

2016

ANNUAL REPORT

YEAR AT A GLANCE

JULY

- CEO attended meetings with the Departments of the Premier and Cabinet, Child Protection and Family Services, Local Government and Communities, and other community service providers following funding cuts to financial counselling funding.
- Further outreach possibilities are explored.

AUGUST

- Skilled based volunteering is in full swing with Woodside employees creating demographic reporting.
- CEO invited to a Community Reception with State Cabinet Ministers, including the Honourable Helen Morton, the Honourable Dr Mike Nahan, the Honourable Tony Simpson, the Honourable. Colin Holt, and Premier Colin Barnett.
- Engaged CBB - the not4profit people to provide consulting services.

SEPTEMBER

- Created an account on NABO, a free neighbourhood social network.
- A photo opportunity held to promote Joondalup Library's Food for Fines program.
- We received \$1,360 from Beyond Bank as part of their Community Rewards program.

OCTOBER

- The CEO attended the Murdoch Student Emerging Leaders (MSEL) Project Presentation Evening. The MSEL program aims to engage emerging leaders by allocating them to a project with a Not-For-Profit.
- We hosted a stall at the Salvation Army's Community Information Day as part of Anti-Poverty Week activities.
- We hosted a stall at the Carers Week 2015 Family Fun Day and Expo.
- We celebrated our 30th birthday!

NOVEMBER

- Our charitable collections license under the Charitable Collections Act (1946) is reissued for a period of three years.
- We enter into an arrangement with Communicare to accept Work for the Dole placements.
- We are granted Emergency Relief funding through Lotterywest.
- The Department of Social Services advise that we have been selected as a preferred provider to provide the Financial Counselling, Capability and Resilience Hubs Programme.

DECEMBER

- We host our Annual Christmas Appeal which provided hope, Christmas joy and 344 hampers for 636 children and 652 adults.
- Children's Christmas Party is held at the Centre.

JANUARY

- The CEO met with Michelle Scott, Director of The McCusker Centre for Citizenship and expressed our interest in participating in their internship program.
- Succession plans are completed for internal roles.

FEBRUARY

- The CEO presented at the Woodside Volunteering event. This event was aimed at educating and encouraging Woodside employees to become more involved with skills based volunteering.

MARCH

- We submit an application for a grant through Linkwest to coincide with Neighbourhood Week (May 9-13). We receive \$500 to create a community garden.

APRIL

- The Spiers Centre commences a Social Club for community members.
- The CEO attends the City of Wanneroo inaugural V8 Supercar Gala Dinner at the Barbagallo Raceway, hosted by Her Worship the Mayor Tracey Roberts JP and City of Wanneroo Councillors.
- A grant of \$3,343 is approved by the Inger Rice Foundation to secure additional equipment for our creche and playgroups.
- A uniform code is embraced by The Spiers Centre team.
- Financial Counselling services are subcontracted by UnitingCare West.

MAY

- Commenced providing clients with Foodbank vouchers.
- Collaborative partnership begins with Midlas.
- Launch of our new website.

JUNE

- Emails of introduction and inviting community partnership and support are sent to all members of the Joondalup Business Association, the Stirling Business Association and the Wanneroo Business Association.
- We are approved as a provider of financial counselling services under the Business Services Wage Assessment Tool (BSWAT) Payment Scheme.
- Social workers trial begins.

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CHAIRPERSON'S MESSAGE

Another year gone and we see ourselves two thirds of the way through the strategic vision that is key in guiding The Spiers Centre Inc. (TSC) forward. A major piece of work for the Board in the new financial year will be developing our next three year plan.

This past year was one of change and renewal with a number of Board members leaving us for a variety of personal reasons. I wish them well and thank them for their contributions. In particular, I would like to acknowledge the wonderful work of our previous Chairperson, Lisa Nicolaou, in guiding the organisation through some difficult times. Her positive impact on TSC will be long lasting including the granting of a 21 year lease for our premises in which Lisa was instrumental.

We have been fortunate in filling the vacancies with some excellent Board members and I thank them for their support during the year. Whilst the Board's focus is on strategic matters, they have to understand the business as well. The introduction of staff presentations at each Board meeting, coupled with details of success stories with clients, has led to a greater understanding of the wonderful work carried out by TSC staff.

On the staffing front, Helena Jakupovic was officially appointed as CEO in October 2015. Her networking abilities have proven invaluable and TSC's profile is at an all-time high. With an increased profile come increased opportunities and Helena is adept at grabbing them with both hands. I commend Helena and other TSC employees – and volunteers – for their hard work during the year. Without them, the provision of much needed services to help relieve poverty, misfortune and distress would not happen. On behalf of all the individuals and families that have been helped this year – 'Thank you'.

As always, funding is an ongoing issue. A potential disaster earlier in the year with regard to State Government funding for financial counselling services was averted thanks to some creative thinking by a number of not-for-profit organisations. Whilst the overall level of funding was reduced, the establishment of the Financial Counselling Network (driven by Anglicare and UnitingCare West and strongly supported by TSC) has enabled financial counselling services to be provided across the metropolitan area. I am pleased that TSC is part of this cooperative initiative.

In moving forward, the Board and CEO have driven a number of pieces of work aimed at making the centre sustainable and more professional in outlook. This work included: an organisation structure review; a culture survey; a Customer Service Charter; an operational plan; an IT audit; policy manual review and update; a risk management plan and register; updating the Board handbook; and a website redesign. Work still in progress includes development of a three-year financial plan and finalisation of a Business Continuity Plan.

Bottom line, though, is that TSC continues to provide financial counselling, emergency relief, donations of food and clothing, support and learning workshops, a meeting place for community groups, and crèche services.

I would like to thank all of our sponsors, supporters and volunteers for their generous contributions and for helping make a positive difference to our clients and community.

George Cowcher
Chairperson

CHIEF EXECUTIVE OFFICER'S MESSAGE

This last year has been a year of substantial change for The Spiers Centre. Some of the change was driven internally in order to improve our processes and services to clients. Other changes were external and driven by government policy, the economic environment and competing and shifting landscape of community services.

As I reflect on the past year, I am so proud of a number of our achievements. These include:

- Our collaborative role in the new Financial Counselling Network, a partnership of community service organisations and local governments providing integrated expert financial counselling services across the metropolitan area. This network was created after an unexpected funding cut to financial counselling services. Ten agencies came together as one to form a broad network committed to best practice, client service and support, and intent to improve community services.
- Our collaborations with various universities and educational institutes, which has seen a large number of student placements at The Spiers Centre, but has also included a student internship through the McCusker Centre for Citizenship, a new website courtesy of Murdoch University and their Graphic Design course, and a project pitch to the Murdoch Student Emerging Leaders program which led to a social media awareness campaign.
- The introduction of a Social Worker service at The Spiers Centre to complement the range of services already on offer.
- Our partnerships with Foodbank, Communicare, the City of Wanneroo, Midlas, Anglicare, UnitingCare West, Soul Link and so many other organisations and agencies who have a real commitment to improve the community services sector and to add value to the community.

My sincere thanks go to all our employees and volunteers who have worked hard throughout the year to make the lives of families and individuals less difficult. Their skill, knowledge and genuine care help thousands of adults and children overcome their difficulties. Despite significant funding uncertainty around a number of services, employees showed remarkable commitment and remained focused on providing support to their clients. Their spirit is an inspiration and a reminder of what is truly important in life.

I would also like to take this opportunity to thank our funders for enabling The Spiers Centre to support the community through a range of services that help build resilient communities and encourage hope and empowerment for our many clients.

Finally, my gratitude goes to Board of Management under the leadership of Lisa Nicolaou and George Cowcher. The Board continues to be a source of support and guidance. Their expertise, generosity and professionalism make an enormous contribution to the success of The Spiers Centre.

I look forward to the year ahead, confident that The Spiers Centre will continue to grow our services, embed collaborative partnerships with individuals and agencies to promote independence and wellbeing in our community, and remain at the forefront of community support.

As always, we remain committed to building a strong caring community free of adversity.

Helena Jakupovic
Chief Executive Officer





WHO WE ARE

Supporting over 12,000 individuals and families each year, The Spiers Centre is a not for profit organisation providing support and services to those facing adversity in the northern suburbs of Perth. These services are inclusive and aimed at empowering those facing personal or financial hardship.

OUR CHARTER

Vision: Building a strong caring community free of adversity.

Purpose Statement: We make a positive difference through supporting and empowering individuals in the northern suburbs of Perth by relieving poverty, misfortune and distress.

Our Personal and Professional Values:

- Caring
- Accountable
- Responsive
- Integrity
- Non-judgemental
- Growth

OUR LOCATIONS

Our home base is in Heathridge at 2 Albatross Court, but we offer Outreach services at many locations. Over the last year we have provided Outreach services in conjunction with:

- Merriwa Primary School
- Butler Community Centre
- Joondalup Mental Health Unit
- Patricia Giles Women's Refuge
- Stirling Women's Centre
- Red Cross Private Tenancy Support Service

A WALK DOWN MEMORY LANE

- 1980** A group of 40 women meet in the lounge room of Joy Coleman's house in Heathridge and start meeting regularly to support and uplift each other in a new and isolated area. From these meetings the Heathridge/Beldon Women's Community Group was formed.
- 1982** Accommodation was found in the Guy Daniels multipurpose building in Heathridge; but the hall was cold, big and unfriendly and the crèche was too small. Following appeals from Joy and the committee, and with the support of local councillor Keith Pearce, the Wanneroo Shire agreed to pay for the lease on a house in Spirula Way, Heathridge. The group changed its name to The Ocean Ridge Women's Community Group and named the house they were meeting in The Granny Spiers Community House. This name honoured a Wanneroo local - Frances Spiers. Frances and her husband had settled in Wanneroo in 1905 and Frances was actively involved in all local community activities and her home was open to the community and travellers alike.
- The Ocean Ridge Women's Community Group moved to 17 Estuary Way, Heathridge and the house was officially opened by councillor Keith Pearce in the presence of Senator Pat Giles.
- 1983** Funds were obtained from the Office of Child Care for a crèche worker and two social workers volunteered at group meetings to support women in emotional need. Three grants were received: one for a researcher, one to employ a landscaper and one to employ a worker.
- 1984** A Welfare Officer (Mary Stewart) was employed and she provided family counselling, crisis counselling/intervention, distribution of emergency relief, information and resources.
- 1986** The Ocean Ridge Women's Community Group received a new home. A house was built at 2 Albatross Court, Heathridge on land donated by The Shire of Wanneroo and the house was built from funding received from the Lotteries Commission.
- 1994** The Department of Community Development provided funds for the family support program and funding was provided for a Financial Counsellor. The Department of Family and Community Services provided funds for the crèche.

- 1994** A support group was developed in response to the needs of parents who had a child with special needs. This group was called SKIPS – Special Kids Integrated Support Group and was designed to allow these children to have stimulating activities with personal support volunteers, whilst parents received respite and support from other parents and the facilitator.
- 1996** Funding was obtained from The Disability Services Commission for SKIPS to continue its services with paid workers.
- 1997** The group changed its name to the Granny Spiers Community House Inc.
- 1998** Launch of the Aaron Beesley Foundation, which offered families a grant that could assist them to meet a special need that could not be funded. This Foundation was able to raise enough funds to provide assistance to families over 7 years.
- 2009** The name was changed to The Spiers Centre Inc. with the tagline Caring for our Community.
- 2010** DGR/PBI status approved.
- 2013** Outreach services begin.



OUR STRATEGY

Our current strategy focuses around six priority themes and objectives, to which our Vision and Values fundamentally align.



These objectives will be key drivers in achieving successful outcomes of all our stakeholders.

1. To ensure responsible growth
2. To achieve financial and non-financial sustainability
3. To build internal capability and capacity
4. To optimise our services
5. To recognise and adapt to the changing environment
6. To build the image and profile as a proactive, contemporary and responsive service.

STRATEGIC DIRECTION

2014 - 2017 BALANCED SCORECARD

Financial Perspective

Resource efficiencies

Increased community and individual value

Increased revenue streams

Stakeholder Perspective

Strong community free from adversity

Empowerment

Non-judgemental

Range of supports and services

Business Process Perspective

Strong governance & quality systems

Leading change

Brand awareness

Regulatory & environmental processes

Learning & Growth Perspective

Leadership and making a positive difference

Retaining core focus and sense of purpose

Building capacity of our people

Adapting to the changing environment

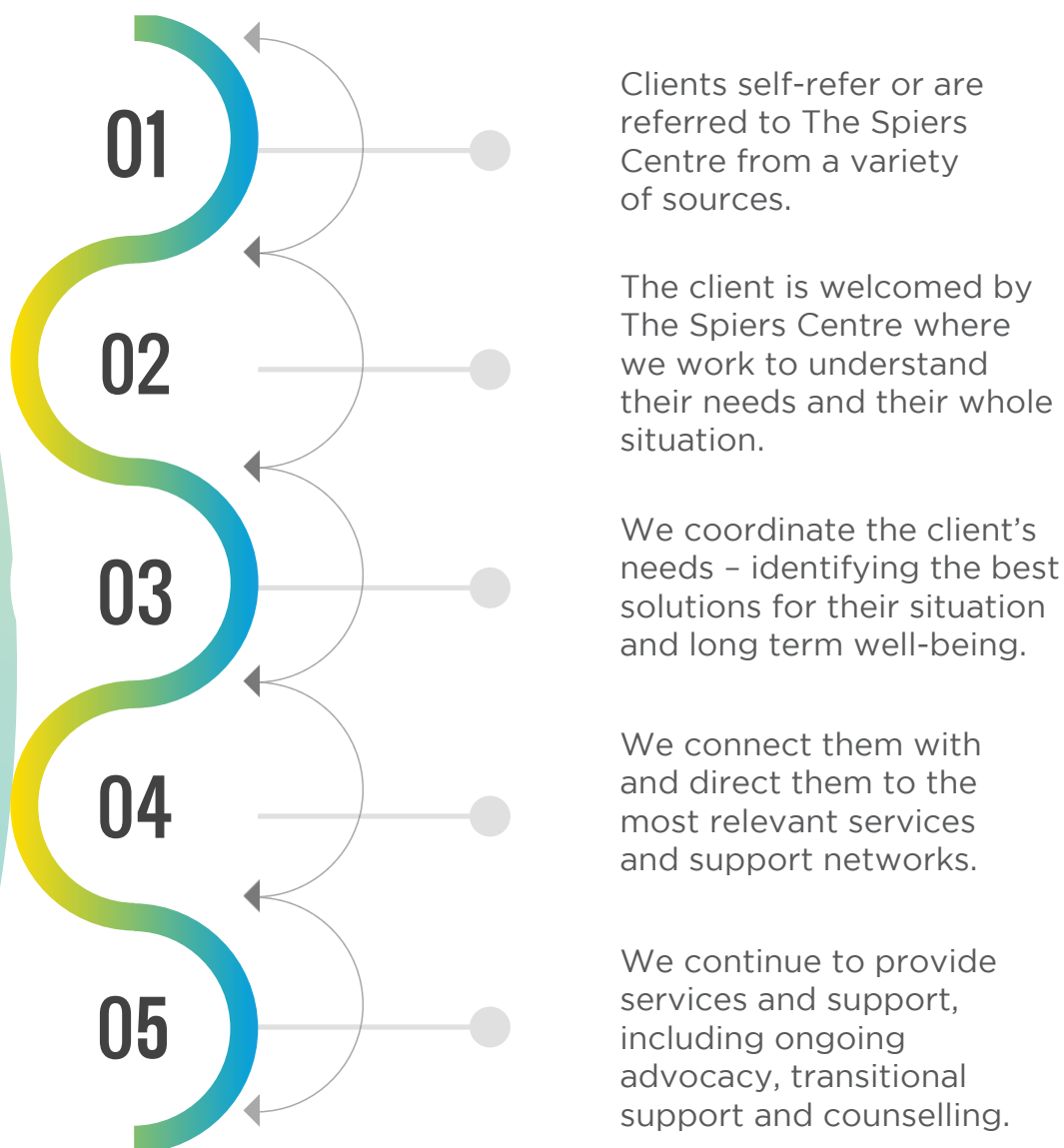
OUR OFFER

The Spiers Centre works together with individuals, families and their communities to enhance their abilities to cope with the challenges of life and relationships. Our approach is to assist people through each stage of their life and to provide support and hope in difficult times.

Our service offerings have been developed to help address the needs of the community. Our core services include:

- Financial Counselling
- Emergency Relief
- Social Work
- Social and Support groups
- Playgroups and creche services

OUR SERVICE MODEL



FINANCIAL COUNSELLING

People from all walks of life can find themselves with money problems. Financial Counsellors are non-judgmental, qualified professionals who provide information, support and advocacy to people in financial difficulty.

This past year has seen some uncertainties regarding funding which has affected both clients and employees. In June 2015 the Department for Child Protection and Family Support announced a decision to end funding for financial counselling by September 30th 2015. In October, after extensive lobbying, State Cabinet approved a service delivery model that transferred responsibility for funding of financial counselling to the Department of Local Government and Communities.

After winning an extensive tender process, The Spiers Centre is now proud to be part of the Financial Counselling Network - a partnership of community service organisations providing financial counselling across the metropolitan area. This enabled the centre to retain our existing Financial Counsellors and we are now expanding our service further and increasing our footprint within the City of Wannon with the addition of more Financial Counsellors.

The decision to defund financial counselling services resulted in many surrounding agencies closing. The Cities of Joondalup and Stirling closed their financial counselling services in September 2015, and this has impacted greatly upon demand for appointments. Clients have also had to adapt to changes to the Hardship Utility Grant Scheme (HUGS) when it was announced that Financial Counsellors would no longer apply for HUGS grants and that the utilities themselves would take on this role.

Clients have been presenting with increasingly complex needs and The Spiers Centre has been proactive in establishing outreach services at the Joondalup Mental Health Unit, Patricia Giles Centre and Stirling Women's Centre to ensure that vulnerable clients experiencing mental health issues and domestic violence have access to financial counselling and support at these locations as well as at the Centre in Heathridge.

Further outreach services have also been established at the Butler Community Centre and The Hainsworth Centre in Girrawheen to provide a local service to clients who live around our outer boundaries and may have issues in accessing transport to the Centre in Heathridge.

CASE STUDY

Please note that the names have been changed and information removed to ensure privacy and confidentiality.

Jeremy is an aged pensioner who lives with his wife, Jenny, and their adult son. Jeremy receives the Age Pension and Jenny receives the Disability Support Pension. Jenny has multiple health issues including breast cancer, lung cancer, bi-polar disorder and terminal pulmonary lung disease, and the cost of medications, petrol and parking at hospitals is causing additional hardship.

As a symptom of her mental health condition, Jenny has had bouts of uncontrolled spending which has resulted in Jeremy's unmanageable credit card debt – two credit cards totalling over \$20,000. Jeremy retired last year and used his superannuation to pay out the mortgage, but the budget was still in deficit by \$393 per fortnight due to the credit card debt and medical costs.

To address their large Synergy bill, our Financial Counsellor advocated for the clients to receive a \$538 HUGS grant and assisted the clients to apply for the Thermoregulatory Dysfunction Rebate (\$620 to offset costs of heating/cooling for people with certain medical conditions). Jenny's medical bills (doctors, specialists and pharmacy) had been averaging \$150 per fortnight and the Financial Counsellor discussed a cheaper prescription scheme for people with chronic health conditions and printed information for the client to take to her doctor.

Ultimately, the Financial Counsellor was successful in advocating for a full waiver on both credit cards. Through the use of advocacy and negotiation Jeremy and Jenny's financial circumstances improved and they developed their knowledge and skills to effectively manage their own finances.

OUR CLIENT PROFILE

75%
Women



25%
Men



26%
Born
Overseas



58%
Born in
Australia



10%
Identify as
Indigenous



52%
Of our clients
fit into the
40-64 age
bracket



52%
have a
mental health
condition



63%
of our
clients have
a disability



44%
have a
physical
disability



SOCIAL WORK SERVICE

As part of our wrap-around service model, we have introduced a Social Work role. The Social Worker provides information, options, support, and assistance for individuals and families who are experiencing difficulties. It is a transitional support service for clients with complex needs. The Social Worker advocates on behalf of marginalised individuals and family groups through relevant networks and forums and promotes programs, strategies and services that work towards prevention of marginalised individuals/families.

CASE STUDY

Please note that the names have been changed and information removed to ensure privacy and confidentiality.

Barbara is currently pregnant and facing homelessness. Barbara has been “thrown out” of her current property. Barbara is not on the property lease agreement. She had a verbal agreement to rent a room and has been providing the housemate (lease holder) cash each week for rent. The rent is in arrears and they are now facing eviction. Barbara stated that her housemate is blaming her for the eviction, alleging that she hasn’t been paying rent. Barbara’s disclosed that her housemate uses and distributes drugs. Barbara would like to move far away from all drug known associates. She has been couch-surfing the last few days and never knows where she will sleep that night. Barbara has a place to stay tonight but tomorrow remains unknown.

Barbara has a large debt with government housing that she said was created by a violent ex-partner who “smashed the house up”. As a result, she is unable to access bond assistance until some of the debt is paid but it was unclear how much.

Barbara has a history of mental health issues. She suffers with depression, anxiety, Post Traumatic Stress Disorder and ongoing physical problems caused from past violent relationships. Barbara is not under the care of a doctor and said that she needs to source a service for her health. She has had lots of therapy and counselling in the past due to various trauma. Barbara receives Centrelink Disability Pension due to her mental health.

Barbara is unable to access family members for financial or for housing support anymore. An important step in moving forward for Barbara is accessing stable accommodation for her and her unborn baby.

To help address the immediate housing need, the Homeless Services in the Inner City brochure was given to Barbara. Entrypoint and the Homeless Advisory Service were highlighted and Barbara was advised to contact them in order to gain access crisis accommodation. Barbara was informed that there is no guarantee on accommodation and it depends on availability.

Partners in Recovery is a service that aims to support people with severe and persistent mental illness with complex needs (and their carers and families), by getting multiple services they may come in contact with (and those they could benefit from) to work in a more collaborative, coordinated and integrated way.

This service was discussed with Barbara. She agreed to be referred for support. Barbara is now engaged with the service where they will address all of her needs.

THE NUMBERS AT A GLANCE



We distributed 2,473 food parcels, up from 1,746 ↑



↑ We distributed 8,350 bread packs, up from 6,066



237 people attended social and support groups, up from 229 ↑



↑ Children attending playgroups and creche 298, up from 233



We facilitated 1,680 student hours, up from 795 ↑



↑ We were supported by 1,473 volunteer hours, up from 1,141



We distributed \$213,954 in emergency relief aid, up from \$208,595 ↑



↑ We assisted 743 clients with emergency relief appointments or aid, up from 732



We assisted 578 clients with financial counselling appointments services, down from 644 (due to an unexpected funding cut) ↓



↑ 344 Christmas hampers were given to families. This gave a brighter Christmas to 636 children (up from 612) and 652 adults (up from 535)

WHAT OUR CLIENTS SAY

"I read in the local paper that there was a place here if you needed help at any time, and I certainly did. I had a lot of financial issues. My husband was an alcoholic and used to smoke heavily. So, all my pay would go to his drink. I was just out of my mind with worry, how am I going to pay this, my phone bill, electricity, car rego. So I tried ringing up here, and you just feel so degraded asking for help. They were so nice on the phone to me, and made me feel like you're not on your own here, we're here to help, come on and have an appointment."

"I came in, and from there on they've been there for me. You know, when my husband passed away last year, the girls here were just fantastic. Just the support, and now that they've brought in a social club I go there on a Wednesday and absolutely love it. Now Tuesday, my friend Jill and I we do the garden out there, we've established all the garden. We hand-picked our first crop last week, of the lettuce and all that, which we gave to the community. It's so nice you know; I can't do a lot but I feel I can give back to them now for what they've done for me."

"The last couple of years I have struggled to hold down a proper job and with four kids quite young I ended up in a lot of financial hardship, [there were] too many loans and things to keep up with once I was out of work. A friend told me about them a few years ago when I was struggling a bit. I needed a bit of extra help and they said The Spiers Centre offered a lot of different help in different ways."

"It's been ongoing for the past three years on and off. I feel like I've got a good relationship with my financial counsellor. It's more than just coming in for help financially, I think I let out a bit too much when I'm in those appointments but to be able to get it all off my chest and not feel I'm being judged or having friends knowing what's going on behind closed doors is a big relief."

"I don't know why people don't know about it - although for me it was mainly word of mouth. If you're in trouble you think about The Salvos or St Vinnies and this is just sort of somewhere on the periphery of all that. But once you know that The Spiers Centre is here, it's just fantastic. It's accessible to almost everybody. If you haven't got food and they've got parcels here, you're welcome to come and get some. They've got clothes out there which people can get and exchange - you know, all the things that when you haven't got a lot, mean a lot."

THE BOARD OF MANAGEMENT

The community is represented by a Board of Management. Our Board members donate their time to the effective strategic management of the Centre in a voluntary capacity.

For the financial year 2015/2016, our governing Board of Management included:

Chairperson – Lisa Nicolaou / George Cowcher

Deputy Chair – George Cowcher / Faye Turner

Treasurer – Malcolm Ross / Peter Carton

Secretary – Louahna Lloyd / Alistair Harvey

Board Members - Roslynn Agostino
Michael O’Kane
Ashley Cridland
Natasha Morgan
Mike Scott

TREASURER’S REPORT

I am pleased to present my Treasurer’s report on the 2015/2016 financial year Audited Special Purpose Financial Report for The Spiers Centre (TSC). This report should be read together with the aforementioned The Spiers Centre Inc. Special Purpose Financial Report for the year ended 30 June 2016.

I am delighted to report that the 2016 surplus for TSC was \$14,484 (2015 deficit was \$3,429). This result was achieved primarily as a result of strict control over several areas of expenditure, most notably; direct and indirect employment costs and cost of materials, an outcome of managerial and staff efficiencies and productivity gains.

Revenue overall has remained relatively steady at \$740,771 (2015 revenue \$735,475) although the relative weighting across our revenue streams did see some modification, with grants increasing \$679,830 (2015 grant income \$660,470) and service fees reducing in the 2016 year \$28,383 (2015 service fees \$36,485). The low interest rate environment also resulted in a slight reduction in bank interest income in the period \$9,032 (2015 interest income \$11,820). The 2015/2016 year has seen significant changes to the funding of key areas of our services provision, most notably with respect to the delivery of financial

counselling services within the metropolitan area.

Such changes reflect the importance of remaining alert to the risks of changes in government policy and the need of pursuing our strategic and operational objectives; identifying and aligning with new ways of working and vigilance with respect to increased opportunities for new funding streams.

It is very pleasing to see the strength in TSC's financial position with net assets increasing to \$238,052 (2015 net assets \$223,568) however, current challenges within the Western Australian economy and in particular State Budgets continues to present challenges to all within the not for profit sector.

In order to grow and develop TSC in future years, especially in the current challenging political and economic environment, it will be necessary to take full advantage of TSC's strong financial position to prudently invest for future sustainability. By doing this, it also means that net asset surpluses of previous years may be much harder to achieve.

Peter Carton
Treasurer



FINANCIALS

Income and Expenditure Statement For the year ended 30 June 2016

	Notes	2016 \$	2015 \$
Grants		679,830	660,470
Provision of Services		28,383	36,485
Fundraising		17,657	21,487
Interest Income		9,032	11,820
Other		5,869	5,213
Total Revenue		740,771	735,475
Direct and Indirect Employment Costs	2	(418,641)	(450,445)
Emergency Relief		(213,594)	(208,595)
Cost of Materials		(4,291)	(8,137)
Fundraising Expenses		(3,529)	(80)
Other Expenses		(85,338)	(71,344)
Depreciation		(894)	(303)
Total Expenditure		(726,287)	(738,904)
(Deficit)/Surplus for the Year		14,484	(3,429)

The Income and Expenditure Statement should be read in conjunction with the notes to the financial statements.

Statement of Financial Position as at 30 June 2016

	Notes	2016 \$	2015 \$
CURRENT ASSETS			
Cash and Cash Equivalents		376,433	313,181
Receivables	3	47,862	19,355
Total Current Assets		424,295	332,536
NON CURRENT ASSETS			
Plant and Equipment	4	5,732	3,466
Total Non Current Asset		5,732	3,466
TOTAL ASSETS		430,027	336,002
CURRENT LIABILITIES			
Payables	5	147,760	71,052
Employee Provisions		39,230	27,590
Total Current Liabilities		186,990	98,642
NON CURRENT LIABILITIES			
Employee Provisions		4,985	13,792
Total Non Current Liabilities		4,985	13,792
TOTAL LIABILITIES		191,975	112,434
NET ASSETS		238,052	223,568
ACCUMULATED FUNDS			
Retained Surplus		138,052	123,568
Reserves	6	100,000	100,000
Total Accumulated Funds		238,052	223,568

The Statement of Financial Position should be read in conjunction with the notes to the financial statements.

FINANCIALS

Statement of Cash Flows For the year ended 30 June 2016

	Notes	2016 \$	2015 \$
CASH FLOW FROM OPERATING ACTIVITIES			
Receipts from Operations		701,543	685,064
Payments to Suppliers and Employees		(644,163)	(747,987)
NET CASH (USED IN)/FROM OPERATING ACTIVITIES	7	<u>57,380</u>	<u>(62,923)</u>
CASH FLOWS FROM INVESTING ACTIVITIES			
Payment for Plant and Equipment		(3,160)	(3,769)
Interest Received		<u>9,032</u>	<u>11,820</u>
NET CASH FROM INVESTING ACTIVITIES		<u>5,872</u>	<u>8,051</u>
Net Increase/(Decrease) in Cash and Cash Equivalents		63,252	(54,871)
Cash and Cash Equivalents at the beginning of the financial year		<u>313,181</u>	<u>368,052</u>
CASH AND CASH EQUIVALENT AT THE END OF THE YEAR		<u>376,433</u>	<u>313,181</u>

The Statement of Cashflows should be read in conjunction with the notes to the financial statements.

Statement of Changes in Accumulated Funds For the year ended 30 June 2016

	Retained Surplus \$	Reserves \$	Total \$
Balance at 1 July 2014	126,997	100,000	226,997
Net deficit for the year	(3,429)	-	(3,429)
Balance at 30 June 2015	<u>126,997</u>	<u>100,000</u>	<u>226,997</u>
Net surplus for the year	14,484	-	14,484
Balance at 30 June 2016	<u>141,481</u>	<u>100,000</u>	<u>241,481</u>

The Statement of Changes in Accumulated Funds should be read in conjunction with the notes to the financial statements.

THE TEAM



CEO:
Helena Jakupovic



**Senior Financial
Counsellor:**
Tina Bennett



Financial Counsellor:
Jane Cross



Financial Counsellor:
Cathy Makin



**Emergency Relief
Caseworker:** Fiona Black



Bookkeeper:
Kyla Rasmussen



Office Coordinator:
Leanne Durie



Receptionist:
Abby Armstrong



Creche Coordinator:
Mel Wright



Creche Worker:
Marian Suares



Creche Worker:
Katy Yates



Creche Worker:
Fab Velasco



Creche Worker:
Titi Robinson



Personal Counsellor:
Nicole Crampton



Facilitator:
Tracey Sanzone

A VOLUNTEER'S PERSPECTIVE

"I was made aware of The Spiers Centre through my workplace provider. I wanted to keep my work skills up to date and experience something different to what I was used to so I was placed with The Spiers Centre in the area of reception. Being in reception I assist clients and the community with queries over the phone and in person, as well as assisting with food hampers and vouchers, booking financial and emergency relief appointments, data entry duties and general day-to-day activities required in the centre. I was also approached to run a Social Group once a week to which I really enjoy and my fellow participants have a great experience.

The staff are welcoming and willing to help anyone who requires assistance. Personally, I feel fulfilled by assisting families in need with food and clothes and to see their gratitude, it's rewarding.

For me, the benefit of volunteering in the Centre is feeling that I am making a difference in the community. I look forward to working in the Centre each day. I truly believe that the services offered by The Spiers Centre are needed and I feel grateful for the opportunity to be a contributing member of The Spiers Centre."

Joy

"After registering with Volunteering WA for any available Volunteer Reception/Administration positions, I was notified of an opening at The Spiers Centre. Due to family commitments, I have not been able to commit to working in a permanent capacity and have missed the office environment and interaction with clients and colleagues. It has been a great opportunity for me to maintain my office skills and gain confidence in a work environment. My role here varies from answering calls and welcoming clients to data entry, office duties and sorting/making up food parcels.

I have learned a lot about what the community offers for people in need and of the adversities that people from all walks of life face from day to day.

I have seen many families assisted by The Spiers Centre and I find everyone here is very welcoming and helpful. It is so lovely to see the clients receiving assistance and they are so grateful for what the Centre has done for them.

Contributing to The Spiers Centre is very fulfilling for me and I look forward to continuing to be a part of the team."

Tonia

THANK YOU

OUR VOLUNTEERS

We would like to acknowledge and thank all Spiers Centre volunteers who have worked with us over the year.

Without your support we would not have benefited from such an improvement in service quality and increased sense of hope for so many.

Thank you for your collaboration, for your expertise and the enthusiasm you bring to our efforts. Together we are more effective and stronger for the people we support in our community.

OUR DONORS

Thank you to the generous individuals and organisations who have made donations towards the services we provide in the community.

OUR PARTNERS

To the many other organisations and groups that work alongside The Spiers Centre to reinforce the services that we provide in the community – thank you!

OUR FUNDING BODIES

Thank you for another year of your continued alliance, support and recognition of our growing services to the community.

- Department of Local Government and Communities
- Department of Social Services
- Department of Education
- Department for Child Protection and Family Services
- Lotterywest

PARTNERSHIP OPPORTUNITIES

True change won't happen when groups work in isolation.

We respect that it's not about when can do – it's about what we can do and we all work together. We understand that everyone has a role to play, and we want to collaborate with organisations to play our role in making change happen.

We continue to build on core relationships and seek to forge new ones to increase support for people in the community facing adversity and hardship.

That's why we always welcome the opportunity to discuss potential partnership opportunities with suitable organisations at any time. If you have an opportunity you'd like to discuss, we'd love to hear from you.

HOW YOU CAN HELP

Great things happen when people give.

Give Money

By making a donation today, you can help us to improve the quality of lives of people impacted by hardship. Make a secure online donation at **www.thespierscentre.com.au**, talk to your employer about workplace giving or talk to us about leaving a gift through your Will.

Give Support

Fundraising is held throughout the year to raise funds for our free support services and to buy food for those in need. Why not join an event, meet new people and raise vital funds?

Give Time

Volunteers are crucial to helping us achieve our goals. From skills based volunteering through to reception and sorting bread and clothes we have many opportunities available.

Give Strength

Our business partners share in our achievements. There are many ways we can work together to create long term results. If you are keen to work with us to build a community free of adversity, please contact us.



“It’s not enough to have lived. We should be determined to live for something.

May I suggest that it be creating joy for others, sharing what we have for the betterment of personkind, bringing hope to the lost and love to the lonely.”

Leo Buscaglia