ANNUAL REPORT 2018/19

Every Story Matters.

accordwest

Acknowledgement to Country

Accordwest acknowledges the Australian Aboriginal and Torres Strait Islander peoples of this nation. We acknowledge the traditional custodians of the lands on which our company is located and where we conduct our business. We pay our respects to ancestors and Elders, past and present. Accordwest is committed to honouring Australian Aboriginal and Torres Strait Islander peoples' unique cultural and spiritual relationships to the land, waters and seas and their rich contribution to society.

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CHAIR'S REPORT
BRENDAN KELLY

"Accordwest has demonstrated its capacity to adapt to the changing circumstances, all the while maintaining a high level of service to the community we serve."

The mark of any good organisation is resilience. Major structural changes have occurred in the delivery of community services around Australia and now, more than ever, Accordwest must be adaptable. Increased competition for funding has highlighted the importance of sustaining value, productivity and efficiency. Producing evidence of outcomes to government funding bodies, through quality performance data, has become a prerequisite. At the same time the need for our services has not diminished, more people than ever are seeking our help. Over the 2018/2019 period Accordwest has demonstrated its capacity to adapt to the changing circumstances, all the while maintaining a high level of service to the community we serve. I am proud to be part of a resilient organisation that has strong governance and passionate and dedicated staff.

This year the Accordwest Board farewelled Glenys McDonald, who has retired. Glenys served on the board for more than ten years and was elected as chair in 2015. Being her deputy, I saw at close hand the dedication and commitment Glenys brought to our organisation.

I pay tribute to her sturdy leadership and on behalf of the board wish her well as she fulfils well-deserved travel plans. At the same time, Accordwest has welcomed four new board members - Debra Bennell, Tania McInnes, Michelle Howes and Michael Southwell. Each of them brings a new and fresh perspective to Accordwest, as we pursue our vision of excellence in community services. I also thank experienced members Wayne Evans, Bruce Lynch, Stephen Hinton and Lynelle Watts for their ongoing enthusiasm as they accomplish board duties.

2018/2019 was Nicole Gibbs' first full year as CEO of Accordwest and I want to acknowledge her outstanding grasp of its operational needs. The strength of Accordwest lies in its organisation and Nicole's clear leadership style has produced a renewed sense of purpose in our staff. If a happy workplace is measured by smiling faces and laughter, then I think we are mostly there. With a solid structure and visible drive, it is great comfort to the board knowing that we can concentrate on the future direction and long-term goals of Accordwest, confident that operations are ticking along.

Nicole has an inclusive leadership style, which encourages a culture of diverse thinking, allowing people to explore their own boundaries. Diversity and inclusion are key attributes that will support Accordwest as it moves forward.

In order to grow as an organisation, not only financially, but also intelligently, Accordwest must be tuned into the world around it. To remain sustainable, our next strategic planning process will be more than just a day-out developing a plan. The process of planning is in itself a valuable exercise and harvesting ideas from across the organisation is essential to its development. I believe we have a wealth of knowledge and experience, at both governance and operational levels, to develop a strategic approach to our work that is flexible. Having a plan that easily permits study, analysis and characterisation of our sector will enable Accordwest to move adroitly with the times, as events necessitate. I am very much looking forward to promoting the theme 'Every Story Matters' as we plan our future together.

Finally, Accordwest is an organisation that has a tradition of service and strives to be a place where people work together. Teamwork is the core to success. I thank everyone for welcoming me as Chairman, at least until the next AGM in October. By way of reflection, as with anything we do, there is an element of personal and professional growth that comes with the territory. I am grateful for the patience that people display, as I work my way into the position of chair. I believe we are well-placed to fulfil our charter of service. Accordwest looks forward to working closely with government, public and private organisations and the community, towards empowering individuals and families to achieve in life's endeavours.

CEO'S REPORT
NICOLE GIBBS

As the CEO of Accordwest, I am immensely proud of our organisation's key position in providing critical and life-altering support to our community for decades. The most vulnerable people in our community continue to be provided with diverse and quality support through the following invaluable programs:

- Children in Care (Out of Home Care)
- Release Support (assisting people in Bunbury Regional Prison)
- Housing & Homelessness (helping vulnerable people to find stable accommodation)
- Tenancy Advice & Education Support
- Emergency Relief
- Alcohol & Other Drugs
- Financial Counselling
- Family & Relationship Services
- Reconnect

Notwithstanding the best endeavours of our committed and qualified team, the demand for our services continues to escalate. Issues including rising homelessness and lack of housing are a problem nationally and, unfortunately, the South West is not immune from such forces. The people we see also often face numerous challenges and rarely present only one "stand alone" issue. As cases in point:

- How do you care for your children without a home?
- How do you find a stable home when you don't have a source of income or even an address so that you can register for Government subsidies?
- How do you recover from a mental health illness while you sleep on the street?
- How do you gain employment when you can't even shower before a job interview?
- How do you recover from a substance abuse issue when you have no family or friends to support you?

"With a firm belief in and commitment to "Every Story Matters," every one of our clients is provided with the strongest level of opportunity and support possible."

This year Accordwest continued to combat the devastating impact of the National methamphetamine crisis. Ice, crystal meth, speed – whatever the form, the consequences are shattering to individuals, families and the wider community. And the effects include the inevitable increase in unemployment, homelessness, child neglect and other abuse, mental health disorders, domestic violence, incarceration, physical incapacity and death. The challenge often seems overwhelming and yet our tireless team never falters in their united effort to at least mitigate, if not eliminate, the consequences of this appalling epidemic.

The outcomes our staff are able to help their clients to achieve are extraordinary. With a firm belief in and commitment to "Every Story Matters," every one of our clients is provided with the strongest level of opportunity and support possible.

Accordwest provides care to the most vulnerable children in our community through the Out-of-Home Care (OOHC) program. Delivered in partnership with the Department of Communities, the purpose of OOHC is to provide children with stable and nurturing care to enable them to heal from trauma. This year we have been privileged to work with many of these very special children as they strive to meet their full potential and contribute to the Western Australian community.

The Department of Communities has committed to reforming the OOHC program to better address escalating need, and to address the increase in the levels of trauma and challenges the children face. Accordwest is proud to have actively participated in, and contributed to, the Department's consultation process towards developing a more progressive and outcomes-based service-delivery model. Always focused on continuous improvement, we look forward to working in more innovative ways to achieve genuine and lasting outcomes for the children in our care.

Covering the expansive geographical area from Armadale and Mandurah through Bunbury and down to Margaret River, we acknowledge both the State and Commonwealth Governments for providing the opportunity for us to deliver these crucial programs on their behalf.

We also work in close partnership with our valued local community service providers, without whom we would not be able to deliver the continuum of services and supports for our customers.

This year we have been working in close partnership with important local Aboriginal Community Controlled organisations (ACCOs), as we seek to respectfully learn from their knowledge and experience. More than ever, Accordwest is committed to continually adapting our services to ensure that we provide quality services to Aboriginal people in a culturally responsive manner. As an organisation we recognise the existing strengths and leadership that is evident in the Aboriginal community and aim to build partnerships through authentic relationships.

For these reasons and as part of sound business practice generally, our Reconciliation Action Plan and our commitment to meeting the strategic goals within that Plan are an organisational priority.

The challenges that Accordwest faces in continuing to deliver quality services to the most vulnerable people in our community are significant but not insurmountable. Our valued partnerships with other community providers and our Departmental colleagues means we have every opportunity to deliver well-informed and effective programs that deliver the outcomes necessary for people to live meaningful lives.

Our commitment and dedication to the delivery of high-quality services is, of course, challenged by limited resourcing and increasing demand. We are pleased to confirm that our annual income has increased by 11.3% over the past 12 month period.

This year our long-term Chairperson Glenys McDonald retired from the Board. All of us at Accordwest thank Glenys for her commitment to our organisation, and wish her all the best into the future. In March this year, we welcomed Brendan Kelly to the position of Chair. I personally thank Brendan for taking this leap of faith, and welcome the opportunity to work with Brendan as he leads our Board with his high-level expertise and experience, and dedication to our vulnerable client group.

To the Accordwest team, it is with sincere thanks to you all, whether you be volunteers, trainees, employees or Board Members, that I finalise this report. There is not one of us who performs a more important role than another. We all have different responsibilities requiring different skills, knowledge and expertise. It is these combined skills, knowledge and expertise that allow us to operate as Accordwest and to contribute to the community in our own special way.

VISION, MISSION & VALUES

Vision:

To be a provider of excellence in community services.

Mission:

Empowering individuals and families to develop resilience.

Values:

Caring
People matter. We listen, respect and care about our clients' wellbeing from the first contact.

Innovative
We believe there are always better ways to achieve results and we challenge ourselves to find them.

Responsive
We know one size never fits all. When we notice your needs change, so will we.

Results Focused
Everything we do is driven by our commitment to achieving results.

Integrity
Our values, ethics and professionalism are everything. We do what we say we will do.

Strategic Priorities

1. Meet Customer Needs: Quality and Commercially Competitive Services
2. Learning and Growth: Organisation Capacity and Competency
3. Financial Sustainability and Asset Base
4. Internal Business Processes: Governance, Compliance and Continuous Improvement.

CELEBRATING CULTURE

Comprising the largest Traditional Owner group in WA, more than 30,000 Noongar people live across WA's South West.

Accordwest is proud to note that its service area spans a fair portion of Noongar country including[1]:

- Gnaala Karla Boodja (Bunbury, Mandurah, Donnybrook).
- South West Boojarah (Busselton, Dunsborough, Margaret River, Manjimup).
- Whadjuk (Perth Metropolitan area).
- Wagyl Kaip (close to Manjimup, extending down to Albany and further eastwards).

Acknowledging the traditional custodians of the land on which we work and live, in 2018-2019 we formalized our commitment to securing and respecting Noongar peoples' diversity and culture.

We are committed to continually improving to ensure that we provide quality and culturally responsive services. Consequently, we have increased emphasis on the need to work authentically with Aboriginal people, families, Elders, community organisations and the broader community to ensure that our customers' needs stay at the centre of our place-based service approach.

To support our aims, we are working hard to create an organisation with strong Aboriginal leadership and direction, as well as a culturally responsive workforce. Representing a dramatic shift from the previous annual reporting period (2018-19) our Aboriginal staff numbers improved dramatically (from below 1% to 14%) and for the first time we have welcomed two Aboriginal Directors onto our Board.

In 2019, Accordwest has undertaken to work in partnership with regional Aboriginal Community Controlled organisations (ACCOs) to improve our core service delivery functions including re-entry and out of home care.

[1] The four areas listed are Native Title Agreement areas. The South West Native Title Settlement is the largest native title settlement in Australian history. It will affect an estimated 30,000 Noongar People and encompasses approximately 200,000 square kilometres.

In 2018-19, Accordwest also actively embarked on the journey of reconciliation. We were delighted to submit our 'Reflect' Reconciliation Action Plan (the first of four), only to be told by Reconciliation Australia that we had already progressed past a "Reflect" RAP and needed to resubmit our Plan as an 'Innovate' RAP (the next stage). That is, we had already introduced and successfully implemented a series of RAP initiatives considered to be "significant."

"Everyone deserves to feel safe. Everyone deserves to be heard. Every story matters."

NICOLE GIBBS, CEO.

While awaiting endorsement of our Innovate RAP, we have continued to progress our important RAP initiatives. To date, annual progress against deliverables includes:

1. Increased Aboriginal employee numbers from less than 1% to 14% in under 12 months.
2. Developed a targeted campaign to recruit Aboriginal Foster Care families.
3. Established and recruited a Coordinator of Aboriginal Development & Engagement.
4. Established and recruited an Aboriginal Practice Leader for our Out of Home Care Team.
5. Introduced Mandatory staff cultural responsiveness training.
6. Strengthened relationships with South West and Peel ACCO partners to provide a more comprehensive and successful service.
7. Established meaningful relationships with Kimberley and Pilbara ACCOs.
8. Participated in the Reconciliation Bridge Walk 2019 and National Sorry Day 2019.
9. Hosted a NAIDOC 2019:
   - NAIDOC Morning Tea.
   - NAIDOC Staff Lunch.
   - Stall at SWAMS' NAIDOC Family Fun Day.
   - Kids NAIDOC BBQ.

Reconciliation Bridge Walk 2019

On 26th May 2019 Accordwest staff took part in the Reconciliation Bridge Walk for National Sorry Day.

What else happened during NAIDOC week?

NAIDOC's full-packed week of acknowledgments and festivities included:

On Monday, staff attended the NAIDOC Flag Ceremony at the Graham Bricknell Memorial Music Shell in Bunbury.

On Tuesday a NAIDOC Morning Tea was held in Bunbury. Elder Aunty Gloria Dann opened proceedings with a heartfelt Welcome to Country in language and song. Distinguished guest speaker, local elder and talented actress Lynette Narkle then shared her story and gave a great speech on the NAIDOC theme of Voice, Treaty and Truth. In the afternoon a Kids NAIDOC BBQ was held for some of the children living in care.

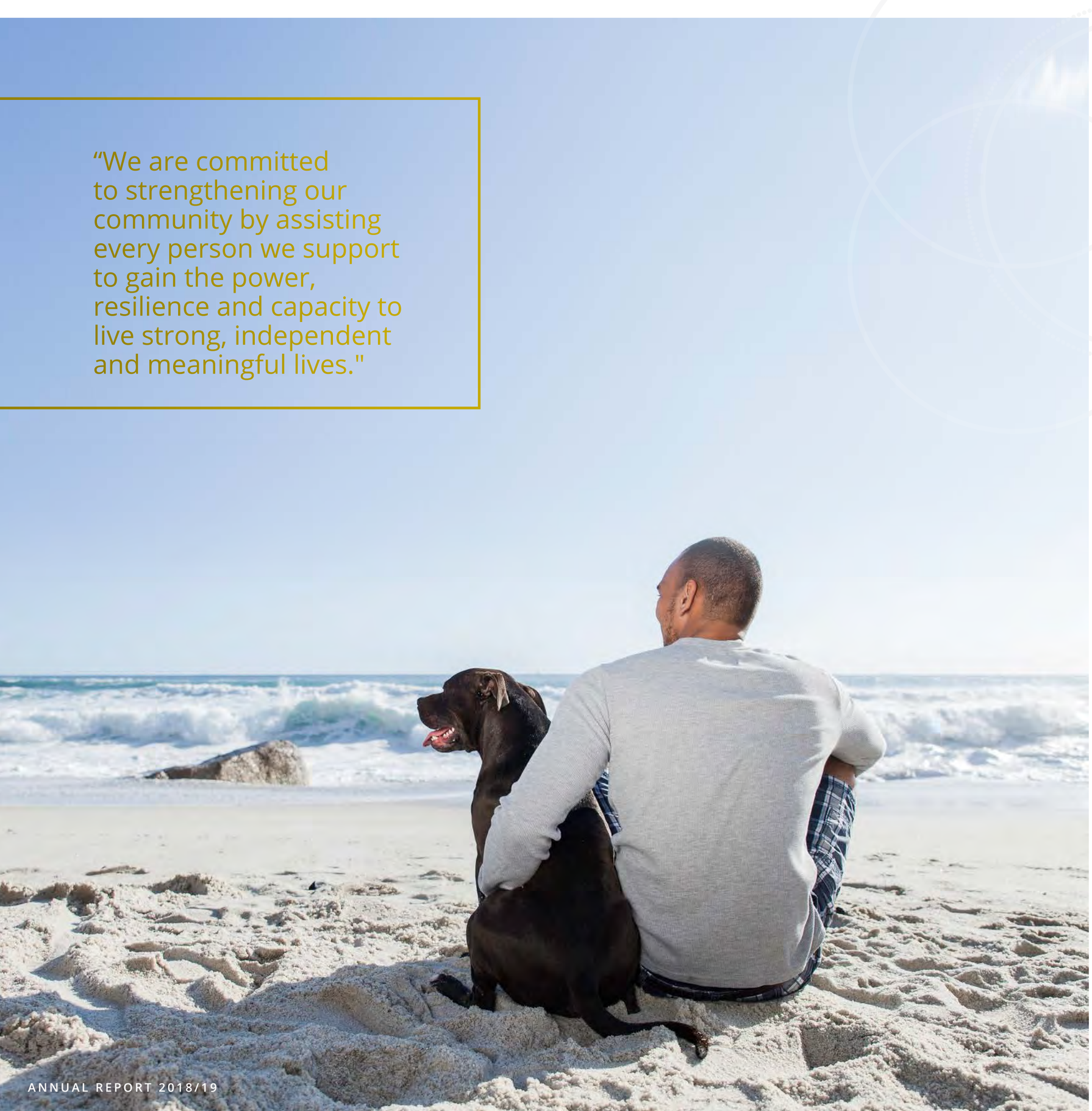
On Thursday an all-of-staff NAIDOC Lunch was held, where all enjoyed sharing food, a yarn and a laugh, as well as hearing the personal stories of two of our Aboriginal staff who shared what NAIDOC meant to them – as Every Story Matters.

On Friday, the SWAMS Family Fun Day was held at the Bunbury Trotting Club. Accordwest staff manned an information stall and hosted activities such as Drumbeat, beading and origami. It was a fantastic way to end a week of great celebration.

Throughout the week, staff were involved in quizzes which helped build knowledge of Aboriginal culture and history, with prizes given to the person who got the highest score each day. Staff enjoyed the quiz questions and they served as a catalyst for open office conversations.

We also celebrated NAIDOC by sponsoring one of the awards – the South West Noongar Female Elder Award – presented at the Community Awards held at the Dolphin Discovery Centre. Our Aboriginal Development and Engagement Coordinator and Aboriginal Practice Leader attended and reported a great night of celebration and networking.

"We are committed to strengthening our community by assisting every person we support to gain the power, resilience and capacity to live strong, independent and meaningful lives."



OUR ORGANISATION

Every Story Matters no matter how big or how small or who is telling the story. If we understand the context, if we listen to the life experiences, if we empathise and sympathise with the challenges and if we celebrate the achievements...only then can we be of assistance to our client. This is because our assistance is tailor-made for the individual needs of our client. To help our client, we need to know our client.

Our assistance comes in many forms. We are committed to strengthening our community by assisting every person we support to gain the power, resilience and capacity to live strong, independent and meaningful lives.

As a not-for-profit community services organisation, we specialise in a continuum of community services for people living in regional Western Australia who are seeking a 'place-based' approach to service delivery.

'Place' shapes people's well-being, as does a feeling of connectedness and having meaningful social networks. Consequently, place-based approaches aim to address complex social issues by considering – through more customised, integrated and accessible service systems – the social and physical environment of a community, rather than focusing on the problems faced by individuals in isolation.

By pursuing a 'grass roots' community engagement philosophy supported by an intimate knowledge of the areas in which we work, Accordwest's place-based approach seeks to support individuals, families and communities to become more engaged, connected and resilient.

We believe strongly that people living in the South West should not be forced to leave their own communities to access community services in cities and large towns. To this end, Accordwest offers a continuum of services which are detailed on the following pages.

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FOSTER CARE

CHILDREN IN CARE

The number of children requiring out-of-home care is increasing, with children entering out-of-home care younger and remaining longer. There are also a growing number of children and young people in care with complex, intense and trauma-related needs. Aboriginal children are significantly over-represented in the care system, now comprising over 50% of all children in out-of-home care and increasing at a significantly faster rate than non-Aboriginal children.

Care provided by relatives has now overtaken non-relative care as the predominant out-of-home care arrangement. There is also an increasing difficulty in attracting and retaining enough suitable foster carers to provide quality and long-term placements. Ultimately, this detracts from the quality of life outcomes and opportunities for children in out-of-home care.

Government's four key drivers for reforming the current system are:

1. The significant over-representation of Aboriginal children in out-of-home care.
2. The current system is operating at, or near, full capacity.
3. Community expectations of out-of-home care and the nature of the community in which it operates have changed significantly.
4. The increasingly complex needs of children.

Accordwest is proud to have participated in, and contributed to, the State Government's Out-of-Home Care reform process and looks forward to working with a new and innovative, culturally appropriate and outcomes focused service-delivery model.

This year Accordwest has cared for 91 children, as follows:

- Foster Care (13): Foster Carers care for children in their own homes, sharing life experiences and including the children in their own lives and the lives of their families and friends.
- District Care Houses (18): A recent and innovative initiative by the Department of Communities (Child Protection), District Care Houses home children aged two (2) to twelve (12) years while the Department works intensively to reunite the children with their biological families (where possible). The children are cared for in a home environment, staffed with qualified and experienced Therapeutic Carers.
- Family Group Homes (48): Family Group Homes accommodate children aged two (2) to eighteen (18) years who have experienced levels of trauma that require therapeutic intervention. While the Department works intensively to reunite the children with their biological families (where possible), the children are cared for in a home environment, staffed with qualified and experienced Therapeutic Carers.
- Specialised Foster Care (11) : Specialised Foster Care accommodates children aged two (2) to eighteen (18) years who have experienced levels of trauma that require therapeutic intervention on an individual basis. While the Department works intensively to reunite the children with their biological families (where possible), the children are cared for in a home environment, staffed with qualified and experienced Therapeutic Carers.
- Transitional High Needs (1). Transitional High Needs Placements accommodate young people two (2) to eighteen (18) years.

91
children have been cared for by Accordwest

How do we begin to express our gratitude to our invaluable Foster Carers, who care for children with such compassion and generosity? Without our Foster Carers, many children would lose opportunity, aspiration and hope.

Ensuring that all Australians have access to affordable, safe and sustainable housing.

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HOUSING & HOMELESSNESS

The Commonwealth Government is working with the states and territories to reform the National Affordable Housing Agreement (NAHA). Ongoing indexed funding for a new National Housing and Homelessness Agreement (NHHA) implemented in 2018-19 has improved the supply of new housing and improved housing and homelessness outcomes for all Australians across the housing spectrum.

Under the NHHA banner, and through multiple accommodation programs, Accordwest is funded to assist with State priorities including supply targets, planning and zoning reforms and renewal of social housing stock, while also supporting the delivery of frontline homelessness services.

The current NAHA aims to ensure that all Australians have access to affordable, safe and sustainable housing that contributes to social and economic participation.

Specific Accordwest programs include:

Bunbury Accommodation Service (BAS)
Youth Accommodation Support Services (YASS)
BUNYAP Program (Youth Crisis Accommodation)
Capes Accommodation and Support Advocacy (CASA)
Lodging Accommodation (Ngalla Maya, Bunbury)
Lodging Accommodation (Collie Transitional Housing)
Community Housing (Band A and Band B).

Our BUNYAP House in Bunbury and Vasse House in Busselton provide much needed transitional accommodation for youth, while our Ngalla Maya lodging home in Bunbury provides for single women aged over 50's years.

25
young people accommodated in BUNYAP house

265
people were supported in maintaining tenancies or accessing long term housing.

219
people, including children, were provided with safe and affordable housing through our Accommodation Services.

14655
bednights were provided to homeless individuals and families.

How do you manage life without an address?

Lack of stable accommodation is the key, critical issue which can cause many of the problems our clients face. Permanent and stable shelter provides a platform that enables our clients to stabilise their circumstances and gain the capacity to address other issues. People become homeless for a wide variety of reasons – family and domestic violence, mental health, alcohol and other drugs misuse, family and relationship breakdown, unemployment, medical and health issues and job loss are major drivers of homelessness.

Our programs are client-directed and we focus on the needs and solutions identified by the client. This increases the probability of success for our clients because they know that they are in charge of shaping their own life. Because our programs build on a clients' existing individual strengths and internal resources, there is no one prescription for everyone to resolving homelessness.

The question we always ask is: "how best do YOU want us to work with you". Once this question is asked and answered, the outcomes for our clients become more achievable and meaningful to them.

Key skills to sustain tenancy include turning a house into a home, calling out for support, being a good neighbour, being a part of the community, budgeting and priority setting, developing general life-skills, getting kids to school on time and other general living skills that many of us take for granted. These then create a great sense of purpose and self-worth. We work with the clients to assist in building the capacity to further develop and use these skills.

Many issues which clients face do not go away in a short time. Mental health, Alcohol and Other Drugs, Medical and Health issues can be a lifetime battle. Transitional Housing provides a space to allow a client to engage and receive support to address these so they can secure and sustain long term tenancy in the future. It is essential that clients know they have support readily available to help them to achieve great outcomes.

Sydwell Madziva
Team Leader - Accommodation Services

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FAMILIES IN FOCUS

Navigating your way through tough situations with people you love isn't always clear-cut. No matter how much you're trying to make things work sometimes your heart warming ups are mixed with lows, downs and unexpected challenges that are overwhelming, leaving you at risk of feeling disconnected and alone. Across our range of Families in Focus services, you'll find teams of caring, professional, experienced people who will sit with you to work it through in culturally sensitive ways. As community members just like you, we know just how important every story is.

Current programs include:

1. **Family and Relationship Service**
   children, adults and families in the South West
   - Improving and maintaining healthy relationships for intact, separated, extended families and individauls as well as children, young people and others such as; grandparents, kinship carers or those in a caring role.

2. **Reconnect**
   young people aged 12-18 (21 if recently arrived in Australia) and family members in the South West
   - Using community-based early intervention services to assist young people who are homeless (or at risk of homelessness) and their families.
   - Assisting young people to stabilise their living situation and improve their level of engagement with family, work, education, training and the local community.

3. **Children and Parenting Support Service**
   families and single parents with dependent children based in or around Manjimup
   - Providing support to parents and children based on an early intervention and prevention and supported referrals as needed.
   - Actively seeking to identify what's working and what's not. Developing parenting skills and building resilience to improve child wellbeing, safety and support healthy relationships and better outcomes for children.

4. **Financial Counselling**
   individuals and families across the Southwest
   - Assisting people to recover from financial difficulty, avoid financial crisis, address financial stress and hardship and increase financial literacy.

5. **Tenant Advice and Education Service**
   individuals and families across the Southwest

   Providing tenants with:
   - Information, advice and education to provide opportunities to resolve personal tenancy issues.
   - Negotiation, conciliation, advocacy and support for sustaining a tenancy.

6. **Alcohol & Other Drugs**
   (12 - 35 & associated family members)
   - Providing information, counselling and advocacy for young people experiencing alcohol and other drug misuse along with support to family members of the young person accessing services.
   - Focussing on safety and harm minimisation, working supportively and collaboratively with clients and other services to address underlying issues whilst promoting recovery, health, and increasing supports and developing healthy relationships.

758
individuals and families assisted by Families in Focus

16818
occasions of support across all programs

Moving clients into a more satisfying life and healthier relationships.

There are a lot of families struggling in the South West. Financial stress, job loss, relationship conflict, family separation, parenting challenges, mental health, alcohol and drugs, family violence, grief and terminal illness are just a few of the issues that affect us all. Life is uncertain and people from all walks of life have different challenges at different times.

When things aren't working out people often feel distressed, overwhelmed, hurt, angry, isolated and stuck. Fear of judgement and feelings of shame and embarrassment can make it difficult to open up and it takes courage to reach out and be vulnerable. However, walking through the door it often doesn't feel as bad as was imagined.

At Accordwest every story matters and everyone's got their own story to tell, with different cultures, backgrounds, childhoods shaping who they are today. When someones ready and committed to achieving meaningful change, good things happen both for themselves and others around them.

Families in Focus provides a range of programmes that provide a safe, professional, non-judgemental and confidential space for clients to share experiences at their own pace and set meaningful and managable goals. Processing thoughts and feelings to relieve burden, recognise responsibility, develop skills, identify and strengthen what works and challenge what doesn't, to bring greater personal awareness from which change can occur, moving clients into a more satisfying life and healthier relationships.

Rebecca Watson
Team Leader - Families in Focus

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RELEASE SUPPORT

Accordwest has developed a throughcare framework of service delivery designed to provide optimal support to clients serving time in prisons or having just exited from the prison system. The Release Support team is committed to providing appropriate supports to achieve positive outcomes and reduce the rate of recidivism.

The Release Support program provides the following services:

1. **Family Visitors Centre**
   Processes all visitors seeing prisoners at the prison, open everyday except Friday's and Christmas Day.

2. **Parenting Advice & Support Service**
   Provides parenting support to clients to improve parenting, assist with child contact arrangements and navigate parenting issues.

3. **Community Transition Program (Life Skills)**
   4 weeks – 8 module program to educate participants in key areas they may have struggled with.

4. **Reintegration**
   Covers 3 key areas including:
   - **Remand Interviews:** Interview every remand prisoner who comes into Bunbury Regional Prison and provide assistance with transitioning to being incarcerated.
   - **Pre-Release:** Up to 6 months before earliest release date (either parole or full term). Identify supports needed and develop plan to implement supports.
   - **Post-Release:** Up to 12 months support once released from prison. Assist clients to link in with appropriate community based supports.

5. **Transitional Accommodation Support Service**
   Short term community based housing while supporting clients to source long term accommodation options.

6. **Pathways**
   Therapeutic psycho-educational program addressing Alcohol and Other Drugs and Criminal Conduct behaviour patterns.

7. **Trauma Counselling**
   Targets unresolved past traumas across most of the key counselling domains in clients to reduce chances of re-offending behaviour.

415
people exiting prison across the state were supported through Reintegration Services.

15,659
family and friends visiting the Bunbury Regional Prison, supported by the Prison Visitors Centre staff.

148
dads, and their children, were supported through our Parenting Advice and Support Service.

Accordwest works closely with our valued partners Breakaway Aboriginal Corporation, Relationships WA and LAMP in the delivery of vital prison release services.

Our focus is to assist people on remand and people being released from prison to get back into the community. People in the program demonstrate a high commitment to resolving self-identified issues.

Clients are generally people with significant issues such as substance abuse, mental health problems or relationship and partner issues. We are able to help to increase the capacity of people to reconnect with families, address mental health issues, manage crisis situations, make good decisions, and successfully parent.

Working closely with partner organisations reduces client confusion. Collaboratively we can assist clients with Centrelink, finding accommodation, booking appointments with health professionals, helping with banking, meeting the justice team, organising urinalysis appointments (if required) and engaging other agencies who can help the client to rebuild their lives.

The small successes achieved at this crucial time helps the client to start afresh and break from the 'old ways' which could result in recidivism. We try to emphasise to all our clients that we will always be there for them if they need support or help, and that they can reach out and ask for that help if they need to.

Paul Escott
Team Leader - Release Support

Our focus is to assist people on remand and people being released from prison to get back into the community.

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EMERGENCY RELIEF

There are times when life throws you a curveball. Maybe you've lost your job and suddenly find yourself without a house. Maybe you can't afford your power or gas bill and it's about to be cut off. When life turns sideways unexpectedly it can leave you feeling shocked, alone and even ashamed as you try to navigate your way forward. In times like these you don't need judgement – you need someone who understands you're in dire straits. Our Emergency Relief services let us help you with immediate basic needs like food and hygiene products, while offering counselling and advice to help you plan ways to overcome this unexpected roadblock.

People who are in a crisis situation and literally have no means of supporting themselves through the next 24 hours are eligible for food and personal hygiene packs.

$192,062

worth of food and essentials were given to people in need by Emergency Relief.

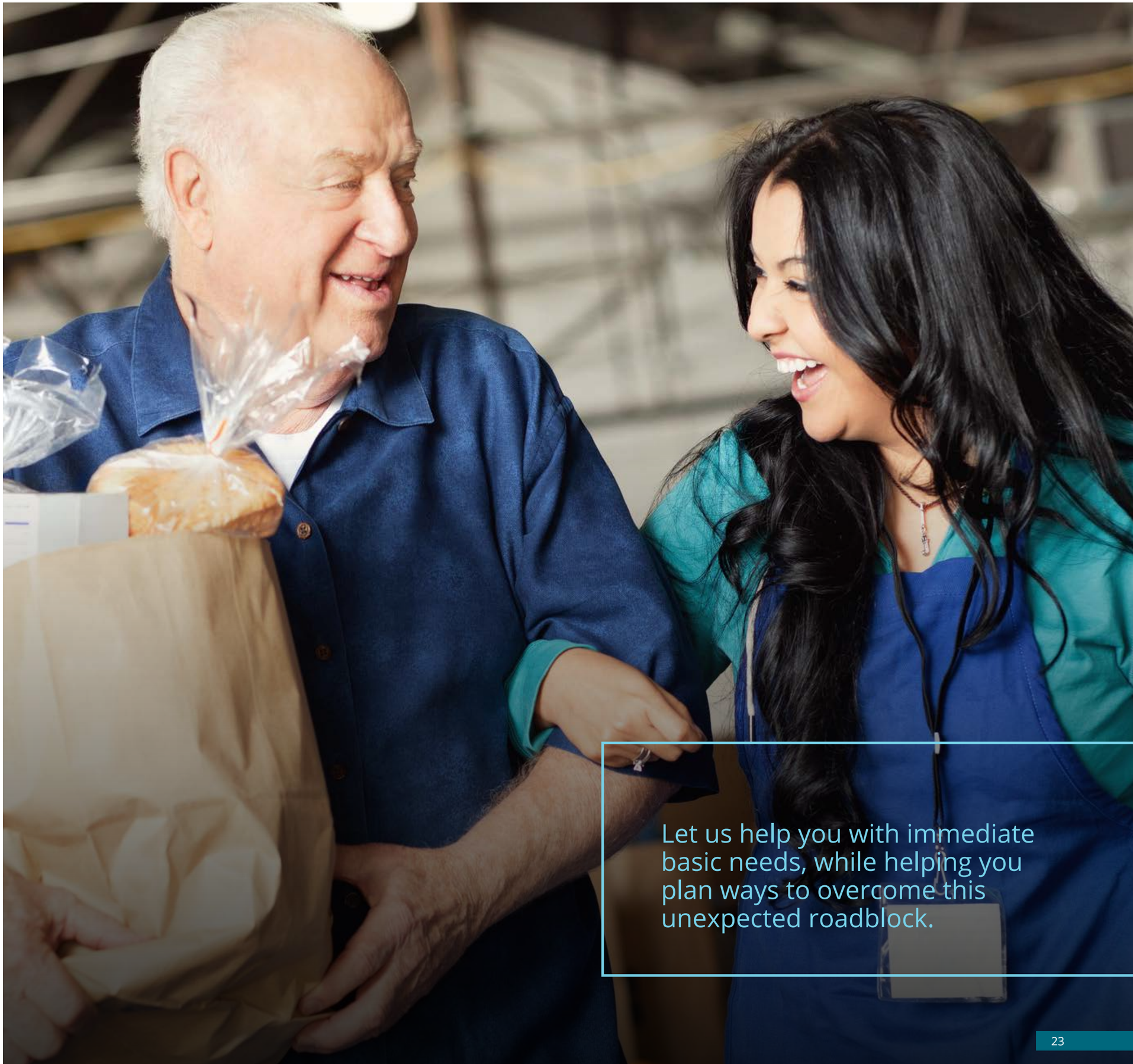
Our invaluable Emergency Relief program receives around 80 calls per week. Success in this realm is being able to provide each client what they need and this is often food vouchers.

There is only so much to go round and the number and need of clients can often be more than the resources available.

The Emergency Relief program covers Bunbury down to Busselton and across to Yarloop. Outreach programs operate in Collie and Harvey.

In the current economy, many people lose their jobs and do not have the back up resources to sustain them to the next job. So even if it's just support for a short period of time, Emergency Relief is often essential.

Katie Palumbo
Intake Referral Officer



TREASURER'S REPORT
WAYNE EVANS

This year we have seen the changing of the guard with new CEO Nicole Gibbs having now completed her first full year with Accordwest. She, together with the whole team have done so much in a short space of time and we thank her for enthusiasm and energy.

We have also seen great engagement with our partner organisations both government and non-government working collaboratively to ensure the best possible outcomes for our clients. Relationships have been strengthened and we are sure this will place Accordwest in a positive light in the coming years.

On the finance side we had an increase in income of $1.5M (12%) during 2018/19 compared to the previous year. This was mainly due to increased funding from the Department of Communities – Child Protection & Family Support.

We have also worked in conjunction with the Department of Communities – Child Protection & Family Support on a new initiative for the establishment and running of a number of District Care Houses.

Another initiative is the provision of additional staffing for our Parent and Support Services and the Alcohol & Other Drugs programs at the Bunbury Regional Prison. This project has been established in collaboration with the Department of Justice and the prison.

We thank all our funding bodies for their continued support without which we could not support those in need in our service areas.

Overall this year we had a net deficit $105,000 due to a number of one off costs that were necessarily incurred in re-positioning Accordwest to be a leading contender for future funding opportunities. We do not anticipate these costs reoccurring in the future.

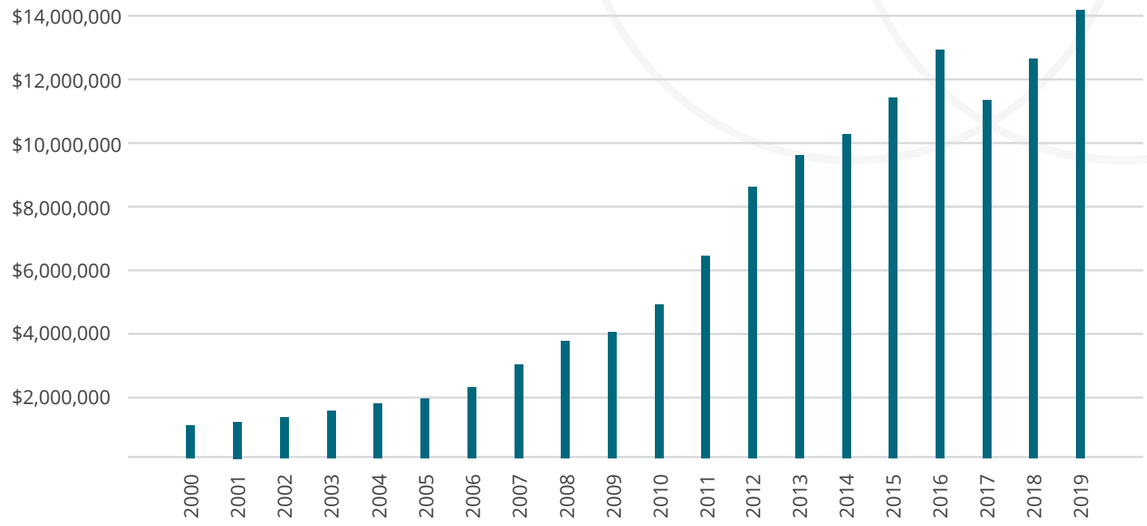
Our excellent team of staff members continue to have the security of working for a financially strong organisation.

Our annual financial audit has been completed and this year there were no recommendations for improvements to our financial processes. Mention must go to Nicole Attwood and her team for their hard work throughout the year and in achieving this excellent result. One of our long term partners are our Auditors. Thanks again to Tim Partridge and his team from AMD for their ongoing support during the audit process and throughout the year with their sound and timely advice.

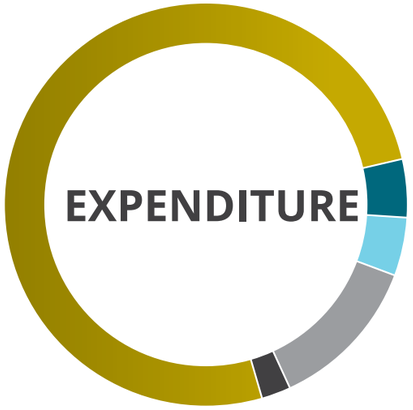
We have a number of Board members who have joined this year who provide new and diverse views on a range of issues we face. The vast experience of this group provides for well-rounded discussions and ensures all points of view are considered. It is a real asset to Accordwest to have such a great team to work with.

Thank you.

INCOME GROWTH FROM 2000 TO 2019



Government Funds (State)	83%
Government Funds (Federal)	11%
Corporate & Other	2.5%
Lotterywest Emergency Relief	0.3%
Accommodation Revenue	3.2%



Wages & Oncosts	72%
Administration Expenses	7%
Property Expenses	7%
Client Services Expenses	12%
Vehicle Expenses	2%

OUR BOARD

Our volunteer Board is made up of independent local people with an amazing skill set, and who bring a wealth of knowledge and good governance to our organisation.

BRENDAN KELLY
Chair

Brendan has been a Bunbury City Councillor since 2007 and is a strong advocate for improving accessibility to facilities and services in Bunbury. He believes his key strength is his ability to connect people and organisations to achieve the best mutual outcomes.

WAYNE EVANS
Treasurer

Wayne gained his Bachelor of Business at Curtin University and became a Chartered Accountant while working for an international accounting firm Arthur Andersen. His involvement in local community organisations spans many years.

BRUCE LYNCH JP
Secretary

Bruce spent over 40 years in the building industry in WA, and remains involved with two local companies as Compliance Officer. Bruce is a Justice of the Peace, a Board Member of the Bunbury Men's Shed Inc. and Accordwest, and a past District Governor of Rotary.

DR STEPHEN HINTON
Board Member

Stephen migrated to Western Australian from South Africa in 2001, and works as a Specialist Physician in hospital practice at the Bunbury Regional Hospital and St John of God Bunbury. Stephen is also a visiting physician at Bunbury Regional Prison.

DR LYNELLE WATTS
Board Member

Dr Lynelle Watts is the first in her family to attend university and this experience ignited a commitment to education and her profession of social work. Lynelle has been a social work educator for many years and is a Senior Lecturer at Curtin University in the School of Occupational Therapy, Social Work and Speech Pathology. Lynelle is committed to ensuring that others may also access the life-changing benefits of a good social services net and opportunities for education and training. Lynelle and her family make their home in the South West.

TANIA MCINNES
Board Member

Tania is an Aboriginal woman from the Katherine region in the Northern Territory. Tania came to Bunbury in the 1980's, where her children were born. Tania returned to the NT in 1995, and has since worked across the NT and Canberra with the bulk of her work experience being in Aboriginal Health. Tania has now returned to the South West and brings a strong voice that advocates for people with disability.

MICHAEL SOUTHWELL
Board Member

Michael began his career as a journalist, working in newspapers in Perth and Singapore as well as a television reporter at Channel Nine in Perth. After 20 years and a Walkley Award for best news report in 2002, he moved into the business world and has managed a hotel, a manufacturing business and been involved in property development. He has a strong interest in local government, having been a councillor on the Bridgetown-Greenbushes Shire, and now with the Capel Shire. His hobbies are golf and fishing.

DEBRA BENNELL
Board Member

Debra is a Noongar/Mirriwong woman with 37 years of experience in the service delivery industry. Debra has worked in Aboriginal health and the university sector as well as serving on many Boards and working parties for both the Government and the Community sector. Social justice, social policy and the ultimate elimination of racism are her passions.

MICHELLE HOWES
Board Member

Michelle had a well-established, varied and challenging career as an Accident and Emergency practitioner of nursing/management. A keen interest in law and social justice led her to complete a Law Degree at Edinburgh University. On settling in Bunbury she maintained her passion for nurse education as a clinical nurse supervisor and spent 5 years as a volunteer Board member for the South West Community Legal Centre. Currently she is pursuing a Diploma in Interior Design and Colour and when not studying, she is a keen Cyclist.

EVERY
STORY
MATTERS

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If you are deaf, or have difficulty speaking or hearing English, we are committed to helping you to access our services.

Accordwest acknowledges the Australian Aboriginal and Torres Strait Islander peoples as the first inhabitants of the nation and traditional custodians of the land we live, learn and work.

Agencies for South West Accommodation (ASWA) Inc. trading as Accordwest
ABN: 29 138 143 911

accordwest.com.au