

ANNUAL REPORT 2018

Care Equip Empower Hope



THANK YOU PARTNERS

A service as far reaching as Southern Community Welfare (SCW) could not happen without our many partners and supporters; thank you for your support. In providing services over 2018 to our clients, we would like to acknowledge the assistance and support of the following:

Gymea Baptist Church (GBC)

The Big Sister Foundation

Sutherland Shire Council

Kingsley Foundation

Sylvania Waterways Limited

National Storage – Kurnell

THANK YOU TO SUPPORTERS AND VOLUNTEERS FOR:

Inaugural Celebration Dinner

Thank you to all of the guests and supporters who attended our celebration dinner and made the first of these events so enjoyable, especially Rev Graham Long AM for his support and guidance.

Christmas Hampers & Gifts

Special thanks to GBC volunteers who coordinated the gifts and hampers and to the many donors who contributed.

Southern Grace Op Shop

A heartfelt thanks to all the donors and volunteers who make the op shop a success.

Sylvania Waterways Limited

Our gratitude to the waterfront residents of Sylvania Waters who provide us with an abundance of toys for distribution to families in need.

CONTENTS

- P2** » Strategic Plan
- P6** » Board of Directors
- P7** » From the Chair
- P8** » From the CEO
- P9** » Operational & Financial Highlights
- P10** » Clinical Services
- P12** » Case Management
- P15** » Community Programs
- P16** » Treasurers Report



STRATEGIC PLAN

2018-2020

Flourishing Communities



BACKGROUND

01

In the last two decades Southern Community Welfare (SCW) has built a strong reputation for delivering effective social and relational services and programs. The organisation's strengths include **constant innovation, accessibility, commitment to excellence** and a grass roots approach to community need.

02

More recently the organisation has been able to demonstrate its ability to operate to best practice standards by attaining accreditation as a NDIS provider and expanding its DGR status.

03

Coupled with a successful social enterprise pilot, significant income growth and a vision for the future, the organisation has all the foundations for taking its next steps.



SCW is now poised to make a significant difference in the local community.

OUR GOALS

Over the next three years, SCW will maintain and build on these existing areas of strength. SCW will aim to become a community organisation where:

01

Our clients experience **exceptional support** and make real progress in their social, emotional and mental health goals.

02

We become a **sought after** resource (for both the sector and wider church). Our expertise is recognized and we openly share our knowledge.

03

Our "neighbours" in the community will flourish because we are here.

PRIORITY AREAS



CLINICAL CENTRE OF EXCELLENCE (CoE): EFFECTIVE, AFFORDABLE AND PROFESSIONAL

The clinical team will expand to establish specialisations aligned to the profile of our local community needs. This will include but is not limited to new areas of focus such as seniors and NDIS. It will continue to include the investment in existing services for children, families, individuals, and couples. With specialisations in relationship support, support for domestic and family violence, child-focussed programs (behavioural, social, developmental, psychometric assessment, literacy, school engagement and group support programs), community programs (including schools, parenting and workplace) and on-going support for general mental health issues.

The Centre of Excellence will operate according to best practice standards, investing in the professional development of all staff. The CoE will be accessible for the vulnerable and marginalised. The CoE will expand to equip and empower other organisations (including the broader sector and Christian based organisations) to better support their communities. This includes a range of specific training and education pathways for practitioners offering supervision, support and internships.

COMMUNITY HUB: A COMPREHENSIVE SUITE OF SOCIAL SERVICES

Case management will expand beyond the existing programs with specialised case managers offering a range of holistic services through a Community Hub. The easily accessible hub will offer services that will support the client from the time they enter the program (assessment stage) through to post exit from the program. Specialised workers will work with a broad cross section of the community including older women and men, young mothers, those with mental health concerns, women escaping domestic violence, families and those

experiencing homelessness. The Hub will support clients with in-house case managed services as well as legal, financial, NDIS support, housing partnerships and Centrelink assistance. Programs will also address social isolation, seniors, meals, mentoring and re-skilling programs through social enterprise initiatives (such as Southern Grace Second Hand Store, offering retail training, and barista skills training)

SOCIAL ENTERPRISES: BUILDING SUSTAINABILITY AND SERVICING THE COMMUNITY



The organisation will build a sustainable set of social enterprise initiatives to fund the on-going programs and expansion of services both now and into the future. The social enterprise initiatives will grow such that the community flourishes because they exist. This will include the expansion of the Southern Grace Second Hand Store to incorporate programs aligned with the Community Hub (re-skilling, drop-in centre, social groups).

Additionally other new social enterprise initiatives will be explored (such as a digital content pilot) that will leverage the capability of the organisation to act as a trusted provider. The organisation will leverage the intellectual property and resources within SCW to scale and reach a generation whose preferred means of communication is digital.

VALUE DRIVEN PARTNERSHIPS: BETTER TOGETHER

To selectively partner with organisations and individuals who align to the SCW values, vision and strategy. SCW will do this through both financial partnerships and collaboration with other organisations in order to deliver a broader, more comprehensive range of services. These services will extend and compliment the range of

services offered directly through SCW. This will include partnerships with housing pathway services,

To create a “blue-print” of the SCW model, for deployment and replication into other regions.

BOARD OF DIRECTORS 2018



Russell Foxe
Chairman



Rev Dr. Marc Rader
Vice Chair



Jason Ezzy
Secretary



Nicole Jones
Treasurer



Neil Evans
Member



Melisa Giles
Member



Ross Langford
Member



Dr. Graham Barker
Member

CHAIRMAN'S REPORT 2018



As I look back on the year just past my thoughts are also drawn to the last 20 years as I am conscious that 2019 will be Southern Community Welfare's 20th anniversary year. Having been involved on the Board for fifteen of those years I have seen first hand the amazing work that has been done and the impact 'Southern' has had in helping so many thousands of people over all those years.

The common thread that links all these years together has always been the genuine and sincere desire to see lives changed for the better with people being empowered to break free from their life struggles. Everyone who has ever been a client has been cared for as a child of God, created in His image. This attitude towards the people we serve is the same today as it was in the beginning.

We have a fabulous team of people at Southern Community Welfare who share a common vision to see people be given new hope and empowerment so they can reach their full God given potential.

The Board's sincere thanks go to Vicki Sherry, our C.E.O., and to all our hard working staff and volunteers for the wonderful work they are doing and the results they are achieving for our community.

In this report you will read about the new developments this year has seen and the many services now provided. We are a small organization however it is exciting to see the level of what can be achieved by a team so dedicated to making a difference in people's lives. None of which would be possible without the backing of our dedicated and loyal supporters whose tax deductible donations keep our doors open and our services available to all those who need our help. Please know how grateful we are for each one of you.

Everyone who is involved at Southern Community Welfare, from the Board down, shares the same vision and values upon which our organisation is built. To offer hope to people by caring for them, equipping and empowering them.

**Russell Foxe
Chairman**

CEO REPORT 2018

2018 was a strong year for Southern Community Welfare, full of change, progress and much hope.

We welcomed new staff and board members, established services from a second location, launched a 3 year strategic plan to guide us and have been building partnerships that will have a lasting impact on the landscape of our local community.

We are so encouraged and proud to be working with so many caring individuals and organisations. Faithful volunteers, who do everything from administration, through to fixing leaking taps. Individuals and organisations, who have partnered with SCW to enable the vision to become reality. We are enormously grateful to you all.

I would particularly like to extend my deepest gratitude to Gynea Baptist Church and Marc Rader (Senior Pastor) for his and the congregations' faithful and unwavering support of SCW for over 20 years. I know that without this, many of our plans would come to naught.

2018 also saw us formally expand our partnership with The Big Sister Foundation. The Big Sisters have been a part of the SCW story for a number years and 2018 provided an opportunity for both organisations to strengthen the partnership and engagement with one another. Their support has been instrumental in the growth of our Support Services programs (formerly known as Case Management Services) of which you will hear more about on page 12.

More recently SCW has also started working closely with Revive church at Cronulla from their Gosport Street location. The site has become the location of expanded Support Services, the soon to be launched Community Hub and the re-launched Southern Grace Op Shop. As we set our sights on 2019, we are keen to expand services from Cronulla to include clinical therapeutic support. Given the 60% growth year to year for clinical services from our Kirrawee location,



we know that this is a need for people in our community to overcome challenges and flourish.

Of course all of these opportunities for partnership and growth are meaningless unless we deliver on our mission to see individuals empowered, families strengthened and hope renewed. The individuals and families that we serve are some of the most vulnerable across our community. Poverty, limited choices, trauma and social isolation are just some of the every day issues that this team sees.

It is for these people that the organisation exists.

It is for these people that our service revolves around.

It is for these people that we advocate and be their voice.

Supporters, staff, board and volunteers are passionate about seeing people, families and communities thrive and all give in different ways to offer hope to those without. It is this impassioned focus of the organisation that is most inspiring and all within a remarkably unified team.

Time and time again, I am encouraged with stories of families able to resolve differences, children developing their strengths and individuals able to over-come challenges. Stories of growth and change continue to permeate the corridors of this organisation, motivating this small group of staff to continue to deliver great results.

I hope you are as inspired as I am by the amazing work of this team.

Sincerely,

Vicki

OPERATIONAL & FINANCIAL HIGHLIGHTS 2018

16%

growth in total client numbers

60%

increase in clinical services sessions

50%

increase in clients supported through case management services

64%

of total SCW clients partially or fully subsidised

891

hours of case management services

1,350

clinical sessions delivered

Now open in 2 locations -

Kirrawee & Cronulla

Domestic Violence Counsellor

funded 2 days/ week

Southern Grace Op Shop operating in Cronulla

Achievement of budget surplus

11%

income growth

CLINICAL SERVICES 2018

"We see what we look for and we miss much of what we are not looking for, even though it is there... Our experience of the world is heavily influenced by where we place our attention."

Stavros & Torres

This quote highlights one of the defining principles of our service delivery- we focus on strengths and possibilities, and so do those with whom we engage. Through providing structured support for change our clinicians have been able to successfully foster change towards rebuilding the best. At our core, the clinical services team is here to support those most vulnerable by providing structured support for meaningful change.

We help people to become more resilient, to empower them and to enjoy healthier relationships, by building their skills and knowledge, giving guidance and tools, and supporting them through challenging times. In 2018, we were able to extend the clinical services team by employing a domestic violence counsellor for two days/week. This dovetails well with our child and family/ domestic violence case work and counselling services that we already had in place.

Importantly counselling services are not just about addressing stress and negative situations but can also help someone doing well become even better. Under our sustainability strategy, we are therefore able to offer services to those who can afford to pay as well as those who can't. Our subsidised, pro-bono, Medicare and NDIS accreditations are just some of the ways that we ensure these services are both available and accessible to as many as possible.

The year just past represented a period of steady and significant growth. More people in our community were able to make positive change - change from maladaptive coping strategies, more refined and considered communication, more self-awareness, clarity on what is important to them, ... all within the context of maintaining a healthy, balanced lifestyle. There is another quote that often gets used in the rooms here at SCW and it says "what you focus on grows". Our staff have had an amazing year refocusing and reskilling people, instilling the belief that change is possible, and then continuing the process until those changes take place.

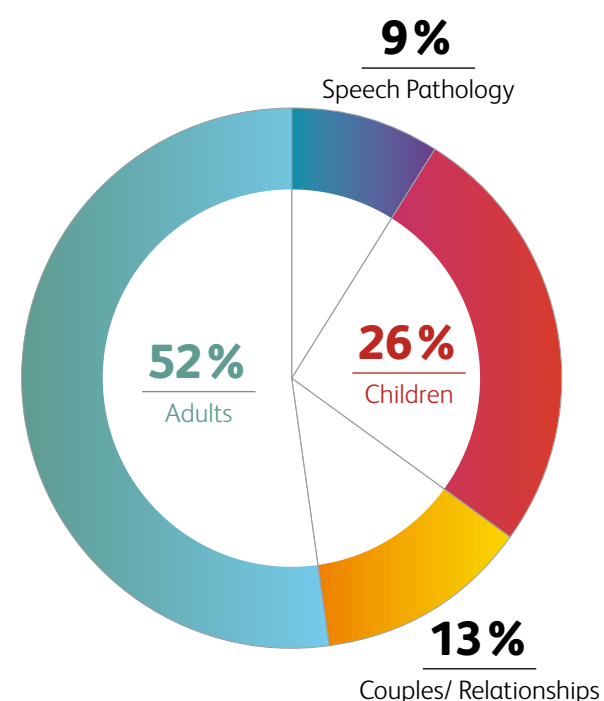
Through faithful supporters we have been able to grow our staff base which is all about successfully supporting more people in need across our community. Quite spectacularly in 2018 we had 60 % growth in number of sessions, with 58 % of those subsidised.

Key presenting Issues over 2018

- ADHD & Behavioral
- Anxiety
- Depression
- Family Breakdown
- Grief & Trauma
- Stress

As we look forward to 2019, we are excited about the prospect of expanding our services to Cronulla and in particular how Clinical Services can support the marginalised community from this location.

CLIENTS SUPPORTED AT SCW



"If positive psychology teaches us anything its that we are a mixture of strengths and weaknesses. No one has it all and no one lacks it all"



strengths



CASE MANAGEMENT 2018

In 2018, Case management had a staggering 50% increase in the number of people supported.

The effect of this increase in service provision is a year where more lives were changed and more support provided than ever before.

The heart of case management services is about working with individuals who are vulnerable across the community to provide therapeutic and social support. In 2018 however we were able to expand much of this individual based work to also include group activities.

Over the course of 2018, the case management program was able to support 90 individuals (52 females and 38 males) providing a total of 891 hours of case management support. The biggest issues that presented over the course of 2018 continue to be housing and domestic violence with both concerns often presenting together. The case management program had a perpetual wait list of approximately 3 months over the course of the year.

One of the key measures of an effective case management program is the ability to connect clients to multiple services and agencies that operate collaboratively to achieve the client goals. The role of a case worker is to ensure that the right organisations are involved and working together to achieve a more comprehensive outcome for each client. Ongoing connection for clients with the right services during times of need is critical to ensure long term stability and wellbeing of these vulnerable clients.

We are delighted to report that in 2018



- 85 % (32) of men that entered the case management program had limited social connections, but were subsequently assisted by establishing links within their community.



- Over 80 % (74) of clients in the case management program had significant transformations by meeting important goals as a result of being linked with SCW and subsequently with additional services.



- 27 % (24) of clients in the case management program were referred to SCW as a result of domestic and family violence. 100 % of these clients have been provided safe pathways aligned to their goals.



- 86 % of clients that identified accommodation as their primary concern were able to be resettled into safe and stable accommodation.



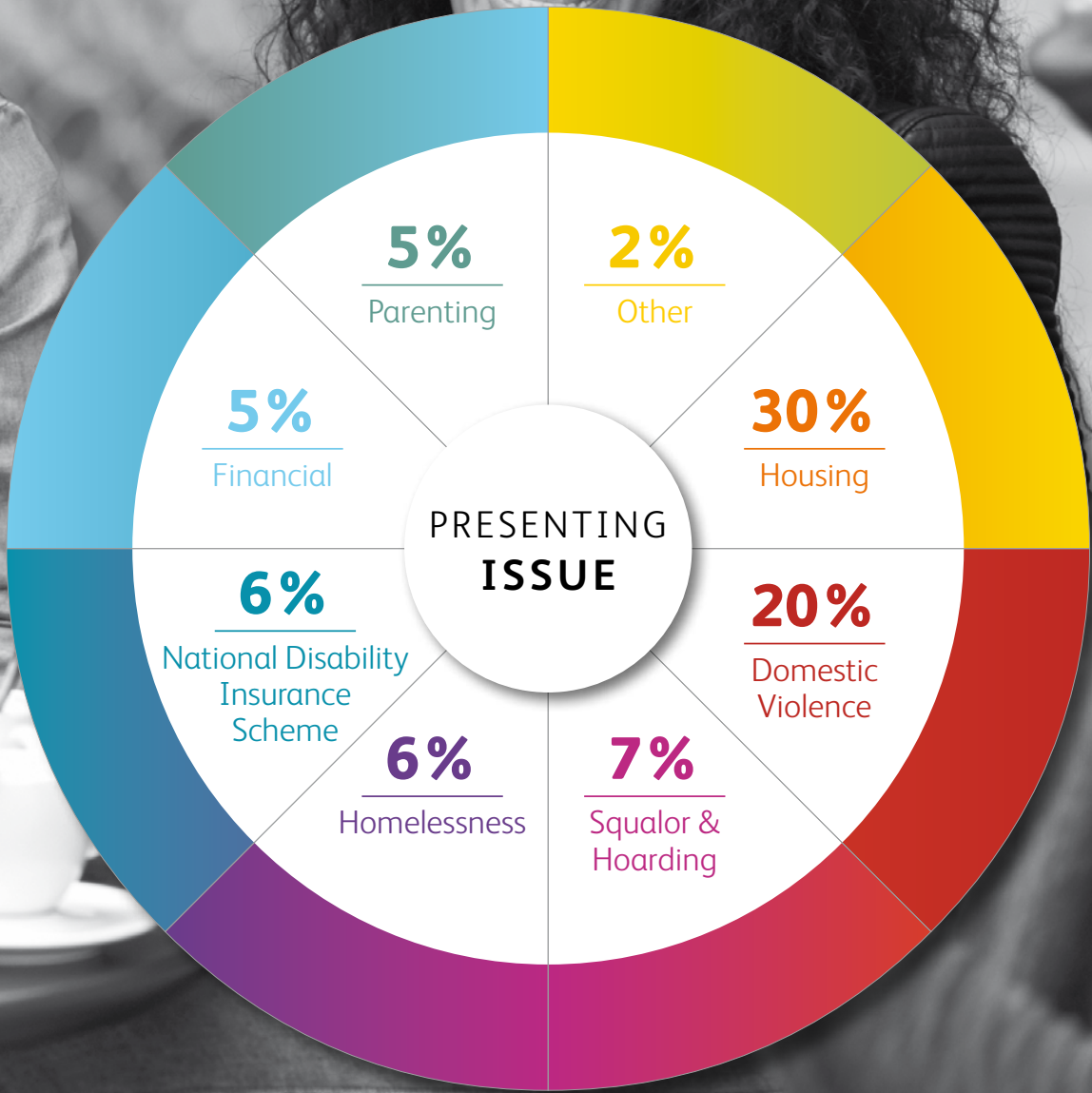
- One of the highlights of the program over 2018 was the formation of a monthly group for isolated men.

An amazing group of volunteers from GyMEA Baptist Church engaged and came alongside men with limited supports that were quite isolated across our community. Research has shown that a lack of social connections can contribute to mental and even physical health problems. This new program was a great success with notable improvements in participants' mood and social connections.

We are now looking to expand groups in 2019, targeting other vulnerable people. This will include an exercise program for women who have experienced trauma and a group for women who have left domestic violence situations.

Another significant achievement was the establishment of second premises located out of Revive Church at Cronulla. This has provided an opportunity to offer case management services to a new and wider community with its own subset of needs. Services began in September 2018 across 2 days of the week and included case management, food pantry and the Southern Grace Op Shop.


We're very excited about the future of services expansion and are grateful for the support we receive for our programs from both GyMEA Baptist Church and Revive Cronulla.




CHILD AND FAMILY CASE MANAGEMENT

We worked with



Female clients		Age range	Percentage of clients
		19 - 25	2.56 %
		26 - 40	35.89 %
		41 - 55	53.84 %
		55+	7.69 %

Male clients with children		Age range	Percentage of clients
		19 - 25	nil
		26 - 40	12.5 %
		41 - 55	62.5 %
		55+	25 %

Children		Age range	Percentage of clients
		0 - 5	26 %
		6 - 12	26 %
		13 - 18	15.6 %
		18+	32.4 %

Note: 100 % of the families we worked with who had children under 12 had at least one child with significant developmental delays.

COMMUNITY PROGRAMS 2018

Building on our already established community connections, SCW continued to support various target audiences through groups, workshops and awareness raising programs in 2018.

Anxiety continues to be a mental health issue at the forefront of local community interest. The issue remains prevalent amongst the community, affecting children, adults and families alike. School professionals also report that anxiety presents problems in classrooms, causing disruption to the learning process, not only for the child who struggles with it but for the school environment as a whole. SCW responded to this need by presenting a range of workshops and evidence-based programs in 2018.

SCW was also approached by other non-government community organisations requiring professional development/training on the topics of self-care, accidental counselling and anxiety. The need and scope for SCW to develop and deploy community education and other information workshops is becoming more broad-based. SCW continues to respond by maintaining a focus on research and development of programs meeting the needs of multiple audiences in the community in a variety of ways.

Highlights of our 2018 Community Programs include:

- Delivering a resilience program across upper primary school children by year group.
- Several parenting workshops addressing parenting such issues as “Parenting in the Digital Age” and anxiety in children, across a variety of forums, including local libraries, churches, schools and the St George Mental Health Forum.
- Cool Kids 10 Week Anxiety Program delivered twice, once at SCW and once in a school.
- School Readiness Workshop in a local preschool.
- Circle of Security 8 Week Parenting Program delivered twice.
- Self-care workshops delivered to Lifeline telephone volunteers (Sutherland & Sydney groups), Generate Chaplains and teachers in a local school.
- Anxiety in Children, Speech & Language Development and Accidental Counsellor Workshops to 3 Bridges Community volunteers.
- Guest lecture on anxiety and supporting people with mental health issues to Anglican Youthworks College.

TREASURES REPORT 2018



	2018	2017	2016
Total Income	\$499,959	\$449,130	\$319,822
Net Surplus/(Deficit)	\$27,622	\$4,155	\$(9,749)

Result Summary - Southern Community Welfare ended its financial year on 31st December 2018. A net surplus of \$27,622 was recorded – an amazing result that reflects the organisation’s endeavours to aim for a break-even budget, constant efforts to control costs and simultaneously ensure that sufficient income is obtained.

2018 was a year of consolidation and continued growth. It was also yet another year in which we were dependent on the generous support of our donors and major funding partners to be able to provide the services and support we offer.

Total income is again greater than last year, with another \$50k added to revenue.

Similarly to last year, Donations and Grants made up 66 % of our total income this year, due to more donations.

While Grants continue to be competitive and difficult to obtain, the increase in donations has allowed us to continue and expand the services we offer.

Counselling, or clinical income is also higher as a result of continuing to build our resources and team. This has had a flow-on effect of allowing us to provide community education and support groups during the year.

Our secondhand store, Southern Grace, went into recess for some months, but was re-opened in 2018 thanks to the donations of goods and willingness of volunteers and donors. Donor support and sales provide a base from which Southern Grace can again contribute to the work of Southern Community Welfare.

81% of our cost base (76% in 2017) is again made up of our staff and consultant employment costs and we continue to benefit from a fantastic team of volunteers who provide their time and skills free of charge. We also acknowledge GyMEA Baptist Church who continue to

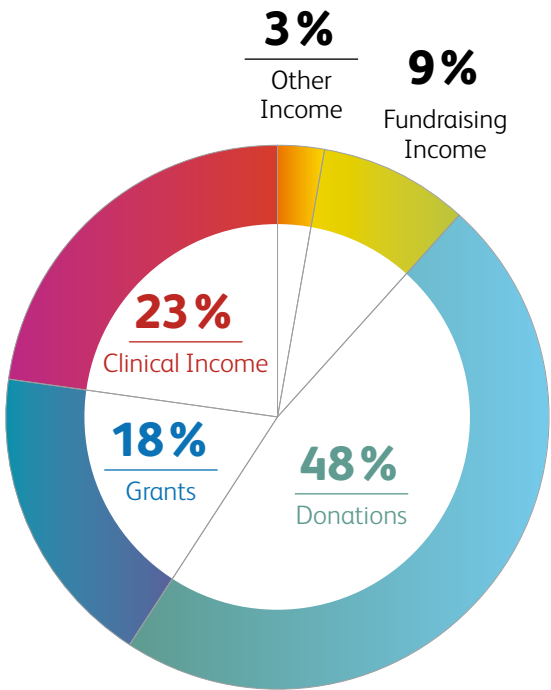
house our operations rent-free.

Balance sheet – With our continued reliance on donations and grants, which can be lumpy in terms of the timing of funds received, we believe it prudent to carry a “funding buffer” in our balance sheet at all times. At year end total assets exceeded total liabilities by \$96,477 (\$68,855 in the prior year).

We head into 2019 with dreams and plans to offer more services and assistance as income allows, once again operating under a break-even budget.

The financial and prayerful support this organisation receives is much appreciated, and essential to our ability to reach the community and provide support and offer hope in the coming year.

2018 SOURCES OF INCOME



“A joyful life is an individual creation that cannot be copied from a recipe”



joyful

Care Equip Empower Hope

