



ANNUAL REPORT

2018

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The Spiers Centre is proud to be your local community neighbourhood house and learning centre.



ABOUT US



WHO WE ARE

The Spiers Centre is a not-for-profit organisation which provides support, information and empowerment of individuals, families and communities. In pursuing this purpose we aim to make a positive difference and strive towards our vision for strong, caring and resilient communities through the provision of a range of practical and innovative services.

VISION

Strong, caring and resilient communities.

MISSION

A centre for support, information and empowerment of individuals, families and communities.

SHARED VALUES

Integrity - Honesty and fairness in all we do.

Respect - We value the inherent worth of each person and the natural environment.

Collaboration - Connections that add value.



Chairperson Report

The past year was a mixed one in terms of stability in personnel. Our board changed quite significantly with three board members having to resign for work reasons including moving interstate, increased consultancy work, and taking on a new job plus becoming a local government councillor. From a business perspective, there were a number of changes.

The board is composed of a number of dedicated volunteers with specific skills beneficial to the strategic development of The Spiers Centre (TSC). I thank them, old and new, for their support during the year.

Operational matters are outside the purview of the board but we are kept abreast of key work by means of the CEO's monthly reports. These reports help board members gain a better understanding of the day-to-day work undertaken by the staff at TSC. The 'good news' story is always an uplifting read and shows the importance of the work that we all do as part of the organisation.

Gaelle Gouillou started as CEO just prior to the beginning of the financial year and hit the ground running. A number of significant changes have already been made or are in process and these will set some solid foundations that will enable TSC to grow and move forward.

The board tasked the CEO with two key areas of focus during the year: networking with other agencies in the sector and raising TSC's profile, and; completing a raft of tenders with a view to securing government and other funding. Our profile has certainly improved in key areas and, at the time of writing, we are still to hear about the funding bids. One certainty from earlier in the financial year is that we were successful in having Lotterywest funding locked in for two years.

Given the CEO's focus on strategic matters, the board approved a request from her to appoint a Manager, Community Services to manage day-to-day operational issues. This trial position will be reviewed in the light of our funding situation later in 2018/19.

From an internal perspective, two significant documents have been worked on. The first is a Strategic ICT Plan to help guide and direct development in the IT space. This plan has been endorsed and is already being actioned. The second document is a Fundraising and Marketing Plan which to date has seen a number of iterations. A final document will be in place early in the 2018/19 financial year.

All of the above occurred against a backdrop of continued services to the community. TSC continued to provide financial counselling, emergency relief, donations of food and clothing, support and learning workshops, a meeting place for community groups, and crèche services.

As per last year, I commend all of TSC's employees – and volunteers – for their hard work during the year. Without them, the provision of much needed services to help build strong, caring and resilient communities would not occur. On behalf of all the individuals and families that have been helped this year – 'Thank you'.

George Cowcher
Chairperson



CEO Report

I am pleased to report our continued progress and achievement of the strategic objectives for The Spiers Centre over the year. We have achieved many of our commitments outlined in our 2017-2020 Strategic Plan with significant changes, innovation and continuous improvements to our operations and service delivery.

This year was one of considerable progress having forged ahead to ensure long-term sustainability through a stronger presence and profile within the sector at community and organisational levels, an increased footprint in the northern suburbs and improvements to the organisational structure and efficiencies.

This year we have had many achievements and I am proud to report:

- Expansion of our head office at Joondalup Lotteries House
- Families and Children Program refunded through the Department of Social Services Budget Based Funding
- Successful two year grant for Emergency Relief with Lotterywest
- Pro bono support for Employee Assistance support through PACE National
- Creation of new role of Manager, Community Services to oversee expanding operations

Committed to a key priority to empower our staff, we have developed a more strategic approach to the management of human resources of the Centre. The implementation of an Employee Assistance Program and Manager to provide operational oversight and management of the community services has provided benefits to organisational development, safety, and wellness of our staff.

While there is still very high uncertainty within the sector and significant changes across all levels, there are also many new opportunities creating a very exciting and demanding period in The Spiers Centre's history. The coming year will be one of extraordinary and exciting challenge for the Centre with the ongoing uncertainties relating to funding and we will continue our focus on collaboration with our partners and look forward to engaging with the broader sector.

Through the dedication and generosity of our many supporters who donate their time, experience and financial support, the centre is able to reach and support communities to the extent it does. I would like to express our sincere appreciation for all the support provided over the year.

I would also like to acknowledge the incredible work done by our staff and volunteers all of whom have contributed to a year of considerable achievements. Each one brings a wealth of experiences and capabilities that add value to our organisation and I am grateful to lead such a committed and dedicated team.

In closing, I express my gratitude for the strong guidance and direction of the Board. In particular, my sincere gratitude and appreciation to the Chair, George Cowcher, for his leadership, guidance and support.

Gaelle Gouillou
Chief Executive Officer

OUR BOARD



GEORGE COWCHER
CHAIRPERSON

Finance and Audit Committee
Governance Committee

Qualifications:

Bachelor of Applied Science
(Library Studies), AMICDA

Professional Profile: Volunteer
positions with State
Government, local government,
not-for-profit, private business.

Skills and Experience:

Governance; finances; strategic
planning.



FAYE TURNER
DEPUTY CHAIR

Risk Management Committee

Qualifications:

Bachelor of Communication
(Public relations and HR)

Professional Profile: Manager
HR, Main Roads

Skills and Experience: Industrial
relations; workforce
development; organisational
design.



NATASHA MORGAN
TREASURER

Finance and Audit Committee
Risk Management Committee

Qualifications:

Bachelor of Commerce
(Accounting and Finance);
Graduate Diploma in Applied
Finance

Professional Profile:

Relationship Manager Business
Banking, Commonwealth Bank

Skills and Experience:

Accountancy; banking;
stockbroking.



KEN BLOWFIELD
SECRETARY

Fundraising and Marketing
Committee

Qualifications:

Masters of Science (MSc);
Masters of Business
(MBA)(Hons)

Professional Profile: Human
resources and recruitment

Skills and Experience:

Governance; business systems
and functions; marketing.



SHELLEY LOERMANS
MEMBER

Fundraising and Marketing,
Governance Committee

Qualifications:

Bachelor of Commerce (Mgt.
Major); Grad Dip Construction
Law (Hons)

Professional Profile: Senior
Contracts Advisor, Chevron.

Skills and Experience: Contract
interpretation; claims defense;
proposal preparation.



MELISSA JOYCE
MEMBER

Risk Management Committee

Qualifications:

Bachelor of Laws (Hons)

Professional Profile: Special
Counsel, Insurance and
Corporate Risk, Minter Ellison.

Skills and Experience: Risk
management; litigation
management; contract
interpretation.

FINANCIAL COUNSELLING

OUR FINANCIAL COUNSELLORS ARE NON-JUDGEMENTAL, QUALIFIED PROFESSIONALS WHO PROVIDE INFORMATION, SUPPORT AND ADVOCACY

The service provided clients access to financial counselling, emergency relief support, advocacy and referrals from service delivery outlets in Merriwa, Clarkson, Wanneroo, Joondalup, Stirling, Girrawheen and Heathridge.

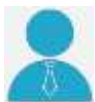
Through our strong collaborations with the Joondalup Mental Health Unit, Stirling Women's Centre, the City of Wanneroo, City of Joondalup and the Northern Suburb's Community Legal Centre's Women's Resource and Engagement Network (WREN), we have provided accessible outreach services to communities across the northern suburbs.

EMERGENCY RELIEF

EMERGENCY RELIEF PROVIDES PEOPLE IN CRISIS WITH URGENT NEED OF FOOD, CLOTHING AND OTHER ESSENTIALS.

Funded by Lotterywest and the Department of Social Services, emergency relief provides support and assistance to clients experiencing financial crisis, impacted by spiralling increases in their cost of living.

The service provides support to communities across the northern corridor which is Perth's fastest growing region. Our statistics confirm an increase of poverty and inequality within marginalised groups throughout our catchment areas which consists of over 80 suburbs.



1,358 CLIENTS
ASSISTED WITH FINANCIAL COUNSELLING



\$93,350,728
PRESENTING DEBT



\$462,113
WAIVED DEBT



\$296,021
EMERGENCY RELIEF SUPPORT

COMMUNITY SUPPORT

THE CENTRE PROVIDES AN INTEGRATED HUB OF SERVICE DELIVERY ENABLING CLIENTS TO ACCESS SUPPORT, OBTAIN INFORMATION AND RECEIVE REFERRALS TO OTHER AGENCIES.

We offer programs on a weekly basis that provide communities with:

- Building self-confidence
- Learning life skills
- Community participation
- Early intervention and crisis support
- Preparing for the workplace
- Improving on mental health and well-being
- Connecting and empowering community
- Creating a sense of belonging
- Providing parenting support
- Creating friendships and social networks
- Reducing social isolation and stigma
- Access to information and referrals to other support services

CHILDREN'S SERVICES

OUR CHILDREN'S SERVICES PROVIDE ACCESS TO ON-SITE CHILD MINDING AND PLAYGROUPS WHICH FOSTER A SUPPORTIVE, INCLUSIVE ENVIRONMENT FOR PARENTS AND CAREGIVERS.

We provide parents and caregivers access to a range of early learning, parenting and child programs focused on well-being, skill development, relationship building and resilience. Staff are also able to link parents and caregivers to other services and support either through our internal support services available at the centre or through supported referrals to other community support services.



717 CLIENTS ASSISTED WITH EMERGENCY RELIEF



551 COMMUNITY EDUCATION ACTIVITIES



2,654 INSTANCES OF INFORMATION PROVIDED

OUR PEOPLE

A SPECIAL MENTION GOES TO OUR DEDICATED STAFF AND VOLUNTEERS WHO WORK TIRELESSLY IN PROVIDING PROFESSIONAL AND VITAL SUPPORT TO OUR COMMUNITIES.

RECOGNITION OF SERVICE

We would like to thank and acknowledge our employees for their contributions to The Spiers Centre and celebrate their valued years of service.

We acknowledge the following employees and their significant contribution to our organisation.

TEAM MEMBER	YEARS OF SERVICE
Tina Bennett	10 Years
Leanne Durie	10 Years
Mel Wright	10 Years



Our staff and volunteers provide invaluable support to the communities we support through their commitment and dedication.

We would like to thank each of them for sharing their skills, knowledge and experience to support the work of The Spiers Centre.



TREASURER'S REPORT

Dear Members, Ladies and Gentlemen,

I am pleased to present the Treasurer's report for the 2018 financial year for The Spiers Centre. (TSC) This report should be read together with TSC Audited Special Purpose Financial Report for the year ended 30 June 2018.

TREASURER'S DECLARATION

I confirm that the TSC Special Purpose Financial Statements were again professionally audited by WILLIAM BUCK AUDIT (WA) PTY LTD. The audit was completed on 14th September, 2018 and confirms that the 2018 surplus for TSC was \$13,023.

SUMMARY

The 2018 surplus for TSC compares to that of the 2017 surplus of \$51,143. Despite the reduced surplus TSC remains financially sound and is in a strong position for a sustainable future.

Total revenue increased in 2018 by 8% due in the most part to an increase in grant revenue of some \$73,000. This is represented by an increase of Lotterywest Emergency Relief from \$200,000 to \$560,000 over two years, plus minor variations and indexation of existing ongoing contracts.

On the converse expense side, Employment costs increased by circa \$74,000 of direct wages and salaries. This increase along with associated costs (Employee Benefit Provisions and Superannuation) saw overall employment costs increase by 16%. During the year TSC increased it paid staffing by adding additional reception hours of 26 hours per week. In June 2018 an operations manager was employed on a contract basis. Both Ben and Rod have fitted into TSC very well.

The strength of TSC is best represented by our cash holdings of \$408,113 as at June 30, 2018. The Net Asset Position as at the same period is \$302,219.

The most significant change in our Net Asset Position from 2017 has come from an increase in Trade Receivables of \$70,311 which was generated by our Unitingcare West contract. This contract forms part of our Financial Counselling Network and is the only funding that is invoiced. As we secured a second contract we have seen an increase in Trade Receivables.

This is somewhat offset by an increase of Other Payables and Unpaid Grants of \$31,424
Our reserves of \$110,000 are invested in long term savings deposits at Beyond Bank.

Currently The Spiers Centre is in a fit financial position though the 2019 financial year has seen our significant grant income contracts fall due for re-tender. Our CEO has done a tremendous amount of work to submitted robust tender documents. At the time of the 2018 AGM and writing of Treasure's report we await the outcomes to these tender submissions.

THANKS

As this is the first year I have assumed the position of Treasure for TSC I wish to show my great appreciation for the work for our CEO Gaelle plus Kyla and Janet for their ongoing commitment to providing superior quality management reporting throughout the year.

This thanks extends to my fellow board members and to TSC staff and members for their support and commitment to TSC over the year.

NATASHA MORGAN
Treasurer

The Spiers Centre Inc

Independent auditor's report to members of The Spiers
Centre Inc

Report on the Audit of the Financial Statements

Opinion

We have audited the financial report of The Spiers Centre Inc, which comprises the statement of financial position as at 30 June 2018, the income and expenditure statement, statement of changes in accumulated funds and statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies, and the Statement by Board of Management.

In our opinion the financial report of The Spiers Centre Inc has been prepared in accordance with Division 60 of the Australian Charities and Not-for-profits Commission Act 2012, including:

- a) giving a true and fair view of The Spiers Centre Inc's financial position as at 30 June 2018 and of its financial performance for the year then ended; and
- b) complying with Australian Accounting Standards to the extent described in Note 1, and Division 60 of the Australian Charities and Not-for-profits Commission Regulation 2013.

Basis for Opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Report section of our report. We are independent of The Spiers Centre Inc in accordance with the auditor independence requirements of the Australian Charities and Not-for-profits Commission Act 2012 (ACNC Act) and the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 Code of Ethics for Professional Accountants (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Emphasis of Matter – Basis of Accounting

We draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report has been prepared for the purpose of fulfilling The Spiers Centre Inc's financial reporting responsibilities under the ACNC Act. As a result, the financial report may not be suitable for another purpose. Our opinion is not modified in respect of this matter.

CHARTERED ACCOUNTANTS & ADVISORS

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South Perth WA 6951

Telephone: +61 8 6436 2888
williambuck.com

Responsibilities of the Board for the Financial Report

The members of the Board are responsible for the preparation of the financial report that gives a true and fair view and have determined that the basis of preparation described in Note 1 to the financial report is appropriate to meet the requirements of the ACNC Act and the needs of the members. The Board's responsibility also includes such internal control as the Board determine is necessary to enable the preparation of the financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.

In preparing the financial report, the Board are responsible for assessing The Spiers Centre's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the Board either intend to liquidate The Spiers Centre or to cease operations, or has no realistic alternative but to do so.

The Board are responsible for overseeing The Spiers Centre Inc's financial reporting process.

Auditor's Responsibilities for the Audit of the Financial Statements

Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report.

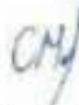
A further description of our responsibilities for the audit of these financial statements is located at the Auditing and Assurance Standards Board website at:

https://www.auasb.gov.au/auditors_responsibilities/ar4.pdf

This description forms part of our independent auditor's report.



William Buck Audit (WA) Pty Ltd
ABN 67 125 012 124



Conley Manifs
Director

Dated this 14th day of September, 2018

STATEMENT OF FINANCIAL POSITION

AS AT 30 JUNE 2018

	2018	2017
	\$	\$
CURRENT ASSETS		
Cash and Cash Equivalent	408,113	414,342
Receivables	93,638	19,154
Total Current Assets	<u>501,751</u>	<u>433,496</u>
NON CURRENT ASSETS		
Plant and Equipment	2,666	5,856
Total Non Current Asset	<u>2,666</u>	<u>5,856</u>
TOTAL ASSETS	<u>504,417</u>	<u>439,352</u>
CURRENT LIABILITIES		
Payable	134,696	103,272
Employee Provisions	60,242	42,513
Total Current liabilities	<u>194,938</u>	<u>145,785</u>
NON CURRENT LIABILITIES		
Employee Provisions	7,260	4,371
Total Non Current Liabilities	<u>7,260</u>	<u>4,371</u>
TOTAL LIABILITIES	<u>202,198</u>	<u>150,156</u>
NET ASSETTS	<u>302,219</u>	<u>289,196</u>
ACCUMULATED FUNDS		
Current year surplus	13,023	51,143
Retained Surplus	179,19	138,053
Reserves	110,000	100,000
Total Accumulated Funds	<u>302,219</u>	<u>289,196</u>

INCOME & EXPENDITURE STATEMENT

FOR THE YEAR ENDED 30 JUNE 2018

	2018	2017
	\$	\$
Grants	954,589	881,840
Provision of Services	32,030	35,730
Fundraising	8,738	9,124
Interest Income	12,035	8,943
Other	16,050	3,902
Total Revenue	<hr/> 1,023,442	<hr/> 939,539
Direct and Indirect Employment Costs	(621,127)	(533,583)
Emergency Relief	(296,021)	(266,771)
Cost of Materials	(6,095)	(4,262)
Fundraising Expenses	-	(1,306)
Other Expenses	(84,986)	(80,009)
Depreciation	(2,190)	(2,465)
Total Expenditure	<hr/> (1,010,419)	<hr/> (888,396)
Surplus for the Year	<hr/> 13,023	<hr/> 51,143

ACKNOWLEDGEMENTS

The Spiers Centre respectfully acknowledges the traditional owners, the Noongar Wadjak people and pay our respects to their Elders, past and present. We acknowledge and uphold their continuing culture and connection to land, waters and community.

We also recognise, respect and welcome diversity in all its forms and believe that diversity is a source of strength and opportunity.

OUR PARTNERS AND FUNDING BODIES

To the many other organisations and groups that work alongside The Spiers Centre in collaboration and in partnership, thank you for your ongoing support towards achieving the vision and mission of The Spiers Centre.

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

- City of Joondalup
- City of Stirling
- City of Wanneroo
- Department for Child Protection and Family Support
- Department of Communities
- Department of Education and Training
- Department of Social Services
- Lotterywest

OUR DONORS

Thank you to the many generous individuals and organisations who have made donations towards the services we provide in the community. We would not be able to support the community to the extent that we do without your ongoing and committed support.

