b>2021</b>
Employee Reserve	131,458	129,429

An employee reserve was adopted with respect to the employee personal leave provisions at the year ended 30.06.2020. The reserve is made available for employee personal leave provisions that have been accrued to the respective employees at year end.

The movement in the year of \$2,029 was calculated by reviewing the non-vesting personal leave accruals of the general account program as at 30.06.2022. This balance is quarantined for future personal leave applications that are over and above the statutory 10 days and made available only if the employee has an available balance.



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

**YEAR ENDED 30 JUNE 2022**  
**NOTES TO THE FINANCIAL STATEMENTS**

**NOTE 9: Key Management Personnel Remuneration**

Key management personnel are the people with authority and responsibility for planning, directing, and controlling the activities of the association, directly or indirectly, including any director of the association.

	<b>2022</b>	<b>2021</b>
	<b>\$</b>	<b>\$</b>
Short term employee benefits	121,451 =====	117,339 =====

