

Annual General Report 2023



Share & Care

Community Services Group

Building resilience in communities



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

Share & Care Community Services Group Inc. is a not-for-profit (now termed 'for-purpose') organisation, 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 Centres and homeless accommodation buildings on site. Share & Care operate 22 services with funding of around five million dollars per annum.

Share & Care employs about 65 staff and has 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 annually reviews 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.



Thank you for attending this meeting, which is so important that you, as members, do so. Our constitution states that an AGM must convene each calendar year, so once again, thank you for your attendance.

It is with sadness that I report the resignation of Jacqui Holmes. Jacqui has been a valuable member of the Board and we thank her sincerely for her contribution.

We have faced many challenges but probably the most prominent are domestic violence and mental health. Domestic violence is the scourge of our society and every day we see evidence of attacks on women. 1 in 6 women experience physical or sexual violence, by a current or former partner. Mental health is another serious matter, and Share & Care staff will again be attending 'Turn Up In Blue' day on 12 October 2023 10am - 2pm at Bernard Park, Northam.

Our positions on the board are all voluntary and I congratulate each of our board members for their commitment to Share & Care Community Services Group. We are a great team, representing a good cross-section of the community. This is what makes us exceptional as a Board; different ideas and a great work ethic.

Part of my role as a chairman of the Share & Care board is, and I quote:

"Patience. Good Chairs are passionate about their work, but that passion is tempered by the ability to pause and reflect. Instead of rushing to get things done quickly, they focus on getting things done properly. They encourage introspection and thoughtfulness"

This I copied from an article on the computer. I thought it might inject a bit of fun into the seriousness of Share & Care, but please don't think I am distracting from the very intense work that members of the Share & Care staff do. From the CEO, to program managers, finance officers, staff and volunteers, you are all an integral and important part of the workings of this great organisation and on behalf of the Board, I thank you for your diligence, commitment and loyalty.

Carol, our wonderful CEO - over the years that I have known you, you never cease to amaze me with your tenacity to uphold the value and worth of Share & Care. I don't mean monetary value or worth, I mean the integrity and essence of the organisation. We say that it 'runs in the blood', and in this case, I have never known anything different.

So concludes my report and thank you all again for attending. With you all coming tonight to this AGM, it cements the continuation of Share & Care.

Ann Gibbs

Chairman
2023



Jacqui Holmes, retiring Board Member with Chairman, Ann Gibbs

TREASURER'S REPORT James Paxman

Dear Share & Care Community,

It is with great pleasure that I present the Share & Care Treasurer's Report for the year 2022/23. With the shadow of COVID-19 receding and the ever-evolving landscape of Generative AI, this year has brought unique challenges marked by a tight labour market and cost-of-living pressures where Share & Care has experienced a notable increase in service requests. We have observed a surge in demand for Emergency Relief (45%), Family & Domestic Violence support (40%) and Financial Counselling (30%). These challenges underscore the importance of maintaining strong financials to meet our community's ever-growing needs. Despite these challenges, Share & Care has continued to thrive and exceed expectations, thanks to the dedication of our staff, volunteers and the support of our community.

Financial Performance

I am pleased to report that Share & Care has once again surpassed expectations, achieving an operating surplus of approximately \$130,000. This success can be attributed in part to our prudent approach, including minimal capital expenditure and the consolidation of several programs into the Share & Care General Account. Our financial position remains robust, with a comfortable ratio of 3:1 (assets v. liabilities), ensuring that we have ample funds to meet our liabilities.

Asset Appraisals

We are delighted to announce that recent appraisals have valued 88 Wellington Street at \$1,817,000.00, showing significant appreciation in its worth, whilst 92 Wellington Street has held steady at \$500,000.00. A feature survey has been completed and plans are underway for a 3D rendering and walk-through. However, current high construction costs have temporarily placed the project on hold. Additionally, this year marked the removal of the Lotterywest caveat on the David Gorham Centre, a significant milestone for our organisation.

Human Resources

Effective July 1, 2023, the Fair Work Ombudsman approved a substantial 15% wage increase for the aged care sector. We are proud to note that Share & Care has consistently paid above the minimum award rate for all staff, reflecting our commitment to fair compensation in a tight labour market.

Aged Care Reforms

In response to the Aged Care and Other Legislation Amendment (Royal Commission Response) Act 2022, Share & Care has made necessary changes to our aged care services. We now adhere to the Aged Care Code of Conduct and have fortified our governance framework to ensure compliance with the Aged Care Quality Standards. All Board members have completed key personnel suitability and ongoing training in Aged Care Reforms to uphold our commitment to excellence.

Community Appreciation

The Christmas In July lunch at Bridgeley Community Centre was a heartwarming event, showcasing the dedication of our staff and volunteers. I want to extend my gratitude to Jacqui Holmes, who recently stepped down as a board member after years of outstanding service. We wish her all the best in her future endeavours. Additionally I would like to acknowledge the generosity of all those who have donated, bequeathed or volunteered for Share & Care this year.

Our volunteers have contributed a remarkable \$32,000.00 worth of volunteer hours, demonstrating the incredible impact of our community's support. We are also grateful to our board members, including our consultant accountant, Mr. Sandy Hatherly, who tirelessly support Share & Care, enabling us to continue leading in "building resilience in communities".

Financial Details

Please find detailed financial figures at the end of this Annual Report. The consolidated auditor's report will be available on the Share & Care website in due course.

Finally, I want to express my sincere appreciation to all who have played a part in Share & Care's continued success. Together we are making a profound difference in our community and I look forward to the challenges and achievements that the coming year will bring.

Another exceptional year!

We 'For-Purpose' organisations (once called 'Not-for-Profit') operate in a unique economic environment. One that is impacted by economic cycles, the political climate and the changing priorities of Funders. The current economic environment for us was affected by the COVID-19 pandemic, which created significant financial challenges, not just for us, but for many organisations; this is ongoing even today.

Many for-purpose organisations are experiencing a decline in revenue due to cancelled fundraising events, reduced individual and corporate giving and decreased government funding. At the same time, the demand for our services is increasing as more people experience job loss and/or economic hardship.

Overall, the current economic environment remains challenging, but many of us are adapting and innovating to continue our vital work in supporting our communities.

In today's world, technology (including artificial intelligence (AI)) and digital advancements have transformed the way we live and work. We are connected like never before. The COVID-19 pandemic further accelerated the adoption of remote work, online education and virtual communication. Social media platforms have also played a significant role in shaping our social interactions and influencing opinions, too often utilising misinformation!

Climate change and sustainability have become increasingly urgent issues that require collective action. Diversity, equity and inclusion are focal points in workplaces, communities and politics. In summary, we are living in a highly globalised and interconnected world that presents both challenges and opportunities.

Since COVID, each of our 23 services have found new ways to deliver services that compliment our existing processes. Feedback from stakeholders has been complimentary and the new delivery modes have been very cost effective.

For-Purpose services play a crucial role in today's world by addressing a variety of societal needs and challenges. Our organisation is driven by a mission to make a positive impact on our communities', rather than generating profits for shareholders. We work collaboratively to address pressing issues and gaps in society, such as hunger, homelessness, family violence, gender equality, disadvantage and more.


If we are to maximise our impact, collaboration and partnerships with other organisations (both for-purpose and corporate) is vital. These collaborations may include joint programs, sharing of resources or advocating for policy changes.

It is vital that we prioritise transparency and accountability to build trust with funding bodies, donors, supporters and the general public. We publish financial statements annually, along with impact assessments to demonstrate how the funds are used.

Our volunteers play a significant role in Share & Care. People from diverse backgrounds contribute their time and expertise to further our organisation's mission, and in doing so, contribute many thousands of dollars to the organisation via their generous giving of time and hard work.

Ensuring long-term sustainability is a challenge for many of us. There is a delicate balance that must be maintained between our financial stability and our mission, whilst always adapting to changing circumstance and politics.

From our membership base and Board of Management, to our volunteers, staff and funders, there is a dedication and loyalty that is very rare; a truly treasured team.

T h a n k Y to every team member. Without you our organisation would not have the  it does.

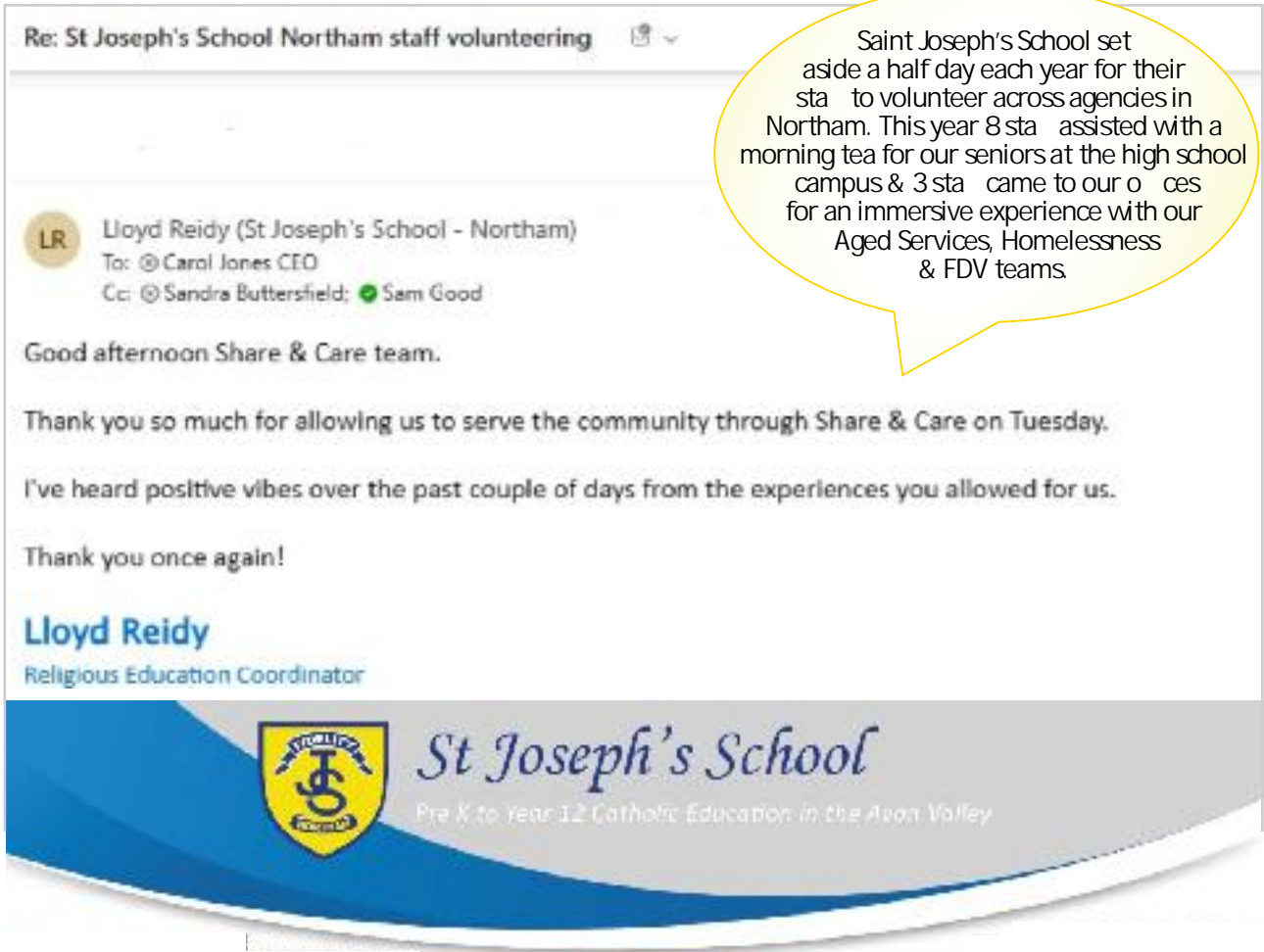
PROGRAM STATISTICS 2022 - 2023

Founded in 1975, today Share & Care Community Services Group Inc. averages 60 staff and offers 20+ services, with plans to expand our footprint in the Wheatbelt to address the un-met needs in community services.

Share & Care have the challenge of covering a huge 250,000 square kilometres of the Wheatbelt and Upper Great Southern regions, and coastal to Jurien Bay, including towns and centres such as Northam, Wundowie, Narrogin, Moora, Merredin, Lake King and Southern Cross to the East.

To ensure a holistic approach we offer emergency relief, financial counselling, mental health and other services on-site. Services that Share & Care can not assist with are always referred to local providers with shared case management processes implemented.

PROGRAM	# OF CLIENT CONTACTS	COMPLAINTS RECEIVED	RESOLVED	RESOLUTION METHOD
Head Office	14,958	1	YES	Resolved by discussion
Financial Counselling	7,277	0	-	n/a
Magnolia Women's Refuge & Child Support	2,726	0	-	n/a
Rainbow Women's Refuge & Child Support	1,901	0	-	n/a
Coordinated Response Service	463	0	-	n/a
Safe At Home	3,270	1	YES	Resolved by discussion
FDV-Outreach & Counselling	1,266	0	-	n/a
Mobile Outreach Service Northam / Narrogin	1,012	0	-	n/a
Emergency Relief	1,576	0	-	n/a
Emergency Accommodation & Jacaranda	188	0	-	n/a
Men's Lodge	13	0	-	n/a
Housing Support Worker	171	0	-	n/a
Home Care Packages	13,462	3	3	Resolved by discussion
Commonwealth Home Support Program	7,947	2	2	Resolved by discussion
Commonwealth Home Support (Respite Care)	17	0		n/a
Mental Health Support Service	1,252	0	-	n/a
TOTAL NUMBER OF CONTACTS	57,499			



To everyone at Share + Care -

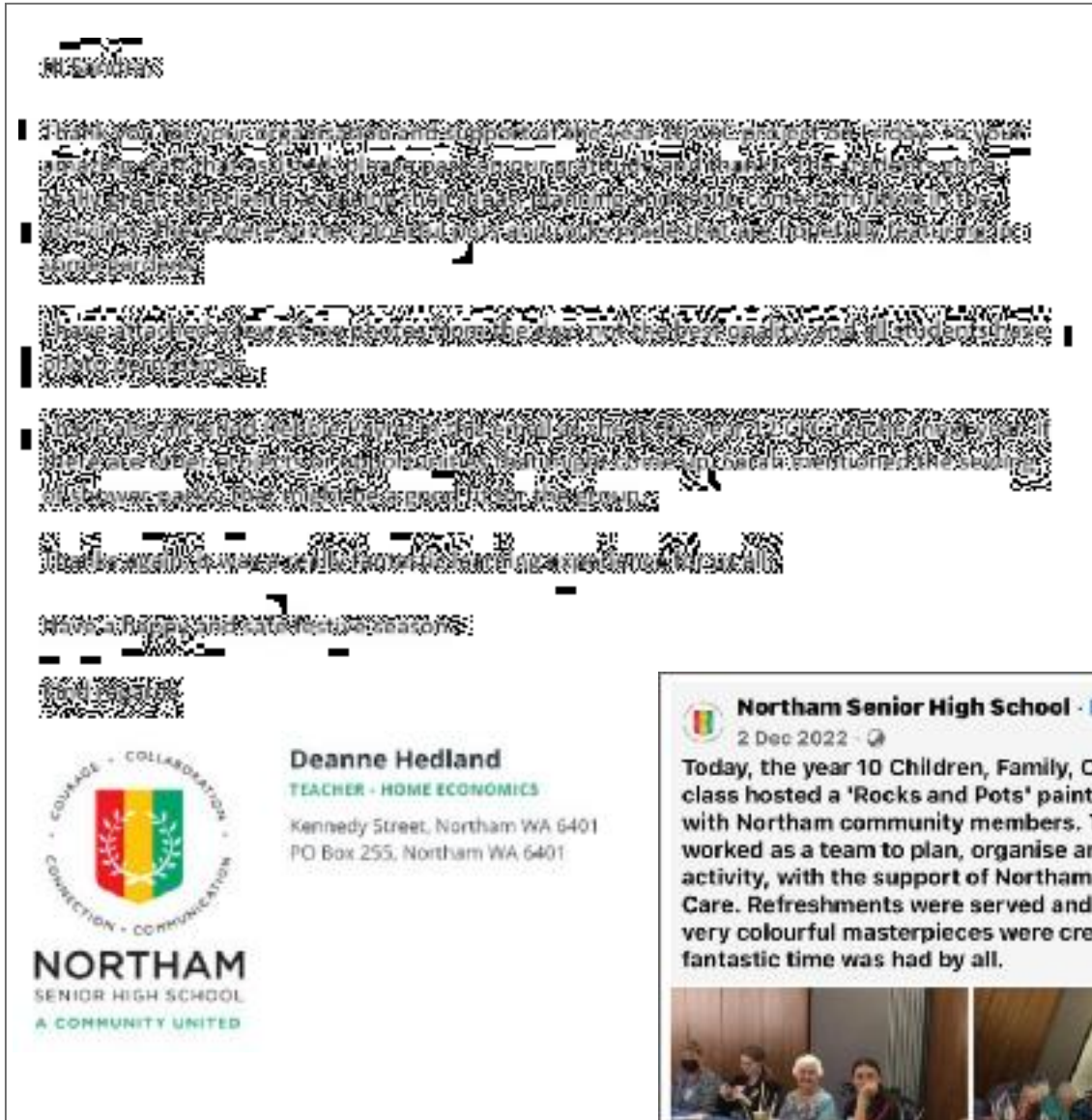
THANK YOU

So much for welcoming me,
taking me under your wing,
and providing me with an
amazing place to grow.

You are all such amazing
people and it has been a
delight.

- Alex Lindsay
Intern, 2022 -

Alex Lindsay, UWA Medical Student, completed his Internship at Share & Care in 2023



Deanne Hedland
TEACHER - HOME ECONOMICS
Kennedy Street, Northam WA 6401
PO Box 255, Northam WA 6401

NORTHAM
SENIOR HIGH SCHOOL
A COMMUNITY UNITED

Northam Senior High School · Follow
2 Dec 2022 · 🌐

Today, the year 10 Children, Family, Community class hosted a 'Rocks and Pots' painting activity with Northam community members. The students worked as a team to plan, organise and host the activity, with the support of Northam Share and Care. Refreshments were served and shared, some very colourful masterpieces were created. A fantastic time was had by all.





JOHN M.



JOHN L.

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

a remarkable \$32,613.00
worth of in-kind service
to our community



WILLIAM



PAIGE

Share & Care acknowledges the generous support
from our wonderful Donors

St. Joseph's School Northam

- Aimee Leeson
- Ann-Marie Konkoly
- Belinda Cowell
- Beth Pryce
- Brenola Aged Care
- Bronwyn Dunn
- Coral Mencshelyi
- CRC Kalannie
- CWA Northam
- CWA York
- Cynthia Barrett
- Deanne Ashman
- Dolores Atkinson

Northam Patchers with Flair

- Dominos Northam
- Dukes Inn Northam
- Elaine Wherry
- Elizabeth Regent
- Elizabeth Trojanowski
- Emily Burrow
- Emma Fulwood
- Georgia Peacock
- Hon Mia Davies MLA
- Hon Steve Martin MLC
- Irene Winfield
- Jenny Chrimes
- Jenny Stoiness
- Jess Wilson
- Julia Jones

Kanyana Op Shop

Church of Christ Dorcas Clothing

Northam Chamber of Commerce

- Kerry Storey
- Kevin Holland
- Kim Marinoni
- Leanne Davies
- Liz Gibson
- Lucy Holten
- Lucy Sorenson
- Margaret Gentle
- Marie Yeomans
- Maureen Gogan
- Megan Thornton
- Mr & Mrs Sprigg
- Narembeen Autumn Club

Pam Young

- Pamela Gri ths
- Peter Rundle MLA

Ray Lehman

- Sally Anne Pryce
- Sandra Dyson
- Shaun Revett
- Kathy Kania
- Sue Reed
- Sue Simcock
- Tahlia McPhillips

Ti any Plum

- Tim McLachlan
- CBA Narrogin
- Katrina Hoek

Kerry Granville

Specialised Tree Services

Northam Community Corrections



Bobbi Morton, local Physic Medium & Reiki Master, generously donates proceeds from her annual Spiritual & Wellness event, this year raising over \$2000 for Share & Care's Homemaker Program.



As a provider of FDV, homelessness & crisis services Share & Care receives deliveries of sanitary items from 'Share the Dignity' each year.

thank you!

Our Financial Counselling service covers the entire Wheatbelt, an area of 250,000km², and post COVID, demand for the service is steadily on the increase. To assist with the growing client base and promotional activities the program has employed an additional two staff in 2023; Share & Care now has one Accredited Financial Counsellor, two Associate Financial Counsellors and a part-time Support Officer.

The types of cases we are dealing with are varied and often very complex, with more than one issue to address. Clients are taking out a number of small loans just to pay essential living expenses such as utility bills and rent arrears.

Sadly with the number of 'Buy Now, Pay Later' lenders on the rise, so are the debts being incurred. These companies make their money when clients can not make their repayments. One such company offers a 'pay-in-four, no interest' model; which seems very attractive when you are struggling, however when the client defaulted on the first payment, they were charged a late fee of \$17, PLUS another \$17 on the second, third & fourth repayments, totally fees of \$68 on a loan they couldn't afford in the first place.

Consumers Beware! As long as the loan amounts are less than \$2,000.00 there is no requirement for these lenders to do a credit check or even an assessment to determine the applicant's ability to repay.

\$ 393,835.80

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



Our Financial Counsellors have worked on a total of 746 cases during the last twelve months.



This graph shows the main sources of income received by clients seeking our services. The largest percentage, at 38%, is Jobseeker Payments. This is due to clients losing their jobs or being made redundant as their employer simply can't afford to keep them.



This graph shows the type of services provided to the client when engaged with the Financial Counselling Service. Budgeting Advice & Assistance is the largest, and incorporates our Community Education workshops which are always very well received.

Share & Care's Financial Counselling Service has delivered two Community Education Workshops over the past year. Following on from Money Matters, the team have introduced

"Practical Change ... knowledge for your future" which includes advice and tips for navigating the current, post-covid financial environment and the many pitfalls associated with 'Buy Now - Pay Later' lenders.

All 44 attendees left with a goody bag of info and resources to kick-start their journey toward financial resilience and the feedback was very positive.

"Thank you - very informative & easy to understand without making anyone feel discomfort."



Financial Counselling's Mel & the Bendigo Bank mascot, promoting Share & Care services at Northam's Balloon Festival.

Practical Change ... knowledge for your future

Alleviate the stress associated with managing your money. Learn how to create a customised budget and the tricks to achieving financial resilience in these challenging times.

Wednesday 18th October 10am - 12 noon
Share & Care Conference Room - 88 Wellington Street, Northam
Light refreshments & resource packs provided

Attendees limited!
Please call
(08) 9622 2828
to reserve your place

IN THE LAST YEAR

46 clients were assisted with overdue Synergy bills; payment plans made and disconnections avoided.

22 clients were assisted with their Housing debts; ALL were able to maintain their tenancy.

Consumer Feedback

"There is nil improvements required. I have NEVER in my wildest dreams thought that I would be free from extreme debt!! The service I received was absolutely FANTASTIC. Because of the service I received, I was able to clear 3 credit cards, learnt the importance of saving and how to manage my income which is resulting in positive choices. Jean was knowledgeable, helpful, professional, non judgemental & beautiful! The Share & Care Staff always welcomed me with kindness and compassion. It's not easy knowing others know that you are struggling financially, so never being judged has ALWAYS made my appointments easy.
Thank you to Jean, staff & Share & Care in total!"

In the past six months we have had the ability to be involved in extra service promotion, including the delivery of a presentation to staff at Wheatbelt Community Legal Service and attending community events, such as the Northam Balloon Festival.



Share & Care was fortunate to secure a double booth for the event, which was manned from 2.30 to 8.30pm. Staff from across all Northam Share & Care services volunteered their Saturday, and took turns to man the stand, handing out information packs and new Share & Care promotional items. Share & Care hats, rain ponchos, gloves and torches were hot ticket items with the crowd due to the inclement weather. Melissa and Jodie attended on behalf of Financial Counselling, using the opportunity to promote and take registrations for the next "Practical Change" workshop scheduled for October 2023. Also available were complimentary copies of 'The Barefoot Investor' by Scott Pape and a variety of useful resources.

NEW FINANCIAL COUNSELLING INITIATIVES

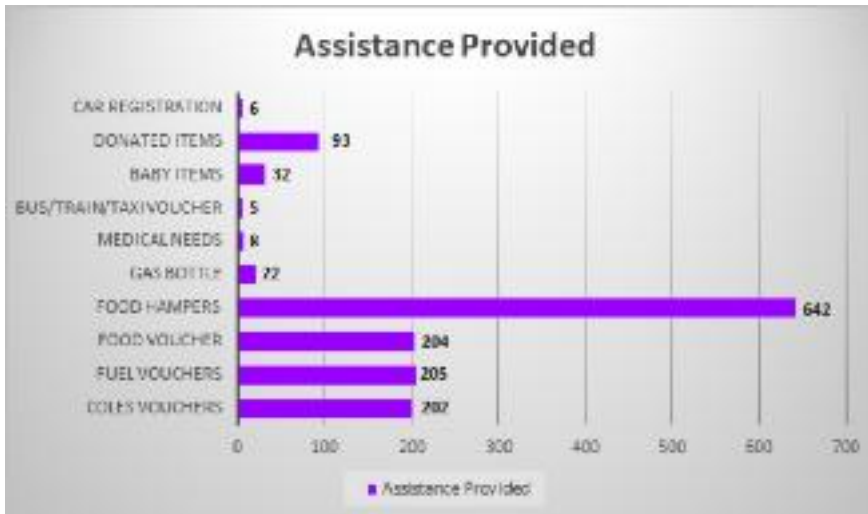
The Financial Counselling service is currently exploring the feasibility of providing a walk-in clinic, over a two day period each month. Clients would not need to book an appointment, but can call in between 10am - 2pm to have a chat with one of the Financial Counselling staff to get some preliminary advice regarding their financial concerns. Any further assistance would then require a face-to-face appointment for individualised assistance.

The other project is an 'intensive support program' where the client will be able to have appointments as often as required. The client would receive one of the program's "Practical Change" packs and extra support from the Financial Counsellor to learn how to use and apply it on a daily basis. This concept is targeted towards clients that have never been taught how to manage their money and may find it overwhelming; as such, there is scope to include our mental health clients and that could also benefit from this type of mentoring and support.



A Financial Counselling 'Practical Change' pack provides all the resources required to manage the household budget.

Over the past twelve months, the Emergency Relief service has provided 589 consumers with 1576 instances of assistance of various forms. 290 consumers were new to the service.



The cost-of-living crisis and the number of consumers seeking accommodation from other areas, has resulted in an increased demand for Emergency Relief assistance for people that would not normally have needed these services before.

Share & Care's Crisis services continue to be supported by many donations from generous organisations and individuals, providing a variety of goods.

A number of Country Women's Association (CWA) groups continue to provide household items and knitted blankets and beanies for the cooler months.

Little Things for Tiny Tots also provided the Emergency Relief service with baby boxes for consumers with newborns; and the Rapid Relief Team also continue to provide regular deliveries of their RRT Crisis Boxes, which contain ready-to-eat foodstuffs and staple pantry items.



Little Things for Tiny Tots provides new and pre-loved essential baby items to WA families in need. They create New Baby Boxes filled with 'little things' to assist families care for their newborn such as nappies, wipes, clothing, blankets and books. New Baby Boxes are distributed via social service agencies including non-profit support services, hospitals and government agencies.

The Emergency Relief Officers continue to see an increase in consumers needing appointment-based assessments for larger types of assistance such as utility bills, car registrations or larger family food shopping.

Consumers living and buying food in smaller towns, that only have an IGA, general grocer or roadhouse, are also presenting on a more regular basis due to the often outlandish cost of staple food items available in their location, when compared to the bigger grocery store chains such as Coles, Woolworths & Aldi, who are already expensive. Many of these consumers are happy to be referred to Share & Care's Financial Counselling service and have engaged with the Financial Counsellors to complete an updated budget and see what assistance they may be able to provide in terms of repayment plans, Centrepay for bills or fines or debt re-negotiations.



FOOD SECURITY ASPECTS ADDRESSED



FOOD ACCESS, FOOD UTILISATION

Share and Care Community Services CASE STUDY

REGION LOCATION: WHEATBELT

INITIATIVE OVERVIEW

The initiative supports communities across 250,000 square kilometres, with the primary focus emergency relief services. Vouchers and food hampers support community members to supplement food and fuel, particularly important for clients such as cancer patients who frequently travel for treatment. In such cases, the initiative covers the costs of food for the week. The initiative also provides food budgeting support, where participants receive guidance on purchasing affordable and nutritious food, and in-home (or centre) cooking activities, engaging children wherever possible. Vegetable gardens at the centre are available for clients to cultivate their own food. They also offer financial counselling, Mental Health supports, Alcohol and Other Drugs referrals, accommodation, and referrals to other agencies if required.



REGIONAL FOOD SECURITY CONTRIBUTIONS

The financial contributions provides clients with support for food costs. The initiative also facilitates food budgeting and cooking education, increasing clients' skills. Clients are also supported to attend Technical and Further Education (TAFE) courses at no expense. These training courses cover topics such as safe food handling and food safety, further increasing skill-building and increasing the potential employability of clients.

PARTNERING ORGANISATIONS

The initiative is funded by Lotterywest. The local church, and the Salvation Army play a vital role in partnering to deliver services and support to the community. Through these partnerships, the initiative benefits from the financial resources and community networks of Lotterywest and the local church, enabling it to reach a wider audience and make a more significant impact on the lives of those in need.

“The smaller, more regional towns that we cover, there actually isn't [sic: aren't] any other agency agencies out there providing food. It is just solely us.

Find out more at: <http://www.shareandcare.com.au/>

HOMELESSNESS SERVICES Emergency Accommodation

Homelessness Services and Emergency Accommodation staff have been inundated during this last reporting period. Consumers are presenting seeking emergency accommodation due to a multitude of different reasons resulting from the current housing crisis. Evictions due to rental arrears and antisocial behaviours / tenant liability, investment properties being sold and consumers unable to stay in private rentals due to increases in weekly rental charges.

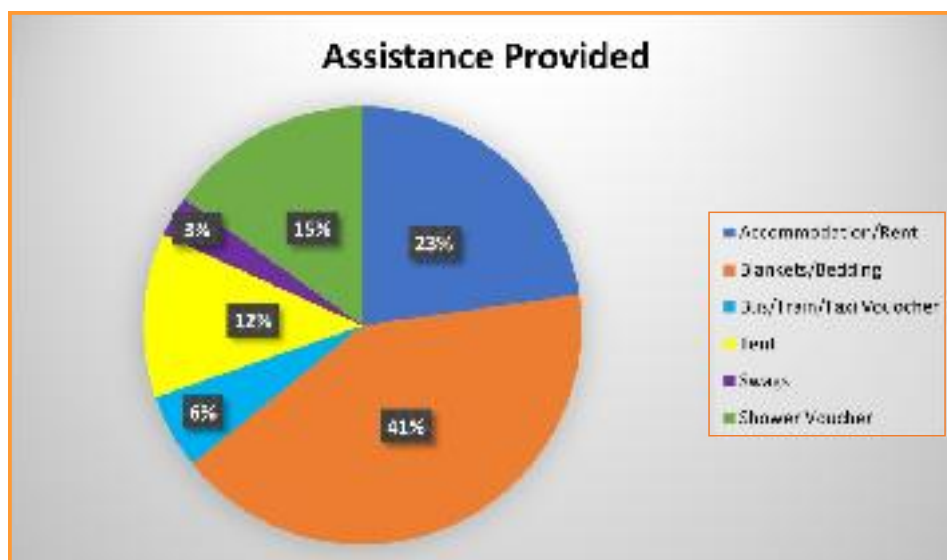
These increased rent prices have been brought about by the competition for private rental properties as well as an increase in mortgage repayments due to the interest rate rises being faced by landlords. Consumers leaving existing private rentals / mortgaged homes then flooded the private real estate market, increasing competition and making it virtually impossible for low income earners to get back into the private rental market.

With so much competition for private properties, and with consumers unable to find accommodation, extra strain has been placed on public housing as the now homeless lodged applications for the Public Housing Priority Waitlist.

Housing Support staff also saw an increase in its consumers presenting for assistance that had relocated from other areas such as Perth metro area and northern W.A. As these consumers were from outside of our funded area, and did not have any long-term plan to stay in the Wheatbelt, they were offered a tent / swag / bedding or a bus / train ticket to enable them to get to alternative accommodations.

Those consumers that did not have any option of accommodation with family or friends were given information and contact details for the local Boarding House, Crisis Care, or Entrypoint if they were returning to the Perth metropolitan area.

If the consumers were happy to stay in the Wheatbelt, they were referred to Share & Care's NPAH program for assistance to obtain long term accommodation.



A total of 144 consumers were provided with assistance in the form of 180 sessions with the Emergency Accommodation Officer.

Of these consumers, 1 single female, 1 single mother and 1 single grandcarer, with a combined total of 5 children were accommodated at Jacaranda House during the reporting period.

HOMELESSNESS SERVICES Jacaranda House

During the last reporting period, the following consumers were accommodated at Jacaranda House for varying lengths of time:

- x 1 single adult female
- x 1 Grandmother with three grand children
- x 1 single mother with two children

Of these consumers, the single female and the single mother with two children were both allocated properties through the Department of Communities - Housing, and will now continue to be supported by Share & Care's NPAH program for the next twelve months.

The remaining single grandmother with three grandchildren is currently still accommodated, and awaiting further property allocations through the Department of Communities - Housing.

With units at Jacaranda being vacated, a further single female with 1 child has been able to be transitioned from Magnolia Women's Centre.

During all their stays, the consumers were referred to Share & Care's Financial Counselling and NPAH services, as well as to other appropriate support services as part of the admission criteria.

100% of the consumers accommodated engaged fully with these services.

WHEATBELT + GOLDFIELDS Available properties 104 Median rent \$450 pw

For households on income support:

- There are no properties that are affordable for a single person on JobSeeker payment or the Disability Support Pension.
- 3 (3%) properties are affordable for a couple on JobSeeker with two children.
- 1 (1%) property is affordable for a single on the Age Pension.

For households on a wage:

- 11 (11%) of properties are affordable for a single parent with two children on a minimum wage.
- 29 (28%) of properties are affordable for a couple on one minimum wage and Parenting Payment.
- 38 (37%) of properties are affordable for a couple with two children, both on minimum wage.

HOMELESSNESS SERVICES The Men's Lodge (Willow House)

The Men's Lodge, also known as Willow House, was successful in obtaining a Social Housing Economic Recovery Package (SHERP) Grant which is funded by the Department of Communities to assist in the refurbishment of the Men's Lodge. 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 / families to enjoy.

As this was such a large project and involved both the interior and exterior of the property, it was unsafe to accommodate consumers during the works process.

Housing Support staff continued to work with consumers experiencing homelessness to find alternative accommodation and provided the same level of support to the consumers as they would receive if they were accommodated at the Men's Lodge.

The refurbishment has finally been completed after some delays and the final inspection has been done and signed-off. Staff have already organised for a family they have been supporting on-site, to move in to the property straight away.

The most prevalent issue that Housing Support staff continue to face is the lack of single males presenting for Emergency Accommodation that can actually be accommodated. Many are unsuitable to be placed in the Men's Lodge due to significant and complex mental health issues and/or substance abuse issues. Many have previous or current criminal records and many have anger or mood disorders making it unsafe for them to be placed in shared accommodation that is unsupervised between the hours of 4pm and 9am the following morning.



Affordable & appropriate properties

By household type, number and percentage

Household Type	Payment Type	WA		Perth Metro		South West Great Sth		North West		Mid West Gascoyne		Wheatbelt Goldfields	
		#	%	#	%	#	%	#	%	#	%	#	%
Couple, two children	JobSeeker (both adults)	6	0%	1	0%	1	0%	0	0%	1	2%	3	3%
Single, two children	Parenting Payment Single	2	0%	1	0%	1	0%	0	0%	0	0%	1	1%
Couple, no children	Age Pension	19	1%	7	0%	2	1%	1	1%	5	11%	4	4%
Single, one child	Parenting Payment Single	4	0%	0	0%	0	0%	0	0%	2	4%	2	2%
Single, one child	JobSeeker	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Single	Age Pension	1	0%	0	0%	1	0%	0	0%	0	0%	1	1%
Single aged over 21	Disability Support Pension	0	0%	0	0%	1	0%	0	0%	0	0%	0	0%
Single	JobSeeker	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Single aged over 18	Youth Allowance	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Single in share house	Youth Allowance	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Couple, two children	Minimum Wage + FTB A	428	15%	294	12%	68	33%	12	6%	16	34%	38	37%
Single, two children	Minimum Wage + FTB A & B	21	1%	3	0%	4	2%	1	1%	2	4%	11	11%
Single	Minimum Wage	5	0%	5	0%	0	0%	2	0%	0	0%	2	2%
Couple, two children	Min. Wage + Parenting Payment (partnered) + FTB A&B	77	3%	15	1%	20	10%	5	3%	9	17%	29	28%
TOTAL LISTINGS		2912		2364		205		192		47		104	
MEDIAN		\$560		\$560		\$520		\$750		\$370		\$450	

THERE IS NOTHING AFFORDABLE FOR PEOPLE ON JOBSEEKER ANYWHERE IN WA, NOT EVEN A ROOM

Over the past year, a total of 10 consumers experiencing homelessness were supported and assisted in gaining their own long-term, stable accommodation.

3 of these consumers / family groups were housed through the Department of Communities - Housing.

125 Unassisted consumers were also assessed and helped in various aspects by Share & Care's Housing Support Worker, but were not eligible or suitable for the NPAH program.

2 consumer cases were closed; with some cases being carried over from the previous reporting period. Cases will be closed if there is a long period of non-engagement by the consumer. Three of the remaining cases are currently awaiting Department of Communities-Housing to allocate a property, or for the consumer to be successful in obtaining a private tenancy.

This reporting period has seen a steady increase in consumers presenting for support with homelessness, however there has been a decline in consumers that are assessed as eligible for Share & Care's NPAH program. Examples of this include consumers, who due to the ongoing housing crisis, are already priority wait-listed with public / community housing, are wanting to move to Perth metro area and therefore outside of our funded area, consumers with severe and complex mental health or substance abuse issues who will not be capable of maintaining a tenancy or who are unwilling to engage with the support services. In addition are the consumers who are wanting assistance to complete Private or Public rental applications but are not willing to engage or need the twelve month support period.

All of these scenarios have caused a dramatic increase in the consumers classified as 'Unassisted'.

The Housing Support staff assist consumers with:

- Support letters,
- Private rental applications
- Assistance to complete Department of Communities-Housing application paperwork
- Assistance to apply for Bond Assist Loans
- Referrals to Share & Care programs and to external agencies in order to address the consumer's individual issues.

This level of work is unable to be captured in the statistics as the consumers are not actually placed on the NPAH Program and as such can not be classed as an open case.

A large number of consumers presenting or being referred for support were due to investment properties within the Wheatbelt being sold by landlords wanting to capitalise on the increase in real estate values.

Consumers were also leaving private rental properties for reasons including eviction for rental arrears or property damage, increases in weekly rental prices due to rental competition, increases in mortgage interest rates and lease agreements coming to an end.





Share & Care Community Services in Partnership with Heartlands Veterinary York are now offering a free Vet Outreach Clinic to residents of the Wheatbelt.*

This clinic will be available **only** to those experiencing homelessness, at risk of homelessness or in financial hardship.

The service will include free health check, flea and worm treatments, vaccinations, nail clipping and referrals to desex programs for cats and dogs.

Please call or visit Share & Care to register your interest prior to the day.

*Eligibility criteria applies.



VET OUTREACH CLINIC

When:

1st Saturday of each month

Where:

Share & Care
88 Wellington Street Northam

Time: 10am – 2pm

Contact:

(08) 96 222 828



HOMELESSNESS SERVICES New Initiatives

On top of the usual consumer casework, Homeless services staff were approached by Heartlands Vet Hospital in York, to discuss the idea of starting an **Outreach Veterinary Clinic** for people with pets who are experiencing homelessness. Meetings were held with interested parties to discuss logistics; with Heartlands Vet Hospital offering to provide, Vets, nurses, donated vaccines, dog and cat food, flea and worming treatments; and Share & Care providing the location and Housing Support staff who kindly agreed to volunteer their time on a Saturday to assist.

The Outreach Veterinary Clinic is free of charge to those experiencing homelessness or financial hardship. It operates on a Saturday, at Share & Care in Northam, once every two - three months. Consumers' pets receive a general health check (for cats & dogs), vaccinations and flea & worm treatments, whilst the owners themselves receive some social support from the Homelessness Services Program Manager and Housing Support worker at the same time.

The first clinic was an amazing success with every available timeslot filled with dogs and cats of all shapes and sizes. The project is ongoing and staff continue to see an increase in consumers signing up. Housing Support staff make time for a chat with those presenting, and can organise referrals for the 'Spay It Forward' clinics and any other support service the consumer may feel they need for themselves.

The project has been an amazing success and is scheduled to continue indefinitely.



Heartlands Veterinary Hospitals

1 Jun · 🌐

The Heartlands Volunteer Squad had another great day committing their Saturday to the fourth **Community Outreach Desexing Clinic!** Thanks to our wonderful volunteers, from Heartlands Vet, **Spay It Forward by WA Pet Project** and **Share & Care Community Services Group Inc.**, almost 20 underprivileged pets were sterilised and microchipped!



Heartlands
Veterinary
Hospital



AGED SERVICES Commonwealth Home Support Program (CHSP)

The Commonwealth Home Support Program helps consumers over the age of 65 (50 or over for Indigenous or Torres Strait Islander people) to receive entry level support services to enable them remain living independently and safely in their own 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).

240 Consumers were supported by the CHSP program in 2022-2023

118	Consumers received Domestic Assistance in either a weekly or fortnightly capacity		1808 hours of service delivery
153	Consumers received Light Gardening services		1596 hours of service delivery
32	Consumers received Social Support services		258 hours of service delivery
42	Consumers received Transport services		2379 bus trips

AGED SERVICES 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 a face-to-face assessment completed by My Aged Care (MAC). Once assessed and a home care package is assigned, the consumer receives a letter with a unique referral code. The consumer is then able to investigate providers within their area to determine the best fit for their individual care needs.

Share & Care Community Services Group Inc. provides HCP services for eligible clients residing within the Northam Shire (and including localities such as Bakers Hill, Clackline, Spencers Brook, Grass Valley, Muluckine, Muresk, Seabrook and Wundowie).

HCP PACKAGE	# OF CONSUMERS RECEIVING SERVICES IN 2022-2023
LEVEL 1	1
LEVEL 2	28
LEVEL 3	41
LEVEL 4	37

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:

ALL STAFF WHO HAVE ATTENDED MY HOME FOR ASSESSMENTS AND DOMESTIC SERVICES HAVE BEEN SO FRIENDLY AND EXCELLENT WITH WORK. I AM IMPRESSED WITH HOW MUCH THEY CAN DO IN 1 HOUR, THEN NEXT STOP. THANKS LADIES.



CMT SENIORS INVITE YOU TO THEIR
Be Happy Day

JOIN US FOR SOME FUN, GAMES, QUIZZES AND RAFFLES.
DELICIOUS MORNING TEA & LUNCH PROVIDED.

MONDAY, 28TH AUGUST 2023
10:00AM - 2:30PM
TAMMIN TOWN HALL

Guest speakers from Share and Care Community Services, St John Ambulance & Comfort Quilts (against Cancer)

\$15 entry

FREE BUS SERVICE AVAILABLE FROM CUNDERDIN AND MECKERING. CONTACT TICS LINE OF CUNDERDIN ON (08) 9225 2700 TO BOOK YOUR SEAT.

CUNDERDIN, MECKERING, TAMMIN, BRUCE ROCK, WHEATBELT COMMUNITIES

CMT Seniors

Be Happy Day

Share & Care Community Services Group were invited as Guest Speakers, to provide an overview of the services that are available in Wheatbelt Communities.

Seniors from Cunderdin, Meckering, Tammin and Bruce Rock filled the Tammin Town Hall to participate in team activities, observe a live St. John's Ambulance scenario and to hear presentations from a variety of service providers.

Operations Manager, Sarah, attended on behalf of Share & Care, distributing consumer packs and presenting an informative talk to community members.

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 consumers through goal setting, planning and assisting them to actively take steps to improve their lives. They are encouraged & supported to engage with services within their community and to develop strategies and skills that may assist in their recovery journey.

In 2022-2023 Share & Care assisted **24 people** within the Mental Health program by providing **925 hours of personalised support**.

The Share & Care Mental Health team were involved in & attended, many community events to highlight the importance of mental health awareness across all walks of life.

For the second year in a row, Share & Care partnered with Northam Boulevard and Perdamon to raise awareness around **RUOK? DAY** and mental health. This was an excellent opportunity for community members to meet & converse with our staff, link-in with services and share information.



Homeless Support Worker, Martha takes a turn of manning the RU OK? stand for Share & Care

TURN UP IN BLUE DAY MENTAL HEALTH WEEK



Turn Up In Blue Day won the Shire of Northam's Active Community Group Citizenship Award for 2022

Another very successful event which is held every year during mental Health Week.

The theme for 2022 was Mind, Body, Environment

The Share & Care promotional stall offered information, give-aways, helpful staff and some interactive activities & games, such as bean bag throwing & Giant Jenga to get people involved.



Staff from all Share & Care programs turned up to support the event!

📍 BERNARD PARK, NORTHAM

📅 THURSDAY 13TH OCTOBER



Mental Health Program Manager, Sandra with
Coordinator, Jana - setting the mood

Volunteer John & Jana - embracing the spirit



In this last reporting period, Magnolia Women's Centre has provided safe and supported, short to medium term accommodation to **37 women + 1 adult male and 39 children**.

Magnolia still had to observe some COVID restrictions with regards to accommodating women and children on-site and clients sharing units. Often the client units were at capacity or the client was not suitable for shared accommodation. As such, 16 families were accommodated off-site in hotels/motels or AirBnB's.

60 clients identified as Aboriginal or Torres Strait Islander

14 clients identified as non-Aboriginal

3 clients were CALD (Culturally & Linguistically Diverse)

231 Unassisted 1800# Crisis calls were received by Magnolia staff.

If the person requesting assistance did not meet the criteria for accommodation once a CRARMF Assessment was completed, or the refuge was at capacity both on and off-site, the callers were provided with alternative telephone numbers / warm referrals to best suit their needs.

Support Workers will also make telephone calls to external agencies and services to find the best possible outcome for the person in crisis. A safety plan is developed and, if required, the client may be assisted with fuel cards or transport.

A total of **98 formal referrals were made to other Share & Care programs and external agencies** to further support our accommodated clients.

The **Flexible Support Package** has been utilised to pay for airfares, accommodation, transport, payment of GP and psychologist appointments, as well as the purchase of furniture for clients.

The **Schools Education Program**, to deliver Family & Domestic Violence workshops, continues throughout the Wheatbelt. By the end of 2022, 7 District High Schools had received presentations. The Lotterywest grant is set to expire in October 2023, however, we are hopeful that with the newly created role of '**Community Networking Mentor**', this invaluable initiative can continue to make an impact on the lives of our young people.

Magnolia Women's Centre continues to receive donated handbags full to the brim with personal items, a teddy bear and welcoming gifts for accommodated women. These are provided by the wonderful group from **York Women's Hub**.

Consumer Feedback

"I received assistance with any and everything I required. My child will thankfully not have to go through this and we can start a fresh, happy, normal life. The ladies here, I could never put into words the support I received from them. Has made a horrible experience feel like a breeze. Thank you!"



"You are all outstanding beautiful people who have offered and given lots of emotional and practical support, advice and encouragement. Thank you for being wonderful, beautiful, smart and strong women. Thank you for the safe accommodation."



Last year the '16 Days in WA - Stop the Violence' message was taken to Moora, where FDV staff set up a stall outside the local IGA. This was well received by the residents, with three women disclosing that they were living in a FDV intimate partner relationship. These women were taken aside and planning began with them to ensure their safety.



A display and information stand was also set up in Northam Boulevard. The stand was well attended and generated interest from the general public. With support from the Dept. of Communities, Share & Care's FDV services were able to engage and effectively deliver information to the community. The Shire of Northam helped increase awareness of the event by lighting up the Northam Suspension Bridge and Library in orange for the duration of the 16 Days campaign and have made a commitment to continue with this support. The Magnolia Women's Centre Senior Coordinator and Safe At Home's Coordinator are working in conjunction with Northam Shire's Community Officer to explore ways of making the next campaign more community interactive.



FDV SERVICES Coordinated Response Service

The Coordinated Response Service covers a vast area of 152,000km² in the Wheatbelt District; assisting families/couples living in remote/rural communities. The service is an integral part of the Family & Domestic Violence Response Teams, involved in regular Triage meetings with the Department of Communities - Child Protection and W.A. Police (WAPOL); and operating from both Northam and Narrogin offices. At triage, the team decide what kind of intervention is required, whether it be a phone call to offer supports, an outreach visit, referrals to DV Outreach/Safe At Home services, or a referral for perpetrator support services.

CRS staff make initial contact with victims (male and female) of Category 1 incidents to offer supports (where victims are not already linked with Safe At Home or DV Outreach services). Female victims of Category 2 incidents are referred to Safe At Home or Outreach services to make contact.

The CRS program received a total of **1521 Family Violence Incident Reports** over the past 12 months. 201 consumers were contacted within that period and were provided with emotional support, safety planning, assistance to complete FVRO applications and referrals to services to best address needs. 6 Home visits were conducted in conjunction with with DOC-CPFS and WAPOL.

2 clients were case managed by the CRS and received intensive support through the CRS service. **71 clients declined initial support offers**, with some accepting further information on services via phone, email and text messages.

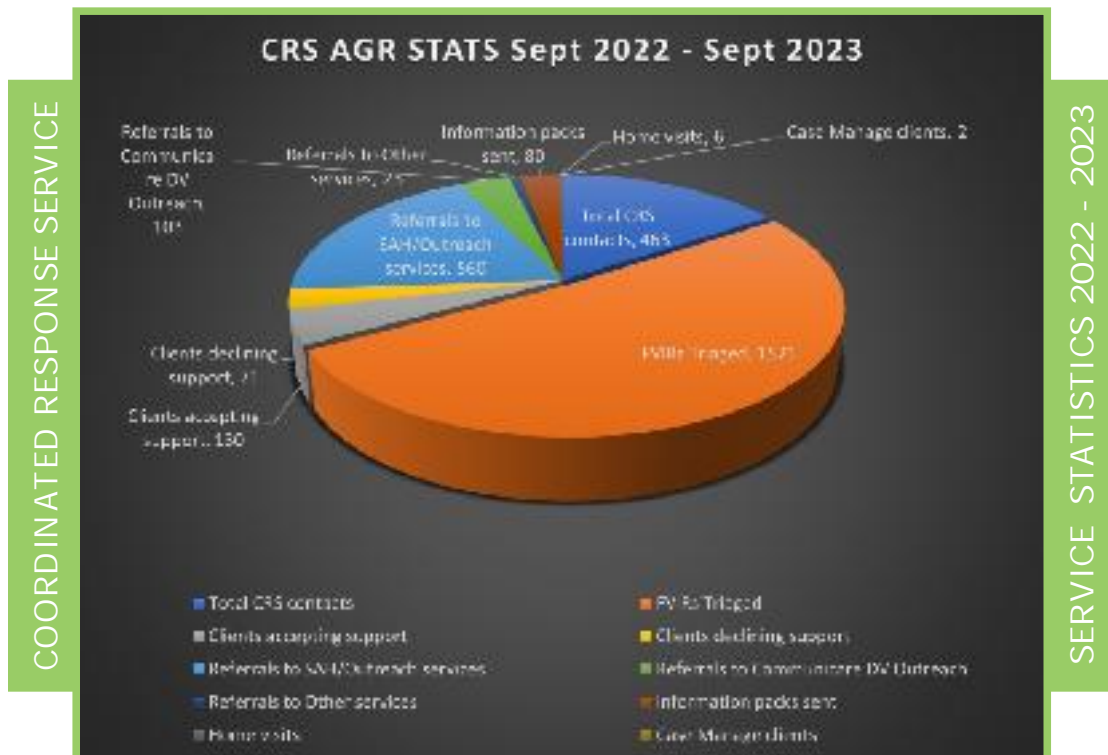
130 accepted support through referrals to DV Outreach/Safe At Home services or referrals to other services, resulting in a **total of 463 contacts for the CRS service**.

A total of **560 females were referred to Safe At Home and Outreach Services** within the past 12 months (including females through the initial CRS contact).

218 females were referred to Narrogin Outreach/Narrogin Mobile Outreach services and **283 were referred to Safe At Home/Mobile Outreach Northam** for further assistance with court support and security upgrades to their home, as well as more extensive safety planning and ongoing support for up to twelve months if required.

Share & Care Family Violence Information packs were sent to 13 males and 35 females, and 31 generic packs were sent to households.

103 male perpetrators were referred to Communicare Breathing Space programs for offers of ongoing support or information. WAPOL complete the referrals, with CRS continuing to capture the statistics.





The changes to the FDVRT Triage system implemented the previous year provides greater detail on incidents and allows CRS Coordinators to quickly identify which to areas the incoming FVIRs are allocated and who was involved. There have been further updates in recent months with more changes pending.

As previously reported, there has been additional funding for Outreach Support Workers, through the CRS program, to visit women and children in their homes, who are experiencing family and domestic violence but may not have engaged with our services in the past.

The Additional Northam CRS Outreach position was filled until January 2022, however this staff member moved into another Share & Care program and was no longer able to fill the position. Share & Care's CRS Coordinator filled the role in Northam, working full-time until March 2023, until needing to return to original contracted hours. The position was advertised throughout this period, with a successful applicant being appointed in early July 2023, for 4 days per week. The additional CRS Outreach position for Narrogin has yet to be filled despite continued advertisements for the position since the program was implemented.

One of the biggest challenges facing the CRS team over, this last reporting period, has been covering leave for our CRS Coordinators. Leave cover for Northam had to be done remotely via the Narrogin CRS Coordinator during necessary periods of extended leave due to medical reasons.

There were also issues with staff changes in Department of Communities - CPFS and WAPOL during this same period. The high number of incidents received, particularly in the Northam area, placed additional stress on the limited CRS and FDV program staff. Share & Care's new Northam CRS Outreach worker has alleviated some of these associated issues.

The new CDS (Community Data Solutions) client management system, for capturing information for reporting purposes, has been implemented and is a work in progress. Staff have been continuing to use modified Excel spreadsheets to ensure all required information and statistics are recorded.

Staff attended Safe & Together training, a four day course with a focus on perpetrator patterns of behaviour and the impact on family functioning. Organised by the Department of Communities-CPFS, staff found this training very beneficial and relevant to their roles.

The Coordinated Response Service continues to support women, men and their children, within the Wheatbelt & Upper Greater Southern districts; enabling individuals and their families to reduce the harmful effects of family and domestic violence, increase their safety and work in effective partnership with the Domestic Violence Outreach and Safe At Home programs to ensure the timely delivery of quality services.



FDV SERVICES Safe At Home (SAH)

The Wheatbelt Safe At Home (SAH) program originated out of the recognition that it is fundamentally unfair for victims / survivors of family and domestic violence to be expected to flee their home, whilst the perpetrator of violence remained in the family home.

It is believed that a better life outcome for women and children would be to remain in their own home following a domestic and family violence incident, as long as it is safe to do so.

Documented evidence recognises that when the victim/survivor stays in the family home that it reduces the risk of:

- poverty
- house insecurity
- disrupting continuity in education
- disrupting their social connections
- disrupting continuity in employment
- causing further trauma

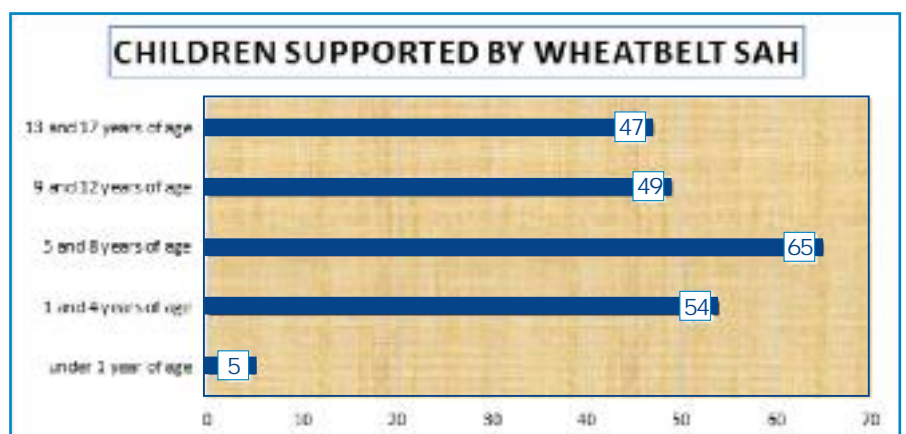
The Wheatbelt Safe At Home program provides twelve months specialist case management, support with Family Violence Restraining Orders (FVROs), court support, individual & family safety plans, home security upgrades, family & domestic violence education and referrals to Share & Care, and other agencies, for services outside of what the Safe At Home program can provide.

This year the Wheatbelt Safe At Home program:

Received 380 referrals from WAPOL and other external agencies throughout the Wheatbelt region.

Installed 83 free home security upgrades, each to the value of \$500 from brokerage funds and

Supported 104 women and 220 of their children to remain at home after experiencing domestic and/or family violence.



FDV SERVICES Mobile Outreach Initiative Northam & Narrogin

Since March 2021, Share & Care Community Services Group Inc. have been able to deliver the Mobile Outreach Initiative throughout Northam and Narrogin, with the goal to improve the safety, resilience and capability of vulnerable women and their children experiencing family and domestic violence in the Wheatbelt. This initiative enables improved coverage of supports and assists in improving community safety and wellbeing. The program works in partnership with Share & Care's existing FDV services, to provide greater support options within the region. Thankfully, the Mobile Outreach Initiative funding has now been extended until November 2024, allowing Share & Care to further build connections to support victims/survivors of FDV.

Domestic & Family Violence is a leading cause of homelessness!

- In 2021-22 domestic violence was the main reason why more than 72,900 people asked for help from specialist homelessness services.
- 39% (or 108,000) of people seeking help from specialist homelessness services in 2021-22 had experienced domestic & family violence.

One of the main focuses is supporting our most vulnerable people in the community, by being able to provide further support to those experiencing family and domestic violence and prevent homelessness.

The Mobile Outreach worker provides confidential support to assist women, and their children, to access services within the Wheatbelt, access safe accommodation or secure housing, assist with Family Violence Restraining Order (FVRO) applications, develop comprehensive safety plans and to educate them around the cycle of domestic violence.

Since September 2022 a total of 53 clients have engaged with the Mobile Outreach Support team. 30 clients in Northam plus 23 in Narrogin; an increase of 86% since September 2022.

A total of 85 existing and new victims/survivors are currently being supported by the Mobile Outreach service.

There has been a combined total of 1012 service contacts and 111 referrals made to other Share & care programs or external agencies

FINANCIAL ASSISTANCE PROVIDED TO CLIENTS	
Mobile Phones	\$ 316.00
Coles Vouchers	\$ 700.00
Fuel Vouchers	\$ 1,000.00
Flexible Support Package Legal Fees & Security Cameras	\$ 3,297.15
Transwa Transport	\$ 15.85
Door Stop Alarm	\$ 13.00

In December 2022, Mobile Outreach Northam welcomed Vanessa to the team and in March 2023, Mobile Outreach Narrogin was pleased to welcome Chloe.

Sadly, in September, we will say goodbye to Diane, who has for many years been dedicated to assisting victims/survivors within our community.

FDV SERVICES Rainbow Women's Centre, Narrogin

Another year flies by and Rainbow Women's Centre has been faced with many challenges but has been able to provide the invaluable support to victims/survivors of family and domestic violence.

One of the biggest challenges during May of this year was navigating around major upgrades to lighting and the replacement of ceilings in the client communal areas, however, despite major renovations and minor inconveniences, Rainbow was able to provide safe, supported accommodation, on-site and off-site, to **29 women and 38 children**.

Staff endeavour to build resilience throughout the community, educate women and children about Family & Domestic Violence and provide tools and resources to assist them to remain free from the cycle of violence.



New ceilings and lighting in the client communal area at Narrogin

Of the 29 women supported, 8 women and 7 children were accommodated off-site at a Motel.

36% of the accommodated clients identified as Aboriginal or Torres Strait Islander
8% identified as both Aboriginal and Torres Strait Islander and
56% were non-Aboriginal

As a result of the community being able to access the Rainbow Centre's 24 hour 1800 line and our information being distributed throughout the community and surrounding districts, Rainbow staff received **36 self / non-formal referrals** for crisis accommodation. Other referrals received were from FDV Outreach & Support Services, Dept. of Communities-CPFS, WAPOL and other agencies, both Government and Non-Government. For all accommodated clients a total of 68 referrals were sent to Share & Care programs and to other external agencies seeking further assistance to address clients' specific needs.

There have been **468 calls logged on the Domestic Violence Helpline**, seeking different types of assistance such as crisis accommodation, emergency relief services, court support, FDV support or DV child support services PLUS an additional **1433 service contacts** recorded by staff.

In the last twelve months, Rainbow Womens Centre have been able to provide clients and other members of the community in crisis, with 137 food hampers from the Coles SecondBite program.

The centre received a donation of \$2000 from DORCA's Clothing Secondhand Shop that raises money for local services and has been a regular supporter of Share & Care services. In June 2023 the Hon Steve Martin MLC, Member for Agricultural Region, Shadow Minister for Housing; Forestry donated \$500 to assist women and children escaping FDV.

These additional donations, along with the additional funding (Flexible Support Package) allocated to Rainbow Womens Centre allowed our existing programs to provide continuation of critical services needed to support and enhance the safety of women and children in the community and surrounds. Following receipt of these funds Rainbow's FDV services were able to provide clients with the mobile phones, Coles and fuel vouchers, toiletries, off-site accommodation when on-site was unavailable and transport to alternate safe accommodations. In total, during this last reporting period, RWC has been able to provide **\$7,803.00 worth of financial support** to clients.

FDV SERVICES Rainbow Women's Centre, Narrogin

On the 29th November 2022, Narrogin FDV staff ventured out to Narrogin Park with the Department Communities-Narrogin, WAPOL and Holyoake to promote the '16 Days in WA - Stop Violence Against Women' campaign. It was a very successful day with many opportunities to chat and provide information to the community.

On the 30th November staff attended a morning tea held at Southern Aboriginal Corporation, also in support of the '16 Days in WA' campaign. Fun was had by all who attended and was again a great networking opportunity.



Messages and Artwork from our Clients



"I was supported and encouraged, that made me feel that I am capable of being successful."



"The feeling of love and safety, I felt cared for and I was constantly reassured if I needed help, that it was there."

"I felt comfortable and safe with the staff, it made it a lot easier to improve myself."

FDV SERVICES Narrogin Outreach & Counselling Service

Family Domestic Violence involves abusive and violent behaviours towards a partner, former partner or family member. It extends beyond physical violence and can involve actions that control, humiliate or scare the other person or people in the household. National statistics can help us to understand the gravity of the situation, but alarmingly, many victims of domestic and family violence will never report their experience. With many incidents going unreported, family domestic violence is much worse than we think. In fact, according to National Community studies it was found:

- 👤 1 in 5 Australians believe domestic violence is a normal reaction to stress and that sometimes a woman can make a man so angry he hits her without meaning to.
- 👤 1 in 3 Australians believe that if a woman does not leave her abusive partner, then she is responsible for the violence continuing.
- 👤 2 in 5 Australians would not know where to get outside help for a domestic violence issue.

The Outreach Support & Counselling service is an integral part of assisting victims/survivors by offering initial and ongoing support to women and children affected by F&DV. Outreach clients may have recently been accommodated at the Women's Refuge, been involved in a Police incident and referred by WAPOL, CPFS or the FDV-CRS triage team for contact. Alternatively, they may have contacted services 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 wellbeing. This may be phone calls and appointments to access safe accommodation and housing, assistance with Family Violence Restraining Order (FVRO) applications, safety planning and referrals to specialised services.

During this reporting period the service assisted 180 female victims and 36 accompanying children. Of the 180 adults assisted, 97 women were once-only contacts.

A total of 1266 client contacts were made by staff during the last reporting period.

250 client appointments were attended. All clients completed a risk assessment and had a safety plan developed on their first appointment with the Outreach Support Worker.

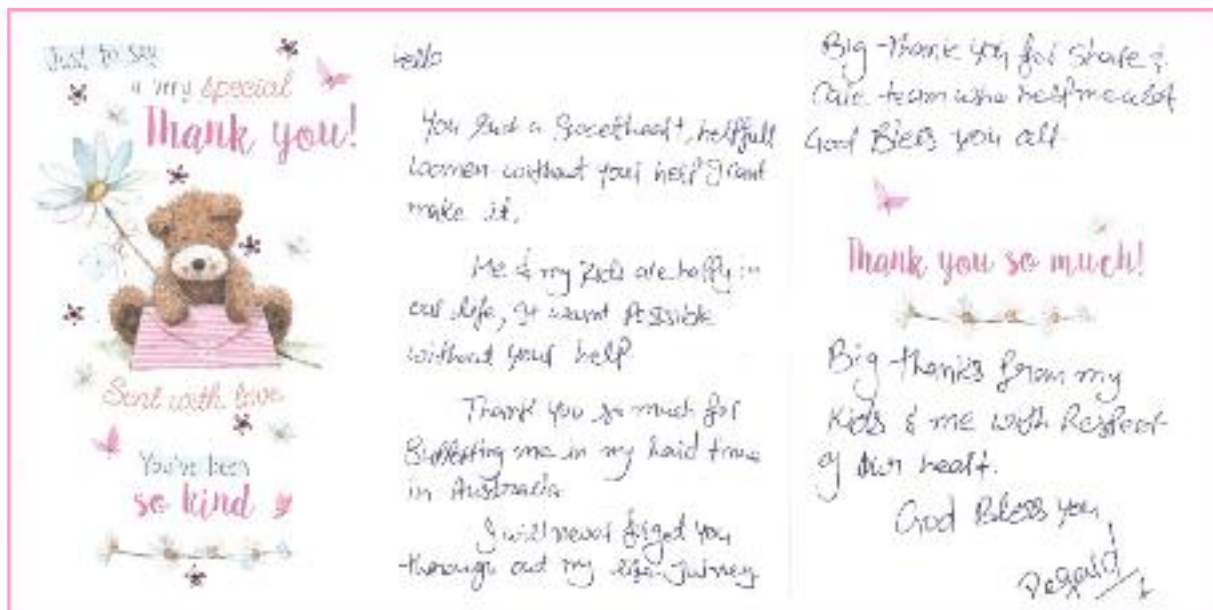
140 referrals were received from various agencies.

121 Share & Care referrals were sent to other Share & Care programs and external agencies.

The lack of available public and private rentals has impacted clients wishing to leave relationships or move to other areas. Despite these challenges, there has still been a high number of positive outcomes with 57 clients breaking the cycle through separating from the perpetrator.

14 clients were supported through the court system to apply for an FVRO.

11 clients relocated to other areas.



Thank you card from a CALD client who has broken the cycle of Family & Domestic Violence

FINANCIAL STATEMENTS

SHARE & CARE COMMUNITY SERVICES GROUP INC.

FINANCIAL STATEMENTS

OF

THE INTERNAL GENERAL ACCOUNT PROGRAM

FOR THE YEAR ENDED 30 JUNE 2023



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 2023

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FINANCIAL STATEMENTS

SHARE & CARE COMMUNITY SERVICES GROUP INC.

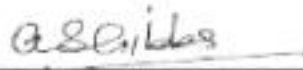
THE INTERNAL GENERAL ACCOUNT PROGRAM

**ANNUAL MANAGEMENT BOARD CERTIFICATION OF AUDITED FINANCIAL
STATEMENTS
FOR YEAR ENDED 30 JUNE 2023**

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 2022 to 30 June 2023;
- That the attached special purpose financial report for the year ended 30 June 2023 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:

Ann Gibbs

Office Bearer Position:

Chairperson

Organisation Name: Share & Care Community Services Group Inc

Date:

26th September 2023

FINANCIAL STATEMENTS

SHARE & CARE COMMUNITY SERVICES GROUP INC.

THE INTERNAL GENERAL ACCOUNT PROGRAM

STATEMENT OF INCOME AND EXPENDITURE FOR THE YEAR ENDED 30 JUNE 2023

	<u>Notes</u>	2023	2022
INCOME		\$	\$
Administration levy, Management Fees	1	1,060,203	939,318
Lotteries West – Vehicle recoupment		0	14,521
Gifts / Donations		351	250
Interest		23,533	3,586
Reimbursements from programs / insurance & other		24,644	17,783
Volunteers		32,613	28,521
Home Care Package Surplus	2	155,794	206,036
Grants – Other		69,736	0
Gain Sale of Motor Vehicle		52,106	0
TOTAL INCOME		<u>1,418,980</u>	<u>1,210,015</u>
EXPENDITURE			
Accounting & Audit		6,050	2,979
Advertising & Promotion		7,102	4,032
Bank Charges		475	367
Board Cost & Meeting Expenses		3,765	2,579
Cleaning & Pest Control		13,473	16,738
Consultancy		2,970	0
Computer		36,935	27,884
Depreciation		87,566	69,546
Donation Paid		0	1,276
Health & Safety Costs		1,620	13,036
Insurance		20,609	34,186
Interest – ROU Asset		2,265	-
Minor Equipment		6,817	5,394
Postage / Printing & Stationery		9,132	7,703
Repairs & Maintenance		13,892	32,577
Rent, Rates & Taxes		9,124	10,286
Salaries / Wages & Superannuation		860,589	756,956
Staff Amenities & Training		8,723	16,470
Sundry		4,187	105
Telephone, Fax & Internet		12,918	9,941
Volunteer Costs		33,273	29,603
Utilities		9,548	11,041
Emergency Relief – Expense		39,493	0
TOTAL EXPENDITURE		<u>1,190,525</u>	<u>1,052,699</u>
Surplus for the Year		228,455	157,316
Other Comprehensive Income			
Revaluation of property		117,000	-
Total Other Comprehensive Income		<u>117,000</u>	<u>-</u>
Total Surplus and Other Comprehensive Income for the year		<u>345,455</u>	<u>157,316</u>

FINANCIAL STATEMENTS

SHARE & CARE COMMUNITY SERVICES GROUP INC.

THE INTERNAL GENERAL ACCOUNT PROGRAM

STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2023

CURRENT ASSETS	<u>Notes</u>	2023	2022
		\$	\$
Cash & Cash Equivalents		2,696,173	966,963
Bank – Ex HACC Asset Replacement Reserve		0	375,571
Bank – HCP Surplus		0	206,036
GST Refund		0	27,371
Inventory on Hand		3,531	5,537
Petty Cash		219	300
Trade and Other Debtors		238,468	304,473
Emergency Relief Vouchers		16,390	0
TOTAL CURRENT ASSETS		<u>2,954,781</u>	<u>1,886,252</u>
NON-CURRENT ASSETS			
Property, Plant & Equipment	3	2,564,008	2,465,741
Right of Use Assets	4	52,298	64,258
TOTAL NON-CURRENT ASSETS		<u>2,616,306</u>	<u>2,529,999</u>
TOTAL ASSETS		<u>5,571,087</u>	<u>4,416,251</u>
CURRENT LIABILITIES			
Credit Card		3,132	7,131
Program Contingency -	10	563,999	-
PAYG Withholding Payable		33,068	9,333
Provision for Leave Entitlements	6	198,474	69,725
Revenue Received in Advance		114,508	79,497
Lease Liability	4	35,552	38,218
Trade and other Payables		91,701	35,013
GST Payable		(6,745)	0
TOTAL CURRENT LIABILITIES		<u>1,033,689</u>	<u>238,917</u>
NON-CURRENT LIABILITIES			
Long Service Leave Entitlements		48,693	26,439
Lease Liability	4	13,478	21,124
TOTAL NON-CURRENT LIABILITIES		<u>62,171</u>	<u>47,563</u>
TOTAL LIABILITIES		<u>1,095,861</u>	<u>286,480</u>
NET ASSETS		<u>4,475,226</u>	<u>4,129,771</u>
Represented By:-			
Retained Earnings		3,008,284	2,863,108
Employee Reserves	8	214,737	131,458
Revaluation Reserve	7	1,252,205	1,135,205
ACCUMULATED MEMBERS' FUNDS		<u>4,475,226</u>	<u>4,129,771</u>

FINANCIAL STATEMENTS

SHARE & CARE COMMUNITY SERVICES GROUP INC

THE INTERNAL GENERAL ACCOUNT PROGRAM

YEAR ENDED 30 JUNE 2023 STATEMENT OF CHANGES IN EQUITY

	<u>Retained</u> <u>surpluses</u> \$	<u>Revalue</u> <u>Reserve</u> \$	<u>Employee</u> <u>Reserves</u> \$	Total equity \$
Balance at 1 July 2021	2,688,409	1,135,205	129,429	3,953,043
Surplus for the year	157,316	-	-	157,316
Revaluation of Property				
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	2,863,108	1,135,205	131,458	4,129,771
Balance at 1 July 2022	2,863,108	1,135,205	131,458	4,129,771
Surplus for the year	228,455			228,455
Revaluation Gain	-	117,000	-	117,000
Total comprehensive income for the year	228,455	117,000	-	345,455
Addition to employee reserve	(83,279)	-	83,279	-
Balance at 30 June 2023	3,008,284	1,252,205	214,737	4,475,226

FINANCIAL STATEMENTS

SHARE & CARE COMMUNITY SERVICES GROUP INC.

THE INTERNAL GENERAL ACCOUNT PROGRAM

YEAR ENDED 30 JUNE 2023

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.

FINANCIAL STATEMENTS

SHARE & CARE COMMUNITY SERVICES GROUP INC.

THE INTERNAL GENERAL ACCOUNT PROGRAM

YEAR ENDED 30 JUNE 2023

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.

FINANCIAL STATEMENTS

SHARE & CARE COMMUNITY SERVICES GROUP INC.

THE INTERNAL GENERAL ACCOUNT PROGRAM

YEAR ENDED 30 JUNE 2023

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.

NOTE 2: - Home Care Packages Surplus

The Home Care Packages Surplus for financial year ending 30 June 2023 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.

FINANCIAL STATEMENTS

SHARE & CARE COMMUNITY SERVICES GROUP INC.

THE INTERNAL GENERAL ACCOUNT PROGRAM

YEAR ENDED 30 JUNE 2023

NOTES TO THE FINANCIAL STATEMENTS

NOTE 3: - Property, Plant & Equipment

	2023	2022
	\$	\$
Plant & Equipment	225,092	214,839
Accumulated Depreciation	(205,541)	(155,771)
Total Plant & Equipment	19,551	59,069
Land & Buildings – Revalued	2,317,000	2,200,000
Building Improvements	116,315	116,315
Accumulated Depreciation	(68,647)	(48,571)
Total Land & Building (including improvements)	2,364,668	2,267,744
HACC – Plant & Equipment	43,825	43,825
HACC – Motor Vehicle	215,891	313,030
Accumulated Depreciation	(79,927)	(217,927)
Total HACC Assets	179,789	138,928
TOTAL	2,564,008	2,465,741

The most recent independent appraisal on the Land & Building situated at 88 Wellington Street took place in June 2023. The appraisal valued the building at \$1,817,500. The organisation adopted this value as at 30 June 2023.

The most recent independent appraisal for the land situated at 92 Wellington Street took place in June 2023, which resulted in the vacant lot being valued at \$500,000. The organisation adopted this value as at 30 June 2023.

The combined adopted value totals \$2,317,000.

FINANCIAL STATEMENTS

THE INTERNAL GENERAL ACCOUNT PROGRAM

YEAR ENDED 30 JUNE 2023

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.

	2023	2022
	\$	\$
Right of Use Assets	101,253	124,510
Accumulated Depreciation	(48,955)	(60,252)
Total	52,297	64,258
Lease Liability – Current	35,552	38,218
Lease Liability – Non-Current	13,478	21,124
Total	49,030	59,343

The lease liability is made up of various vehicle leases which expire between 2023 and 2025.

NOTE 5: Contingent Liability

The Contingent Liability with respect to the funding received for the construction of “The David Gorham Building” expired during the financial year ended 30.06.2023

	2023	2022
	\$	\$
Lotteries Commission (Lottery West)	-	29,639

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.

	2023	2022
	\$	\$
Annual Leave	128,114	54,692
Toil	3,506	1,341
Long Service Leave - Current	66,854	13,692
Total	198,474	69,725

As per Note 1 (c), the program accrues for annual leave due to employees based on current rates of pay. At 30 June 2023, 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.

FINANCIAL STATEMENTS

SHARE & CARE COMMUNITY SERVICES GROUP INC.

THE INTERNAL GENERAL ACCOUNT PROGRAM

YEAR ENDED 30 JUNE 2023

NOTES TO THE FINANCIAL STATEMENTS

NOTE 7: Equity and Revaluation Reserve

	2023	2022
	\$	\$
Revaluation Reserve	1,252,205	1,135,205
	<u> </u>	<u> </u>

An independent market appraisal took place in June 2023 for the properties situated at 88 Wellington Street, Northam and 92 Wellington Street, Northam. The market appraisal resulted in a Revaluation Gain of \$117,000.

NOTE 8: Employee Reserve

	2023	2022
Employee Reserve	214,737	131,458
	<u> </u>	<u> </u>

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 30.06.2023. 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.

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.

	2023	2022
	\$	\$
Short term employee benefits	132,252	121,451
	<u> </u>	<u> </u>

FINANCIAL STATEMENTS

SHARE & CARE COMMUNITY SERVICES GROUP INC.

THE INTERNAL GENERAL ACCOUNT PROGRAM

YEAR ENDED 30 JUNE 2023

NOTES TO THE FINANCIAL STATEMENTS

NOTE 10: Program Contingencies

	2023	2022
	\$	\$
Program Contingency Funds	563,999	-
	<u>=====</u>	<u>=====</u>

At 30 June 2023, the Share & Care General account held the above balances in “Contingency” for and on behalf of the various programs administered by Share & Care Community Services Group Inc. These funds are held within the Bank accounts of Share & Care Community Services Group Inc however allocated for use by the programs in line with the respective funding agreement.

Note 11: Related Party Transactions

During the year the following transactions took place which are with related parties of the association;

Quinns Butchers \$9,129 (2023)

