



the
spiers
centre ^{inc}

caring for our
community



Annual Report
2018-2019

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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'S REPORT

The past year was a mixed one in terms of board membership. While we lost a member due to work commitments, we gained additional members to fill long term vacancies and now have a full complement for the first time in a number of years.

From a business perspective, there were also number of changes.

Foremost among these was the employment of a Manager, Community Services on a twelve month contract. This was a key strategic decision made by the board. The position was filled by Rod Sweett whose focus was on providing operational support for the CEO, Gaelle Gouillou. He did a sterling job during his time with us and we have been lucky enough to retain his services on a casual basis for a few more months. With less involvement required on operational matters, the CEO was able to focus on two key areas at the instigation of the board: gaining funding and raising the profile of The Spiers Centre (TSC).

With most of TSC's existing grants and service contracts reaching their end dates during 2018/19, tender writing was a key, time-consuming activity for the CEO. On a positive note, we were successful with the key tenders and have locked in our previous service contracts for up to five years. The board and CEO are aware that more still needs to be done in this space with the need to obtain more funding from non-government sources. The board's Fundraising and Marketing Working Group was very active during the year with their action plan suggesting more tasks will be actioned in 2019/20.

TSC's profile continued to grow as did engagement with other organisations. The board was very pleased to see the CEO being invited onto the Linkwest board in recognition of her skills and presence in the sector. A significant relationship was formed with the Djinda Falcons Aboriginal Leadership & Education Programs which has led to benefits for both parties. TSC and Djinda Falcons held a community-led NAIDOC Week event in July 2019 which was an important event.

A decision made by the board at the end of 2017/18 in relation to accommodation bore fruit in 2018/19 with the leasing of office space in Joondalup Lotteries House. This will house TSC's administration and backroom functions and is a major step forward in the organisation's growth. Refurbishment of the space plus the purchase of ICT infrastructure and upgrades, for Joondalup Lotteries House and the Heathridge office, will be enabled through a Lotterywest grant.

To help maintain a focus on service provision, the board supported engagement of outside professionals to provide accounting and payroll services and ongoing ICT support. A realignment of TSC staff responsibilities also helped with this focus.

Given the number of relatively new board members, the board held a Refresher Day during the year. Topics covered included the history of TSC, roles and responsibilities of board members and, most importantly, a discussion on the detail contained in the current strategic plan.

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.

All of the above occurred against a backdrop of continued service provision 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.

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

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'S 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 while developing new partnerships, securing further funding and improving organisational structures and efficiencies.

This year was one of considerable progress with The Spiers Centre's long-term sustainability having been secured with a successful tender for the Empowering Communities Program through the Department of Communities. We are pleased the Centre's support and services provided to the community has been recognised and valued.

A focus this year has been on ensuring the sustainability of the Centre to support increasing service demands through collaboration, partnerships and concerted efforts to align service delivery with improvements to the organisational structure and efficiencies.

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

- Securing five-year funding for the Empowering Communities Program
- Successful in the Centre's application for office fit-out of our new head office in Joondalup and upgrading of the organisation's ITC through Lotterywest
- Increased presence in the Girrawheen Hub with two dedicated offices providing Financial Counselling services
- Organisational restructuring of roles and service delivery frameworks developing an agile response to sector challenges

While the Centre's overall sustainability position has improved since a year ago, the impact of the 2012 Equal Remuneration Order has required an organisational restructure and ensuring that sustainability is operational within our organisational practices. The impact on our state-funded services to respond to increasing community needs will continue to be impacted and we look forward to a positive outcome to the advocacy work of WACOSS and CEWA in this regard.

While there have been significant challenges over the year, there have also been opportunities including the opportunity for the Centre to support as the Community Partner for the Djinda Falcons Aboriginal Leadership Program recognising the self-determination of local Aboriginal leaders towards positive change in our local communities.

I would like to thank our partners and supporters whose generosity and support brings hope amongst the less fortunate, touches so many in need and contributes to the ongoing and vital work of The Spiers Centre. I would like to express our sincere appreciation for all the support provided over the year.

I also thank and acknowledge the incredible work done by our staff and volunteers all of whom have contributed to a year of considerable achievements and have remained steadfast and committed in a challenging sector of change and uncertainty.

In closing, I express my gratitude to the Board of Management and to the Chair, George Cowcher, for his leadership, guidance and support.

Gaelle Gouillou
Chief Executive Officer

OUR BOARD



GEORGE COWCHER, CHAIRPERSON

Qualifications:

Bachelor of Applied Science (Library Studies), AMICDA

Skills and Experience: Governance; finances; strategic planning.



AMY MAYER, DEPUTY CHAIR

Qualifications:

Bachelor of Speech Pathology; Masters of Applied Linguistics; Advanced Diploma of Management; Graduate Diploma of Applied Corporate Governance

Skills and Experience: Strategy, business growth, commercial negotiations, risk and governance.



SHELLEY LOERMANS, SECRETARY

Qualifications:

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

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



NATASHA MORGAN, TREASURER

Qualifications:

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

Skills and Experience: Accountancy; banking; stockbroking.



MELISSA JOYCE, MEMBER

Qualifications:

Bachelor of Laws (Hons)

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



AMY BLUNDELL, MEMBER

Qualifications:

Bachelor of Arts (Asian Studies); Bachelor of Economics

Skills and Experience: Community & stakeholder engagement, project/management, partnership brokerage, marketing & communications



HELENE BORDAS, MEMBER

Qualifications:

Bachelor of Commerce (Economics); Bachelor of Social Science (Sociology); PRINCE2 Practitioner.

Skills and Experience: Strategy; business development; governance; project management; service design.

FINANCIAL COUNSELLING EMERGENCY RELIEF

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 across our outreach services in 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 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 and a growing demand on the Centre for support.

WHAT OUR CLIENTS SAY

Most valuable aspects of your experience with the financial counsellor?

'Initially offloading in a calm non-judgemental environment. The level of compassion and understanding extended to me. The lessons learned. Finding out the help available. Learning my rights. Learning more about how to control money. Also the straight forward no bullshit advice'



'She gave me suggestions & advice to help change my circumstances. She also gave me a few Woolworths vouchers which helped immensely.'

'The assistance to get back on track with budgets and help in areas where needed and to see where to cut spending to cater for priority expenses/bills.'



What our clients need from our services

'Have more counsellors available to reduce wait times and therefore stress levels'



'Continuity- to help me complete the tasks she recommended.'





1,079 CLIENTS ASSISTED WITH EMERGENCY RELIEF



162 CHILDREN ATTENDED PLAYGROUP



3,323 INSTANCES OF INFORMATION PROVIDED



820 CLIENTS ASSISTED WITH FINANCIAL COUNSELLING



613 CLIENTS ATTENDED COMMUNITY EDUCATION ACTIVITIES



OUR PEOPLE

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

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.



Thank you to all our staff and volunteers for all your contributions and support!

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“It shows you what one voice can do. That one voice can change a room. And if a voice can change a room, it can change a city, and if it can change a city, it can change a state, and if it can change a state, it can change a nation, and if it can change a nation, it can change the world.”

Former president Barack Obama

”

TREASURER'S REPORT

Dear Members and Associates

It is my great pleasure for the second year to present the Treasurer's Report for the Spiers Centre (TSC) for the financial year ending June 2019.

This report is to be accompanied with The Spiers Centre Audited Special Purpose Financial Report, June 2019.

TREASURER'S DECLARATION

I confirm that the TSC Special Purpose Financial Statements were professionally audited by WILLIAM BUCK AUDIT (WA) PTY LTD on 9th September 2019, with confirmation these statements give a true and fair view of the financial position of TSC and are prepared in accordance with relevant standards and regulations.

TSC have maintained our relationship with this Auditor for a tenure of 5 years.

SUMMARY

The financial performance of the business is summarised as below;
2019 Revenue increase of circa \$40,000 was as a result of increased grant income. Much of this increase came from the Lotterywest Emergency Relief grant. Total Revenue for the year was \$1,054,743

Expenses increased year on year by circa \$75,000. Of this increase, \$15,000 was as a result of the increased emergency relief funding. The remaining increase has been from increased employment costs as a result of additional staff on ground and the impact of Fair Work Australia's 2012 Equal Remuneration Order. One of the additional staff, being the Operations Manager, has since finished his contracted term and has departed the organisation with praise and gratitude for his work conducted whilst at TSC.

The outweighing increase in expense over revenue, has seen the financial year of 2019 end with a \$30,627 deficit. Our first deficit result since 2015. Whilst a deficit has been recorded, TSC remains financially sustainable and we expect to return to surplus within the coming two years.

The balance sheet confirms the sustainability of the organisation with a Net Asset position of \$271,592. The notable changes over the prior year include a \$13,000 dip in the asset purchase reserve being represented by a \$13,000 increase in Office and Computer Equipment – at Cost, which accounts for acquisition in Information Technology during the year. We have seen an accounting correction in the classification of unspent grant income which saw a \$60,000 increase in the Payables liability. This represents an accounting timing matter only. The strength of TSC is best represented by our cash holdings of \$442,375 as at June 30, 2019. \$119,134 is invested in term deposits and \$229,280 are in cash reserve accounts. The remainder represents operating funds.

I feel confident in confirming that TSC is in a financially fit position going into the future.

ACKNOWLEDGMENT

My thanks has to go to our CEO Gaelle Guillou for her tireless contribution to the organisation. To TSC's wider team for their continued support to our noble purpose. Finally, to my fellow board 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 2019, 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 2019 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.

ACCOUNTANTS & ADVISORS

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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

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

CM

Conley Manifs
Director
Dated this 9th day of September, 2019

STATEMENT OF FINANCIAL POSITION

AS AT 30 JUNE 2019

	2019	2018
CURRENT ASSETS	\$	\$
Cash and Cash Equivalent	442,375	408,113
Receivables	92,216	93,638
Total Current Assets	534,591	501,751
NON CURRENT ASSETS		
Plant and Equipment	13,975	2,666
Total Non Current Asset	13,975	2,666
TOTAL ASSETS	548,566	504,417
CURRENT LIABILITIES		
Payable	211,885	134,696
Employee Provisions	59,998	60,242
Total Current liabilities	270,883	194,938
NON CURRENT LIABILITIES		
Employee Provisions	6,091	7,260
Total Non Current Liabilities	6,091	7,260
TOTAL LIABILITIES	276,974	202,198
NET ASSETTS	271,592	302,219
ACCUMULATED FUNDS		
Current year (deficit)/surplus	(30,627)	13,023
Retained Surplus	205,219	179,19
Reserves	97,000	110,000
Total Accumulated Funds	271,592	302,219

INCOME & EXPENDITURE STATEMENT

FOR THE YEAR ENDED 30 JUNE 2019

	2019	2018
	\$	\$
Grants	993,193	954,589
Provision of Services	32,467	32,030
Fundraising	13,273	8,738
Interest Income	9,429	12,035
Other	6,381	16,050
Total Revenue	<u>1,054,743</u>	<u>1,023,442</u>
Direct and Indirect Employment Costs	(679,199)	(621,127)
Emergency Relief	(310,700)	(296,021)
Cost of Materials	(5,927)	(6,095)
Fundraising Expenses	-	-
Other Expenses	(87,853)	(84,986)
Depreciation	(1,691)	(2,190)
Total Expenditure	<u>(1,085,370)</u>	<u>(1,010,419)</u>
(Deficit)/Surplus for the Year	<u>(30,627)</u>	<u>13,023</u>

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.

- Australian Neighbourhood Houses & Centres Association
- City of Joondalup
- City of Stirling
- City of Wanneroo
- Community Employers WA
- Department for Child Protection and Family Support
- Department of Communities
- Department of Education and Training
- Department of Social Services
- Financial Counselling Association of WA
- Financial Counselling Network
- Linkwest
- Lotterywest
- Volunteering WA
- WACOSS

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.

