

WAYSS
LTD

WAYSS LTD

ABN : 38 080 191 108



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The cover image is of a poster produced by the Koori Art Group, Hastings run by Aboriginal Support & Development Team Mornington Peninsula Shire.

This large commissioned work in acrylic on tarpaulin is approximately 2000 mm x 1000 mm and hangs in the WAYSS Office in Dandenong.

Annual Report
2009 - 2010

VISION STATEMENT

VISION

WAYSS is committed to the principles of social justice and human rights. WAYSS will provide clients with services that uphold their rights, promotes choice, equality, dignity and respect in a manner that is non-discriminatory, fair and honest.

MISSION

It is WAYSS core purpose to assist individuals who are homeless or at risk of homelessness to improve their life circumstances by providing access to stable, affordable and safe accommodation. WAYSS exists to serve those in the community who are experiencing difficulties by offering support and advocacy to alleviate homelessness and re-establish connections and links in the community. WAYSS will provide a voice for awareness of homelessness issues and lobby for any structural change required to address homelessness.

OBJECTIVES

WAYSS will measure the success of its work by:

1. Maintaining its focus on clients by monitoring client outcomes and feedback, and aiming to reduce the rate of recidivism.
2. Being an employer of choice demonstrated through WAYSS low staff turnover and meeting staff needs through training, conditions of employment and participation in how our services are delivered.
3. Ongoing working relationships and partnerships with other agencies that view WAYSS as outcome and client focused, reliable, flexible, honest and open.
4. Recognition of WAYSS as an expert and leader in homelessness issues by our opinion being sought by the community and government. WAYSS will be invited to participate in government planning and redevelopment of the sector. WAYSS will be the preferred organisation for new funding and as a result will have successful submission outcomes.
5. Having a reputation for fairness and honesty, clear accountability to the client, the government and the community
6. The ability of WAYSS to present information and data to effect structural and social change at multiple levels within the community and government.
7. Ensuring that complaints are taken seriously and followed up using fair and just processes. WAYSS will use complaints as a learning tool.
8. Continually improving and evaluating ourselves through self assessment, monitoring and review, to pursue a learning environment where WAYSS strives for the highest quality service delivery.

INDEX

- 5) **History**
- 9) **Services**
- 12) **Service Locations**
- 14) **Director Profiles**
- 17) Chairperson's Report**
- 18) **Chief Executive Officer's Report**
- 20) **Support Services – General Manager's Report**
- 22) **Housing Services – General Manager's Report**
- 23) **Quality Assurance – General Manager's Report**
- 26) **Dandenong Women's Support Services**
- 29) Family Violence Crisis Services**
- 30) **Dandenong Youth Support Services**
- 33) **Emergency Youth Accommodation & Step Ahead Program**
- 36) **Frankston Transitional Support Services**
- 39) **Casey Cardinia Transitional Support Services**
- 40) **Drug Court Homelessness Assistance Program**
- 42) **Homelessness Services Program**
- 45) **Social Housing Advocacy & Support Program inc. Indigenous Tenants at Risk**
- 47) **Private Rental Access Program**
- 49) **Directors Declaration, Financial and Audit Reports**

Acknowledgements

The Director's of WAYSS Limited acknowledge and thank the members for their ongoing support. The services provided would not be possible without the ongoing financial support of the Victorian State Government, Department of Human Services, in particular the Management and Staff of Southern Metropolitan Regional office and Complex Care Services.

In particular we would like to thank the RSPCA Pearcedale and Zonta Club Frankston for its tireless support of Family Violence Programs and Children's Services. The support of Esso Long Island Point Safety Committee, Magistrates Court's and our many donors who prefer anonymity has been greatly appreciated.

Consistent with the philosophy and practice of the organisation to maximise available funds for direct service delivery, this report is produced 'in house'. No apology is made for the print quality or layout, to limit costs. It has not been professionally produced or printed.

WAYSS Limited is a non profit company limited by guarantee and recognised by the Australian Tax Office as a Public Benevolent Institution. Donations over \$2 are fully tax deductible.

HISTORY

The need for an emergency accommodation service for young homeless people was identified in the Westernport Region in the late 1970's. The response to this need was the establishment of the Westernport Youth Refuge (now Emergency Youth Accommodation) to provide emergency accommodation and support.

From the further identified needs, youth housing groups were established in the region with the aim of providing longer term housing options for young people, especially those requiring accommodation after leaving refuge.

The region's services planned and developed a regional response to youth accommodation needs and from the early 1980's until 1990, the Westernport Regional Youth Housing Group operated as the voice for youth housing services in the region. The organisation operated with strong ties to the Westernport Regional Housing Council as provider of Crisis and Emergency Housing in the South East Growth Corridor. During the 1980's there was considerable growth in the development of services and the entire Westernport Region had youth housing services in place by 1990.

The Westernport Regional Housing Council continued to develop emergency housing and housing information services with EH/HISP funding from Office of Housing in both the growth corridor and Frankston/Mornington Peninsula sub regions. This included the provision of domestic violence "safe houses" managed under a unique protocol developed with the SAAP DV Outreach Services in the region.

Following the Victorian Review of the Supported Accommodation & Assistance Program (SAAP), youth accommodation services in the Westernport area undertook a comprehensive consultation process to develop a new service that would meet the changing needs of SAAP, retain the strong community base that had been established over the preceding ten years, and provide a quality service to young homeless people. As a result, Westernport Accommodation & Youth Support Services was developed and incorporated in January 1995.

Since then WAYSS has continued to be active in the development and implementation of innovative service models to address the issues of homelessness. In early 1996 the Private Rental Access program was funded by the Office of Youth Affairs to assist young people access the private rental market.

WAYSS has undergone further transformation with the restructure of Community Housing and the funding of the Transitional Housing Management Program. Transitional housing services are now provided to families, women and children escaping domestic violence and single adults as well as young people and those overcoming a drug dependency. The Regional Housing Council ceased operation and transferred direct service operations to WAYSS in 1997.

The organisation migrated from an incorporated association to a company limited by guarantee in September 1997 and became WAYSS Limited. A corporate governance model was adopted and the organisation is governed by a Board of Directors with day to day management by the Chief Executive Officer.

In July 1998 a voluntary transfer of auspice from Women's Health in the South East (WHISE) of the SAAP funded South East Women's Domestic Violence Outreach Service (SEWDVOS) took place. This service is now well established with accessible offices across the service catchment. Funding was also received to establish a Children's Services Worker within the outreach service.

Late in 1998 discussions commenced with the YWCA of Dandenong and Westernport in relation to the transfer of the SAAP funded Women's Outreach Program. This received approval and was formally transferred on the 1st of April 1999.

Discussions with Department of Human Services and Department of Justice commenced in 2001 in relation to the establishment of a Drug Court Homelessness Assistance Program. Supporting participants in the newly established Drug Court who as a result of chronic homelessness, would not otherwise be eligible to participate in this innovative program, was the major objective. This program was established with a staff of four supporting up to 30 individuals on drug treatment orders and their accompanying family members.

The decision of a local Women's Refuge to relinquish funding resulted in the establishment of an interim crisis service for women and children escaping family violence. Commencing in December 2002 this service has now been developed into an innovative and unique response in partnership with local police and is the first service of its kind in Victoria to be operating from a police station after normal business hours. Work has commenced on development of a purpose build facility which will provide a crisis response for women and children and the integration of other family violence responses. The purpose build facility will be known as Southern Women's Integrated Support Service (SWISS) see below for further details.

For women and children who have escaped domestic violence, accessing and maintaining private rental has been a major difficulty. In March 2003 grants were made from the Community Support Fund for a three year project aimed at providing assistance by way of rental subsidies for short periods of time. Initially established with two full time staff this program assisted women throughout the outer south east region with a particular focus on post crisis and transitional housing options. In early 2007 the Private Rental Access Program underwent redevelopment to target family violence, young people and clients with mental health issues to assist with access to the private rental market.

As a result of the redevelopment by the State government of Family Violence Services which commenced in 2004 there has been considerable reorganisation of the services provided. The strong focus of the organisation on meeting the needs of women and children escaping family violence saw the development of formal protocols with Victoria Police. The establishment of the first Fax Back program to respond and provide early intervention to victims further enhanced the already formalised Police links to the Family Violence Crisis Service.

Long term housing options for single people have long been a major problem in the organisation's catchment. The development of a rooming house program and the acquisition of facilities in Frankston and Dandenong was supported by the Department of Human Services. A successful submission was made by WAYSS Limited for the management of these properties.

The need to secure office accommodation in the Cardinia Shire to meet the demands of the rapidly growing community in the South East Growth Corridor had long been a major issue. In early 2005 a property was purchased opposite the Pakenham police station and has now been redeveloped to house a range of services. A lengthy redevelopment process which required the rezoning of the property was completed mid 2006.

In late 2005 WAYSS was successful in a submission to Department of Human Services – Office of Housing to provide a Social Housing Advocacy and Support Program to tenants of public and community housing. This program commenced implementation in December 2005.

As a response to the further integration of Family Violence Services a partnership was developed in late 2005 with Good Shepherd Youth & Family Services, South East Centre Against Sexual Assault (SECASA) and Windermere Child & Family Services. This partnership was successful in submission for the delivery of a comprehensive range of services to victims of Family Violence.

This was further developed to include Springvale Indo-Chinese Mutual Assistance Association (SICMAA) in April 2006, as part of a second stage submission process which was subsequently successful. In partnership with these agencies WAYSS now provides and has access to a comprehensive service system to assist women and children.

In August 2006 WAYSS was funded to provide the Common Homelessness Access Point. This program is a change to the sector which has brought together the primary services for homeless people, the services being WAYSS, Peninsula Youth and Family Services, Springvale Community Aid and Advice Bureau, Windermere and Hanover. WAYSS and Peninsula Youth and Family Services operate the Common Homelessness Access Points during business hours in Dandenong and Frankston. Hanover operate the out of business hours homelessness response.

In early 2007 WAYSS was successful in submitting for funding under the Youth Homelessness Action Plan Stage 2. To submit for this funding WAYSS formed partnerships with Springvale Community Aid and Advice Bureau, Open Family Australia and Peninsula Youth and Family Services, titled Creating Connections. For WAYSS the funding resulted in specialist youth intake, assessment and referral workers, youth housing placement, and linking young people to the private rental market.

In 2008 WAYSS achieved Registration as a housing provider and Accreditation as a homelessness assistance service.

In 2008 WAYSS received funding for the Step Ahead Program which initially provided a worker to run a Living and Life Skills program for young people. In 2010 the Step Ahead Program moved into a refurbished accommodation model which was named Short Stay Accommodation (SSA) and now has two workers employed in the program.

The Short Stay Accommodation currently incorporates the Emergency Youth Accommodation as an interim measure. Under "Nation Building" it was decided that WAYSS' Emergency Youth Accommodation Facility was to be demolished and rebuilt to accommodate an additional three beds for young people and to provide much improved staffing and office facilities. This required handover of the facility in March 2010. Following considerable research and negotiation it became apparent that DHS was unable to identify and secure an appropriate facility from which to run an "interim" crisis service for young people. At the same time DHS purchased the Berwick site (six two bedroom units) for the purpose of delivering "Support for Young People that Really Counts" (Step Ahead).

WAYSS and DHS entered into negotiations and, as a result, there was agreement to provide both the crisis (Short Stay) program and Step Ahead from the Berwick site. This move was undertaken in April 2010. Completion of the new crisis facility is due for completion in approximately March 2011. Early in 2010 WAYSS received enhanced funding for youth crisis and, as a result, we have employed two additional staff and upgraded the Coordinator position to a Manager who is responsible for Short Stay Accommodation and Step Ahead. This will put us in an excellent position for staffing the new facility.

In mid 2009 the Opening Doors Framework commenced implementation from DHS in regard Housing Information and Referral Services. This saw WAYSS provision of Housing Services and Common Homelessness Access Point combine to become Initial Assessment and Planning workers. WAYSS officially renamed the program Homelessness Services and worker titles to Initial Assessment and Planning workers in February 2010. The previous Housing Services workers also undertook as part of their role SHASP Advocacy. WAYSS integrated this into one SHASP program in January 2010.

The Office of Housing instigated A Place to Call Home program in 2009. The purpose of the program is to identify families who are eligible for public housing and who are tenants of the THM program that can be offered the opportunity to remain in their current properties and become tenants of the Office of Housing. When a tenant accepts the offer the property is withdrawn from THM stock and a replacement property is provided. WAYSS is hoping to further develop and utilise this program in 2010/2011.

Capital works began in April 2010 to build a family violence facility in Doveton known as Southern Women's Integrated Support Services (SWISS). The complex includes a support/office/counselling facility and ten individual units for accommodating women and children who are escaping family violence. This is a very exciting development as WAYSS has been providing a family violence crisis service on an interim basis since 2003. WAYSS has received enhanced funding for the crisis service which will see us employ an additional worker.

WAYSS also received new funding for two family violence "Safe at Home" workers which will enable us to take a more proactive early intervention approach to women and children. The Safe at Home program will operate in close co-operation with Victoria Police and the Justice System.

In April 2010 our submission to provide Accommodation Options for Families was successful. Accommodation options for families (AOF) began as an initiative released from the Rooming House Taskforce. WAYSS was provided funding to appoint two workers to assist families who are at risk of living in sub-standard rooming houses to access private rental.

WHO WE SERVE

WAYSS exists to serve people in the community who are homeless or at risk of homelessness. To do this WAYSS provides access to support services and affordable, safe accommodation.

SIZE

WAYSS employs 115 staff. These employees work in a range of funded services, including finance and administration, across 7 locations in the local government areas of City of Greater Dandenong, City of Casey and City of Frankston and Shires of Cardinia and Mornington Peninsula.

LEGAL CONTEXT

WAYSS Limited is a non profit company limited by guarantee and recognised by the Australian Tax Office as a Public Benevolent Institution.

SERVICES

Accommodation Options for Families: The program is focused on families with children residing in unsafe and illegal rooming houses. Families' are assessed through the Intake, Assessment and Planning staff and referred through to the program. Accommodation options for families' clients are case managed from the rooming house into the private rental market. The program comes with an amount of brokerage to assist the case management focus.

Animal Assisted Education and Therapy Program: This program provides children who are case managed by WAYSS, or who have a parent who is case managed by WAYSS, with practical skills in animal care to strengthen empathy and empowerment through a purposeful activity.

Children's Services provides case management for children, in conjunction with the primary case manager from WAYSS support services and in consultation with the parent/primary caregiver and the child.

Drug Court Homelessness Assistance Program (DCHAP) provides homelessness support services to clients on a Drug Treatment Order. Case Management is provided on a range of issues contributing to homelessness and is exclusively attached to clients accommodated in Transitional Housing.

Emergency Youth Accommodation Service (EYA) is a seven bed 24 hour crisis accommodation service. The service targets young people between the ages of 15 and 25 years who are homeless with priority given to young people under 21. Generally, young people stay for up to six weeks.

Family Violence Crisis Service has been operating as an interim service since November 2002 and has now developed into a permanent service with the support of, and in partnership with, Victoria Police. Since the 2003-04 financial year, this service operates extended hours seven days a week providing improved access and support.

Family Violence Faxback Project provides services to women and women with children who have the Victoria Police attend an incident of family violence. Women will have a formal referral made to the Faxback worker by the Police when the Police seek an intervention order, lay criminal charges related to the family violence incident and/or have concerns for the physical, mental, psychological health and welfare of the family members.

Family Violence Outreach Service provides case managed support to women and women with children who are homeless or at risk of homelessness due to family violence.

Youth Support Services incorporates youth intake, assessment and referral, youth housing placement and case managed youth support. Services are provided to young people aged 15 to 25 who are homeless or at risk of homelessness.

Homelessness Services Program. Initial Assessment and Planning workers aim to provide information, advice, advocacy and referral in response to an individual's housing needs. Initial Assessment and Planning workers also provide a response to people in housing crisis. Homelessness services operate in Dandenong, Pakenham, Narre Warren, Cranbourne and Frankston.

Tenancy Administration is based in Dandenong and provides all property and tenancy management functions. Currently this service is staffed by six experienced tenancy workers. In excess of 360 properties across the Cardinia, Casey, Mornington Peninsula, Frankston and Dandenong areas are currently managed by WAYSS.

Women's Outreach Program workers provide case managed support for single women and women with dependents in transitional housing as well as private rental and other housing tenures.

Private Rental Access Program provides services to three target groups, women who have experienced family violence, young people and people with a mental illness, to access the private rental market.

Outer South East Rooming House Program provides long term rooming house accommodation to single adults in the Frankston and Dandenong areas. Residents must meet the Office of Housing eligibility criteria for public housing and referrals will be prioritized for individuals with strong links to the local area.

Safe At Home works with women escaping family violence who have had court or Police intervention to keep them in their current accommodation. The program has access to brokerage funds which provides improved safety and security to enable women to stay in their own home.

Short Stay Accommodation (*incorporating Emergency Youth Accommodation and Step Ahead*) Step Ahead Case Workers provide support to clients aged 17 to 21 living in Step Ahead accommodation. Each client is intensively case managed and engaged in a Living and Life Skills program tailored to their needs. Short Stay Accommodation provides a 24 hour crisis accommodation service for young people aged 15 to 25 years who are homeless.

Social Housing Advocacy and Support Program (SHASP) commenced in January 2006 to provide services to public housing tenants in the Cardinia, Casey, Greater Dandenong, Frankston and Mornington Peninsula service catchment. The support and advocacy program has been integrated to provide case managed support and advocacy to Office of Housing tenants who require assistance to establish their tenancy or maintain their tenancy. Support is also provided to indigenous tenants to resolve factors placing the tenancy at risk. SHASP manages a range of community facilities within public housing developments.

Finance & Administration The Finance and Administration unit is based at the Dandenong Office and consists of the General Manager Finance and Administration, Finance and Administration Coordinator, Finance Worker, Receptionist and Administration Assistant in Dandenong, the Receptionist and Administration Support Worker in Narre Warren and the General Hand Maintenance Worker.

Quality Assurance consists of a small team including the General Manager Quality Assurance, Human Resources Manager, Community Liaison and Development Manager, and the Records Management Administrator. This team works on policy and procedure development, human resource issues, organisational planning, compliance with Registration and Accreditation, Risk Management and operates WAYSS document control and records management systems.

WAYSS Limited also acts as auspice for the:

- **Southern Housing and Support Services Network** which was established in 1997. The network manages a Regional coordinator employed by WAYSS to assist homelessness support and housing organisations and liaise with the Department of Human Services.
- **Integrated Family Violence Network** employed a leadership position in 2009 to facilitate the development of integrated family violence services in the Southern Region.

Funding Source

WAYSS' services are funded by the Victorian State Government, Department of Human Services.

1.2 Sector Information

From June 2009 there has been progress for WAYSS with the capital development projects and redevelopment of EYA. The Step Ahead Program has moved to a refurbished block of units in Berwick and is now providing accommodation and support options for young people. The Emergency Youth Accommodation property has been demolished and an interim accommodation response is being provided in conjunction with Step Ahead at Berwick. The rebuilding of the facility has commenced as a Nation Building project with expected completion in April 2011. The capital development of SWISS has reached the construction stage and is expected to be completed in March 2011.

Over the past year WAYSS has been involved in the Common Risk Assessment Framework for family violence, consultations on the National Quality Framework and changes to the public housing waiting list applications.

1.3 Governance and Management Structure

As a company limited by guarantee WAYSS operates a governance model in which the Board of Directors set and guide the governance, strategic and business directions of the organisation. The operations of the organisation are delegated to the Chief Executive Officer. WAYSS management structure consists of four General Managers, nine Managers and seven Coordinators. WAYSS has a highly stable senior staff team known as the Executive of the organisation. The Chief Executive Officer and General Manager for Housing have been with the organisation for over 15 years. The General Managers for Support, Finance and Administration and Quality Assurance have been with the organisation for over 10 years. The majority of WAYSS Managers and Co-ordinators are long term WAYSS employees and have been promoted through the agency.

SERVICE LOCATIONS

DANDENONG

294 - 300 Thomas Street Dandenong (PO Box 3) 3175

Telephone No. : 9791 6111

Fax No. : 9793 5078

Management, Finance & Administration, Quality Assurance, Women's Outreach Program, Family Violence Outreach, Family Violence Crisis Services, Children's Services, Social Housing Advocacy and Support Program, Youth Support Program, Drug Court Homelessness Assistance Program, Private Rental Access Program, Homelessness Services, Tenancy Administration, Outer South Rooming House Program, Southern Housing and Support Services Networker, Integrated Family Violence Leadership Worker.

BERWICK (SHORT STAY ACCOMMODATION)

50-52 Bellevue Drive Berwick

Telephone No.: 8786 7055

Fax No.: 8794 7473

Manager, Residential Youth, Step Ahead

CRANBOURNE

140 – 150 Sladen St. Cranbourne

PO Box 648 Cranbourne 3977

Telephone No. : 5990 6789

Fax No. : 5990 6207

Family Violence Outreach, Youth Support Program, Women's Outreach, Homelessness Services

NARRE WARREN

58 Webb Street Narre Warren 3805

Telephone No. : 9703 0044

Fax No: 9703 0066

Management, Reception/ Administration, Homelessness Services, Youth Support Program, Youth, Women's Outreach Program, Family Violence Outreach, Children's Services

PAKENHAM

48 James Street Pakenham 3810

Telephone : 5945 3200

Fax No : 5941 9565

Homelessness Services, Women's Outreach Program, Family Violence Services, Youth Support Program

FRANKSTON

Women's Services

Dandenong Rd West Frankston
PO Box 1152 Frankston 3199
Telephone No. :9781 4658
Fax No. : 9781 5912

Family Violence Outreach
Women's Outreach
Faxback
Children's Services
Management

Housing Information & Referral

37 Ross Smith Avenue Frankston
PO Box 185 Frankston 3199
Telephone No : 9770 2867
Fax No: 9770 2431

Homelessness Services
Social Housing Advocacy and Support Program

DIRECTOR PROFILES

MARGARET KASBACH - Director & Board Chairperson

Margaret has been a Director since the formation of the company in 1997 having previously served as chair of the management committee. Currently working in the aged care sector Margaret holds a Bachelor of Education from Deakin University, Bachelor of Applied Science with Honors from Deakin University and has recently undertaken preliminary studies for a Masters in Applied Social Research at Monash University.

During her career Margaret has held positions as a secondary school teacher, neighborhood house co-ordinator and administration officer at VCOSS. Having a keen interest in local issues Margaret represented Cranbourne Youth Housing Group for many years until the formation of WAYSS.

MICHAEL BARDEN - Director & Company Secretary

Michael has been a Director holding the dual responsibility of Company Secretary since the formation of the Company in 1997. This followed a long commitment to addressing youth homelessness as Treasurer of Dandenong Youth Refuge Inc and Dandenong Valley Youth Housing Group Inc from the early 1980's and committee member of the Westernport Regional Housing Council from 1992 to 1996.

Having previously worked in the metal industry Michael was the electoral adviser to Victorian Treasurer Hon Rob Jolly from 1987 to 1992. Member of the Consumer Affairs Ministerial Advisory Committee from 1983 to 1988 and a community visitor for Supported Residential Services from 1995 to 2000. A well known and recently retired JP, Michael participated in the Honorary Justices Assisting the Police program providing his services at Springvale Police Station for many years.

COLIN DICKIE - Director

Colin has been a Director since the formation of the company in 1998 and holds a Bachelor of Business from RMIT University. From 1964 to 1980 he held various positions with the City of Springvale and in 1980 joined the City of Dandenong as Town Clerk moving into the position of Chief Executive Officer in 1987 and retiring in 1995.

Since then Colin has been an active community member serving on various Boards and Committees including Chair of Dandenong Community Health Service and Trewint Nursing Home and Board member of Springvale Community Health Centre and Dandenong Basketball Association. Colin brings a wide range of skills to the WAYSS Ltd Board including strategic and operational planning as well as having a specific interest in financial and asset management. In addition to his responsibilities as a Director, Colin is also an active member of the Finance Committee of Board.

JEAN BLAMEY - Director

Jean joined the WAYSS Limited board in 1998 at the time of transfer of the domestic violence outreach service from Women's Health in the South East where she had served as a committee member for a number of years. Jean brought with her substantial experience and a keen ongoing interest in women's services.

An active member of the arts community on the Mornington Peninsula, Jean is also involved in the employment, education and training field and active in the management and co-ordination of community houses.

RONALD JOHN O'TOOLE, FCPA ACIS - Director

Ron has been a Director for the past 8 years and is a Registered Agent of the Australian Securities & Investments Commission with thirty five years as a Corporate Financial Controller and Secretary. Currently semi retired and functioning in various roles including Finance Broking, Debt Collector, Business Manager, and Compliance Manager for the past seven years. One time contract lecturer in Basic Accounting and Bookkeeping at Frankston TAFE.

Active in his local community and a member of the Mt Eliza Bowling Club, member of Mornington Golf Club, member of the Police & Citizens Consultative Committee, member of Mt Eliza Seniors and member of the Mornington Peninsula Accountants Discussion Group. Immediate past Secretary and President of the Mt Eliza Chamber of Commerce, Co Convenor of the Frankston CPA Discussion Group and long serving Past President, Co Convenor of the Eastern Chapter of the Chartered Institute of Secretaries.

RAELENE STOCKTON - Director

Raelene has been a Director since formation in 1997, holding a Bachelor of Education and currently the co-ordinator of the Diploma of Youth Work course at Holmesglen TAFE. Having had many years experience in developing and managing services and programs in the community sector, particularly those targeting young people and their families. Raelene was an assistant researcher at RMIT Social Science department, has worked in local government at the Shire of Cardinia and in the community sector as Manager of Grassmere Youth Services.

With a strong focus on research and client focused service provision much of her work in the community sector saw her attempt to address the service issues for marginalised people in the South East of Melbourne in a collaborative approach with other services. Her pursuit still continues, while not directly, through her current employment. Raelene is employed in the Vocational, Educational and Training sector where her role is to educate and train potential workers to the community sector.

JAMES FOLINO - Director

James joined WAYSS Limited at formation in 1997 following four years with Westernport Regional Housing Council as chair/committee person and BTIS tenancy worker. Prior to this, he had a 31 year career in legal administration holding senior management and statutory positions including inaugural Registrar of Small Claims and Residential Tenancies Tribunals (now divisions of VCAT).

Further appointments include 8 years as Registrar of the Industrial Relations Commission of Victoria, Tribunal Member, Public Service Disciplinary Appeals Tribunal and 5 years in a senior executive role in the private sector. James currently holds a volunteer position as Independent Third Person with the Office of the Public Advocate. Re-appointed to the WAYSS board in October 2006, James brings direct relevant experience in his role with the WAYSS board.

PETER BRUCE LE SOUEF - Director

Peter Le Souef has been a Director at WAYSS Limited since February 2008. Peter was educated at Peninsula School and completed a law degree at Melbourne University in 1977.

Peter commenced work in the Legal Department of GJ. Coles & Coy Ltd (as it was then) and ultimately was engaged in private practice as a solicitor from 1981. At that time Peter was seconded onto the volunteer list for solicitors at The Pines Legal Service (now Peninsula Community Legal Service) and has volunteered at that service since 1981.

Peter commenced practice as a principal in a partnership in 1983 in Hastings and ultimately commenced as a sole practitioner in Frankston in 1989. Peter continued as a sole practitioner until October 2007 when he merged his practice with the legal firm of Meier Denison Guymer Pty Ltd in Frankston. Peter practices mainly in the area of family law with some commercial and civil dispute matters.

DR. SIMON KENNEDY - Director

Dr. Simon Kennedy has been a Director at WAYSS Limited since August 2008. Dr Kennedy is a Clinical and Forensic Psychologist and Director of Behaviour Work Group, with a specialty in clinical psychology. He holds a Bachelor of Behavioural Science, Master of Psychology (Clinical), Doctor of Philosophy (Clinical Psychology) (University of Melbourne), and completed a Post-Doctoral Fellowship in Work Stress at the University of Manchester Institute of Science and Technology.

Dr. Kennedy is a Member of the Clinical, Forensic and Educational/Developmental Colleges of the Australian Psychological Society. He has been a registered Psychologist since 1984 and has undertaken private practice since 1986. Dr. Kennedy has held senior positions in Clinical Psychology and has held University positions since 1991, he has published over 20 papers in Australian and international journals, has presented to over 30 Australian and international conferences, and is an assessor for the Australian and New Zealand Journal of Family Therapy.

He is a visiting senior lecturer at Australian Catholic University, RMIT and Deakin University. He has been an examiner for the Victorian Workcover Authority since 1995, and was previously a member of the Transport Accident Commission In-House Medical Panel, and was on the Department of Human Services Child Protection Panel of Experts.

Dr. Kennedy is an experienced expert witness, having written several thousand psychological reports for Australian Courts regarding criminal, family, children's, civil and compensation matters, and has given evidence to these Courts on several hundred occasions. He has particular expertise in the area of work stress, in prevention programs, treatment, assessment and workplace audits.

CHAIRPERSON

Margaret Kasbach

It is an honour and privilege to introduce the WAYSS Annual General Report for 2009-10. This report offers an opportunity to reflect on the on the past twelve months, which was both rewarding and challenging for management and staff. As a Board member it is rewarding to know that our participation enables management and staff to provide services which are flexible and responsive to client needs.

It was with some sadness that WAYSS said goodbye to the old EYA, the building served as home to many young people over the years. By early next year the new building should be open and operating. The program report discusses the temporary home of the EYA.

The Australian economy may be improving, but the allocations of resources in the South East Growth corridor remains of concern to the Board. The population growth, needs of young people and women escaping domestic violence, the housing rental crisis Australia wide and the increasing mortgage interest rate, all continue to put pressure on vulnerable individuals and families. The individual program reports will reflect the impact of these issues on clients.

The Victorian Government has released *A Better Place: Victorian Homelessness 2020 Strategy*. This document discusses the need for programs to meet needs of the homeless using a number of flagship projects to test new and innovative approaches to prevent and reduce homelessness. WAYSS management and staff have a long history of working, where possible in the preventative and early intervention mode, usually in difficult and trying circumstances. The Board considers that WAYSS is privileged to employ people who have a commitment to provide services which are responsive to the needs of clients. This commitment and dedication extends to numerous consultative committees and other forums where staff and management provide a voice for clients of WAYSS services.

This year I thank my fellow Directors for their giving of time and expertise. The Finance Committee continues to oversee the financial management of the organisation. It is within this role Mike Barden, Colin Dickie, Ron O'Toole and James Folino provide an eye for detail. The Risk Management and Policy Committee's also provide invaluable service and we thank Peter Le Souef, Ron O'Toole and Mike Barden for their diligence.

I would like to thank the management team and staff of WAYSS and most importantly my fellow Board Members for their support and guidance. I look forward to the opportunities and challenges that the Organisation will face in the coming year.

CHIEF EXECUTIVE OFFICER

Kim Stowe

It has been a year of building for the organisation and recovery for the nation as the impact of the GFC is hopefully waning and implementation of the 'stimulus package' via a range of nation building projects gets underway. As is usually the case, in this annual report the general, program and area managers bring a level of detail that will hopefully provide members with a better understanding of the complex issues, for both clients and operations, which are the life of the organisation.

This has again been a year marked by some substantial achievements, building on our Registration as a Housing Provider in June 08 we continue to meet and improve our reporting obligations under this legislation. The organisation achieved Accreditation as a Support Provider in May 09 and preparation for the mid cycle review is currently underway. It has been the excellent work of all our staff that has been integral in ensuring that services delivered meet and exceed Homelessness Assistance Standards.

It has also been to the enormous credit of all the staff that direct service targets have been met and the majority of programs well exceeded both funding obligations and any reasonable expectation, delivering high quality services. Continual improvement to providing regular opportunities for client feedback has also assisted in setting priorities and directions for service development. This feedback continues to indicate that we have been achieving our aims, which are reflected in a constant high level of client satisfaction.

In the latter half of the reporting year and after some considerable planning and development, work has finally commenced on the Southern Women's Integrated Support Service facility. This substantial development has been funded by DHS and will provide an opportunity to move our family violence crisis service provision to a new level. It is anticipated that this facility will be commissioned in early 2011.

After some time of operating on an interim model the purchase and redevelopment of a block of units in Berwick by DHS has provided an excellent platform for the delivery of the Step Ahead program for young people. While the commissioning of this facility was at times fraught it has been a very welcome addition to the options available to young people from the outer south east. Our staff continue to do an excellent job in ensuring that residents maximise the benefits of the additional support this service provides.

The opportunity to see our Emergency Youth Accommodation facility redeveloped under the Nation Building program has also been welcomed. While for many of us involved in the planning and development of what was originally Westernport Youth Refuge the commencement of demolition was tinged with sadness. The importance of being able to provide additional beds in a fantastic new environment and finally achieve appropriate working conditions for our staff is great news for young people requiring this service. We look forward to having the service operating in the new facility very early in 2011.

While the past year has been a difficult one the organisation has again managed its finances to maximise service delivery. It must be noted that the financial burden of regulation and accreditation is substantial and ongoing. This continues to impact on the entire sector at an increasing cost to the services trying to meet, what at most times, is overwhelming levels of demand from our community. The propensity of government to reorganise rather than recognise can at times be demoralising.

The ongoing organisational recognition of the importance of sustained outcomes and breaking the cycle of violence and homelessness is the binding factor all our services continue to work towards. Our greatest resource is our staff and we have recognised and supported the campaign by the ASU for improved salaries and conditions in this sector,

in particular the pay equity case currently underway. In further recognition of the need to provide appropriate conditions and in light of the introduction of award modernisation work has commenced on the development of an Enterprise Agreement which we hope will be accepted in the new financial year.

This organisation has been fortunate in being able to build on our partnership with other organisations and services including Victoria Police, Peninsula Youth and Family Services, Hanover, Good Shepherd Youth & Family Services, SECASA, Southern Health, Windermere, Springvale Community Aid and Advice Bureau, Open Family, SICMAA, ERMHA, SEMRC, Dandenong and Frankston Magistrate Courts, Drug and Alcohol Service, Mental Health Services and the many community groups, organisations and services we work with and that support us throughout the year.

The ongoing relationship and support of the Department of Human Services both centrally and regionally as well of the Office of Housing has remained positive and focused on client outcomes and we extend our thanks to the management and staff.

In closing all that remains is to thank the Directors for their ongoing commitment and dedication to the organisation and all the Management team and every member of staff for their equal commitment, dedication, hard work and the inspiration they provide throughout the year.

SUPPORT SERVICES

Janice Peterson – General Manager

The future for WAYSS is indeed looking bright with the decision made by the Office of Housing to support the redevelopment of the Youth Refuge under the Nation Building process and to proceed with the development of the Southern Women's Integrated Support Service (SWISS) which will provide a much needed 24/7 support and accommodation program for women and children escaping family violence.

A great deal of work and negotiation has taken place over the twelve month period to progress these two major capital projects. The Department also purchased a block of six units in Berwick which are dedicated to continuing to provide the Step Ahead Program which targets young people who require intensive support to enhance their independent living skills and to be linked to education and/or employment. It is expected that these projects will be completed and fully operational in about March 2011.

As the reader will note from the reports the process for the team of the Youth Refuge and Step Ahead has been particularly convoluted. Nevertheless they have faced the challenge with enthusiasm and professionalism.

Employing staff has continued to be incredibly difficult for the sector as a whole. All agencies providing housing and support are facing high levels of competition for staff from the health and local government sectors. There is an ongoing campaign to address the salary and conditions inequities in the community sector and we are hopeful that should the campaign be successful access to a greater pool of potential applicants will be available and current staff will not consider leaving the organisation for higher salaries.

The demands of Registration and Accreditation have and will continue to challenge us all. Gaye and her team have done a remarkable job in imbedding strategic planning and evaluation processes in to the organisation. Ongoing improvement is an excellent goal for any organisation and one that WAYSS embraces.

Over the past year our work within the partnership arrangements we have in place have been very rewarding. Relationships with most of the agencies we are working with have continued to improve and, as a result, outcomes for clients have improved. The work with Victoria Police is building all the time and, along with changes to Legislation, has meant that more and more women and children experiencing family violence have been able to achieved safety. With the establishment of SWISS we are confident that even better outcomes and transparency will occur.

The ongoing challenge for WAYSS and the Government is to adequately resource the needs of children who accompany adults into the homelessness service system. They remain the voiceless and least resourced group in the community services sector. Government fails to recognise them as clients in their own right and to understand or acknowledge the impacts of homelessness, violence and lack of connection on their lives and their future chances as adults.

WAYSS will continue to press Government on this issue and to support the unique Programs and research partnerships that we have in place. We are truly hopeful that the research that is being undertaken in partnership with Monash will provide us with strong evidence of the need to address the complex and disturbing issues facing the thousands of children that enter our service system.

Over the next twelve months even more challenges are before us. While this is a statement we make each year, in terms of capital development alone, it will be a long time before such a level of resourcing will flow in to the organisation.

We are looking forward to working with our partnership agencies, our internal programs and our clients to ensure that we do the very best we can.

Thank you to the Board of Directors, Executive Management, Management and staff for the support, professionalism and commitment to service delivery that you all exhibit every day. WAYSS is a strong organisation which, as far as our resources can stretch, continue to meet the needs of vulnerable people.

HOUSING SERVICES

Jen Kelly – General Manager

Once again we have finished yet another bumper year of client contact, referral and casework. It would be nice to report that figures are down and we were looking for clients, I don't think that is going to happen. We can live in hope for next year.

Local Area Service Network

Janice and myself have been attending Local Area Service network meetings once monthly, this network will now be utilising a State Wide Resource Register that the Department of Human Services has been developing for some time. This register will allow staff who have access to the register to view and refer to every resource that agencies across the state of Victoria are funded to offer clients. Hopefully it will be a useful tool for both clients and staff. We of course still continue to enter all clients into CMS.

Tenancy and Rooming House Programs

The Transitional Housing Program ended the year with 339 properties after managing 632 tenancies and collecting and submitting over \$1 million worth of rent. During the early part of this year we identified some issues with the condition of some properties that were being offered to tenants. They were not clean enough, in some cases were sadly in need of substantial repair and were being inadequately stocked.

We developed a position description that addressed the exit issues associated with properties, advertised it and Trevor Winderlich was the successful applicant. Trev has applied his exceptional skill set to this job role and has had vacant stock going back to the tenancy administration workers looking quite "schmick".

With Trevor moving to a new position we advertised and employed Alfred Morahu, previously in the Drug Court program. Alfred has settled into the role really well and the program ticks over.

George Ganas moved into a temporary contract position with SHASP in June this year but the other regulars are still around. I would like to take this chance to thank Vannice Felix, Kelly Harper, Sonia Pereira, Emily Mezzapesa, Alison Kain and Doreen Smith for their hard work over the past year and welcome Trevor and Alfred to the program as we look forward to the challenges of the coming year.

As all of our Managers and Co-ordinators of all programs can attest they have all been very busy, I would like to take this chance to thank them all. I would also take this time to thank our Board of Directors for their time and patience, a big thankyou to Kim Stowe our CEO and my other colleagues on the Executive Gaye Ealy, Ian Glascott and Janice Peterson. Looking forward to a big 2010 -2011.

QUALITY ASSURANCE

Gaye Ealy - General Manager

In March 2010 our Human Resources Manager Jacinta Skelly went on maternity leave and had a baby boy on the 30th of March. We welcomed David Sutherland into the Human Resources Manager position and into the Quality Assurance team.

REGISTRATION

A lot of consolidation has taken place this year on our reporting requirements to the Housing Registrar. Considerable effort has been made to ensure that our data on Tenancy Management can be generated for reporting on the Key Performance Measures. Before the Tenant Survey was conducted in April 2010 the form was reviewed and modified. The response from tenants to the survey has increased and the data has proved to be easily transferable to the Key Performance Measures. We received a very positive Annual Review Report from the Housing Registrar in January 2010 on 2009 reporting. The success of this report is a combination of many people in the organisation. WAYSS lead contact at the Housing Registrar has been very supportive and open to understanding the business of the organisation.

ACCREDITATION

For Accreditation in 2009/2010 WAYSS completed both a Brief Report in October 2009 and a Mid Cycle Review in April 2010. The Brief Report in October was accompanied by extensive changes to the Quality Work Plan. The Mid Cycle Review consisted of documenting progress on the Quality Work Plan and an opportunity to meet with a QICSA reviewer. We took up the opportunity to meet with QICSA which resulted in positive feedback and information we intend to use in the future.

PLANNING

In 2009 the Drivers system for monitoring and reporting on the Quality Work Plan was implemented. Each theme in the Quality Work Plan as allocated a Driver to whom the progress was reported. The Drivers meet regularly with the Chief Executive Officer and General Manager Quality Assurance. This system worked well for reporting progress at Management Meetings and to the Board. It enabled issues to be resolved and provided direction and assistance to groups working on objectives in the Quality Work Plan.

Service Evaluations were conducted again in March/April 2010. Common issues arising from the programs were used at the Organisational Planning day in July 2010.

In early 2010 the Board of Directors and the Management team underwent a process for developing the Strategic Plan for WAYSS. The organisation sort to focus its planning and direction. The Strategic Plan contains broad statements of intent for the next four years to align the plan with the Accreditation cycle. The Strategic Plan statements have been grouped into four themes. These four themes will be used in further plans.

RECORDS MANAGEMENT

Document Control

Combined Resources Directory: This project was completed in May 2010 and has been developed by combining a number of individual information sources that existed throughout WAYSS. The intent of the directory is to keep allied services information in one location and to make it accessible via the web site. The Quality Assurance team would like to thank the Dandenong Youth team who created the directory, which has now been adapted as a valuable resource for all WAYSS staff.

New and Reviewed Documents:

The process for creating and reviewing documents was reviewed and changes implemented to enhance the process which is now well established within WAYSS. There are some 460 documents within the 'document control' process that are reviewed on a prescribed time table. The review process is supported by reports generated from the document control database

Records Management Unit

The Records Management Unit (RMU) which was established in 2009 is fully functional and has completed the recording of client files for 2006-2007 in the client file database. All client files for archiving should be entered into the database by the end of 2010.

Databases

During 2009/2010 the Recruitment Management database was revamped and documented for training purposes. Work is underway on the Training Records database.

COMMUNITY LIAISON & DEVELOPMENT

Kerry has continued her involvement with numerous networks and external groups. The WAYSS representation on the Regional Youth Affairs Network has been handed over to the Dandenong Youth Manager so Kerry has concentrated on developing our links with the Working Together Strategy. As part of her roll as community liaison Kerry provides local agency workers and students with tours and information sessions on WAYSS services. A total of twenty three tours and information sessions were given in the past year.

In line with the key objective of the Quality Work Plan Kerry developed a comprehensive change management tool that can be used for both large and small organisational or program change as well as project development in the organisation. The tool is due for roll out in September 2010

TRAINING

A schedule of core training units has been developed. All new staff are required to complete the core training units, the units cover working with difficult people, mental health first aid, reporting to child protection and child first and client rights.

Reciprocal training was arranged between WAYSS and South East Region Migrant Resource Centre (SERMRC) with WAYSS providing training to SEMRC staff on family violence and SEMRC providing CALD training to WAYSS staff.

The system for SMART training and ongoing staff support was completed in May 2010.

RISK MANAGEMENT

The Risk Management Sub Committee identified staff safety as a priority issue for 2009/2010. A staff safety survey was produced to gather information on risk areas for staff safety. Results of the survey identified that staff were confronted by more verbal abuse than any other violence and that the potential for more severe forms of abuse was most predominant at front of house. To mitigate this risk the committee directed that front of house safety procedures be developed and that safety drills be implemented for all WAYSS managed sites.

A new Risk Register was implemented that has the capacity to calculate levels of risk and produce detailed reports on the progress of risk treatments.

EMERGENCY RESPONSE

An organisational Emergency Response Plan along with a response flow chart and a Communication Strategy were developed. The plan details the organisation's response to clients and staff in emergency situations such as fire or flood. An Emergency Response group was

established made up of staff and management. The group will meet twice a year to review WAYSS emergency plans and identify areas for improvement and action. An audit of emergency equipment at each WAYSS managed site was done.

STUDENT PLACEMENTS

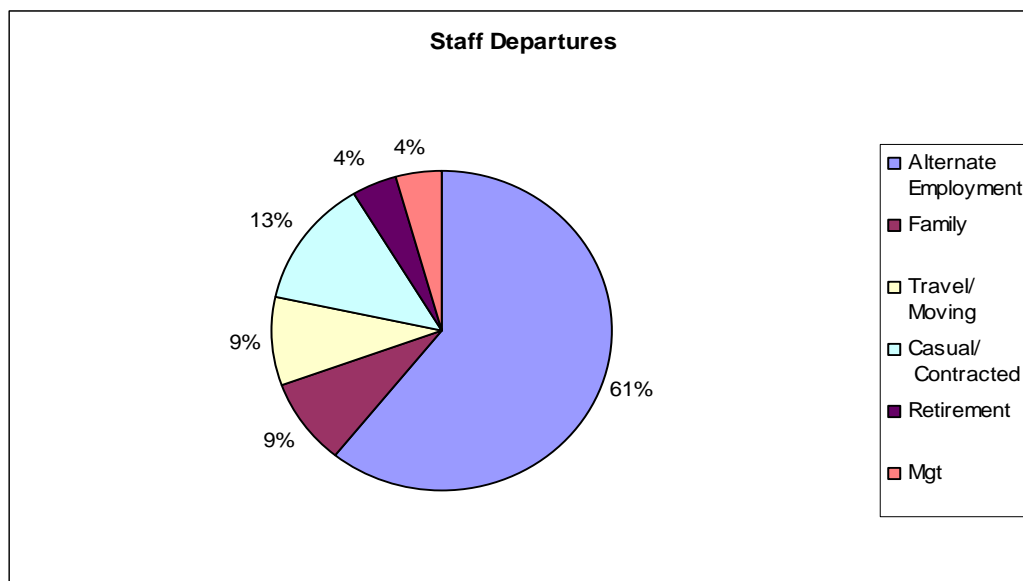
In 2009/2010 two students undertook a work placement. The students were undertaking Diploma level studies in community welfare and community development.

The high caliber students that we are receiving to undertake placement is once again due to the strong relationships that we have been able to maintain with the TAFES/Universities.

RECRUITMENT

Recruitment continues to be a challenge in the areas of Family Violence Crisis Service and Residential Youth; however this issue is certainly not limited to WAYSS. In the course of the year the content of our advertisements has been enhanced and roles play scenarios introduced in the to the interview process. During the 2009/2010 WAYSS has seen another example of a smooth transition from student placement to recruitment, demonstrating the value of student placements from not only an educating perspective, but also from a future employment perspective.

At the completion of the 2009/2010 WAYSS employed a total of 116 staff. During the 2009/2010 WAYSS welcomed 30 new staff and said farewell to 23 staff that moved on to new endeavours, including alternate employment, family, travel, retirement or moving interstate and those that were casual or contracted.



As indicated in the above graph, 61% of staff departures during 2009/2010 were due to staff moving to alternate employment, up from 25% for the corresponding period last year. Travel, relocation and casual/contracts, made up the main reasons for the balance (39%) of staff departures.

The Quality Assurance team would like to thank all staff and Management for the input they have into the ongoing improvements that occur in the organisation. Particular thanks to Kim, Jen, Janice and Ian for all their support and guidance.

DANDENONG WOMEN'S SUPPORT SERVICES

Saruon Khuon
Dandenong Women's Support Manager

WOMEN'S OUTREACH PROGRAM (WOP)

The last twelve months has seen a number of staff changes to the Dandenong WOP team. Kelly & Christine left the agency in June and August respectively. Fiona commenced in the program in August 09 and resigned in November 09. Brenna returned to the WOP program in November 2009, after some time on maternity leave and then contributing her skills in other Wayss programs. Our final new member Rachael joined the team in February 2010.

Unfortunately these staff changes resulted in the program losing all of their transitional properties. As there was a period of time without resident WOP staff, it was necessary to disperse these properties and current tenants throughout the DVO program to maintain client supports. This has resulted in a longer term shortage of transitional properties being available to the WOP program. Women accessing this program are often demonstrating a chronic history of homelessness compounded by limited or non existing community supports. They are often isolated from family and friends and may have a poor rental history which prohibits them from accessing the private rental market.

For many years, the Dandenong WOP program has been very fortunate to have access to approximately 19 THM properties at any one time. At present, WOP only have access to 6 transitional properties. Because of this shortage, 11 women and their children are currently residing in Rooming houses and being supported by WOP staff. These women and accompanying children meet the criteria for Recurring Homelessness but are currently forced to reside in inappropriate accommodation while waiting for THM vacancies. Unfortunately, unless the current number of properties increases, the waiting list cannot be met.

Statistics:

Over the past 12 months the WOP team have case managed 79 clients. The average ages ranged from 25 and 39 years old. The youngest female to access this program was a 20 year old young female and the most senior female was 87 years old. There were a total of 110 accompanying children.

The majority of clients were receiving Parenting Payment (42%). There were 11% on either Newstart or Disability Payments. Only 3% of clients received wages/salary. There were many reasons for initially seeking assistance from the WOP program. Predominantly these issues are relationship/family breakdown, conflict, financial problems, eviction, inappropriate accommodation or itinerant.

Before support, a total of 37% of clients were living in inappropriate share living arrangements (overcrowding) with relatives or unrelated people. After support this dropped to 7%.

Women accessing the WOP program have historically presented with complex issues and generally those that have not met the criteria for other programs or service providers and would have ordinarily fallen between the gaps and continued to be marginalized members of society.

FAMILY VIOLENCE OUTREACH SERVICES (FVOS)

The last twelve months has seen many changes for the Dandenong Family Violence Outreach Program. In July 2009 we started the financial year with four staff; Vathou, Kim, Alisha and Pat.

Due to both the Women's Outreach Programs workers Christine and Kelly resigning from WAYSS, all WOP client supports were transferred and divided between the Outreach team. This increased the demand on the FVOS team.

During the last 12 months, there has been an increase in clients presenting with more complex needs, and an increased focus on housing rather than family violence issues. Unfortunately due to the housing crisis facing Victoria and rising private rental costs, there is an increase in the number of families homeless, while the number of Transitional housing properties available remain low. This problem is compounded by maintenance issues when a Transitional property becomes vacant and sometimes remain off line for months while waiting maintenance.

The scarcity of Private rental is also resulting in increased rental prices. Families are now paying a large percentage of their income on rent and going without basic needs of food or medical assistance etc.

Further successes have been achieved for clients who originally accessed this service without Permanent Residency status. They have now been granted permanent residency visas under the family violence provisions of the Act. Thanks goes not only to our staff and their ability to network with other agencies but also to Luba from Immigrant Women's Domestic Violence Service and independent Migration Agents who have assisted our clients. The team are continuing to work with many women from the CALD community and finding it an educational and challenging experience. We are fortunate in Dandenong to have such a vast wealth of diverse cultures but we do recognise the difficulty faced by CALD women in contacting our service.

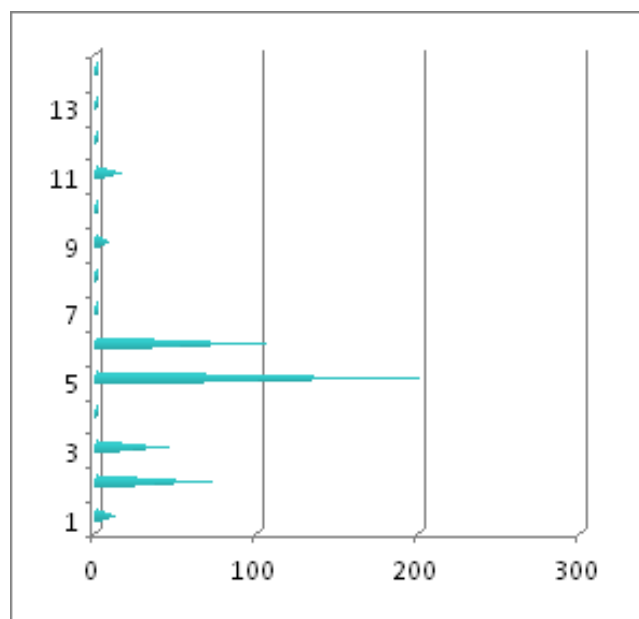
At Dandenong, the team still do not have the services of a dedicated children's worker. FVO workers are struggling to work with women and their children. Children's needs are often overlooked due to the fact that workers' focus is mainly on the mother and the safety of the whole family. Workers attempt to link children to appropriate services where possible. Referrals have been made to SECASA and the City of Greater Dandenong's Family Services. However it is crucial that Dandenong Women's services be successful in acquiring a permanent children's worker.

This program is fortunate to have direct access to all the Dandenong in-house Services, including: - IAP, TA, and PRAP, Finance and Administration. Our ability to continually network and directly liaise with these important services make our job easier. The use of PRAP is invaluable to our clients, who find the extra funding so helpful at such a traumatic time in their lives.

The team are also continuing to Network with various community organisations by attending regular meetings and important Forums. The family violence team have come a long way in building important relationships with the Dandenong Magistrates Court and the Victorian Police Force.

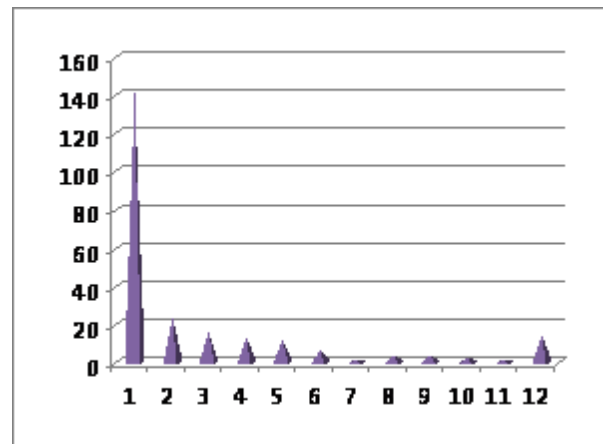
Reasons for seeking assistance

Time out from family/other situation	13
Relationship/family breakdown	72
Interpersonal conflicts	46
sexual abuse	1
domestic/Family violence	201
Physical/emotional abuse	106
Other health issues	2
Budgeting problems	1
Legal	8
Other Financial difficulty	2
Hosing issues	16
Previous accommodation ended	1
don't know information	1
Not answered	2
Total	472



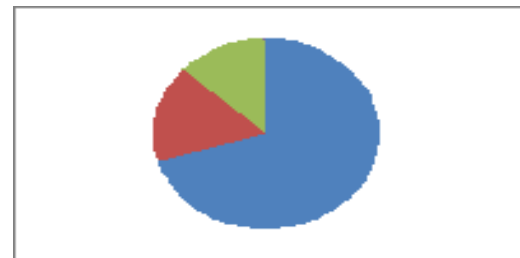
Support periods Country of Birth

Australia	142
Cambodia	24
Sudan	16
Vietnam	13
Afghanistan	12
India	7
Iraq	2
Fiji	4
New Zealand	4
Egypt	3
Argentina	2
Unidentified	14



Support Periods Persons requesting assistance

Person with Children	170
Couple with children	40
Lone Person	31
Not answered	1
Total	242



INTAKE AND ASSESSMENT

Sandi joined the Women's Service team on 12th of April 2010 in the role of Intake and Assessment Worker. This role conducts the initial assessment of eligibility for WAYSS services; Sandi provides assessment of the client's immediate situation and their safety requirements by obtaining crucial information. This process is conducted in a confidential and sensitive manner, identifying both housing and support needs of the client. The Intake worker will also inform clients of all resources /services available through WAYSS programs. Clients are empowered to access resources in their local community and where necessary will be referred for case management support. Sandi continues to develop and maintain her knowledge of resources in the local community and support workers within the agency and more specifically within the Women's Services Program ensuring the best possible outcomes and a seamless response.

STAFF VARIATIONS

Unfortunately in December, Alisha (FVOS) returned to sunny England with her husband to spend more time with their families. We lost a very dedicated and wonderful worker. Eileen commenced in November 2009, and we were fortunate enough to have her start 6 weeks prior to Alisha's departure. This transition has resulted in Eileen's ability to leap in head first with the client load and she has been a great asset to the team.

Vathou was on long service leave from 1/2/2010 to 7/6/2010, and was missed during this time, both on a professional and personal level. Fortunately WAYSS was able to secure more funding and a new position was advertised for a fifth Outreach worker. In May, we welcomed another worker to our team, Jasmina.

A thank you goes to all the past and present Dandenong Women's Services staff team:- Vathou, Kim, Pat, Eileen, Jasmina, Sandi, Brenna, Rachael, Yvonne, Maryrose, Tracey, Amanda, Marzia, Louise and Mercy who endeavour to achieve the best outcomes for their clients/team. Their attitude toward their work is reflected in the strength of their respect, loyalty and work commitment, as they venture to assist each of the women that they have had contact with.

On behalf of the Dandenong Women's Services, I would like to take this opportunity to sincerely thank the Board members, Kim Stowe, Executive Management and the rest of WAYSS programs for their on going support.

FAMILY VIOLENCE CRISIS SERVICES (FVCS)

Yvonne Den Hertog – Coordinator

Once again the Family Violence Crisis Service has exceeded targets for the year providing crisis accommodation to 228 women accompanied by 277 children, for a total of 413 nights at various motels in the catchment area that are assessed as being safe for the clients and their children. Another 577 woman sought assistance but did not need crisis accommodation. Family size ranged from lone woman to pregnant mothers and mothers with up to 6 children.

Parts of the catchment area are home to large Multi Cultural communities and this is reflected in the range of linguistically diverse clients we have assisted, many of whom have little or no English. Twenty eight countries of birth were represented.

Single women from marginalised backgrounds with complex issues and limited options for accommodation due either to their behaviour or expectations continue to be one of the main challenges facing staff. Referral to a high Security Women's Refuge on most occasions is not appropriate as their criteria is very strict and does not cater to women wishing to stay close to where their networks are. Unfortunately as has been stated many times the only option for women who cannot return to their home with a Intervention Order excluding the perpetrator from the home is a rooming house and is this is most inappropriate for many women and especially children. Unfortunately, the high cost of private rental at the moment leaves little alternative. There has also been an increase in referrals for women who are victims of violence from other tenants in rooming houses and this has meant that there is also a floating population from one rooming house to another with little improvement in their standard of accommodation.

The past year has seen further consolidation and development of the Family Violence Protection Act (2008) and this has resulted in many women and children being able to remain in their homes with the perpetrator removed from the house. Women have been able to be given assistance with changing of locks, and in the case of private rental properties, the perpetrators name removed from the lease. Court support at the Dandenong Magistrates Court for clients has also been a feature of FVCS support for women, especially where the client has little English.

Staff participation in both internal and external training is seen as an important part of team development. We have participated in the Common Risk Assessment and Referral (CRAF) training organised by Swinburne, Mental Health First Aid (one of the most popular training program in the sector), Dealing with Difficult People and Working with Clients from the CALD (Culturally and Linguistically Diverse) Communities to name but a few. We have continued to meet monthly with all of Dandenong Women's Services where the camaraderie of the workers plus the sharing of information and ideas is very important. I have maintained a relationship with Proteus and have participated in Management training.

During the financial year there were several staff changes that impacted on the Family Violence Crisis team. Michelle Holt resigned to work closer to home, Rosie Ryan left to join a High Security Women's Refuge while Olga Doukas resigned due to ill health. We would like to thank all the workers from Dandenong Women's Service who assisted us with our work during this difficult time. We were very pleased to welcome Amanda Dashwood on 23/02/2010 and Marzia Wardak on 6/04/2010 to our team. Recruitment of staff for the FVCS is very difficult as the rotating shifts only suit women who have support at home if they have children and not every one wants to work on the weekends in a Crisis position.

I would like to thank Janice Bartlett from Needy stitches and Pakenham Quilters for the donations they have forwarded to us from their groups. I would also like to thank the staff of the Family Violence Crisis team both past and present for their dedication and support. The CEO, Kim Stowe, Saruon Khuon, the Board of Management and other members of the Management team for their guidance and support.

DANDENONG YOUTH SUPPORT SERVICES

Cora Campbell
Dandenong Youth Support Manager

Over the year we saw some management changes to the program with the decision to split the facilities away from the outreach program and Rebecca taking on management of that program. It is pleasing to report that despite the split, the two teams have continued to work well together with some solid outcomes for young people and our developed pathways continue to operate between the programs.

Significant work has been done to improve relationships with other services in the region and the team has been active in their community involvements, including participation in Housing Week, regional presentations & co case management.

INTAKE, ASSESSMENT & REFERRAL

The loss of the facility in Potter Street placed significant pressure on intake staff, particularly in relation to young people under 18 years and sourcing appropriate accommodation.

Interestingly, data has shown that the under 18 years presentations decreased as the year went on. A number of factors for this have been identified, including the fact that the school leaving age has gone up, placing more pressure on families to keep their 16 & 17 year olds at home. There has also been a consistent message at intake that family reunification is always explored as a first option and considerable success has been had keeping young people at home with immediate or extended family members.

The upper age group has continued to dominate with more than 50% of all presentations over the age of 20. Along with this age group comes issues of post jail release, significant alcohol and drug issues and well entrenched patterns of homelessness. This age group also brings with it the predominate percentage of accompanying children complicating things even more when rooming houses are often the only option we have available to us.

HOMELESSNESS PREVENTION

The HP response continues to achieve excellent outcomes around early intervention with many young people able to return or remain at home with the support of the worker, Sandra Roldan. Sandra has developed strong relationships with many other providers, including Family Reconciliation and Mediation Program and participated in the development and facilitation of family inclusive practice workshops which has further increased the focus throughout the region.

INTERIM SUPPORT

Debbie McPhee commenced with the program providing interim support. The position is only part time which created some issues around consistent follow up. However with back up and support from the case workers, this position has reported positive outcomes. A good proportion of support time has been taken up by child protection issues identifying yet again the need for dedicated children's workers in homelessness services, including within youth programs. This is further supported by the issues around share care that workers are now experiencing with a number of young men residing in rooming houses whilst having up to 50% access with their children.

TRANSITIONAL CASE WORKERS

The team includes three transitional case workers, Kelly Dawson and Elma Becirovic providing support to all young people and Nada Robertson focusing on young men.

Kelly and Elma have remained steadily busy providing transitional outreach support including a number of transitional properties. There has been slow movement though properties due to the difficulties in sourcing appropriate exits and it is anticipated this will continue as the private rental market continues to increase their prices.

As reported under Intake, Nada has had a steady case load of clients with significant issues. It has been identified that this service response requires some access to transitional housing as homelessness is by far the biggest issue. The young men take considerable time to deal with their support issues but are unable to be stabilised due to poor access to housing, often with rooming houses as their only option. This is an area that will require some focus over the next 12 months.

Staffing Variations

We had a few staff changes this year, all related to our intake positions. In 2009, Lyeng Chang took time off for maternity leave and Jessica Ferguson from the IA&P program took on the position. Lyeng subsequently became the proud mother of a healthy baby boy, Isaac.

In December, Lyeng returned from maternity leave, Jessica left to undertake her overseas trip and shortly after Chau (Bella) Nuygen resigned to take up a position in the Private Rental Access Program. The intake positions were reviewed and a decision was made to split the position making one intake and one interim support and Kenyata (Ken) Deiwai joined our youth team in intake and Debbie McPhee transferred from Dandenong Women’s services to take up interim support.

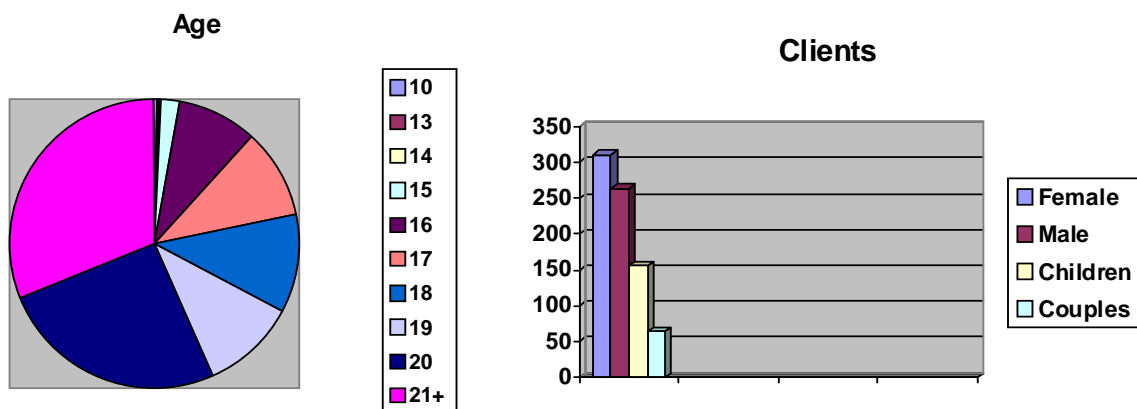
Future Directions

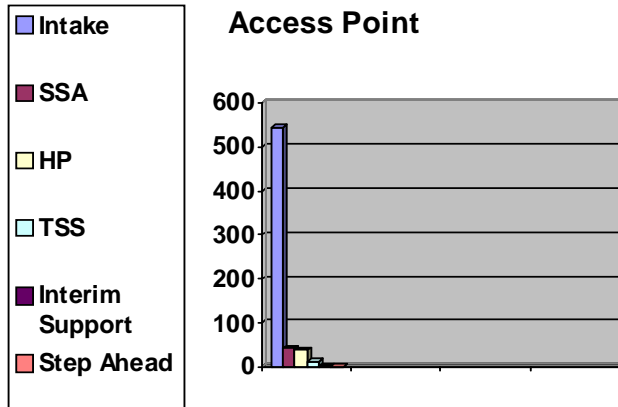
As reported, we will be committed to ensuring access to transitional housing to stabilise young men with the intent to further improve their outcomes.

Our work with rooming house providers will continue, particularly around the issues of housing children and lack of access for our CALD clients.

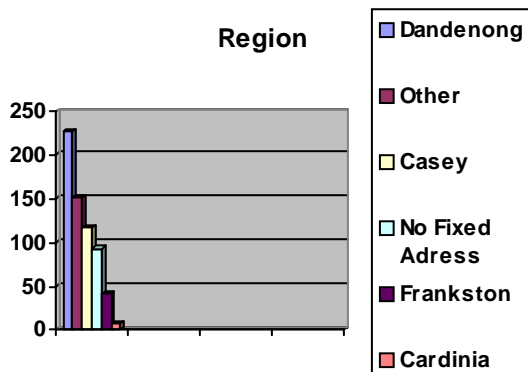
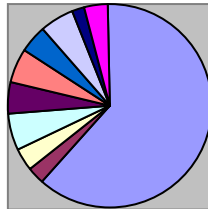
I would like to extend my sincere thanks to staff members, both past and present, and including the EYA and Step Ahead staff members. The commitment that is made to young people is amazing, and the cooperation and relationships across the programs compliment any service provided.

I would like to express my appreciation to Rebecca Nash for her ongoing support, friendship and giggles. I would also like to acknowledge the management team, the Executive and the Board of Directors for their ongoing commitment to high quality service provision for young people.





Referral



INTENSIVE YOUTH SUPPORT SERVICES

Rebecca Nash – Manager

What a year in the life of Emergency Youth Accommodation (EYA) & Step Ahead! Now under the banner of Intensive Youth Support Services and located in the City of Casey, we currently look quite different to how we did this time last year.

Firstly, both Step Ahead and EYA staff should be commended for continuing to provide a high quality service to clients throughout a period of significant change for both programs. The outcomes we have seen our clients experience have, on the whole, been positive and this shows the dedication the staff team has to our young people. EYA has supported 66 young people this year, with a third of those staying with us for longer than 4 weeks. 89% of EYA residents were aged between 15 & 19 years. Step Ahead has supported 12 young people this financial year, with the average length of support being 11 months and the average age being 18 years.

Having been identified and confirmed as a Nation Building redevelopment project, the EYA building was scheduled for demolition. As is consistent with any best laid plan, many spanners were thrown into the works and the timelines continued to blow out. Identifying an interim facility was the biggest stumbling block, causing long delays and frustration. At long last, it was decided that EYA would move in with the Step Ahead program in their new facility in Berwick. For the first time since opening, EYA closed the big green door and, after the last of the clients had exited, we moved into Berwick. EYA has a limited number of beds in the new facility and consequently, we have seen smaller than usual numbers of young people enter the program. We have also gone from a congregate care model refuge to a cluster model, which has taken some getting used to. It has been an interesting and challenging process and one which will not be easily forgotten!

The plans for the new EYA building have been finalised. There has been a significant increase in size, moving from a single story, 7 bedroom house to a double story building with 11 bedrooms complete with ensuites. The building has been zoned into three sections: the 'office' zone at the front of the premises, the 'shared' zone in the middle and the 'private' zone located at the rear of the building. The shared zone is open plan so the focal point of the house remains the kitchen/lounge/dining area. The old building was demolished on April 15, 2010, to the teary applause of Cora, Shirlene, Jane, Mark and myself!

We moved into the Berwick facility on April 1, 2010. The premises for the Step Ahead program are large, inviting and more than suitable for the client group. It was an exciting experience to set up a relatively new program in a new facility and the Step Ahead workers are to be commended on their dedication and enthusiasm – particularly since discovering that the EYA in-laws were coming along for the ride. The Step Ahead program faced some significant opposition from the Berwick neighbourhood, however we have been incident-free since moving into the block. The clients have settled in well and we are almost full, with only one vacancy in the program.

EYA was successful in our submission to deliver an "Enhanced Youth Refuge Response". This response encompasses many things, the main ones being an additional two EFT to provide extra day coverage, one specialist EFT to provide an early intervention and diversion response to young people in refuges in the Southern Metropolitan Region, and three months of follow up support to young people who have exited EYA. Consequently, we are madly advertising for Residential Youth Case Workers and the team are very excited to have the opportunity to provide a higher level of support than is currently possible due to roster constraints.

We have said goodbye to one permanent staff member this year. Rithy Dourng resigned from his position in order to take up a post in the Department of Environment, Water, Heritage and the Arts. One of EYA's casual employees, Bjorn Sofo, also left the team after being offered full-time employment.

Jay Wrobel had filled Bjorn's vacant casual role, however he quickly picked up the permanent role left vacant by Rithy, and was welcomed into the permanent team. Eve Brietzke then filled the second casual position and has come on this crazy journey with us. Amy Hall commenced maternity leave at the beginning of June and almost immediately gave birth to EYA's first baby, a gorgeous little boy. We look forward to having Amy back on board next year. James Lemondine was successful in his application for our specialist position, Youth Intervention and Assessment Worker, to be based with EYA. We will be welcoming Annie Brewin into the team at the beginning of the new financial year and we are all enthusiastic about having her on board.

The team – Jane, James, Mark, Laura, Jay, Brian, Eve and until very recently, Amy – are exceptional workers and I am very lucky to have the pleasure of managing them. This team have a dedication to young people that is unquestionable and I continue to be impressed by the outcomes they bring about for a very difficult client group.

Amongst all the change that EYA and Step Ahead have seen this year, I cannot write this report without noting one of the biggest changes, particularly to EYA. Due to the growth, relocation and other changes to the program, it was decided that EYA and Step Ahead's management structure required a change. The conclusion was drawn to continue to strengthen the pathways of the programs by leaving them under one manager and label the two under Intensive Youth Support Services. This saw the EYA Coordinator position become that of Manager, which meant that EYA and Step Ahead were forced to say goodbye to Cora Campbell. Cora has been involved with EYA on many levels for more years than I'm sure she'd like me to mention. Cora has been an enthusiastic and driven manager of EYA throughout her time in the management position and her absolute dedication to the young people, the staff teams and the program as a whole has been something to aspire to. Cora's wisdom has been required, used, taken advantage of and squeezed out of her until I'm sure she's felt drained, by many people – particularly me! – and I can say with certainty that this will not change even though her portfolio has. I'm sure I speak on behalf of the agency when I extend my genuine and heartfelt appreciation to Cora for all the commitment, dedication and passion she has extended toward EYA for so many years.

The upcoming year presents us with many opportunities and challenges and I am excited about the services the Intensive Youth Support staff will be able to deliver. We acknowledge the support we have received throughout this year from our colleagues throughout the agency as well as externally. Our circumstances have been frustrating and we are thankful for the understanding that has been displayed.



Lounge - Dining - Kitchen, March 2010



Exterior, March 2010



Demolition, April 2010



CGI of New Building



Moving into "Step Ahead" Facility, April



Moving into "Step Ahead"



The End Result

WOMEN'S TRANSITIONAL SUPPORT SERVICES FRANKSTON

Amanda Graham
Area Manager

It has been another full on year for all the women's transitional support services at the outpost office in Frankston.

INTAKE AND ASSESSMENT

As the first point of contact this position is always busy conducting assessments with first time callers and then referring them on to the appropriate internal programs or external services, as well as performing the role of reception and office management coordinator. This year has been no exception and during the time the position was vacant while a new worker was recruited, all the staff spent time answering calls and conducting assessments, everyone had the opportunity to fully appreciate just how demanding it can be. Between ten and fifteen intake assessments a week are conducted.

FAXBACK

Over the past year, the partnership FaxBack referral program with Victoria Police has been further strengthened by the collaborative intervention and practice between caseworkers and police, resulting in many positive outcomes for women experiencing family violence. The level of communication and understanding that has been developed in the context of this working relationship with police is one of professional veracity and continual improvement.

After five years of operation the FaxBack database that we developed reached maximum capacity, with over 7,000 police referrals logged since 2005. We undertook a project to develop a new WAYSS FaxBack database, with comprehensive integrity for managing the information that is received from police when they make a referral. This was implemented at the beginning of August and is now up and running. The practice of contacting every woman who is referred by police has been maintained, with risk assessment, safety planning and court support provided to a majority, while over 35% then choose to engage with ongoing case management with a WAYSS support service. It would be an impossible task to run the FaxBack program without the incredible support provided by all the other managers and staff across the organisation, which ensures that women across the entire catchment of the 11 police stations involved have access to support.

SAFE AT HOME

Services at Frankston have grown during the year with the addition of the new program Safe At Home, bringing another staff member on board to work with women who remain in their homes after legal interventions have been obtained to exclude a violent partner. The program allows for a safety audit to be done on a property and security measures put in place.

CHILDREN'S SERVICES

The Children's Caseworker has maintained a high caseload during this year, particularly as all the children referred to her are assessed as clients in their own right within the context of the family, which includes one on one direct support of each child. A comprehensive collaborative case management plan is then developed with the mother and the mother's caseworker. This is an integral assessment and planning process that identifies and considers the educational, health, cultural, social and emotional needs of each individual child, and it can range from therapeutic intervention and trauma recovery support to brokerage for school uniforms and making sure every child receives toys at Christmas. It is inevitably challenging, as it certainly takes a lot of skill and dedication to maintain the balance of lots of children with high needs, and we are fortunate to have just such a worker in this position

ANIMAL ASSISTED EDUCATION THERAPY GROUP

The Animal Assisted Education Therapy group (AAET) is another program that we have now been running successfully for five years in partnership with Education Empathy & Training, a consultancy specialising in the design and delivery of animal assisted programs. Together, an innovative model of therapeutic intervention for children experiencing trauma related to homelessness and family violence has been developed, using a child-centred holistic approach in which the child receives ongoing case management support from the Children's Caseworker who coordinates the group.

A Family Violence Caseworker and the other Children's Caseworker are additional practitioners in the sessions. Working with small animals in a group setting, the venue is provided by RSPCA Victoria, a location that adds great depth to the program. As part of WAYSS commitment to improving responses to children in our services, WAYSS funded a preliminary, independent evaluation of the program, which has been conducted by Child Abuse Prevention Research Australia - CAPRA. The report of the evaluation is due for release by September 2010.

I would like to thank the Board of Directors for their commitment to this program and for providing an opportunity for the voices of children in our services to be heard. Also a huge thank you to EET staff, Nerys who is both guide and guardian of the animals, and Paige and Leah. Thank you also to Dr Neerosh Mudaly for her passion and commitment to this evaluation, and Professor Chris Goddard. Working with CAPRA has been a tremendously rewarding expedition. We look forward to the next two years of further rigorous longitudinal research of the AAET group which has been enabled by a very generous grant from the PetStock Foundation.

WOMEN'S OUTREACH PROGRAM

The Women's Outreach Program has continued to deliver a high standard of service to women from marginalised backgrounds experiencing homelessness. As well as providing short-term housing options for women there has been a focus on working with them to strengthen independent living skills in the context of establishing and maintaining long-term secure housing, and many successful stable housing outcomes have been achieved with all of them this year.

DOMESTIC VIOLENCE OUTREACH

Family violence referrals have represented a huge demand for service this year and the number of women and children who were homeless due to family violence is a chilling statistic. However, the support of the DV Outreach program working with these clients, especially while they are in transitional housing, does enable the cycle of violence and homelessness to stop. The depth of advocacy and empowerment provided by the case management model that the DV Outreach caseworkers employ with their clients has resulted in these women and children now living free from violence and attaining safe, secure and long-term housing.

A primary focus of both WOP and DVO remains the objective of assisting clients in stabilising their housing. This includes a high occupancy turnover of the thirty six Transitional Housing Management properties allocated to Frankston, as well as assistance with early housing applications for public housing, all of which have been successful this year.

STAFFING VARIATIONS

At the start of the year, our Intake worker Martine left to take up another position and we began recruiting for a new worker. We have been incredibly fortunate to employ Toni who very quickly became an invaluable member of the team. Then in July we welcomed Ly Eng in the Safe At Home program, and she too is now a much valued member of the team.

It is a privilege for me to work with all the staff at Frankston. They bring a high standard of professionalism and commitment to their work with the women and children who come through our programs, and it is a pleasure and an inspiration to work with all of them. I thank Maria in WOP, Jackie and Sabina in DVO, Jan and Jo in FaxBack, Bern in Children's Services, Toni in Intake and Ly Eng in SAH.

We owe much to the Finance and Administration team and the Tenancy Administration team at Dandenong head office. They provide us with endless support, back-up and assistance, and certainly ensure that the effective operation of an outpost area based service is made possible.

We would thank Zonta International Frankston Branch for their long-standing and sustained commitment to all our clients through the provision of personal hygiene bags, the children's 'borrow and keep' bookcase and school packs.

We would thank and acknowledge RSPCA Victoria and the shelter staff for their support of the AAET group and all the children.

I would also like to thank the Board of Directors, the CEO and Senior Management for their outstanding and sustained vision, encouragement and support of the work of each and every staff member in this amazing organisation.

CASEY CARDINIA TRANSITIONAL SUPPORT SERVICES

Doug Paroissien
Casey Cardinia Support Manager

The 2009/10 year has been a tiring year for all located in Casey/Cardinia. Providing services to one of the fastest growing growth corridors within Australia certainly has its challenges. In pure economic terms demand regularly exceeds supply and throughout the year it felt as though we were continually playing catch up, rather than a more proactive response to client's needs. With this in mind however, the team has continually delivered fantastic outcomes in partnership with clients and other services, whilst maintaining a optimistic outlook.

This last year has seen the departure of a number of staff. Craig Cochrane and Ebony Cromb, two of our more senior staff, have provided over 10 years combined (6 years and 4 years respectively) service to WAYSS. They are both highly skilled practitioners and the team was disappointed to see them leave. This however, provided opportunities for new staff and we have been successful in recruiting highly motivated team members to replace them. Rather than name all the new staff members I would like to welcome them all to the team and wish them ongoing success.

Service demand on staff has been extreme, however the team for the most part have coped well. The team is to be commended for their support to each and every member of the Casey/Cardinia team. With turnover of staff higher than normal, and with difficulties recruiting new staff, the current team have picked up leaving staff members case loads as well as providing support to their own clients, with the occasional intake thrown in for good measure. This obviously places further pressure on staff who already far exceed any targets set by Government.

As mentioned earlier, Casey/Cardinia continues to maintain its status as one of the fastest growing growth corridors within Australia. To expand on this a little further currently the two Local Government Area's have a combined population of approximately 327409. Estimates predict that by the year 2031 this combined population will increase to approximately 493362. Some of the areas with the highest predicted growth:

	<u>2010</u>	<u>2031</u>
Berwick South	25030	50350
Cranbourne East	10080	37320
Pakenham	32001	57939
Officer South	1912	40052

Looking forward for Casey/Cardinia, especially given the above population figures, is a little daunting and is coupled with the fact that the City of Casey also has one of the highest family violence reporting rates within the state of Victoria. As a service we are conscious of the above on a daily basis and are trying to develop strategies to address future demand, utilising the resource allocation we currently have at our disposal. A number of the areas listed above will also present service issues given their location and lack of infrastructure.

Lastly I would like to thank the Board and Executive management team who provide the whole staff team in Casey/Cardinia ongoing support and encouragement. I would also like to thank the members of the management team who offer support and assistance on a regular basis. On a personal note I need to acknowledge Georgia and her role as Coordinator. Georgia does a wonderful job and is a great support to me. Finally to the Casey/Cardinia staff team, who continually amaze and inspire, keep up the great work.

DRUG COURT HOMESLESSNESS ASSISTANCE PROGRAM

Rick Brown – Coordinator

Over the financial year 2009-10, sixty-three clients were provided services from the Drug Court Homelessness Assistance Program (DCHAP). Whilst this figure has proven to be consistent with data from previous years, there was a period of eleven weeks between October 09 and December 09 where no referrals were received from the Drug Court. The average period of support for clients involved with DCHAP was eleven months. This length of time has increased slightly from previous years, resulting from slower throughput and exit options available to clients once in Transitional Housing accommodation. With only 65% of all referrals to DCHAP entering into THM accommodation, it indicates that the actual tenancy periods are increasing gradually.

Exits from the program include Public Housing (7%), private rental (14%), share accommodation (3%), incarceration (26%) and eviction (3%). The remaining exits (including those not entering THM accommodation) were to family (33%). This option for clients can be a positive exit if it is as a result of family reunification. Other times it can be that clients are remaining in the negative environment that has resulted in their initial referral to DCHAP. Due to THM accommodation not being available, the high costs of private rental and also the many complex issues that are associated with both DCHAP clients and a number of rooming houses, means that family, regardless of the relationship is a preferred option. The program also had a number of clients (15%) that either abandoned the THM property or absconded from the Drug Treatment Order (DTO) with no further contact made with the service.

In December 2009 the Attorney-General announced that a brief evaluation would be conducted on the progress of the Drug Court. The scope of the evaluation was to review facts and figures and update data recorded in previous evaluations at the conclusion of the pilot. As the evaluation has progressed WAYSS has had representation on the Evaluation Steering Committee, and was also one of the key informant interviews that will go to make up the final report. A completion date is yet to be finalised, however a rough draft was circulated to the steering committee in June 2010.

During October 2009, the multi-disciplinary Drug Court Team (DCT) held a Team Alignment day at the Berwick Justice Centre. The day was facilitated by 'Leading Teams' and was productive in terms of developing a common purpose statement along with identifying behaviours that would, and should, be expected of members of the DCT to achieve the common purpose. The initial plan for this was to increase the equality of various professional backgrounds and increase professional respect amongst members of the DCT. There were differing views within the DCT as to the day's effectiveness and as a result little contact was made with, and by Leading Teams in regards to follow up activities from the day.

Also within the DCT, the governance and meeting structure has been reviewed. As a result of this review, all direct service staff will meet on a bi-monthly basis; a coordination/management meeting will occur on a quarterly basis and a senior management/department meeting will take place every 6 months. DCHAP staff members have been heavily involved in getting the new meeting structure off the ground, including facilitation of the first direct service meeting in July 2010. The expected outcome of this new structure is to have clearer reporting and decision making processes as well as to create a forum for more strategic discussions.

Staffing levels within DCHAP has once again seen consistent turnover, whilst maintaining full capacity in relation to case loads and service delivery. DCHAP had three staff members commence with the program during the year and also had two staff members move on to other opportunities outside of the organisation.

Future directions for the DCHAP sees current staff exploring and developing some group work focussed on the Money Minded initiatives. This is scheduled to be offered to clients late in 2010.

It is expected that the Drug Court evaluation will be completed before the end of 2010 and will have some useful directions that can be utilised to feed our daily practice and partnership development in the complex multi-disciplinary approach of the Drug Court.

In summary, I would like to take the opportunity to thank all staff that have been associated with DCHAP during the year for all their hard work. I would also like to recognise the support and encouragement offered by members of the executive and management team.

HOMELESSNESS SERVICES PROGRAM

Initial Assessment & Planning

Mark O'Callaghan
Homelessness Services Program Manager

OVERVIEW

WAYSS provides Homelessness Services in the Outer South Region as part of the Victorian State Governments Transitional Housing Management Program. WAYSS provides an immediate response to people who are homeless or at risk of homelessness. The Homelessness Service Team assesses people's immediate housing needs and provides options for short term accommodation, housing information, limited financial support for eligible households, and referral to housing support services.

It has been a year where our practice has been pushed into new and exciting territories. Due to the lack of available vacancies for support Intake, Assessment and Planning (IA&P) workers have adopted a more case support approach to their practice, which the team has embraced with vigour. We continue to have successful outcomes with a deep and richly diverse client group. A day could bring about a woman dealing with family violence issues, or a single male with long term homelessness and mental health concerns, to families with 7 children who lost their house to fire, or a young person struggling to maintain healthy relationships, but not forgetting the 94 year old non English speaking client whom is unable to afford their rent. The Homelessness Services Team works in an environment where one day from the other is completely different. Initial Assessment and Planning practitioners explore well above the single approach to target group and delve into all their skills, training, experience, knowledge and even life circumstance to achieve the most amazing outcomes.

The Homelessness Services Program financially assisted a total of 4295 households, with a total of 52,314 client contacts. The demand for service remained consistent compared to the 2008/09 financial year, with a slight decrease in overall client contacts. An increase of \$12,277.51 of Housing Establishment Fund was expended for the 2009/10 period. There was a moderate increase in support provided for tenancies at risk which illustrates a rise in housing stress, compared with the decrease in support for establishment signalling a decline in housing opportunities.

SERVICE DEVELOPMENT

Over the past year the Initial Assessment and Planning Team have undergone much programmatic change. We continued to implement the Opening Doors Framework and changed the title of Housing Information and Referral (HIR) and adopted the roles of Initial Assessment and Planning (IA and P). As such our program title name changed from Housing Services Program to Homelessness Services Program. The key functions remained the same with the Opening Doors Framework articulating guiding principles and delineating practices into stages of a client's journey through the homelessness support system.

As the team adopted the IA and P title, they let go of the Social Housing Advocacy duties. This was due to the increasing demands and vulnerability of the IA and P client group being well above the resources to respond. We have successfully located our IA and P Outpost Coordinator to one of our satellite offices offering more staff access and support to clients and colleagues.

With the redeployment of the Social Housing Advocacy and Support Service completed, this paved the way for the Private Rental Access Program to be structured within the Homelessness Services Program. Homelessness Services will later go on to include the Accommodation Options for Families Program in the 2010/11 financial year.

WAYSS was successful in obtaining the Accommodation Options for Families Program tender which is tailored to assist private rental ready families living in illegal rooming houses by providing support into private rental tenure.

We have also tasted the many fruits of our hard work and determination with our external partners and networks. The team continues to build strong relationships and reputation with some of our collegial agencies such as Hanover, Migrant Resource Centre, New Hope Foundation, Centrelink, the private sector rooming house managers and real estate proprietors. We have identified that we still have a way to go with some other services and providers in our region. We continue to remain focused on best client outcomes. This again illustrates the vast and deep textures of practice required for IA and P, and the heed to master the many skills needed to work with such an eclectic client group.

CHALLENGES:

With the varying issues that present at our program, the focus remains the same; for clients to successfully achieve a stable and secure tenure. The issues that impact on this success is what our most vulnerable people within the community struggle with. People living with untreated mental health conditions face a precipitous situation within the competitive and often volatile private rental housing market. If this client group is struggling to maintain their health, attempting to obtain a property will further aggravate their condition. Thus it is imperative that they receive the care they need and is why our other support agencies are so important to this group of clients. However the debate remains that they need stable accommodation as part of their treatment plan. A deep issue our community continues to grapple with.

The ageing population and access to appropriate and affordable accommodation within our communities of the Outer South is an emerging problem. We have a high concentration of housing stock targeting families with a slight focus on our single and ageing population. This stock is low, and the prices continue to rise consequently pricing people out of the market, or placing them in a situation where they can not maintain their well being. We also experience the other end of this phenomenon where we have large families including children and extended family members, trying to obtain accommodation, and not being able to achieve this due to the need for a large number of rooms required, or the perceived risks this poses to landlord's investments. Unfortunately we then see the subsequent rise in breach notices and return to homelessness due to unsustainability of tenancy. This is an issue that will continue to haunt us as we deal with the fickle housing market and lack of supportive infrastructure for our growth corridors.

Another cause for concern through the data is in the drop of supports within the family structure for people experiencing housing stress or homelessness. With the lack of options and the increasing volatility of the market, people are at their most sensitive to the looming predicament that taking on any one else's issue's is either financially or personally not possible. This is placing a further strain on the workers ability to respond with the limited or desired options for immediate need.

ACKNOWLEDGEMENTS

I would like to acknowledge and thank all the staff and management of our partnered agencies such as Hanover - Dandenong, Windermere and the Salvation Army – Peninsula Youth and Family Services. I would also like to acknowledge the support provided by the wonderful teams at the Community Information Support Services of Springvale, Dandenong, Narre Warren, Pakenham, Cranbourne, Mornington and Frankston, the Dandenong Benevolent Society, Centrelink, Salvation Army – Doveton and Cranbourne, South Eastern Migrant Resource Centre, New Hope Foundation, Saint Vincent D Paul Society, Red Cross, Local Council workers, South Eastern Region Mental Health Association and Southern Health, The Office and Housing and Department of Human Services, and all other services that have provided us support along the way. We look forward to working along side you all this year.

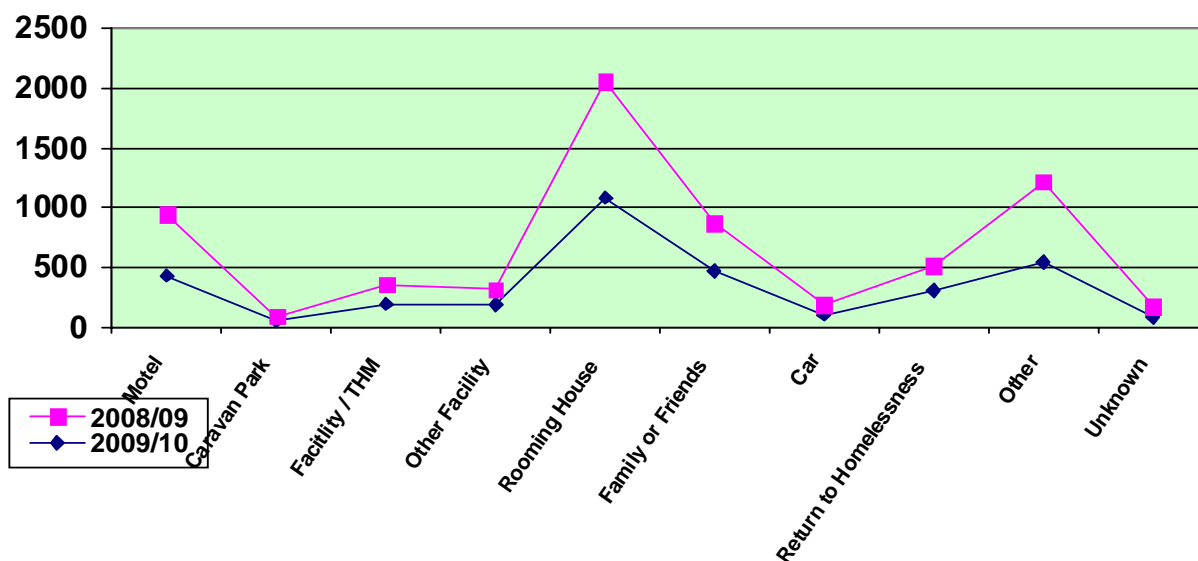
I would also like to thank the tremendous support from our WAYSS colleagues, management, workers and the Board of Directors, and acknowledge all the toil and determination in delivering the best possible outcomes for our clients.

Lastly I would like to deeply acknowledge and warmly thank an inspirational team of “can do” past and present homelessness workers for their dedication, persistence and support over this year. Judi McHugh, Marlene Lockwood, Anette Edmundson, Caroline Gleeson, Rosy Wolten, Olivia Partsch, Alex Jima, Debra Sealey, Samantha Rice, Carla Machado, Colleen Sweeney, Jessica Ferguson, Ashleigh Westcott, Serena Fonseca, Shirley Barbuto, Alan Thomas, Simone Proctor, Dennis Paulka, Jan Glenn, Joyce Felicis, Lesley Bently, Madeleine O'Reilly and Don McIntyre. You all make the IA and P program not only functional but enjoyable.

DATA COLLECTED 2009/10 2008/09

Total Number of Client Contacts / Enquiries	52,314	57,573
Rent In Advance Assistance	1292	1690
Rent In Arrears Assistance	1039	877
Crisis Homelessness Assistance	1943	1924
Other	21	67
Average Payment per Client	\$198.00	\$184.00
Segmented Housing Assistance	441	1859
Housing Establishment Funds Distributed	\$851,236.89	\$838,959.38

HOMELESSNESS OUTCOME COMPARISON 2008/09 TO 2009/10



SOCIAL HOUSING ADVOCACY & SUPPORT PROGRAM

Incorporating Indigenous Tenants at Risk Program

Sean Quigley – Coordinator

Firstly I would like to extend my sincere thanks to the entire SHASP Team of Milka Velinov, Shane Seneviratne, Anita Anderson, Nikki Moss, Josephine Pain, Olivia Partsch, Jan Glen, Angelika Adamczuk, Melinda Wood & George Ganas, for their remarkable work and support throughout the year. The dedication and professionalism from all the workers has been instrumental in the program having some fantastic outcomes for the clients during the year.

The 2009/10 year has seen the program go through the most significant change since its inception in Dec.05. Following ongoing review and monitoring it was decided to separate the SHASP advocates from the HIR (now IA&P) duties, as a result stand alone SHASP Advocates were created. The objective of the separation was to streamline referrals, promote SHASP Advocacy as a standalone activity of SHASP, and to improve and promote better client outcomes and referral, consequently aiming to reduce homelessness. The new restructuring has the SHASP advocates joining the SHASP support team to become one program. With the support and advocacy components amalgamating the program has direct service delivery staff totalling 9.

Staff movement was prevalent in the program throughout the year, we welcomed Angelika, Jan and Olivia as the SHASP advocates, Melinda also joined us as a newly funded support worker. Indigenous Tenants at Risk worker Nikki gave birth to her first son consequently went on maternity leave. Olivia kindly moved into Nikki's ITAR role for the maternity leave position, this enabled George Ganas (TA) to temporarily move into Olivia's advocacy position.

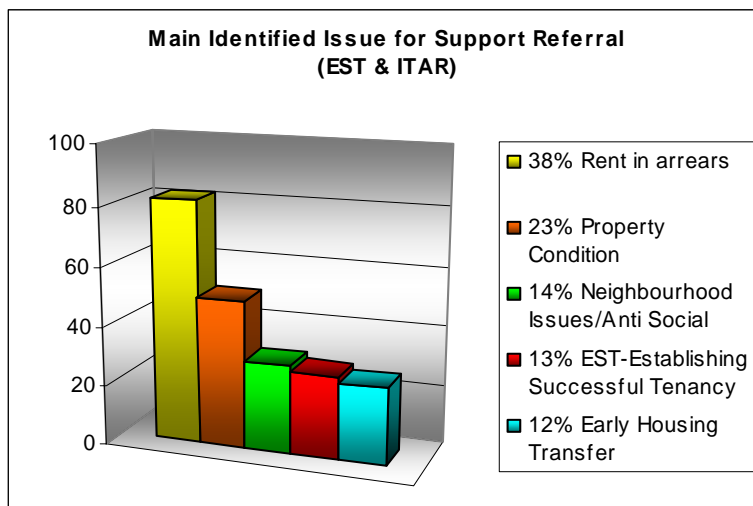
Enhancing our working partnerships and increasing networks is an area the SHASP team continue to place a key focus on; structured meetings with our main stakeholders are on-going to gain insight into current system strengths as well as gaps in service delivery, and to explore options for better supporting improved outcomes for social housing tenants. Strong collaborative working relationships between OoH and SHASP are vital to achieving successful outcomes for clients, for this reason our commitment in this area is imperative.

Community Facility Management and Tenant Participation continues to provide the workers with some variety to their day to day service delivery work, both components gave us an opportunity to contribute to local, regional and statewide initiatives and events such as Housing week, Victoria in Bloom, NAIDOC week etc. With the support of the organisation as a whole, the team have been able to expand this area as well as achieve some excellent results.

The Indigenous Tenants at Risk (ITAR) Program continues to evolve as well as provide a quality, reliable service to the local Indigenous community.

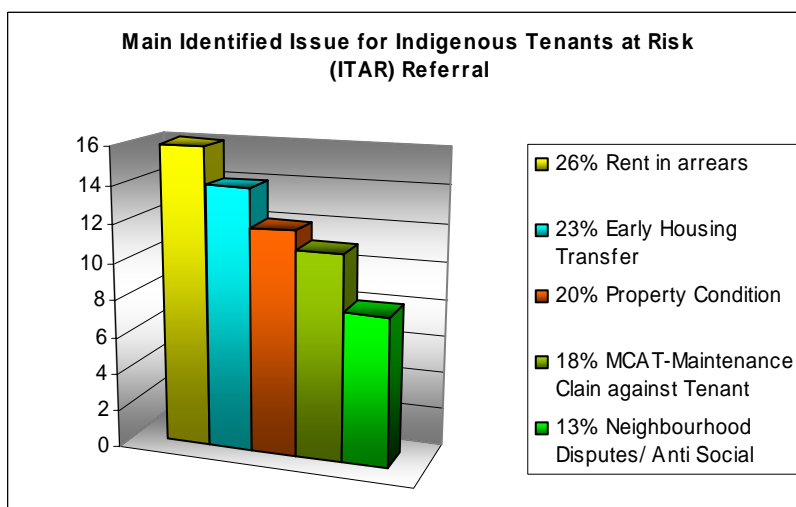
Last but not least I would like to say a special thank-you to Jen Kelly, Kim Stowe, the Board and my peers for the ongoing support of myself and the SHASP program.

BRIEF STATISTICAL ANALYSIS FOR SHASP PROGRAM 2009/10



	Target	Actual
Advocacy	298	252
Early Housing Application Assistance	152	224

- **Please Note:** The decrease in referrals has partly contributed to Advocacy stats being below targets; however Early Housing Application Assistance far exceeded our target.



PRIVATE RENTAL ACCESS PROGRAM

Shirlene Hart – Coordinator

TARGET IMPLICATIONS

Family Violence Target:

We have had steady referrals from our Family Violence partnerships. There have been some difficult moments over the past year for staff supporting these clients who have disclosed horrific life stories. Vicarious trauma can have quite an impact on staff's wellbeing. While there is formal supervision, the informal day to day contact can assist in staff being able to monitor how they are coping. Some fundamental components of the PRAP program is to assist with ensuring children are being supported either with their current school or being relocated into a new school. Staffs liaise with welfare coordinators, principals, office staff and teachers to make certain that these children have access to uniforms, books, pencils, and other essential items. If there are school camps or special outings PRAP tries to make sure that this is covered through brokerage and budgeting. It is important to acknowledge the importance for children to have a smooth transition into school considering all that is occurring in their lives.

Mental Health Pathways Targets:

There have been some challenges with pathways this year. There has been a significant amount of time where there has not been the support component to assist clients linking into the community when discharged from hospital. Southern Health, ERMHA and WAYSS have adjusted the program when needed. The referrals have changed slightly and seem to be much more complex with not only mental health issues, alcohol and other drugs but with intellectual disabilities, significant forensic history, personality disorders, physical health issues and so on. To look at appropriate housing is becoming much more difficult as the clients themselves have much more complex issues rather than 'just being homeless'.

Youth Target:

Young people moving through the PRAP program have presented with many and various support needs. What is clear is that young people need to engage with education, employment and training to have any chance of not only being able to maintain their accommodation but to have clear pathways for their future. Through the Creating Connections Program young people have had access to support and brokerage for private rental, support to access and broker education, employment and training, support for linkages into the wider community and support for the youth specialist services (i.e.: mental health, alcohol and other drugs). The likelihood of a successful outcome is much greater when all of these services come together and co case-manage young people. The partnerships have developed great relationships and communication with the intent of providing the best service for young people.

AREA BASED IMPLICATIONS

Reflecting on the last 12 months one would have to assume that as a private rental program we would have slowed down significantly with the increasingly tight private rental market. This has not been the case. Most surprising is that young people are still accessing housing with this program.

STAFFING VARIATIONS

This year has seen a change in staffing with Viki N moving into a new position with the Women's Outreach Program. The PRAP team loss was definitely the Women's Outreach Program gain. I would like to thank Viki for her support and the positive outlook she brought to PRAP.

Bella CF has become the newest addition to PRAP and has embraced the program with energy and a fantastic sense of humour. Fran R, who has been with PRAP from the start, is still amazingly vigorous in working with clients towards successful outcomes. Sean Q (SHASP Coordinator) has been kind enough to take on the PRAP program while I have been on leave. I would like to thank Sean for taking on this role and congratulate Sean on holding everything together until I returned.

I would like to thank Jen K for her support and guidance during the three years I have been performing in my position. Hello to Mark O as my new supervisor and look forward to working with him and having a productive and dynamic relationship.

DATA

TABLE 1
INCLUDES FV, YOUTH, AND MENTAL HEALTH, JULY 2009/ JULY 2010

Annual Target	July 09- July '10	123.5
Current Target –	July 09- July '10	175
Accompanying Children –	July 09- July '10	147

TABLE 2
CURRENT BREAKDOWN OF CLIENT

Frankston, Mornington Peninsula

	Target	Current
Family Violence	16.25	21
Young People	28	38

Greater Dandenong, Casey Cardinia

	Target	Current
Family Violence	16.25	43
Young People	28	34
Mental Health	35	39

DIRECTORS REPORT

WAYSS LTD
A.B.N. 38 080 191 108
DIRECTORS REPORT

Your Directors present this report on the company for the financial year ended 30 June 2010.

Directors

The names of each person who has been a director during the year and to the date of this report are :

Mrs Margaret R Kasbach
Mr Michael R Barden
Mr Colin G Dickie
Mr Ronald J O'Toole
Mrs Raelene R Stockton
Mrs Jean M Blamey
Mr James Folino
Mr Peter Le Souef
Dr Simon Kennedy

Directors have been in office since the start of the financial year to the date of this report unless otherwise stated.

Company Secretary

The following person held the position of entity company secretary at the end of the financial year : Mr Michael Barden - Retired from Community Services Industry.
Mr Barden was appointed company secretary on 25 September 1997.

Principal Activities

The principal activities of the company during the course of the year were to provide assistance to those who are homeless or at risk of becoming homeless in the South East Region of Victoria.

This assistance was provided in the form of :

- a. Housing assistance via the Transitional Housing Management Program and the Rooming House Program.
- b. Direct client support via the Supported Accommodation Assistance Program and the Public Housing Infrastructure Program.
- c. Direct financial assistance via the Housing Establishment Fund and the Private Rental Brokerage Program.

No significant change in the nature of these activities occurred during the year.

Operating Result

The profit of the company for the financial year amounted to \$207,859

Review of Operations

A complete review of the operations and activities of the company during the 2010 financial year is included in the Annual Report.

Significant Changes in State of Affairs

No significant changes in the entity's state of affairs occurred during the financial year.

After Balance Date Events

No matters or circumstances have arisen since the end of the financial year which significantly affected or may significantly affect the operations of the entity, the results of those operations, or the state of affairs of the entity in future financial years.

DIRECTORS REPORT**WAYSS LTD**
A.B.N. 38 080 191 108
DIRECTORS REPORT**Future Developments**

The entity expects to maintain the present status and level of operations and hence there are no likely developments in the entity's operations.

Environmental Issues

The entity's operations are not regulated by any significant environmental regulation under a law of the Commonwealth or of a State or Territory.

Information on Directors**Margaret Kasbach**

Experience/Qualifications
Special Responsibilities

Chairperson

Home Economist, Director since 1997.
Finance Committee Member

Michael Barden

Experience/Qualifications
Special Responsibilities

Director

Retired, Director since 1997.
Company Secretary, Finance Committee Member
Policy Committee Member

Colin Dickie

Experience/Qualifications
Special Responsibilities

Director

Retired from Local Gov't, Director since 1998.
Finance Committee Member

Ronald O'Toole

Experience/Qualifications
Special Responsibilities

Director

Accountant FCPA, Director since 1999.
Finance Committee Member

Raelene Stockton

Experience/Qualifications
Special Responsibilities

Director

Program Manager, Director since 1997.
Policy Committee Member

Jean Blamey

Experience/Qualifications
Special Responsibilities

Director

Community Worker, Director since 1998.

James Folino

Experience/Qualifications
Special Responsibilities

Director

Court Registrar Retired / Director since 2005
Finance Committee Member

Peter Le Souef

Experience/Qualifications
Special Responsibilities

Director

Solicitor / Appointed Director 2008
Risk Management Committee Member

Simon Kennedy

Experience/Qualifications
Special Responsibilities

Director

Doctor of Psychology / Appointed Director 2008

DIRECTORS REPORT

WAYSS LTD
A.B.N. 38 080 191 108
DIRECTORS REPORT

Meetings of Directors

During the financial year, 11 meetings of Directors were held. Attendees by each Director were as follows:

	Directors' Meetings	
	No eligible to attend	number attended
Margaret R Kasbach	11	10
Michael R Barden	11	10
Colin G Dickie	11	10
Ronald J O'Toole	11	10
Raelene R Stockton	11	10
Jean M Blamey	11	4
James Folino	11	9
Peter Le Souef	11	8
Simon Kennedy	11	9

Indemnifying Officers or Auditor

The Department of Human Services (DHS) arranged and funded an insurance program for funded non-government organisations for the financial year ending 30 June 2010.

The coverage includes :

- Public/Products Liability
- Professional Indemnity
- Directors & Officers Liability

No indemnities have been given or insurance premiums paid , during or since the end of the financial year, for any person who is or has been an officer or auditor of the company.

Proceedings on Behalf of Company


No person has applied for leave of Court to bring proceedings on behalf of the entity or intervene in any proceedings to which the entity is a party for the purpose of taking responsibility on behalf of the entity for all or any part of those proceedings.

The entity was not a party to any such proceedings during the year.

Auditor's Independence Declaration

The lead Auditor's Independence Declaration for the year ended 30 June 2010 has been received and is included in the Financial Reports.

Signed in accordance with a resolution of the Board of Directors.


Margaret R Kasbach - Chairperson


Michael R Barden - Company Secretary

Dated this 29th Day of September 2010.

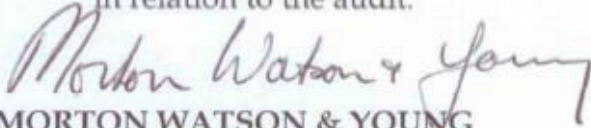
Dated this 29th Day of September 2010.

DIRECTORS REPORT

AUDITOR'S INDEPENDENCE DECLARATION
TO THE DIRECTORS OF WAYSS LTD
A.B.N. 38 080 191 108

I declare that, to the best of my knowledge and belief, during the year ended 30 June 2010 there have been :

- (i) no contraventions of the Auditor independence requirements as set out in the Corporations Act 2001 in relation to the audit ; and
- (ii) no contraventions of any applicable code of professional conduct in relation to the audit.


MORTON WATSON & YOUNG
Chartered Accountants
51 Robinson Street, Dandenong, 3175

G.A. Hallam, FCA 

Date : 29/9/2010

DIRECTORS REPORT

WAYSS LTD			
A.B.N. 38 080 191 108			
STATEMENT OF COMPREHENSIVE INCOME			
FOR THE FINANCIAL YEAR ENDED JUNE 30 2010			
	Note	2010 \$	2009 \$
Revenues from Ordinary Activities	2	11,064,498	10,212,166
Employee Benefit Expenses		(6,065,951)	(5,838,822)
Property Management Expenses		(2,093,062)	(1,880,917)
Housing Establishment Fund Expenses		(981,858)	(974,223)
Office Administration Expenses		(333,662)	(317,727)
Occupancy Expenses		(374,864)	(286,715)
Depreciation Expense	3a	(361,123)	(334,169)
Other Expenses from Ordinary Activities		(646,118)	(573,495)
Profit/(Loss) from ordinary activities before income tax expense		207,859	6,099
Income tax expense relating to ordinary activities	1j	-	-
Profit/(Loss) from ordinary activities after income tax expense		207,859	6,099
Profit for the Year		207,859	6,099
OTHER COMPREHENSIVE INCOME FOR THE YEAR:			
Net gain on revaluation of non-current assets		-	-
Net gain/(loss) on revaluation of financial assets		-	-
Other Comprehensive Income for the Year		0	0
TOTAL COMPREHENSIVE INCOME FOR THE YEAR		207,859	6,099
Profit attributable to members of WAYSS LTD		207,859	6,099
Total Comprehensive Income attributable to Members of WAYSS		207,859	6,099

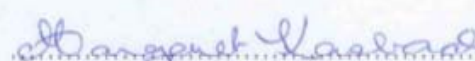
DIRECTORS REPORT

WAYSS LTD
A.B.N. 38 080 191 108
DIRECTORS DECLARATION

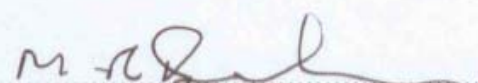
The Directors of the Entity declare that :

1. The Financial Statements, consisting of the Income Statement , Balance Sheet , Statement of Recognised Income & Expenditure , Cash Flow Statement and the Notes to the financial accounts , are in accordance with the Corporations Act 2001 and :
 - (a) comply with Accounting Standards and the Corporations Regulations 2001 and
 - (b) give a true and fair view of the financial position as at 30 June 2010 and of the performance for the year ended on that date of the Entity.
2. In the Directors' opinion there are reasonable grounds to believe that the Entity will be able to pay its debts as and when they become due and payable.

This declaration is made in accordance with a resolution of the Board of Directors.


.....
Margaret R Kasbach - Director /Chairperson

Dated this 29th Day of September.....2010.


.....
Michael R Barden - Director /Company Secretary

Dated this 29.....Day of September.....2010.

DIRECTORS REPORT

INDEPENDENT AUDIT REPORT TO THE MEMBERS OF WAYSS LTD

A.B.N. 38 080 191 108

Report on the Financial Report

We have audited the accompanying Financial Statement of WAYSS Ltd, which comprises the Statement of Financial Position as at 30 June 2010, the Statement of Comprehensive Income, Statement of Changes in Equity and Statement of Cash Flows for the year ended on that date, a summary of significant accounting policies and other explanatory notes and the Director's Declaration.

Directors Responsibility for the Financial Report

The Directors of the company are responsible for the preparation and fair presentation of the Financial Statement in accordance with Accounting Standards (including the Australian Accounting Interpretations) and the Corporations Act 2001. This responsibility includes establishing and maintaining internal control relevant to the preparation and fair presentation of the Financial Statement that is free from material misstatement, whether due to fraud or error, selecting and applying appropriate accounting policies; and making accounting estimates that are reasonable in the circumstances.

Auditor's Responsibility

Our responsibility is to express an opinion on the Financial Statement based on our audit. We conducted our audit in accordance with Australian Auditing Standards. These Auditing Standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the Financial Statement is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the Financial Statement. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the Financial Statement, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the Financial Statement in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates by the Director's, as well as evaluating the overall presentation of the Financial Statement.

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

Independence

In conducting our audit, we have complied with the independence requirements of the Corporations Act 2001. We confirm that the independence declaration required by the Corporations Act 2001, provided to the Directors of WAYSS Ltd would be in the same terms if provided to the Directors as at the date of this Auditor's Report.

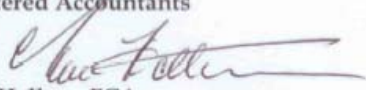
DIRECTORS REPORT

INDEPENDENT AUDIT REPORT
TO THE MEMBERS OF WAYSS LTD

Auditor's Opinion

In our opinion, the Financial Statement presents fairly, in all material respects, the financial position of WAYSS Ltd as at 30 June 2010, and its financial performance and cash flows for the year ended in accordance with the Corporations Act 2001 and the Australian Accounting Standards (including Australian Accounting Interpretations).


MORTON WATSON & YOUNG
Chartered Accountants


G.A. Hallam, FCA
51 Robinson Street, Dandenong, 3175

Dated this ^{29th}.....day of ^{September}.....2010