



Annual Report 2019/20



Every
Story
Matters

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

Wayne Evans

Acting Chair

Growth through adversity

Growth has been a key focus for Accordwest over the past 12 months. Amongst a landscape of great uncertainty, we signed off on our 2020-2025 Strategic Plan. Imbedding our five strategic priorities into the everyday operations of our agency will be a significant focus for the new CEO. These priorities are to Help More People; Focus on the Client; Influence Social Change; Secure our Future and Be Accountable and Responsible.

Much of our growth has occurred in our Out of Home Care sector, as we seek to provide more accommodation for young people who are at risk. Our staff numbers have increased from around 100 to about 180. As such, we have recruited a

HR Specialist to assist with recruitment, onboarding and taking new employees through all the required clearances.

After a year of significant growth, next year the focus will be on consolidation, making sure all our processes and systems are in place to support our larger organisational size. We will be imbedding the new CEO into his new role, and we have engaged a company called ProcessWorx to assist with various facets of workforce training. As we develop our people, we seek to be true to our organisational values by bringing them to life within the building and expressing them externally for the benefit of our customers.

These values are:

- **People living the life they want to live:** We help people who want to change some aspect of their life today. We collaborate with our clients, working in both a person-centered and community context to help them to achieve outcomes.
- **Diversity:** Working with people of different backgrounds, cultures and lived experiences helps our people to grow. We become stronger, more knowledgeable and better able to assist.
- **Community:** We share our skills, knowledge and experience. We collaborate with community and the people within the community to help our clients to achieve their own goals.
- **Professional:** We are qualified, skilled and experienced professionals. We are dedicated to helping our clients to resolve self-identified issues. We are non-judgmental and strive for social justice.
- **Genuine:** We genuinely care. We are humble, authentic and respectful. We carry ourselves with modesty and treat others as we want to be treated.

This year our Chair Brendan Kelly resigned. Brendan joined us in 2006 and we'd like to thank him for his long-term service to the board and, more recently, acting as President. Our CEO Nicole Gibbs also resigned. Her understanding of, and conviction for, our clients was second to none, and we thank her for her service and contribution to the agency. We also farewell Nicole Attwood, Executive Manager, Corporate Services. Nicole executed her role extremely well and was well respected during her five years with us.

I'd also like to acknowledge our new CEO Evan Nunn. Evan joined us in July 2020 as Acting CEO and was chosen for the role after an extensive 3 month search and selection process. He has brought with him a vast array of business experience with a strong understanding of corporate governance, strategic planning, risk management, financial planning and budgeting. During his short time with Accordwest the board have found Evan excellent to work with. He will no doubt serve the team effectively by leading with passion and determination, continuing Accordwest's proud

record of achievements in serving the most vulnerable in our region.

We have received board resignations from Tania McInnes, Michelle Howes and Michael Southwell, and I would like to thank them for their services during the year. We also welcomed Dr. Barbara Meddin, James Jarvis, Mark Chadwick, Rebecca Jury and Dr. Sue Chapman to the board. We appreciate the diverse talents that they bring, giving us a broad range of critical skills that will assist us going forward.

In closing, I would like to acknowledge that it has been a tough year for everybody, particularly for our staff who had to adapt to a changing workplace, be flexible and find a way to continually service our clientele. Our staff proved that they are dedicated, committed and have a fantastic mental attitude.



WE HELP PEOPLE WHO WANT TO CHANGE SOME ASPECT OF THEIR LIFE TODAY.



CEO'S REPORT

Evan Nunn

Our people are our greatest strength

Every day, we help clients overcome adversity to live the life they want to live. What we did not expect this year was to face adversity ourselves. The COVID-19 pandemic certainly pulled the rug from under us, affecting our momentum and creating much uncertainty. Yet what shone through was the care and passion of our people, who stood up and made sacrifices to ensure that all of our clients continued to receive quality support. We had to adapt and plan on the run, and while it wasn't perfect, our staff found a way to make it work despite not having the technology and resources of some other organisations. There is much for our team to be proud of, particularly our carers and support workers out in the community working with our clients day and night.

It is clear our strengths come from our people; they are resilient and put the client first, no matter what else might be occurring. Our location in the South West and Peel is key. We are immersed in the community where local relationships count. We are better placed to understand the local issues, circumstances and complexities of the regions.

Over the past 12 months, we have seen significant growth in our Out of Home Care services. An Out of Home Care office was established in the Peel region and we've acquired another Bunbury office to accommodate our growth in this sector.

The opening of our Mandurah office was an important achievement as it enables us to support the local workforce and reach out to the homes that have been opened up in that area for young people.

Much of our growth has been fuelled by a strengthening of relationships, particularly with government agencies in regard to better understanding their requirements and improving our proposals and responsiveness. Our relationships with the Salvation Army and Rotary, amongst others, has helped fuel the progression of the Tiny Houses project. This project, predominantly funded by Royalties for Regions will be delivered through our Housing and Homelessness Program, expanding our services in this area.

Homelessness continues to be a central theme for many of our clients. Not having a home can exasperate a person's trauma. They feel alone and often don't have family or friends to help them. They could be from a broken family or have been abused. They are hurt, feeling rejected and often lack confidence. What we provide is a friendly face; someone who will listen to their story and seek to provide understanding without judgement. In getting to know their situation, we can line up the services and resources that will best help them. And if we can't help, we can connect them with someone else who can.

A big part of what we do is offer hope. We see ourselves as part of the solution, not the solution itself. We help people to realise future possibilities.

Over the past 12 months, we have developed our 2020-2025 Strategic Plan, Risk Management Plan and a Reconciliation Action Plan. Our Strategic Plan outlines the next phase for our organisation, focusing upon five key pillars:

- **Help More People:** We will support more people, in more ways, and in more locations, by expanding and diversifying the services we offer.
- **Focus on the Client:** We will be responsive and flexible to the changing needs of our clients. We will ensure our services are relevant and valuable to our clients.
- **Influence Social Change:** We will engage with the community. We will listen until we understand. We will work for social change on issues that matter to people in the community.

- **Secure Our Future:** We will deliver quality services that are socially and economically sustainable. We will build a contemporary, flexible workforce with the skills, experience and ability to deliver quality services.
- **Accountable & Responsible:** We will develop, maintain and improve our governance, compliance, risk and quality systems, policies and procedures.

Much of the focus for 2020/2021 will be on organisational development. Leadership at all levels will guide our team members through targeted training and the implementation of new processes and systems that will see Accordwest establish multiple levels of strong governance and leadership. We will be focusing on listening more to our clients, our staff and on being more proactive. We continue to strive to be a professional organisation with a culture of inclusiveness. We believe that every story matters, not just for our clients but for our employees as well. Whilst we are a team, we are all individuals and our people are appreciated for their individual contributions.

WE SEE OURSELVES AS PART OF THE SOLUTION, NOT THE SOLUTION ITSELF.



Vision

Every Story Matters.



Mission

We provide quality services that help people to live the life they want, whatever that life may be.



Values

People living the life they want to live

We help people who want to change some aspect of their life today. We collaborate with our clients, working in both a person-centered and community context to help them to achieve outcomes.

Diversity

Working with people of different backgrounds, cultures and lived experiences helps our people to grow. We become stronger, more knowledgeable and more able to assist. We celebrate differences in others and thrive in an environment of equity and inclusion.

Community

We share our skills, knowledge and experience. We collaborate with community and the people within the community to help our client's to achieve their own goals.

Professional

We are qualified, skilled and experienced professionals. We are dedicated to helping our clients to resolve self-identified issues. We are non-judgmental and strive for social justice.

Genuine

We genuinely care. We are humble, authentic and respectful. We carry ourselves with modesty and treat others as respectfully as we want to be treated.



Strategic Priorities

ONE: Help More People

TWO: Focus on the Client

THREE: Influence Social Change

FOUR: Secure Our Future

FIVE: Accountable & Responsible.

Vision,
Mission &
Values

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.



Celebrating Culture



My first six months as the Manager of Culture and Diversity have been challenging and inspiring. I'm proud to say we've celebrated many achievements and delivered great outcomes with our Aboriginal children in care. We also set ourselves strong targets in regard to employing key Aboriginal people in diverse roles.

When we think about all of the issues that the community have had to face this year, retaining Aboriginal people in roles at Accordwest is an important and significant achievement. For us, the challenge has also been navigating the organisational growth and increasing geographical spread of our clientele throughout all of the upheaval and uncertainty.

Unemployment, homelessness and housing are becoming major challenges for our community. These growing problems are due to a number of contributing factors and have been exasperated by the COVID-19 pandemic. To address these, Accordwest is one of the primary service delivery organisations in the area.

Our passionate team was relied upon to provide emergency relief during the recent pandemic. We have workers who are on the front line, putting themselves at risk, yet always staying client focused. Our staff members did an amazing job in overcoming all of those barriers to maintain our commitment to our clients.

We have also focused on improving our processes, policies and our planning for all culture and diversity initiatives. It is my goal to increase client participation in all of Accordwest's cultural programs and services. The key to growth is relationship building and planning; making sure that we are going back to the clients and the people we service for their opinion, feedback and strategic guidance to enable us to work together to improve all services provided.

Part of my role moving forward is to further strengthen our relationships with the community and the Elders, other organisations and stakeholders. By reaching out to other organisations in similar fields, we can learn from their strategies and potentially deliver collaborative services. We've already worked with some pre-existing Aboriginal community-controlled organisations

and we intend to build and strengthen these relationships and attempt to formalise some into partnerships. After all, we will face issues that other cultures have faced and may have already overcome. Creating partnerships enable us to share our expertise and provide guidance.

In terms of our industry, we know that there's a skill shortage due to a lack of trained and qualified community service workers, which is something that we address wherever possible.

Driving us forward into the future is our mission to provide quality services and to help people live the life that they want to live. I want to inspire people from all cultural and diverse backgrounds and influence a positive view of values and practices to ensure a culturally safe environment for all staff and clients. The clients are my community, and we aim to provide the services they deserve.

It is fantastic to be a part of a strong management team at Accordwest. We're going in the right direction. I'd like to recognise all of our frontline staff; the people that kept Accordwest moving and continued to deliver our services throughout a difficult year. When we surveyed some community members, they branded our frontline workers as "lifesavers". They certainly are.



Ethan Chadd
MANAGER – CULTURE & DIVERSITY

**People
are our
purpose.**





Events

Our community efforts over the past 12 months have continued to bring people together. We want to thank all involved in our events and initiatives who are working tirelessly behind the scenes to make positive change.

OOHC Children's Christmas Party

Our 2019 Children's Christmas Party brought seasonal excitement and happy holiday entertainment to the children in our Out of Home Care service. Last year's celebration was held at Roelands Village, a landmark location. Formerly known as Roelands Mission throughout the 1940's to the 1970's, it was a part of the protection and assimilation policies of the time. This land has since been reclaimed and renamed by the community. Les Wallam, Chief Executive Officer welcomed the Accordwest team and children To Country, speaking to them about the history of Roelands

and his first-hand account as a Roelands child. This was a great experience for our aboriginal children with many who are Off Country themselves relating to Les's stories.

To celebrate the season we filled the beautiful open setting with jumping castles, water play and face painting stalls, turned Roelands hall into a Christmas wonderland and even had a special guest appearance from Santa himself. We'd like to acknowledge all involved in the event. Presents were donated from Operation Sunshine and lovingly wrapped by the Accordwest team.

We had 44 out of the 54 children from our OOHC programs in attendance. Also attending were over 50 adults from Foster Families, Therapeutic Carers, Management Teams, our CEO and Board Members. We thank everyone for joining us in celebration of the festive season.

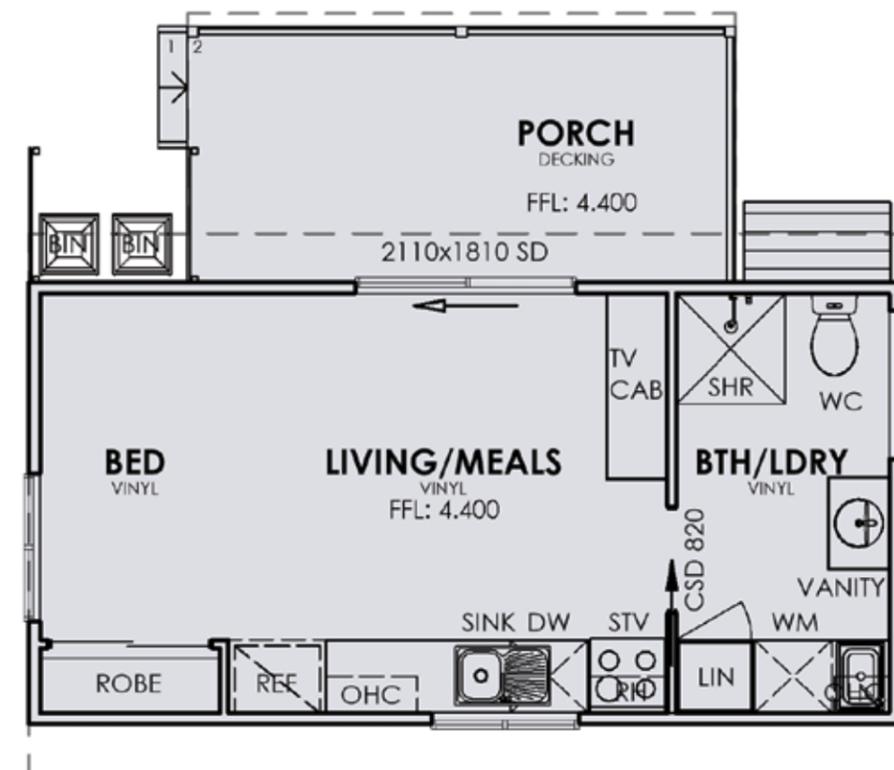
Tiny Houses launch

Across 2018-2019 Financial Year, 67% of clients coming to Accordwest in need of accommodation assistance were single people with or without accompanying children. In a bid to increase Bunbury's collective community effort to help our homeless, we proudly launched Accordwest's landmark Tiny Houses initiative this September.

The building of 3 self-contained 'Tiny Houses' for singles is now underway. Our Tiny Houses will offer more than just accommodation; tenants will also be provided with full wrap-around social services during the length of their stay. With a stable sense of support at every step of their journey the barrier to obtaining and sustaining stable accommodation can be overcome. Housed on land owned by the

Salvation Army, our goal is to have 3 homes ready by February 2021, continuing to expand the village into the future.

The Tiny Houses project is a group initiative and could not happen without the collective effort of the Bunbury community. We would like to acknowledge all who are taking part in making this a possibility including; Don Punch MLA, Royalties for Regions (WA State Government), The Apprentice and Traineeship Company, Challis Builders, JSW Training, MCG Architects, Roger Veen, Rotary Club of Bunbury, Rotary Club of Bunbury Leschenault, Rotary Club of South Bunbury, Salvation Army, Summit Realty and participating local business owners.





children were supported by Accordwest OOHC programs



total residential houses



bed nights provided to children between 6 months to 17 years across 5 programs



Therapeutic Carers employed by Accordwest

A chance to regain their childhood

Every child should have a childhood. But often children can fall victim to circumstance and aren't afforded that opportunity. Accordwest's Out of Home Care program gives these vulnerable and traumatised children a chance of regaining their childhoods. We proudly lead the way providing services across the Peel and Southwest Regions with service agreements in place for Specialised Foster and Transitional High Needs programs, as well as recurrent funding for our Family Group Homes and Foster Care program.

With the number of children in care continuing to rise, we see the need to grow our supports despite the increasing pressure on service providers.

Over the past 12 months we have put considerable effort into ensuring we are meeting our contractual obligations which is reflected by our program growth. We are also showing a marked improvement in service and the standard of care provided with our October 2019 external audit identifying 8 recommendations, while our follow up June 2020 audit report has only identified 2 recommendations.

This year we have offered complex needs placements for Transitional High Needs children as well as further placements for the Specialised Foster Care program.

During this period we also focused on being responsive to the DCPFS, and at their request, supported placements in Special Purpose funded arrangements outside of our Service Agreements.

We continue to see an over representation of Aboriginal children and a significant increase in children under the age of 10 coming into our high needs rostered models of care. This has prompted us to look at how to best support this with:

- Aboriginal mentors working with the children on their cultural plan to capture their world views
- Using a cultural lenses when acquiring property (i.e. understanding the lands history)
- Redirecting resources to focus on Specialised Foster Families
- Proactively working with CPFS to find Cultural and Family connections.

Our approach navigating COVID-19 has been stoic. In partnership with Government stakeholders we formed strategies in line with the development of Epidemic/Pandemic Policy & Procedures, including additional support such as working from home and extended leave for at-risk team members. Our biggest challenge has been risk assessment and employing mitigation strategies for over 100 staff, 15 foster families and up to 70 vulnerable children. With the prevention of face-to-face support services our children in Out of Home Care were amongst the hardest hit during the initial phases of COVID-19. Loss of family contact, school closures, and in some cases the loss of long term Foster Carers and Therapeutic Carers as a result of lockdown required us to work tirelessly to prevent anxiety and trauma responses to deescalate pain based behaviours.

Despite the challenges our growth has presented, we have improved service quality, increased training and support for our children, and delivered on long held service agreements. This is thanks to a very passionate and driven team. Our leaders also deeply understand the needs of our OOHC children, which has positively influenced our dynamics and our available resourcing.

We know government funding for the next 12 months is going to be limited. The strength and

diversity of our Accordwest programs gives us flexibility to look at a child's needs and move them into the most appropriate model of care. Over the next year, in consultation with DCPFS, we are also looking at the possibility of co-tenanting children as an alternative to our one-on-one wraparound model. While wraparound care models can really benefit our most vulnerable and distressed children, they can become counterproductive as they start to heal and self-regulate. Having a variety of care options means a child can move through programs according to their needs and not become codependent on one single model of care. We will also be putting systems in place that are going to be more responsive to critical situations. This includes a greater focus on the training of our therapeutic carers, starting the process even before their clearances are approved. This early training will allow carers to hit the ground running, creating a more competent workforce and providing a greater level of safety for all.

Our industry is constantly changing and the needs of the children, the families, the community and the department itself are constantly changing with it. Our response is to embed our therapeutic practice and understanding of trauma more effectively, providing children with the chance to regain their childhood.

"It's easier to build strong children than repair broken adults."

Frederick Douglass



Natasha Jackson
ACTING EXECUTIVE MANAGER –
OUT OF HOME CARE

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



An umbrella approach to services

Many clients who seek us out are likely to require a combination of our services; a person leaving prison often needs to find a home and re-establish their family relationships; someone within our Housing & Homelessness program may need access to Emergency Relief to help put food on the table.

Knowing clients often need support from several of our directorates, Programs was created to bring several of our key services under one management umbrella.

Under Programs sits:

- Housing & Homelessness
- Release Support
- Families & Children
- Emergency Relief.

These directorates have been chosen because of how closely they sit to one another. With a goal of creating a cohesive and collaborative approach to service delivery our Programs management team works together to form a strategic direction which not only meets the needs of our funding bodies, but offers meaningful services to vulnerable people across the South West.

Our role is to increase positive outcomes and deliver more efficient programs designed to maximise a client's time and support. Our new overarching management approach encourages a more client-centric and collaborative offering as directorates work together to understand the individual client situation forming a holistic plan.



Simone Bush
EXECUTIVE MANAGER – PROGRAMS

Breaking the cycle of homelessness



31

young people accommodated in BUNYAP house



157

people were supported in maintaining tenancies



532

individuals supported to access long term housing



163

people, including children, were provided safe and affordable housing through our accommodation services



17,168

bednights were provided to homeless individuals and families



Housing and Homelessness provides support for clients to secure and sustain a tenancy. Without a safe and secure home it is very hard to maintain or gain employment. Or for those with families, it can be difficult to support children and keep them healthy and engaged in education. Accordwest works to break the cycle of homelessness, providing clients with a safe and supportive environment of their own, setting them on a positive path forward.

In 2020/2021, a clear housing shortage presented itself with properties at capacity and many tenants unable to progress to permanent housing solutions due to COVID-19. The organisation responded by increasing unhoused support providing greater advocacy for clients, temporary Emergency Relief support if needed, and financial counselling and relationship services to assist in laying future plans.

Without the ability to provide face-to-face support during the pandemic, our staff ensured all supports were still provided from their 'work from home' environments. Here they were faced with the challenge that some clients may not have the benefit of technology but acted swiftly and creatively maintaining service levels. Our priority was always to make sure our staff felt safe and our clients weren't put at risk.

Over the last 12 months we've seen increased successes: clients who have come in and out of the organisation over a long period of time successfully transitioning into sustainable accommodation; and a number of clients who have been on the Department of Communities Housing waitlist now being able to access accommodation.

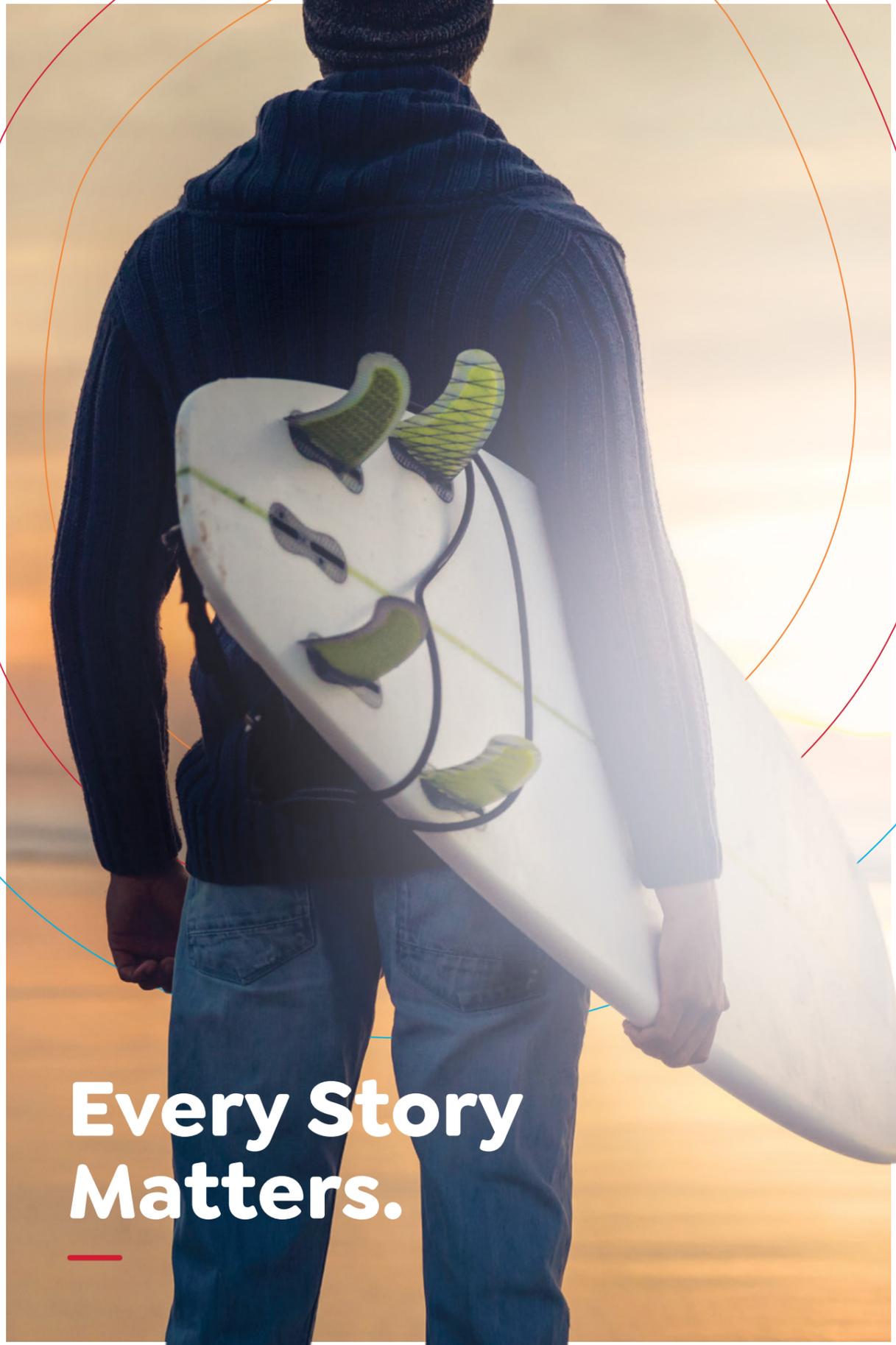
Over the coming 12 months Housing and Homelessness will focus on efficiencies as we transition clients more quickly into homes. This will involve tenancy officers and support workers aligning cohesively to improve turnover time, moving tenants in as smoothly as possible.

2021 is set to bring a strengthening of relationships with complementary organisations and an increased focus on community mental health, drug and alcohol issues. This brings with it heightened attention on Youth Homelessness, specifically, how we can expand this service offering.

We continue to strategically prioritise ways of addressing the significant statewide housing shortage and high client waitlists. Our Tiny Houses project is a live demonstration of this, seeing a welcome addition of 3 single occupancy properties to our existing transitional accommodation housing stock.

Our team possesses a genuine passion and willingness to help people live the lives they want, identifying the right supports for clients as they set realistic future goals. Our clients fed back to us how they value the diverse experiences and backgrounds of their support worker/s. Such diversity also means our staff have the ability to easily collaborate with other organisations as they provide support. This, combined with our high level involvement and care means we have met the challenges of the past 12 months with unflagging dedication. We continue to work to break the homelessness cycle providing our clients with a sense of safety and security, simultaneously meeting the ever changing needs of our local communities.

OUR TEAM
POSSESSES A GENUINE
PASSION AND
WILLINGNESS TO HELP
PEOPLE LIVE THE
LIVES THEY WANT.



Every Story Matters.

accordwest
RELEASE SUPPORT

Being released from prison is a challenging experience. Release Support offers clients guidance and sustainable options around housing, employment and self growth, while contributing to a reduction in recidivism rates as they find their feet and reenter the community.

Over the past 12 months the global pandemic has caused a huge wave of change to how we (and the rest of the world) operates. Throughout this unprecedented time our most important objective continues to be finding a safe place for clients exiting the prison system to reside. Yet COVID-19 has made this more difficult to facilitate. Many clients hope that Release Support offers an immediate housing solution. With these at a premium we actively look at a client's existing network and their existing contacts to see if there's a suitable short term option. Once this is safely established we continue to work intensively to find a sustainable long term option.

COVID-19 has also brought other challenges to Release Support. With restrictions around going into the prison to meet our clients face to face, we have developed a dynamic approach to working over the phone with clients. Our response has been positively acknowledged as 'leading the way' by the Department of Justice. Despite these new working from home conditions, our program proudly continues to flourish. Over the last 12 months we've expanded from delivering 4 Pathways groups a year to 8. Our Release Support team has also expanded. Joining the team in July as Manager is Chantelle Powell and 2 additional FTE.

Our new team additions and service extensions have seen a positive boost in energy across the entire department. Our team is actively choosing to implement new initiatives that will embrace both big and small wins more frequently, increasing and building upon our already passionate team approach that is grounded in connection and support.

We see the next 12 months as an important step for Release Support. As our team grows we continue to champion the truth that Every Story Matters. This is key to understanding and helping every client we work with and we want to continue to build on this. By working with people to unpack the trauma or events that led up to their imprisonment, we help them to resolve their individual traumas or address

what led them to their situation. We don't judge someone based on why they're in prison and don't put bias around it, addressing the concerns they have.

Over the next year, success will be continuing to provide a high level of person centered, trauma informed service that comes back to helping each client successfully reenter society knowing their story matters.



people exiting prison across the state were supported through Reintegration Services



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



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



Chantelle Powell
MANAGER - RELEASE SUPPORT

Strengthening family relationships

Under the umbrella of Families and Children, Accordwest has 3 essential services. Our Family and Relationship Service aims to strengthen family relationships, prevent family breakdowns and ensure the wellbeing and safety of children through counselling and education. The Children and Parenting Service (Manjimup only) is a preventative service that works with local primary schools and child health practitioners to support parents and carers. It's objective is to improve the development of young children, provide parenting skills to parents and focus on enhancing the overall wellbeing of the child and their family. While the goal of our Reconnect service is to prevent homelessness and provide support to young people between the age of 12 and 18 and their families.

Families and Relationships Service (FaRS)

Acting predominantly as free one-on-one counselling, FaRS works with people to better develop their relationships with family members, so they feel more secure in their decision-making capabilities. It has been FaRS objective to continue to provide a high level of support around areas such as marriage breakdowns, parent-child relationships and domestic violence situations. As we are a more generalised program, we also pinpoint further assistance a client might need, specific to their circumstance.

We have seen a significant and continual demand for FaRS support over the past 12 months. To meet this demand both our Bunbury and Busselton offices are covering a large service area in the Southwest region, reaching as far as Margaret River.



668

individuals and families assisted by Families & Children programs



We see an opportunity to focus on prevention over the next year and will be working towards offering more education and awareness within our service. On top of our counselling support, these proposed education sessions will work on relationships, building parenting skills and building general family capacity. By incorporating more education and awareness sessions into FaRS our intent is to reduce or minimise the necessity of one-on-one counselling support in the future.

Children and Parenting Service (CaPS)

CaPS offers pragmatic prevention and intervention of families facing challenges in the Manjimup area. Our role is to develop a trusting relationship with our clients, assessing their current situation to see how they can actively improve their parenting skills. We also evaluate whether a child is struggling behaviorally or developmentally, and establish a support plan to help both parent and child.

The past year has shown some significant achievements for CaPS. Our leading objective has been to create more community awareness of our services. When people are aware that we are here to help, the sooner we can intervene and descale the complexity of a case. Over the last year we have worked to build stronger relationships, increased engagement with the community and become more involved with community events. Our case managers have been forming constructive relationships within our Manjimup community, connecting with child health nurses, schools and other service providers to grow community engagement and awareness as well as providing them with skills to identify issues early. The benefit of giving schools, teachers and healthcare workers these tools can mean the difference between providing a client with a little help or a lot of help. 'Getting in early' can also avoid involvement from the Department of Child Protection.

Accordwest has increased our co-facilitation training and have effectively used the COVID-19 work from home period to do further training and program development, allowing us to present new educational programs. Over the next 12 months we will continue to roll out education programs including Circle of Security, 1-2-3 Magic and Emotional Coaching. We are also launching newer programs Tuning Into Kids and Tuning Into Teens; all are tailored to provide parents with practical

education across various family situations, so they feel confident in supporting their children. CaPS continues to offer guidance, support, understanding and reassurance, as well as the right tools for clients to grow their family dynamics positively.

Reconnect

Our Reconnect service provides young people aged 12 to 18 with one-on-one support to maintain positive engagement at school, finish their education and build a safe living environment. We work closely with our Reconnect clients forming strong relationships with their schools. By building trust we present ourselves as an organisation who doesn't just offer support, but actually creates meaningful connections with our clients. This has been our main driver over the last year. Our intention to build relationships with schools is to give them a direct line to us if they see a young person disengaging in school. It's also why we're developing a strong relationship with Headspace, with one of our counsellors providing support for them once a week. This way we are actively staying connected to young people. We are aware youth have a lot more stressors on them in a world with such a strong social media presence so to acknowledge this and put a greater focus on mental health we have implemented more education and training programs, as well as one-on-one sessions at schools.

Accordwest are excited about what the next 12 months hold for Reconnect. We are investigating a more holistic approach and providing greater supports for parents and family to help them better understand their teens, what they may be going through and how they can help.

Across the Families and Children directorate we see some great opportunities arising the next year. We plan to develop a greater emphasis on family and community capacity building, as well as the way that we are seen within communities. We will increase our stakeholder engagement while visiting more schools to develop further relationships. We aim to increase into our full service area with the hope of employing further case managers. We are also investigating other areas where we can provide support, whether that's Medicare practitioners, in-kind support, developing relationships with other stakeholders or increasing our capacity to support the community.

Providing a greater scope of support

Every person who seeks Emergency Relief comes to us for different reasons. For some it looks like getting a meal on the table for their family. For others an overdue utility bill. Or even accessing the right (and regular) medication. For those in need, Emergency Relief previously supplied essential item hampers or food vouchers; yet knowing that people come to us for such varied reasons, we felt we could do more.

To positively develop our Emergency Relief support and extend our services to a wider group of people, we undertook a full audit, investigating how people's needs extend beyond what we offer. The findings created revised and extended Emergency Relief services over the past 12 months allowing us to provide a greater scope of support within the community giving our clients choice and a stronger sense of autonomy.

Food vouchers & Foodbank

Replacing food hampers, we are now providing greater choice through a wide variety of food vouchers. With the awareness some people may find it difficult to reach Foodbank, we also offer support to access our food assistance.

Utilities

We are able to assist with overdue utility bills by paying the utility provider directly. If a client is not on the town gas supply we can provide them access to gas bottles.

Prescriptions

Prescription medication can be a challenge. If a client needs to be on medication continually, it can be quite expensive. We have accounts with many local chemists throughout the South West to assist with the payment of prescriptions.

Education and employment

We work with clients to provide them with the right tools in seeking and maintaining education or employment so they are able to move out of their financial crisis.

This broader scope allows for greater support. To more effectively help our clients and understand their unique situations we are updating our approach by asking more questions and listening with a non-judgemental, calm approach. We have increased accessibility to support with more people on the ground and greater frequency of visiting services. During the uncertainty of the COVID-19 pandemic the Department of Social Services has also increased Emergency Relief funding, helping to provide support into the next year.

As we look to the next 12 months we will begin to see changes in JobKeeper and JobSeeker, which is likely to result in a greater demand for Emergency Relief. Our funding increase has allowed us to budget for this change, while donations from organisations and community led initiatives are providing further assistance. We'd like to acknowledge StreetSmart in collaboration with Sheridan who provide us with SleepSafe kits and Bunbury Senior High School who donate hygiene packs for homeless and rough sleepers. We also regularly receive donations of clothes, blankets and other products from individual contributors which we greatly appreciate.



\$247,800

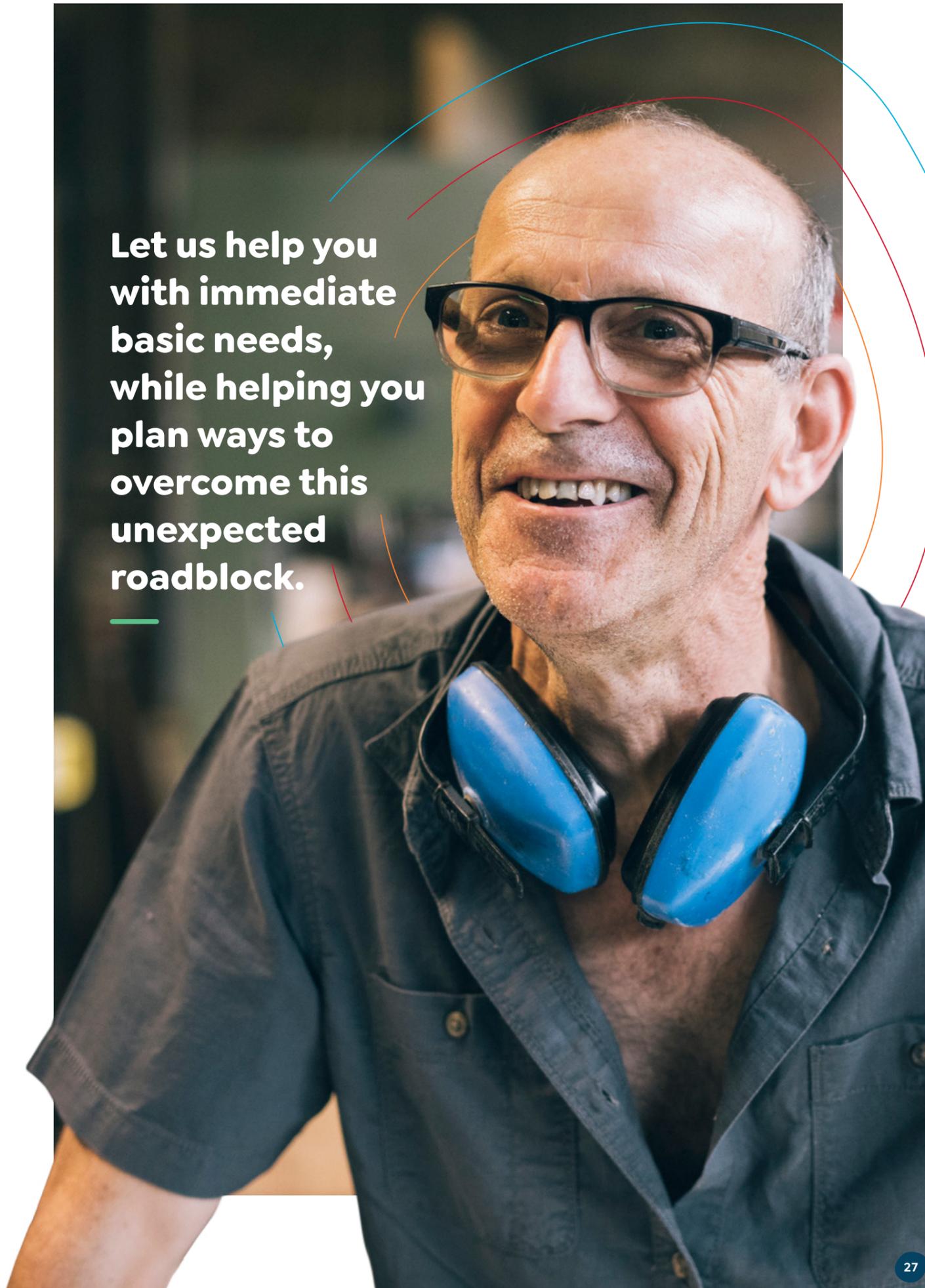
worth of food and essentials were given to people in need



2,779

families were supported with Emergency Relief

Let us help you with immediate basic needs, while helping you plan ways to overcome this unexpected roadblock.



Treasurer's Report

for the year ended 30 June 2020

This year we have seen a period of significant growth in the Specialised Foster Care and Transitional High Needs programs. This has resulted in a significant increase in the number of staff employed by the Agency and the workload of the Corporate Services team.

On the finance side, we had an increase in income of \$4.7M (33%) during 2019/20 compared to the previous year. This was mainly due to increased funding from the Department of Communities - Child Protection & Family Support, who provided \$4.9M for the two programs noted above. We thank all our funding bodies for their continued support, without which we could not provide the services we do to those in need in our community.

Overall this year we had a net surplus of \$495,000, contributed to by the increased size of our funding base. However, the board has acknowledged that there has been a significant increase in workload for the corporate team and is moving to increase staffing in that area. This includes the appointment of a HR Specialist to support managers with on-boarding and off-boarding employees. The board also acknowledges the need to improve professional supervision and training and have accordingly budgeted for this in the current budget.

The main changes in the balance sheet are a decrease in cash on hand of \$1.9M due to an increase in amounts owed from debtors not yet received of \$1.2M relating to the timing of the receipt of grants. Also, additional carried forward grants from the previous year amounting to \$1.2M were expended in the 2019/20 year, which reduced our cash on hand.

Our annual financial audit has been completed and again this year there were no significant recommendations for improvements to our financial processes. Credit must go to Nicole Attwood and her team for their hard work throughout the year in again achieving this excellent result. Sadly, Nicole has recently resigned so we have commenced the process of recruiting for a new Corporate Services Executive Manager.

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.

Looking forward, 2020/21 will see the agency begin the search for a new accounting system better suited to the size of our organisation. This will be a task for the new Corporate Services Executive Manager when appointed. We will also look at strengthening our purchasing policies and processes and have already been provided with some guidance from AMD.

Finally, thank you to the Board members and CEO Evan Nunn who have recently joined Accordwest. Their experience and knowledge are greatly valued, and ensure we continue to provide relevant, timely and tailored support to our clients.

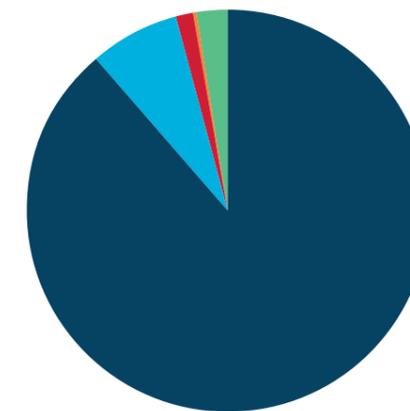
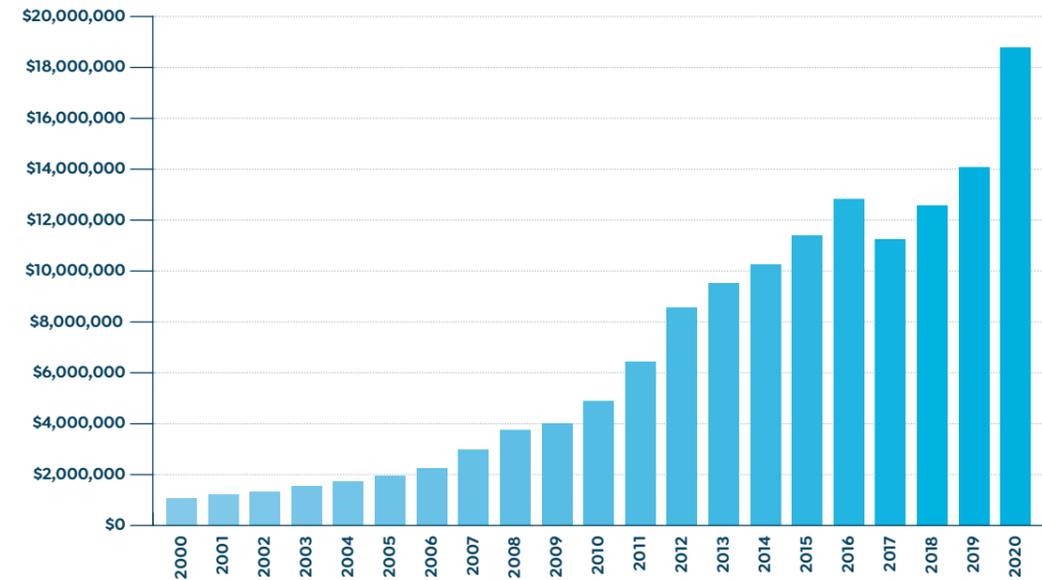
Thank you,

Wayne Evans
Treasurer.



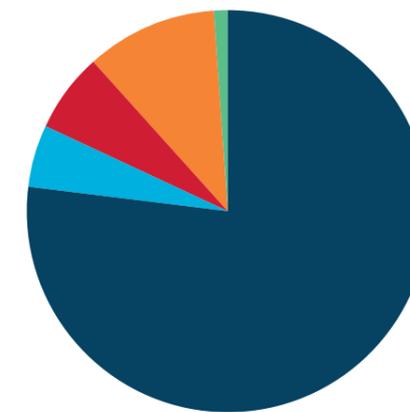
Wayne Evans
TREASURER

Income Growth From 2000 to 2020



Income

- GOVERNMENT FUNDS (STATE) 88.8%
- GOVERNMENT FUNDS (FEDERAL) 7.1%
- CORPORATE & OTHER 1.4%
- LOTTERYWEST EMERGENCY RELIEF 0.2%
- ACCOMMODATION REVENUE 2.5%



Expenditure

- WAGES & ONCOSTS 77.1%
- ADMINISTRATION EXPENSES 5.1%
- PROPERTY EXPENSES 6.4%
- CLIENT SERVICES EXPENSES 10.3%
- VEHICLE EXPENSES 1.1%

Our Board



Brendan Kelly
CHAIR



Wayne Evans
TREASURER



Bruce Lynch JP
SECRETARY



Dr Stephen Hinton
BOARD MEMBER



Tania McInnes
BOARD MEMBER



Michael Southwell
BOARD MEMBER



Debra Bennell
BOARD MEMBER



Michelle Howes
BOARD MEMBER



Every
Story
Matters



Head Office

26-28 Forrest Avenue
South Bunbury, WA 6230.

Postal

PO Box 6498
South Bunbury, WA 6230.

P 1800 115 799

E clientservices@accordwest.com.au

Office hours

9am-5pm Monday to Friday

accordwest.com.au

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