WAYSS LTD acknowledges the support of the Victorian Government.
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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 with the use of 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.

VISION

WAYSS is committed to the principles of social justice and human rights. WAYSS will provide clients with services that uphold their rights, promote 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.
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 Supported Accommodation & Assistance Program (SAAP) Domestic Violence Outreach Services in the region.

Following the Victorian Review of the 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 an interim service was initiated. This service was subsequently developed Southern Women’s Integrated Support Service (SWISS).

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 women and children escaping family violence. 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 was 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 had 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 increased services to victims of Family Violence.

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 now LAUNCH. WAYSS and Peninsula Youth and Family Services operate the Common Homelessness Access Points during business hours in Dandenong and Frankston. LAUNCH operates the out of business hours homelessness response. These access points are now known as Front Doors.

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 is an intensive case management program to support young people exiting crisis residential accommodation. In 2010 the Step Ahead Program moved into a refurbished accommodation model in Berwick. Following ongoing issues with the location of the Step Ahead facility WAYSS met with the Department and a joint decision to move the program to a dispersed model was made in February 2012.

In mid 2009 the Front Door became the Opening Doors Framework. 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.
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 eight individual units for accommodating women and children who are escaping family violence.

In 2010 WAYSS received new funding for family violence “Safe at Home” workers that enabled WAYSS to take a more proactive early intervention approach to women and children. The Safe at Home program operates in close co-operation with Victoria Police and the Justice System.

In April 2010 the submission to provide Accommodation Options for Families was successful. WAYSS was provided funding to appoint workers to assist families who are at risk of living in sub-standard rooming houses to access private rental.

The Emergency Youth Accommodation facility rebuilding under “Nation Building” was completed in January 2011. The new facility provides 10 bed crisis accommodation for young people. The staffing arrangements for the facility have been upgraded to include a Youth Intervention and Assessment worker and Youth Outreach Case Worker. Young people accommodated by the facility have access to brokerage monies for flexible support packages.

During 2010/2011 WAYSS undertook a reorganisation of its Management structure. The main reasons for the reorganisation were the growth in the programs WAYSS manages over the last 4 to 5 years, including the new facilities Southern Women’s Integrated Support Service - SWISS & EYA.

In July 2011 the Southern Women’s Integrated Support Services (SWISS) building was completed. In August staff were located to SWISS and commenced working with clients.

During late 2011 and mid 2012 WAYSS undertook considerable office relocation in the outer south. The relocations began with the decision to move WAYSS homelessness programs from Peninsula Youth & Family Services in Frankston to a temporary location in the Integrated Care Centre in Cranbourne. This precipitated the relocation of WAYSS Cranbourne programs to the Cranbourne Information and Support Service a move that have been in planning for some time. A search for a permanent Frankston home began and resulted in the purchase of shopfrontage in Fairway Street. The new facility is large enough to accommodate WAYSS IA&P and SHASP programs as well as on site Management.

The WAYSS office facilities in Narre Warren had been identified as inadequate for some time. Suitable premises were located in Berwick and following refurbishment the WAYSS office in Narre Warren was closed and staff were relocated to Berwick in June 2012.

Over 2012/2013 funding for the Social Housing Advocacy & Support Program was cut by 40%. The SHASP program no longer can provide advocacy, community facilities management and tenant participation services. The program was restructured to provide case managed support for at risk tenancies in public housing.

In 2013 WAYSS received a sizable donation from the Peter and Lyndy White Foundation. This donation was in the form of funds to purchase five properties in WAYSS catchment. The terms of the donation stipulate that WAYSS will retain the properties for homelessness accommodation for the life of the organisation.

In December 2013, Janice Peterson, General Manager Outer South Homelessness Services, who dedicated more than 20 years to improving the plight of homeless women and children and victims of violence passed away. Driven by her passion to ensure the highest quality of practice, she leaves a lasting legacy of innovation and service development that will long be remembered.

In 2015, in line with the organisation’s commitment to women and children escaping family violence time was spent developing a submission for the Royal Commission into Family Violence.

WAYSS received funding for an additional family violence outreach position in the growth corridor as well as funding to employ a Risk Assessment and Management Panel (RAMP) Coordinator.

In November 2015 Kim Stowe retired from his position as CEO of WAYSS a position he held for twenty years. Kim was a driving force who steered the organisation to achieve a respected position in the sector.

Gaye Ealy was appointed to the role of CEO having served the organisation in the roles of Manager of Women’s Outreach, Manager of Dandenong Transitional Services and most recently as General Manager of Quality Assurance.
WAYSS was greatly appreciative to once again receive a generous donation from the Peter and Lyndy White Foundation. The donation has enabled the organisation to secure six one bedroom units for single women escaping family violence in our catchment.

**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 133 staff. These employees work in a range of funded services across eight locations in the local government areas of City of Greater Dandenong, City of Casey and City of Frankston and the Shire of Cardinia and the Shire of 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.
Accommodation Options for Families (AOF) 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 (AAET) provides children who are case managed by WAYSS Family Violence Outreach program in Frankston and children residing at the SWISS facility 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 participating in the Dandenong Drug Court diversionary program on a Drug Treatment Order. Case Management is provided on a range of issues contributing to homelessness.

Emergency Youth Accommodation Service (EYA) (previously known as Westernport Youth Refuge) is a ten bed 24 hour crisis accommodation service. The service targets young people between the ages of 16 and 25 years who are homeless with priority given to young people under 21. Generally, young people stay for up to six weeks. EYA has a Youth Intervention and Assessment Worker who provides services to all Youth refuges in the Southern Region to divert young people from entering the homelessness service system. EYA also has a Youth Outreach Case Worker who provides support to young people exiting EYA in all types of accommodation and has access to brokerage for flexible support packages.

Southern Women’s Integrated Services (SWISS) is the Family Violence Crisis Service. This service operates extended hours seven days a week providing a crisis response and support for women and children escaping family violence. The program is located at the SWISS facility and provides case managed support to women and children residing in 8 independent units set in a secure environment.

Family Violence Faxback Program 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 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.

Indigenous Tenants at Risk Program (ITAR) provides support and advocacy assistance to Indigenous people who are tenants or prospective tenants of Aboriginal Housing Victoria or the Office of Housing. The program aims to establish or maintain Indigenous tenancies by supporting tenants to address issues placing their accommodation at risk through individual case managed support.
Initial Assessment and Planning (IA&P) workers provide initial assessment, planning, 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.

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.

Private Rental Access Program (PRAP) provides brokerage services to three target groups, women who have experienced family violence referred via the Integrated Family Violence partnership, young people referred via youth partnership and people with a mental illness referred from mental health services in the WAYSS catchment, to access the private rental market.

Property Services is based in Dandenong and provides all property and tenancy management functions for WAYSS managed THM, Rooming Houses and WAYSS owned properties. In excess of 360 transitional properties and two Rooming Houses across the Local Government areas of Cardinia, Casey, Mornington Peninsula, Frankston and Dandenong are currently managed by WAYSS.

Risk Assessment and Management Panel (RAMP). The RAMP Coordinator facilitates referrals to the Multi-agency Risk Assessment and Management Panel (RAMP) and seeks relevant information to inform suitability of referrals for consideration by the RAMP. The Coordinator identifies parties and individuals to participate in the RAMP process. The Coordinator develops and maintains relationships with relevant agencies and promotes the work of the RAMP.

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.

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 program provides case managed support to Office of Housing tenants. Support is also provided to indigenous tenants to resolve factors placing their tenancy at risk.

Step Ahead Program Case Workers provide support to clients aged 17 to 21 living in Step Ahead accommodation which operates on an extended hours model. Each client is intensively case managed and engaged in a Living and Life Skills program tailored to their needs.

Women’s Outreach Program workers provide case managed support for single women and women with dependents who experience recurring homelessness and have high complex needs.

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

WAYSS Limited provides the auspice for the SOUTHERN MELBOURNE INTEGRATED FAMILY VIOLENCE PARTNERSHIP that facilitates the development of integrated family violence services in the Southern Region.
SERVICE LOCATIONS

DANDENONG
294 - 300 Thomas Street Dandenong (PO Box 3) 3175
Telephone No: (03) 9791 6111
Fax No: (03) 9793 5078


EMERGENCY YOUTH ACCOMMODATION
Telephone No: (03) 9791 5692
Fax No: (03) 9793 2232

Coordinator, Residential Youth Workers, Youth Intervention and Assessment Worker, Youth Outreach Case Worker.

BERWICK
2/11 Gloucester Avenue, Berwick
Telephone No: (03) 9703 0044
Fax No: (03) 9769 3681

Manager Outer South, Coordinator Casey Cardinia Youth Services, Reception, Coordinator Casey Cardinia Women’s Services, Youth Intake, Youth Support Program, Step Ahead, IA&P, Women’s Intake, Family Violence Outreach, Women’s Outreach,

CRANBOURNE
156 Sladen St. Cranbourne
PO Box 648 Cranbourne 3977
Telephone No: (03) 5996 3333
Fax No: (03) 5998 4130

Youth Support Program, IA&P
SERVICE LOCATIONS

PAKENHAM

48 James Street Pakenham 3810
Telephone: (03) 5945 3200
Fax No: (03) 5941 9565

Coordinator Outer South IA&P, Homelessness Services, Women’s Outreach Program, Family Violence Outreach, Youth Support Program

FRANKSTON

Women’s Services
Telephone: (03) 9781 4658 (FVO)
(03) 9783 2769 (WOP)
Fax No: (03) 9781 5912

Family Violence Outreach, Women’s Outreach, Faxback, Children’s Services, Safe At Home, Coordinator Frankston Women’s Services

Homelessness Services
24 Fairway Frankston
PO Box 185 Frankston 3199
Telephone: (03) 9770 2867 (IA&P)
(03) 9781 0898 (SHASP)
Fax No: (03) 9770 2431

IA&P, Social Housing Advocacy and Support Program, Coordinator

SOUTHERN WOMEN’S INTEGRATED SUPPORT SERVICES
Telephone: (03) 9792 1205
Fax: (03) 0973 6450

Manager Integrated Women’s Services, Coordinator SWISS, Reception/Administration, Southern Women’s Integrated Support Service workers, Family Violence Outreach, Children’s Services.
DIRECTORS 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 Honours from Deakin University and has 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, neighbourhood 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.

RAELENE STOCKTON - Director

Raelene has been a Director since formation in 1997, she holds a Bachelor of Education and has also completed studies in Youth Work, Alcohol and Other Drugs and Mental Health. Raelene is currently the Co-ordinator of Alcohol and Other Drugs, Mental Health and Case Management at Holmesglen. 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 to his role with the WAYSS Board.
DIRECTORS PROFILES

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 G.J. 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.
SUSAN FALLAW – Director

From 1999 to 2011 Susan held the position of Regional Networker for Homelessness Services in the Southern Region, this position was auspiced by WAYSS. This has given her extensive insight into the demands that exist within the catchment and the challenges that are encountered by the many services and departments responding to these needs. Her role included working with all DHHS funded homelessness and family violence services in the region to strengthen capacity, support staff, provide information and training and represent the sector on various planning committees to provide a link between the inner and outer parts of the region.

This work built on previous work with the Department of Education in planning, research and special projects in the same region. Susan holds degrees in Commerce and Education from the University of Melbourne and a Graduate Diploma in Urban Systems from Swinburne University.

STEVE PETERSON – Director

Steve Peterson joined the Board as a Director in November 2015, focused on continuing the legacy left by his mother Janice, who before passing away in December 2013, was a long serving member of WAYSS’ senior management team.

Steve Peterson is the Managing Director of his own events management company, holding a Bachelor degree in Sports Management and in the process of studying his MBA. He has had an extensive career in sport and events management, performing a number of roles in senior and executive management. He is also a qualified practitioner in Prince2 Project Management. He served in General Manager roles with both Cycling Victoria and Cycling Australia and has played a key role organising a number of large scale road events, including the road cycling competition at London 2012. He currently works as a technical adviser to the International Cycling Union (UCI) based in Switzerland and was road cycling technical delegate to the Rio 2016 Olympic Games.

Steve Peterson has a strong passion for social justice, equality and the community welfare sector and draws upon his extensive management experience in contributing to WAYSS, with key skills and experience in project and program management, risk management, human resource management and communications.

COLIN DICKIE - Director

Colin has been a Director since the formation of the company in 1997 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.

RETIRED BOARD DIRECTORS 2015 - 2016

- Michael Barden - Director & Company Secretary
- Ronald John O’Toole, FCPA ACIS – Director (Retired Jun 2016)
I will begin by acknowledging the retirement of Kim Stowe in November 2015. As the CEO of WAYSS, Kim guided the organisation from a small group of youth housing services to 18 housing and support services in eight locations within the Outer South Catchment area. WAYSS also acts as auspice for the Integrated Family Violence Network. Kim’s retirement led to a national search for someone with the knowledge and skills to lead WAYSS into the future. The successful candidate was Gaye Ealy, General Manager of Quality Assurance at WAYSS.

There are many individuals and organisations who deserve to be acknowledge in this report, some who are happy to be public acknowledged and other who prefer anonymity. The Pakenham Quilters provide WAYSS clients with beautiful quilts. Zonta is well known, for its philanthropic work with children in need, including those in WAYSS services. A very generous donation from the Peter and Lyndy White Foundation has resulted in the six one-bedroom units providing accommodation for single women escaping family violence in the catchment area. This brings the total number of properties 11 purchased through this foundation. The terms of the donation stipulate that WAYSS will retain the properties for homelessness accommodation for the life of the organisation. The Animal Assisted Education and Therapy Program (AAETP), also appreciates the charitable endeavours of the Sedgman Family in supporting this wonderful program. The WAYSS web-site has an article on AAEPT. The article highlights the benefits of the program from the children and their family’s point of view.

It is estimated, that over the last five years Cardinia Shire’s population grew by over 25%, Casey’s population by almost 15% and the City of Greater Dandenong’s population by 11%, while to total Victorian population grew only by less than 8% and the growth is predicted to continue for at least the next 15 years. Between July 1st 2015 and June 30th 2016 WAYSS provided services to 5789 clients and according to the clients financial crisis (19%), housing crisis (19%), domestic and family violence (14%) and housing affordability (11%) were the most reasons for seeking assistance. This data helps to explain why the Board is concerned with future resource allocation in the South East Growth Corridor.

Board acknowledges the commitment and dedication of staff to provide services that are responsive to the needs of clients in often difficult and challenging circumstances. It is also aware just how hard each program has to work to achieve the best possible outcomes for clients. Management and staff promote social justice and provide a voice for clients by attending numerous consultative committees, community events and other forums. The Board like to congratulate those involved in the development and implementing of the WAYSS web-site. The information is easy to access and reflects the client centred focus found in all WAYSS programs.

This year we welcomed one new Director to the Board, Steve Peterson. We also said a very sad farewell to Mike Barden and Ron O’Toole. 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 Colin Dickie and James Folino along with Mike Barden and Ron O’Toole until their retirements provide an eye for detail. The work of Peter Le Souef on Risk Management and Susan Fallaw with the Policy Committee is also been greatly appreciated. The Succession Planning Working Group also require acknowledgment for their extraordinary endeavours to find a person with the knowledge and skills to take WAYSS into the future.

I would like to thank the management team and staff or WAYSS and most importantly my fellow Board Members for their support and guidance. One of the most significant opportunities and challenges that WAYSS will face in the coming year is the commencement of the rollout of the recommendations of the Royal Commission into Family Violence.
This is my first annual report as CEO of WAYSS and I would like to start by acknowledging the mentoring that Kim Stowe has provided me over many years of our working together. Kim has been instrumental in shaping what WAYSS is today and I hope to build and enhance what makes the organisation great. WAYSS focus remains on the client.

In October 2015, WAYSS welcomed Steve Peterson to the Board of Directors. Steve specialises in stakeholder relationship management and complex project management. He has executive and senior management experience across key areas of leadership, stakeholder relations, sport, transport, event operations, commercial and emergency planning.

WAYSS erected a memorial to Janice Peterson former General Manager Outer South Homelessness and Women’ Services in the grounds of the SWISS facility. Several members of Janice’s family attended the memorial and viewed the sculpture.

Janice’s family and friends have expressed their appreciation of WAYSS having a lasting memory of Janice’s work with the organisation.

Mike Barden a long standing Board Member resigned in January 2016. Mike has been associated with WAYSS for over 30 years and provided, inspiration, endless guidance and patience as well as great humour. Thank you Mike for your unwavering dedication to the organisation and its clients.

The Royal Commission into Family Violence report was out in March 2016. The report is over 2000 pages and contains 227 recommendations. Many of the recommendations are consistent with WAYSS submission to the Commission. We are now starting to see some of the recommendations roll out and expect this to increase in the next year.

At the end of May 2016 WAYSS received correspondence from DHHS central about applying for the Rapid Housing Assistance Fund which is a response to recommendations made by the Royal Commission into Family Violence. This initiative provides funding to purchase 130 social housing properties and head leasing for up to 100 social housing properties throughout Victoria. WAYSS submitted for some of these properties and was unsuccessful. We also supported Launch Housing’s application. Launch was successful and we are part of their partnership and will be providing family violence support to clients to our catchment.

WAYSS undertook numerous IT improvements over the last year. Computers have been installed in interview rooms at all WAYSS locations. Laptops will be trialled for use with outreach staff. WAYSS new website was launched in March. WAYSS also changed from the WHO’s In program to In/Out Board. In/Out Board is a web based program and enables the whole organisation to see who is in or out of the office. WAYSS moved to Office 365.

The Peter and Lyndy White Foundation generously purchased 6 one bedroom apartments in Dandenong. These apartments are new builds and will be used to house women long term.

WAYSS is involved in the Family Violence Child Protection Partnership. This initiative co-locates family violence workers in child protection offices across the state, purchasing 12 additional child protection workers and 17 additional family violence workers. WAYSS has been asked by the DHHS to participate in this project.

WAYSS contributed to Parity, the Council to Homelessness Persons magazine, the June 2016 issue “Responding to Outer Metropolitan and Growth Area Homelessness”. We last contributed to Parity in 2006. This provided us with an opportunity, along with other services, to provide comment on homelessness and family violence in our catchment.

I would like to thank the Executive and Management team for welcoming me into the CEO position and being a tremendous source of support and guidance. I would like to particularly thank my Executive Assistant who I think has now gotten used to me.

Gaye Ealy
After two years as Manager of the Outer South Homelessness Services, I successfully applied for the position of General Manager Quality Assurance, commencing in the role early November, 2015. Kim Stowe our CEO of many years sadly vacated his post and Gaye; my predecessor had stepped into the newly vacated position. During the year my title was changed from General Manager - Quality Assurance to General Manager - People, Places and Quality.

QUALITY ASSURANCE
Kerry and her team continued with another year of amazing work. During the year the team coordinated the Registration process in which WAYSS met all the criteria for the organisation’s registration requirements. Two Planning Days were held in July with the WAYSS Management team identifying new objectives for our Quality Work Plan. Kerry prepared for our Mid Cycle Accreditation review due to commence in July with HDAA.

Norma over the years has created an incredible Records Management system and has continued to improve on this throughout the year. All WAYSS documents are maintained on a database and are reviewed regularly by the Policy Sub-Committee and approved by our Board. Staff and client files are regularly archived and recorded in the system. This year Norma linked the DHHS standards among others with the WAYSS documents that contain them making it a more streamlined process especially for the accreditation and review purposes.

Jeanie was kept busy during the year with the introduction of our new website and overseeing the changeover. She also trialled the mobile duress Flic buttons and introduced the new Smartphones to outreach staff and set them up to WAYSS standards.

The new Child Safe standards came into effect on the 1st of January 2016. Kerry presented a discussion paper to the Manager’s meeting and has commenced the process of organisational implementation to ensure WAYSS are compliant. She also performed a document audit against these standards and identified where we would need to make improvements.

HUMAN RESOURCES
David and Jacinta have had an incredibly busy year in recruitment with the domino effect coming into play after our CEO’s retirement. There were numerous internal moves as a result as well as other appointments. A total of 24 internal moves, the highest to date were managed as well as the appointment of 19 new staff. The year saw 14 resignations, including 3 retirements.
PROPERTY SERVICES

Vannice continues to manage Property services and is assisted by Angelika who commenced as Coordinator of the program in November after the retirement of the previous coordinator Trevor, who I would like to thank for his efforts over the last 12 years, both in this role and as the rooming house manager and an IA&P worker. Angelika has done a great job in the role managing a team of 7 dedicated staff.

This year we saw the introduction of a new program the MI Rooming House Program operated by Peninsula Health in partnership with WAYSS. A nurse was employed to oversee the ongoing health needs of the WAYSS Frankston Rooming house tenants. She currently makes specialist referrals to medical and dental services, assists with appointments. There is also some brokerage to assist with any medical aids the tenants may need.

Once again we were extremely chuffed to receive another generous donation from the Peter & Lindy White Foundation. On the 30th of June 2016, WAYSS took possession of 6 brand new one bedroom units in Dandenong which will be utilised to house single women escaping family violence. These women often fall through the cracks when trying to obtain emergency housing, due to the priority given for women with children. I would like to offer a sincere thank you on behalf of WAYSS as their generosity has assisted so many women and children over the last several years.

Unfortunately WAYSS was unsuccessful in its submission to obtain any properties in the Victorian Governments $50 Million “Housing Blitz” as part of the Family Violence Rapid Housing Fund. This was to increase medium and long term options for families escaping family violence. We did however support Launch's application to support women and their children in their successful bid and once again look forward to continuing in partnership with them to ensure its success.

CAIRNMILLAR STUDENT

WAYSS were lucky to continue to retain for another year Rachel a student psychologist on placement from The Cairnmillar Institute. Rachel has been a huge asset to our team at WAYSS this financial year working two days per week. She saw a total of 44 individual clients including 7 children, mostly referred by the family violence teams and also several youth referrals. Rachel not only assisted clients for counselling but also for Victims of Crime applications. Rachel assisted with the Animal Assisted Education and Therapy Program, designed to assist children who have been subjected to trauma in their lives. She currently averages approximately 12 appointments per week, which equates to 6 per day.

PARTNERSHIPS

I would sincerely like to thank our solid partnerships which include Launch Housing, Salvo-Care, Peninsula Health, The Mornington Peninsula Shire, Windermere, ERHMA, ACSO, DHHS, The Office of Housing, The Community Housing Federation of Victoria, VECCI, HDAA, The Cairnmillar Institute, Infochange Jobseeker, CGU, Nabenet integrated Workplace Health Services, Lander and Rogers Lawyers, Fighting Fair,

I would also like to thank Sue Seymour from the Department of Health and Human Services for her ongoing support.

In closing I would like to sincerely thank our Chief Executive Officer, Gaye Ealy who has shown me incredible support, guidance and strength. Thank you to the Board of Directors especially Mike Bardon, who sadly resigned during the year and who offered amazing support to myself over many years. A big thanks to my fellow executive, Doug, Jen and Ian and to all the WAYSS Management and Staff who continue to do an outstanding job running a tremendous service. Your dedication to clients and service delivery is exemplary and never goes without notice. Lastly I would especially like to thank my team led by David, Kerry, Vannice and their Co-ordinators Jacinta and Angelika who make my job an extremely enjoyable one. You are all amazing leaders and experts in your chosen fields. It is a pleasure working with you all.

Kim Culpin General Manager - People, Places & Quality
ACCREDITATION

In February WAYSS Independent Review Body Australian Healthcare Associates (AHA) informed the organisation that they were no longer providing certification services. They further informed WAYSS that they had transferred the organisation’s contract to HDAA (not an acronym). As WAYSS was half way through the organisation’s three year accreditation cycle a decision was made to accept HDAA as an interim measure body as it would have been inefficient and uneconomical to engage another independent review body. HDAA are one of the 10 independent review bodies registered with DHHS to undertake accreditation review against the DHS Standards. They have provided certification services in Health Services since 2007. They were one of the three agencies short listed by WAYSS in 2013 when we were choosing which agency would carry out the 2014 accreditation review. WAYSS mid-cycle review at the end of July 2016.

To improve WAYSS preparation for Accreditation reviews the team took on a project to link WAYSS Policies and Procedures to the DHHS Standards. As this proved very successful the team moved on to linking the International Organisation for Standardisation (ISO) Quality Improvement Council (QIC) Standards and the Performance Standards for Registered Housing Providers for Registration purposes. The Records Management Administrator prepared a documents booklet so that Independent Assessors could easily identify documents required to be viewed as part of the review process.

REGISTRATION

WAYSS met all criteria for the organisation’s 2014-2015 Registration requirements. The Registrar identified two improvement actions for the organisation.

1. Develop an asset management plan in response to additional asset management responsibilities. An assets management process is in place that records all maintenance and purchases.

2. Improve tenant response rate to annual tenant satisfaction survey. There has been a 10% increase in the number of tenants responding to the 2016 survey.

It was with sadness that we received the news of the passing of Anthony Hardy, Victorian Housing Registrar on 30th June. Anthony was a larger than life figure within the social housing sector since his appointment to the office of the Housing Registrar in early 2006. From mid-2011 he took on the additional statutory role of Registrar. The system of housing regulation introduced in Victoria was the first housing regulatory framework in Australia.

Bernard Gastin, Director Financial Assets and Liabilities, within the Department of Treasury and Finance has been appointed as the acting Registrar until December 2016.

PLANNING

Once again the Organisational Planning Days were held in July. Seven new objectives were identified to be added to the Quality Work Plan.

1) Research and document issues with current interpreter service.
2) Review client practice and paperwork, and amend as required.
3) Develop and document additional methods for client input into organisational planning.
4) Improve client’s first contact and subsequent pathways within WAYSS.
5) Examine options for flexible working arrangements.
6) Research supports available to staff for addressing cumulative vicarious trauma.
7) Develop, document and undertake a management systems service self-assessment.
RISK MANAGEMENT

Risk Register

The Risk Register was reviewed and amended in July 2015. The risk level of six risks were reduced and one risk had the level raised. See table below.

<table>
<thead>
<tr>
<th>RISK</th>
<th>RISK LEVEL</th>
<th>COMMENT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Staff injury from work related stress</td>
<td>Medium</td>
<td>Reduced from high based on likelihood of event. Improved OHS system has caused a reduction in the number of OHS incidents.</td>
</tr>
<tr>
<td>Staff Injury from trip/fall</td>
<td>Medium</td>
<td>Reduced from high risk following review of potential consequence. Previous consequence score was listed as major. A review of the outcomes of staff injuries from trips and falls show that consequences have been minor to moderate.</td>
</tr>
<tr>
<td>Staff injury from equipment malfunction</td>
<td>Medium</td>
<td>Reduced from high based on likelihood of event. Increased monitoring of equipment has reduced the likelihood of malfunction. (e.g. testing and tagging program)</td>
</tr>
<tr>
<td>Staff injury from staff violence/behaviour</td>
<td>Low</td>
<td>Reduced from medium based on likelihood of event. Implementation of workplace behaviours program has reduced the likelihood of occurrence.</td>
</tr>
<tr>
<td>Staff injury caused by poor/incorrect workstation ergonomics</td>
<td>Low</td>
<td>Reduced from medium based on likelihood of event. Regular office inspections and Workstation Self-Assessments have reduced the likelihood of occurrences.</td>
</tr>
<tr>
<td>Damage to WAYSS Facility</td>
<td>Medium</td>
<td>Reduced from high risk following review of potential consequence. Review of WAYSS insurance claims has identified that the previous consequence score was set too high.</td>
</tr>
<tr>
<td>Loss of key staff</td>
<td>High</td>
<td>Raised to high based on likelihood of occurrence. The likelihood of the occurrence was rated high in 2015 as a senior staff member had stated their intentions of leaving the organisation.</td>
</tr>
</tbody>
</table>

Mobile Duress Alarms

A big project for the Risk Management Sub Committee was to steer the introduction of mobile duress alarms for use by WAYSS Outreach and Property Service workers. To ensure that the right system was chosen for the organisation two different types of mobile duress were trialled. The Help Me app produced by the Daniel Morcombe foundation and the Flic Button produced by Shortcut Labs from Sweden. Both systems proved reliable however the Flic button was easier to use and did not require workers to activate their mobile phones manually; the buttons are also more discrete. Ninety buttons will be rolled out in September 2016.
VICTORIAN GOVERNMENT RISK MANAGEMENT FRAMEWORK

An audit of WAYSS policies and procedures as they relate to the Victorian Government Risk Management Framework was undertaken in March. WAYSS is compliant with all mandatory requirements set out in Section 3 of the Framework.

CHILD SAFE STANDARDS

In December 2015 the Victorian Government introduced compulsory minimum standards that will apply to organisations that provide services for children to help protect children from all forms of abuse. The child safe standards form part of the Victorian Government’s response to the Betrayal of Trust Inquiry. The child safe standards will apply to organisations from 1st January 2016 in phases:

Phase 1: Organisations that provide services for children that are government funded and/or regulated will be required to work towards compliance from 1 January 2016.

Phase 2: Other organisations that provide services for children will be required to comply from 1 January 2017.

WAYSS is required to be compliant by January 2017. An audit of all WAYSS policies and procedures was completed in March 2016 to identify any areas where WAYSS may not be compliant with the standards. Very few areas were identified mostly lack of documentation of procedure and processes. To address the non-compliances Quality Assurance will be working with Human Resources and Finance and Administration to document current practice and to implement identified improvements.

RECORDS MANAGEMENT AND ADMINISTRATION

Document Control

From July 2015 to June 2016, 108 documents were managed through the document review process. It is Norma, the Records Management Administrator’s role to shepherd the documents through the process from identification of what is to be reviewed to preparation for the Policy Sub Committee and eventually to the Board for approval. An essential part of the process is working with the staff and Management who authored the documents to complete final editions. A large task for 2016 has been the editing of the Financial and Material Aid manual; preparing this documents took the coordination of multiple programs, committees and people before the document was finalised six months after the review began.

Archiving

With the introduction of paperless client files in July 2015 the amount of files coming into the Records Management Unit has dramatically reduced. WAYSS is required to keep client files for seven years so it will be some time before the unit reduces in size. WAYSS is required to keep all children’s files (under 18 years) until the child reaches 25 years of age. WAYSS will still retain finance records, property and human resource files in hard copy. In anticipation of a potential move of WAYSS head office a review of space requirements for the Records Management Unit has commenced.

Records Management Workshop

Norma presented two workshops in March and September to sixteen new employees of WAYSS. The presentation and the handouts were updated to reflect the changes to WAYSS file management systems since the implementation of uploading all client files to SHIP. The workshops were very well received with participants rating them as excellent and enjoyable. Norma is to be commended in her ability to turn a fairly dry topic such as records administration into an enjoyable and fun activity for staff.
Accessing WAYSS Documents
With the introduction of the new WAYSS website, Norma was required to transfer all WAYSS documents to the new site. She worked with Web Prophets the designers to develop a workable and easy to use system for retrieving documents.

QUALITY ASSURANCE ADMINISTRATION

Smartphone Implementation
A major project for Jeanie, the QA Administrative Assistant has been setting up WAYSS staff with new smartphones. This required updating the new smartphones to the latest firmware, connecting them to WAYSS google accounts, downloading and installing the approved set of apps, registering and labelling each to the corresponding user, labelling each device, and recording the details on the phone register. The smartphones are also an essential part of WAYSS new mobile duress system.

Mobile Duress System Trials
Jeanie took the lead in running the trials for the mobile duress alarms. There were over 200 test messages sent via the Flic button to identify functionality, useability and accuracy of the information transmitted. Fifty trail messages of the Help Me app were also completed. Jeanie worked with 15 staff over a period of six months to complete three trials. From the trials the issue of accidental activation of the flic buttons was identified. Jeanie has now set all buttons to be activated by double clicks only. The final trail with five youth staff proved that this new method of activation has solved the accidental activation problem.

WAYSS Web Site
Jeanie was a member of the Website Quality Working group in 2015/16. Due to the maternity leave and change of positions by the other members of the group, Jeanie was left to finalise the introduction of the new site. She liaised with Web Prophets the designers and provided advice and support to WAYSS staff in using the site.

Jeanie has managed these three large projects with a high level of focus and skill. Without her perseverance and know-how none of the projects would be have completed to the success level that they have been.

Kerry Fleming | Manager | Quality Assurance
The WAYSS Human Resources function comprises two staff to deliver expert advice and support across all aspects of human resources practice for the management and development of all staff employed by WAYSS Ltd. This includes having overall responsibility to provide effective leadership, advice and support to Managers, Coordinators and staff for the development and implementation of Human Resource strategies, policies and procedures to achieve improvements in employee effectiveness.

**STAFF MOVEMENTS SUMMARY:**

At WAYSS we track staff movements including new staff recruitment, resignations, internal staff appointments, student placements, maternity leave replacements and end of contract departures.

In the financial year ending June 2016, internal staff appointments were up significantly from previous years reflecting the number of new positions during the year, retirements of staff from management positions, maternity leave replacements opportunities and resignations from direct service positions.

These opportunities resulted in staff being promoted to management positions as well as staff moving to direct services roles to expand their knowledge and skills in different programs. All this is a healthy sign that WAYSS staff have the room to develop professionally within the organisation.

**RECRUITMENT**

This year we took the decision to trial the introduction of a psychometric assessment for shortlisted candidates. The assessment known as a Short Psychological Risk Assessment is designed to provide indicators of an applicant’s personality, values, counter productive work behaviour, attitude to gender and ethnicity and occupational health and safety risk behaviours.
The results of the assessment assist with gaining a more thorough understanding of a candidate's personality, values and possible counterproductive work behaviours. We review the profile to identify any areas of potential concern and utilise this information to ask referees and candidates appropriately targeted questions. The candidate profile can be compared with referees’ responses for consistency or inconsistency which provides valuable insights to support a decision to recruit or not.

**STAFF SURVEY**

A staff survey was conducted to which we received 60 responses (46% of all staff). While this was a lower number than last year it is a pleasing number and provided the organisation with valuable information about what staff think about us.

In this year's survey we asked a number of questions with factors that indicate the levels of stress or wellbeing. (Staff were asked to rate their score out of 6 where 6 is the highest and 1 is the lowest score). The questions were;

- The level of control over your work: 78% rated 4 and above
- Your understanding of the task you are required to perform: 93% rated 5 and above with 5% rating 4. (98% rated at 4 and above).
- The support you receive from your colleagues: 80% rated 4 and above
- The support you receive from your supervisor: 81% rated 4 and above
- The flexibility to manage your work/life balance: 90% rated 4 and above
- The resources available to undertake your role: 93% rated 4 and above
- WAYSS commitment to your health and safety: 88% rated 4 and above

These results are pleasing because they indicate that the organisation is achieving a satisfactory balance in areas that can lead to work related stress.

Staff were also asked about what they would like to see changed to improve the way they do their work. The responses included suggestions about access to training, flexible work hours (including rostered days off), office
amenity, team building, the performance management process, promoting WAYSS and improve or develop relationships with external stakeholders.

STUDENT PLACEMENT

In the period to 30th June 2016 WAYSS supported four student placements of which three have been offered employment. While it is not a large number of placements it represents 3% of the organisations workforce which is significant in itself. The support from Coordinators who supervise the students and the staff who work with the students is outstanding. WAYSS continues to benefit from the program as a source of future employees and attraction of applicants.

OCCUPATIONAL HEALTH AND SAFETY:

Our health and safety strategy at WAYSS actively promotes awareness through our schedule of regular physical audits, workstation ergonomics checks, workplace behaviours briefings, induction of new staff, regular safety alert messages, emergency evacuation drills, first aid officer training and the testing and tagging of electrical equipment.

Staff wellbeing is supported by regular supervision meetings, access to an Employee Assistance Program, resilience training, workplace health checks, influenza vaccinations and quit smoking subsidy.

Hazard reporting is an important strategy to continuously improve workplace safety. While table below shows the number of reported hazards has reduced over recent years it should be noted that our regular workplace audits identify potential hazards which are addressed on a continuous basis.

Hazards and Incidents are reviewed by the Occupational Health and Safety Committee for consideration of actions required. Committee members are all trained in the role of an Occupational Health and Safety Representative and their commitment and contribution to supporting our OH&S efforts has been outstanding and we thank them all for that.

![No of Hazards Reported by Year Since Dec 2009](image)

Staff have been vigilant in reporting OH&S incidents injuries and near misses which is extremely important in continuing to continually improving our workplace health and safety. It should be noted that more than half of the reported incidents were of a non-work related medical nature.

Incidents have been investigated and where appropriate, changes to process, procedure and staff awareness have been made.
The response of our first aid officers to these incidents has been very professional and clearly exceeded expectations. WAYSS management wishes to formally thank our First Aid Officers for another year of outstanding support to both staff and clients.

<table>
<thead>
<tr>
<th>Injuries/Incidents/Near Misses 2015/16</th>
</tr>
</thead>
<tbody>
<tr>
<td>Medical</td>
</tr>
<tr>
<td>Staff</td>
</tr>
<tr>
<td>Client</td>
</tr>
</tbody>
</table>

David Sutherland | Manager | Human Resources
We finished with 353 THM properties. Handed back properties totalled 16 and a total of 24 acquired. We managed 336 tenancies during this period. There were 416 sign-ups and 283 exits for this period. The highest exit points were Public Housing and the Private Rental Market.

Total Rent submitted to DHHS was $1,411,488.

STAFF

The Property Services Coordinator Trevor announced his retirement this year after almost 12 and half years of service with the organisation. We wish him all the best in the future. We welcomed Angelika into her new role as coordinator of the Property Services & Rooming House Programs. Angelika has been with WAYSS for over six (6) years in a number of roles.

Over the past year Property Services and Outer South Rooming House Program staff has worked consistently on improving their approach in service provisions for their clients and colleagues. The team have created a solid basis for improving communication between staff and our partnerships.

I would like to acknowledge the support, dedication and hard work of the team, thanking them for the last twelve months and look forward in working with them in the next 12 months to face the future challenges together.

GENERAL MANAGER

This year saw the transformation in management. Gaye my General Manager transitioned to our new CEO and I would like to thank her for all her support and the confidence she installed in me.

Furthermore to that it would be remiss of me not to mention my new General Manager Kim who has made a seemliness transition from her role as Manager in the Outer South. Once more her support and encouragement of myself and the team is very much appreciated.

TENANT SATISFACTION SURVEY

Eighty three tenants responded to the survey. Sixty one tenants living in transitional housing and 15 tenants living in WAYSS rooming houses completed the survey. Six tenants did not state their housing type. Eighty percent of tenants rated overall satisfaction with WAYSS as good or very good. Eight percent of tents gave WAYSS a “fair” rating and 8% either did not answer the majority of questions or gave not relevant as their majority of responses. Four percent of tenants rated their satisfaction as poor or very poor.

The highest satisfaction rates were received for tenant experience with sign-up 97%, interaction with Property Service staff 94% information provided 91%. The lowest rating, 87% satisfaction was received for gardening maintenance. A number of tenants at the WAYSS Dandenong rooming house rated gardening as poor. Property services will be inspecting the garden area and monitoring the quality of gardening in August/September 2016.
ROOMING HOUSE PROGRAM
WAYSS were successful in our application through the Community Capacity Building (CCB) to appoint a Registered Nurse provided by Peninsula Health to provide outreach to residents residing within our Frankston Rooming House. Services include: a holistic Health Assessment, development of individualised Health Assessment, referrals and access to Specialist and Allied Health Services, Health promotion and preventative care. To date several residents have been assisted with their health issues and the program has been a great success. The General Lease process commenced and is ongoing. We hope to finalise this in the next financial year.

PETER AND LYNDY WHITE FOUNDATION
We were fortunate once again to have been donated six (6) one (1) bedroom units in Dandenong from the Peter and Lyndy White Foundation. The properties will assist with the shortfall of housing for single women and we are able to free up two (2) bedroom properties for families. I would like to sincerely thank and acknowledge the Foundation for their generosity.

PARTNERSHIPS
Over the past year Property Services Management has continued to meet with our partnered agencies to improve service for our tenants. I thank all of them for their involvement and hope to continue the work that we do together.

Property Services Management has represented the organisation by attending monthly meetings at the Community Housing Federation Victoria (CHFV). These meetings have provided the opportunity to develop new networks with non-partnered agencies.

CONCLUSION
In closing I would like to acknowledge Kim Stowe and how very proud and blessed I have been to have had the opportunity to have him as my CEO for 19 years. For his commitment and dedication to the organisation I remain ever grateful.

There are a huge number of other people to thank for their hard work and co-operation throughout the past year, the Board of Directors past and present, Gaye Ealy CEO, our General Managers, Program Managers, Co-ordinators and all the staff who make it happen every single day.

Vannice Felix | Manager | Property Services & Rooming House Programs
They say change is inevitable and this last year certainly proved the statement correct. Changes in staffing, funding and programs occurred on a fairly regular basis keeping all involved in the Women’s and Outer South programs on their toes.

The focus of the last year was by far and away on Women’s Services, with a number of new funding opportunities, the implementation of new programs and of course the Family Violence Royal Commission presenting their findings and recommendations.

The Risk Assessment Management Panel (RAMP) continued in limbo as the wait for the Privacy Commissioner to grant exemptions from the Privacy Act continued. As the program funding had been allocated but not used to employ, WAYSS was approached by the Department of Health and Human Services (DHHS) to put together a proposal on how these unspent funds could be used. Discussions were held internally about employing a part time Psychologist to be located at the Sothen Women’s Integrated Support Services (SWISS), allowing women and their children to access onsite crisis counselling within a timely manner. With approval granted by DHHS, a Psychologist was employed and client referrals began straight away. Staff were excited by the prospect of such a quick referral timeline and the feedback by both staff and clients has all been of a very positive nature. Ideally these positions would be located in all crisis facilities providing a timely crisis response. WAYSS would like to thank DHHS for the opportunity to allocate the unspent funds to this position. Unfortunately this is only be a twelve month contract position due to the impending implementation date of RAMP. Training for RAMP members, including the co-chairs, Police and WAYSS was conducted during the back half of the financial year culminating in the first official RAMP panel meeting in June 2016. It has been fantastic working with all the agencies involved in the RAMP and their willingness to engage with the program has been second to none. A special mention of Tom Nairn, Inspector with the Victorian Police who has taken to the co-chair role like a duck to water.

Throughout the year WAYSS has been involved in partnering and the preparation of a number of funding submissions. WAYSS submitted for the Flexible Support Packages as advertised by DHHS. Unfortunately WAYSS
were unsuccessful with our submission. Funding for Southern Melbourne was allocated to Windermere and they have been absolutely fantastic with the distribution of the Packages with WAYSS staff providing plenty of positive feedback regarding the process and assistance the packages are providing.

WAYSS, Good Shepherd and InTouch partnered throughout the year to develop a submission for the Personal Safety Initiative funding as advertised by DHHS. The submission covered the Southern Metropolitan Region and as it also called for a regional area to be nominated Bendigo was agreed upon as InTouch serviced the area already. A lot of hard work went into this submission and as a result the group were called in for an interview with DHHS Central. Feedback from DHHS was very positive stating that the overall submission was very impressive. Unfortunately for the Southern Metropolitan Region and Bendigo we just missed out, although we were told that if extra money could be found our submission would be funded.

The Child Protection Flexible Response Initiative, now known as the Child Protection Family Violence Partnership, was allocated one position directly to WAYSS through DHHS. This new initiative will see seventeen positions, primarily based in DHHS, created across the State. The positions will provide family violence expertise and service system navigation to the Child Protection teams. This position is extremely important from both the Child Protection and Family Violence service provider perspective. I’m sure both services will provide input into the refinement of the position for the betterment of client outcomes over time.

In March of 2016 the Family Violence Royal Commission handed down all 227 of its findings after approximately 12 months of reviews, interviews and research. To implement all 227 of the findings will require a significant investment from the Victorian State Government over, what I would imagine, would be a significant number of years. To date some extra funds have been rolled out for on the ground services in order to cope with current demand, which has increased due to the extensive media coverage and community education programs currently in place. Whilst the findings are far reaching, across many sectors, it is hoped the end goal of a more coordinated service system will achieve greater levels of safety and appropriate outcomes for women and their children.

The WAYSS Outer South Homelessness Services experienced a number of staff changes throughout the year. The resignation of Kim Stowe saw Gaye Ealy appointed to the Chief Executive Officer role, thereby creating a vacancy at the General Manager level. Kim Culpin, Manager of Outer South Homelessness Services, was successful with her application for the General Manager position, which in turn created a vacancy at the Manager level. Steve Nidenko was appointed to the manager position after a long stint as the Coordinator of the Casey/Cardinia Youth Team. Brenna Johnstone, after many years within Women’s Services, was welcomed to the Casey/Cardinia Youth Team taking up the Coordinator position. I would like to thank Kim and Steve for their dedication and support to the Outer South Teams and congratulate them on their new positions.

WAYSS, in partnership with DHHS, have continued the ever frustrating search for an appropriate location for the Step Ahead Program facility. A couple of potential sites were identified during the year, however cost priced us out of one and the future pokies venue proposed across the road from the other was deemed less than ideal. Whilst Step Ahead continues to provide high quality services to young people using a dispersed accommodation model the preference is to run the services from a purpose built facility as per the original funding guidelines. Hopefully 2016/17 will present further options and opportunities to explore.

For the Outer South Initial Assessment and Planning Program (IAP) and Youth Housing Program (YHP) it is pretty much business as usual. Neither program has seen growth in funding during recent times however both report a steady increase on demand as a result of the rapid population growth in the Outer South Growth Corridor. Both teams have seen considerable staff turnover throughout the year and whilst this can be time consuming for management the enthusiasm of the new staff members has permeated through to the wider teams.

For the Outer South present many issues. Housing Establishment Funds (HEF) available to clients for Rent in Advance or Rent Arrears, once covered almost two weeks rent. With the ever increasing prices of rental properties in the Outer South HEF barely covers one week Rent In Advance these days.

This makes it particular difficult for people to find enough funds to cover the four weeks rent in advance that all Real Estate agents require. Whilst those who qualify for the Office of Housing (OhH) Bond Loan are able to utilise
this resource for the bond, those who don’t effectively need to find the equivalent of another four weeks rent. As the average rent in the Outer South is approximately $350 per week this means at least $2500-3000 needs to be sourced before anyone is able to move into a property. Not an easy task for someone on a Centrelink benefit, as many of our clients are, and even more difficult for young people on Youth Allowance. All staff in the Outer South continually amaze with the outcomes they achieve, especially given the hurdles they face on a day to day basis.

As a result of the DHHS boundary changes the Outer South Peninsula Integrated Family Violence Partnership initiated a review of their boundaries. After many months of discussion the decision was made to alter the Partnership boundaries which in effect created two separate partnerships. They are now known as the Bayside/Peninsula Integrated Family Violence Partnership and the Southern Melbourne Integrated Family Violence Partnership. Whilst this decision was fantastic for the Partnerships, allowing more time to focus on specific areas, for WAYSS this meant sitting on two Partnerships as we provide a service in both areas. The Southern Metropolitan Region Integrated Family Violence Executive, comprising members from both Partnerships, still meets on a quarterly basis. The purpose of this group is to oversee consistency with the roll out of programs etc. across the whole Southern Metropolitan Region.

Throughout the year the Southern Melbourne Partnership achieved some wonderful outcomes. The Partnership applied for funding to develop an Indigenous specific Family Violence Safety Plan. The project sits across both Partnership areas and work currently continues by members of both Partnerships to have this completed in the very near future. The Southern Melbourne Partnership also participated in the “16 Days of Activism” campaign, receiving funding from the Department of Premier and Cabinet to assist with the implementation of activities throughout the campaign period. Three posters with poignant messages were developed by the working group. The posters were displayed far and wide with other Family Violence partnerships across the State requesting permission to use the messages. Coffee cups with the three messages were printed and local cafes were approached to use the cups during the campaign. It was pleasing to hear that many of the cafes approached were more than happy to participate. Dandenong Market supplied a stall space and information bags were distributed from this location. Within an hour all bags had been distributed, another pleasing outcome. I would like to acknowledge the working group who worked tirelessly to develop and implement all the activities.

After 20 years as Chief Executive Officer (CEO) with WAYSS, Kim Stowe announced his retirement. There are many superlatives I could use to describe Kim however I would just like to say thank you for all that he provided the Community Services Sector and in particular myself as a new worker into the field many years ago. I will always appreciate the chance you took to provide me the opportunity to establish my own career in the sector. In November 2015 we wished Kim bon voyage and ushered in a new era. I would like to congratulate Gaye on her appointment as the new CEO and look forward to working with her into the future.

Finally I would like to thank all who have worked in the Outer South management team throughout the year. To the program managers Amanda, Steve and Kim your guidance and support of your coordinators is greatly appreciated. To all the coordinators, Shirlene, Brenna, Alan, Pat, Lisa, Georgia, Maria and Shirley, the effort and hard work does not go unnoticed and is very much appreciated. To the other members of the Executive team, Jen, Kim, Ian and Gaye, thank you for support throughout the year. Finally, a massive thank you to our wonderful Board of Directors who volunteer their time to support the Organisation to continually reach the lofty goals we set ourselves each and every year.

Doug Paroissien | General Manager | Outer South Homelessness & Women’s Services
WAYSS has always been active in the development of innovative models to address the issues of family violence and homelessness and this has been another year of expanding services that are responsive to the growing and changing needs of clients in our diverse catchment communities.

Women’s Integrated Services covers the catchment across Southern Melbourne which encompasses:
- Shire of Cardinia with rural and semi-rural areas.
- City of Casey, the most populous and third fastest growing municipality in Victoria.
- City of Frankston.
- Greater Dandenong which is rated as the most disadvantaged and the most culturally diverse municipality in Victoria.

Approximately three quarters of requests for service are associated with the client’s need to find accommodation as a result of family violence.

This year saw a significant increase in referrals for women with complex immigration and visa issues, with no Permanent Residency, no income and no prospect of income who were forced to leave because of violence. The challenge in supporting these clients starts with trying to find crisis accommodation where they can be safe until other viable housing options can be found. Many of these women are in legal limbo and struggle with the expense and the time it can take to obtain the necessary paperwork to progress their legal issues, especially obtaining an Intervention Order, a process that can be dragged out by their ex-partners who use the legal and court system to block them. We managed to prioritise accommodation in our crisis facility and a number of THM’s for many of these clients and have relied on crucial working partnerships with a range of agencies to provide advocacy and support to assist them. We are particularly grateful to the Red Cross and the Berwick Baptist Church for the material aid and food they provided regularly and to Windermere for their assistance with Flexible Support Packages for these clients.

VICTORIAN ROYAL COMMISSION INTO FAMILY VIOLENCE

In March we saw the release of the findings and recommendations from the Royal Commission into Family Violence which we contributed to with a lengthy submission. The release of this report received an enormous amount of coverage in media. This correlated to a noticeable increase in contact and demand for all our services which was a great response from women needing a service who may not have had the knowledge or confidence to come forward before. It also increased the demand on staff to participate in numerous government and community consultations and forums, a positive outcome in terms of getting the message out about family violence and available services.
SWISS - FAMILY VIOLENCE CRISIS RESPONSE

SWISS is a high security family violence crisis facility, where 24hr on-site staffing supports families in eight independent residential units. Families stay up to six weeks, or longer if needed, and maintain ties to their local community if it is safe to do so.

At the same time, a ‘front door’ response for women and children who are homeless or at risk of homelessness because of family violence is provided, with many women placed in motel and/or referred into high security women's refuge. It is a co-location model, which includes a solicitor from Casey Cardinia Legal Community Legal Service providing legal assistance one day a week, a psychologist on staff three days a week, and an on-site weekly Animal Assisted Therapy Group for mothers and their children.

This year saw a high turnover of tenancies in the units, although there were also several clients who stayed for some months due to no visa status and no income and so no prospect of securing alternative accommodation. A high proportion of clients this year were from non-English speaking background and we were able to introduce the use of iPads for interpreting and translation as well as utilising interpreters both on site and by telephone.

TRANSITIONAL SUPPORT - HOUSING

FAMILY VIOLENCE OUTREACH AND WOMEN'S OUTREACH PROGRAM

WAYSS Family Violence Outreach (FVO) and Women's Outreach Program (WOP) support women and children from within a homelessness service response.

During this year they provided direct accommodation and housing assistance through:

- Access to motel accommodation and crisis support.
- Facilitated referral into secure refuge.
- Access to high security accommodation which also allows a woman to keep working, bring her pets and keep her children attending the same school.
- 140 Transitional Housing properties where women and children received case managed support.
- Access to the public and community housing system.
- Assistance to women going into private rental through advocacy with local real estate agents and access to HEF and the Private Rental Access Program.
- Partnerships with other agencies and services with specialist housing programs.
- Knowledge of local rooming houses and how they operate and assessments of suitability (although this is recognised as often the least suitable option it is)
- Consistent referral pathways between internal agency programs to ensure seamless access for clients depending on what they need, including access to PRAP, HEF (Housing Establishment Funds), SHASP (Social Housing & Advocacy Support Program for public housing tenants), ITAR (Indigenous Tenants at Risk Program), IA&P (Assessment & Planning Program) and access to youth support programs.
- Client brokerage to secure a woman’s home for her safe return to the property. This includes an On Call locksmith who is available 24hrs and access to contractors who repair damaged doors and windows, install lighting and security systems to restore an unsafe home to a level of security.
- Personalised security equipment including personal alarms and mobile phones.

While the landscape may have changed in many ways in regard to how society reacts and responds and deals with family violence, the reality is that hundreds of women and children continue to become homeless because of family violence. Our priority service response remains the same - to assist women to access an income, obtain legal and court protection from abuse and violence, secure somewhere safe to live and reclaim the right to live free from fear, abuse, violence and harassment.
CHILDREN’S SERVICES

With a history of recognising that children must be treated as clients in their own right this year we continued to further some of the work we have undertaken in working with children.

The SWISS Children’s Worker joined the DHHS Child Protection High Risk Infant Panel to provide her perspective and expertise on family violence in the context of the role of the panel in monitoring infants at risk.

Crisis intervention and case management support from the Children’s Case Workers was provided to 303 children this year.

It is also important to acknowledge the extensive case management the FVO and WOP Case Workers provided to their client’s accompanying children.
ANIMAL ASSISTED EDUCATION THERAPY GROUP - AAET
The Animal Assisted Education Therapy Group AAET - conducted weekly at RSPCA for children in our service continued to deliver good outcomes during this year. This AAET Group started in 2005 with Nerys Lewis from EE&T and is funded by WAYSS.

We have also had our second year of the additional AAET Group at SWISS run by Nerys, Leah and Karen, for crisis clients. These weekly sessions have mothers and their children participating and have continued to deliver very positive outcomes for all of them.

We are privileged and indebted to Lyne and Stephen Sedgman for their ongoing funding and support for this group.

INDIGENOUS FAMILY VIOLENCE
During this year we continued to ensure that culturally appropriate responses to Indigenous clients was a priority, and that we maintained the commitment for all staff to attend Indigenous training and participate in Indigenous activities both at a local and regional level.

This year we continued our participation in the Southern Metro Indigenous Family Violence Regional Action Group (RAG) which has a leadership role in developing and implementing a Regional Action Plan to educate, reduce and respond to family violence in the Aboriginal community. Staff attended the Aboriginal Contextualisation of the Family Violence Common Risk Assessment and Risk Management Framework (CRAF) training and NAIDOC Week.

During this year the Manager was a member of the Dandenong Police Family Violence Koori Police Protocols Reference Group, with the protocols successfully rolled out in May.

We also worked with the Regional Integration Coordinator from the Family Violence Partnership in running yarn-up forums for Aboriginal women to have input into developing Safety Plans for Aboriginal Women.

L17 FAXBACK RESPONSE
The L17 (FaxBack) program with Victoria Police has been in operation since 2005 and has now reached a zenith in terms of our response to those Affected Family Member (AFM) referrals and our partnership with Victoria police.

The L17 response is a high level entry point for women to come into our service, and we recognise the importance of having a dedicated cold calling assessment and intake process to contact AFM’s within a short time frame in order to successfully gain their positive response to ongoing contact. L17 referrals are actioned within 24 hours of receipt of the referral and are triaged according to risk. It is imperative to secure the engagement of an AFM at this point in time to ensure that risk management and safety planning is undertaken with them quickly and effectively.

During this year the L17 response workers provided:
- Advocacy and liaison between police and AFM’s
- Crisis accommodation
- Court support
- Safety and security assessments with women to remain in or return to their homes after obtaining an Intervention Order
- Facilitated referral to safe housing options
- Referral to legal, financial and counselling services
AFM - AFFECTED FAMILY MEMBER - CASE MANAGEMENT

During this year, in collaboration with Victoria Police Family Violence Units in Dandenong, Casey and Cardinia, and other partnership agencies in receipt of L17 referrals, fortnightly AFM (Affected Family Member) Case Management Meetings were established. This model was trialled to enhance the integrated family violence response to L17 referrals and to support the work of the RAMP.

The focus of these meetings is to share service responses to (AFM) women and children in L17 referrals. The agencies undertake agreed lead roles and actions which prevent duplication of service, at the same time ensuring that AFM risk is identified and tracked.

The meetings are convened by the RAMP Coordinator and are attended by our Family Violence staff, Vic Pol High Risk Liaison Officers from the Family Violence Units, DHHS Child Protection, Connections Child First, Community Corrections and Windermere.

The regularity of the meeting allows for a timely follow up of AFM engagement with services and the crucial review of the risk as jointly assessed by the services involved. The participation of Community Corrections assists in the Respondents risk analysis and management.

This collaborative work not only further develops risk mitigation plans for AFM’s but has created a platform in which services can jointly monitor and review at risk women and children on an ongoing basis. To date the work includes risk minimisation and safety planning for women and children, increased AFM engagement with service support, and faster interventions around Respondent accountability, including incarceration and risk The Manager mitigation strategies for Respondents involved with Community Corrections. This collaboration provided key support to our roll-out of the Southern Melbourne RAMP (Risk Assessment Management Panel) during 2016.

RISK ASSESSMENT MANAGEMENT PANEL - RAMP Southern Melbourne

In 2014 the state government announced the state-wide implementation of the Risk Assessment Management Panels (RAMP) to facilitate a multi-agency approach to sharing information and planning around the safety of women and children at serious and imminent risk from family violence. RAMP is intended to enhance this coordinated multi-agency response to strengthen the capacity of the service system to respond to women and children experiencing high risk family violence and to make perpetrators responsible for their actions.

WAYSS is the key agency that has the funding for the Southern Melbourne RAMP which includes Casey Cardinia and Greater Dandenong. It is co-chaired by Victoria Police and WAYSS and the administrative and operational support is provided by the RAMP Coordinator Maryann.

The core representatives are Victoria Police, Child Protection, WAYSS Family Violence Service, Child First, DHHS Housing, Health, Taskforce, Corrections, SECASA, Windermere, VACCA and Relationships Australia.

The RAMP was more than 12months in the planning, training and development and the first RAMP panel was held in July 2016.

We also provide the L17 response for Frankston and Carrum Downs and as the specialist family violence service for this catchment this includes RAMP referrals to the Bayside Peninsula RAMP.
SINCERELY APPRECIATION TO THOSE WHO HAVE SUPPORTED US THIS YEAR

White Foundation  
Lyne and Stephen Sedgman  
Bread every Thursday night at SWISS  
Zonta International Frankston Peninsula Branch  
Mornington Peninsula Quilters  
K-Mart  
Impact for Women  
Zonta International Frankston Peninsula Branch  
K-Mart  
Impact for Women  
Dandenong Magistrate’s Court - Court Fund  
Department Health & Human Services  
Safe Steps  
Victoria Police  
Edrington Park Retirement Village Ladies Club  
Casey Cardinia Community Legal Service

St Kilda Mums  
Water To All  
Seaford Mums  
Pakenham Quilters  
Berwick Quilters  
Linen House  
Seaford Football Club  
Centrelink  
Windermere  
In Touch  
Queens Fund  
SECASA

A particular thank you to the Bayside Peninsula Shopping Centre consortium, Vicinity, who launched a two week fund raising and awareness campaign around family violence where a large mural was laid out beautifully in the middle of the shopping centre. For a gold coin people could colour in a square and Vicinity matched every dollar raised to provide services for children in our programs.

THANK YOU TO THE DEDICATED PEOPLE WHO KEEP THE PROGRAMS GOING

Many thanks go to the outstanding Coordinators Pat, Lisa, Georgia and Shirley and their amazing teams:

I would like to acknowledge the work and long standing contribution of the Frankston Coordinator Maria Johnston who retired in July this year.

I would like to thank the Board of Directors, CEO Gaye Ealy and General Manager Doug Paroissien for their guidance and support and their unwavering commitment to the work of this organisation.

We would all like to acknowledge the dignity, courage and strength of the hundreds of women and children who come through our services each year.

Amanda Graham | Manager | Women’s Integrated Services
The 2015 – 16 Financial Year was a year of significant change for the organisation with the Kim Stowe retiring from his long held position as Chief Executive Officer (CEO). Kim’s retirement sparked a flow on effect that rippled throughout the organisation including the Outer South Homelessness Services’ programs.

With Gaye Ealy being appointed to the position of CEO, Kim Culpin, the previous Manager of Outer South Homelessness Services successfully applied for the General Manager of Quality Assurance position. Kim’s appointment into this position left the Manager of Outer South Homelessness Services position vacant. I have been honoured to have been provided the opportunity to fill this position and to take up the challenges of the role. Subsequently, my appointment to this position made room for Brenna Johnstone to successfully apply for the Coordinator of Casey/Cardinia Youth Services position at the beginning of 2016.

Changes to personnel did not stop there as a number of staff across the suite of services operating within the Outer South also changed. Over the course of the year it has become evident that these changes to personnel have positively impacted upon the respective programs by harnessing the knowledge and experience of all team members to deliver excellent outcomes for clients seeking a service.

I would like to thank each member of the Initial Assessment and Planning (IAP), Youth Support Services (YSS), Social Housing and Advocacy Program (SHASP), Private Rental Access Program (PRAP), Accommodation Options for Families (AOF) and Women’s Services (WS) programs for their continued efforts in developing and maintaining a supportive and collaborative culture across the teams in the Outer South catchment. This is an impressive accomplishment when I consider that staff from these programs operate from the WAYSS’ Pakenham, Berwick, Cranbourne, Frankston and Dandenong offices. It is this culture that perpetuates the ongoing wellbeing of WAYSS’ personnel, as well as creating seamless pathways from initial assessment and intake through to case managed support, and through to independence and self-reliance for clients.

In the Outer South we continued to promote our health and wellbeing through our participation in the 10,000 Steps Pedometer Challenge. To balance this out we have continued to enjoy our bi-monthly gastronomic extravaganzas, where staff bring along a plate of food of their choosing to share with their colleagues. From humble beginnings, we now find ourselves enjoying cuisine from diverse cultures and tastes. These lunches have proven themselves to be not only a wonderful way to try new and different foods, including delicious vegan and gluten free offerings, but are more importantly opportunities for us to continue to forge strong professional relationships that stand us in good stead to provide a robust and comprehensive service to clients coming through our doors.

**CASEY CARDINIA YOUTH SERVICES**

The Step Ahead Program experienced changes to the team. The program has continued to work with the young people engaging in the program to achieve some excellent outcomes, with some clients exiting into either long term independent accommodation or through a process of family reunification to return home where it has been safe to do so.

Despite the large amount of change that has occurred within the Youth team over the past 12 months, the Youth Services team has continued to demonstrate their ability to remain supportive of each other and to provide a high quality of service to all young people seeking a service.

The Casey/Cardinia Youth Support Program assisted a large number of young people living throughout the Outer South catchment with 369 episodes of support being provided over the past financial year. The Step Ahead Program provided 13 episodes of intensively case managed support to young people across the same period.
Staff in both programs have noted an increase in the numbers of young people presenting with multiple complex support needs. These needs most commonly related to mental health, substance abuse, gender diverse (transgender), family violence and intervention orders against young people from their families. With the aim of being able to best respond to these often complex issues the team has been very active in building positive relationships with both internal and external programs and services that will benefit young people within the catchment.

**INITIAL ASSESSMENT AND PLANNING**

The Outer South IAP team was also impacted by staffing variations over the past year. Despite all of this movement the team continued to provide an excellent service to the large number of clients seeking a service from the program.

Over the 2015-16 financial year the Outer South IAP team provided a total of 1368 financial assists to its client group. The greatest demand for financial support was for clients seeking support for rent arrears, with 755 recorded episodes of support where this occurred. This support is invaluable in keeping people at risk of homelessness out of the service system and in longer term housing options. It was also extremely positive to see that financial support for rent in advance was the second highest category for the program with 284 instances where people were provided with rent in advance to enter into private rental properties, and 247 instances where people entered into rooming house accommodation.

Whilst it is important to acknowledge the financial assistance staff within the IAP program provide, I believe that the support they provide in regards to initial assessment, referrals, advocacy, and information sharing and skill building is invaluable, as it works towards reducing service dependency and instils the skills that promote independence.

Aside from meeting the high level of client demand presenting to the Outer South offices, the team has continued to work towards addressing issues relating to the apparent lack of accommodation options that are available to clients presenting as homeless. In response, the team has worked to build effective networks with landlords and real estate agents both in and outside of the catchment. Further to these efforts Alan has also provided consultation to a local property developer around the construction of a 7 bedroom and a 9 bedroom women and children only rooming houses. These rooming houses have been built to a high standard and have been designed to promote the resident’s wellbeing as well as to meet the security needs of the residents of these two facilities. Another 10 bed facility will also be completed by the same developer by the end of 2016. Therefore this collaboration will have worked towards providing an additional 26 bedrooms in the City of Casey for vulnerable women and their children.

**PRIVATE RENTAL ACCESS PROGRAM (PRAP)**

Referrals for assistance and support for both young people and family violence clients remained high throughout the year and exceeded annual targets, however referrals from people with diagnosed mental health conditions were lower than expected. The team, including the program’s Coordinator, Shirlene have remained resolute in working with supporting programs and services to ensure people with mental health issues are aware of the program, its referral pathways and the support that it provides.

Clients who have accessed the program feedback that the support and assistance has exceeded their expectations and has been instrumental in them establishing themselves into private rental tenancies.
SOCIAL HOUSING ADVOCACY AND SUPPORT PROGRAM (SHASP)

Frankston SHASP team has remained busy over the past year, exceeding its annual funding target and providing support to 116 public housing tenants to maintain or to address issues that were identified as impacting upon their tenancies. Self-referrals into the program remained high and even exceeded the number of referrals received from the Frankston Office of Housing. The team identified that property condition has remained at the forefront of support issues tenants have sought support to address. Other support needs relate to managing finances and rent arrears, neighbourhood disputes and maintenance issues.

ACCcommodation Options for Families (AOF)

Of the 63 families and their 139 children who received support through the program over the past financial year, 27 families have to date been successfully supported to access long term private rental properties. An additional 20 families have been supported into other long term housing options such as public housing, rent free private housing, caravan parks and rooming houses of the client’s choosing.

The program continues to strive to advocate on behalf of their clients and to instil the skills and knowledge families require to allow them to effectively break into the competitive rental market, and to secure long term housing. A wonderful reflection of the positive impact the AOF program is continuing to have upon the families engaging in support is reflected in feedback that has been provided by children who talk about the positive impacts having their own room and home have had upon their lives.

It is also important to me that I acknowledge and thank our Berwick Receptionist for all her hard work over the past year. She has continued to provide a high quality response to all persons; clients, staff and stakeholders accessing our service either through the front door at our Berwick office. She has allowed for the Berwick office to be used as a central reception hub and conduit for telecommunications between all the offices in the Outer South catchment. Without your knowledge and expertise communication between our offices would not be as effective as it is, so please accept my gratitude and thanks.

I would also like to thank Alan, Brenna, Shirlene and Pat for their support of me in my role. I am extremely grateful for the work that you do so well in supporting the flexible and highly skilled and knowledgeable staff that deliver the front line services WAYSS provide on a daily basis. I also extend my sincere thanks to my colleagues within the Management team, to Doug the General Manager of Outer South Homelessness Services, to the WAYSS Executive team, and also Gaye for their support over the past year. I look forward to collectively embracing the challenges of the year to come.

Stephen Nidenko | Manager | Outer South Homelessness Services
There has been a slight element of difference about the place since Kim Stowe's departure from the role of the CEO last November, Gaye Ealy has stepped into the space with the same passion and energy and the homeless issues unfortunately persist and it has been business as usual. Once again it has been a year of challenges for all of our programs, whilst we have had less staff movement in most of our direct service staff our senior ranks shifted and changed somewhat.

**DANDENONG YOUTH SERVICES**

The Dandenong Youth Services Manager Rebecca issued notice that she would be taking maternity leave as of February 2016, unfortunately Rebecca's health deteriorated and her finishing up time ended up being late December 2015. We interviewed and were fortunate to have Jenni Furby commence the role on the 4th of January 2016. Jenni has taken to learning the homelessness services and sector extremely well, she originally worked in the Drug and Alcohol sector her skills in her previous field have been put to good use.

Over some time the roles of intake and assessment had become difficult with only 2 staff employed in that role with case workers rostered on as back up. We had some staff changes pending and decided to add another intake and assessment role to the team. There are now three 4 days per week roles to cover intake and interim support for young clients presenting at our Thomas St Site. This seems to have worked well and has allowed our case work staff to pick up more clients from their intake colleagues.

**DRUG COURT PROGRAM**

Once again we have had great successes with our collaborative work with the Drug Court of Victoria, thanks to Sean and his teams’ great work. There are now combined discussions about property vacancies and prioritising those clients with the highest need. There are still issues with throughput in the properties as Office of Housing vacancies for singles are few and far between so vacancies in our THM stock can be a rare thing in our property portfolio.

This program continued to experience major staffing changes during the last year, we had Jane leave us this year but Elma has filled her role extremely well. Those who remain continue to do a great job of keeping our clients well supported as well as maintaining a great working relationship the court.
Housing Establishment Funds

Dandenong
- Rent in Arrears: 14%
- Rent in Advance: 86%

Cranbourne
- Rent in Arrears: 2%
- Rent in Advance: 53%
- Other: 43%

Pakenham
- Rent in Arrears: 4%
- Rent in Advance: 55%
- Overnight Accommodation: 41%

Berwick
- Rent in Arrears: 37%
- Rent in Advance: 63%

FV Crisis
- Rent in Arrears: 16%
- Rent in Advance: 75%
- Overnight Accommodation: 3%
- Bond: 6%
- Removal: 3%
Housing Establishment Funds

**YOUTH Dandenong**

- Rent in Arrears: 6%
- Rent in Advance: 94%

**SAAP**

- Rent in Arrears: 50%
- Rent in Advance: 10%
- Bond: 6%
- Other: 34%

**Grand Total**

- Overnight Accommodation: 47%
- Rent in Arrears: 19%
- Removal: 1%
- Bond: 32%
- Rent in Advance: 1%
HOUSING ESTABLISHMENT FUNDS

The pie charts included in this report show our Housing Establishment Fund expenditure against our offices in Berwick, Cranbourne, Dandenong and Pakenham. The expenditure of approximately $108,700 from our Frankston office is allocated wholly to clients with rental arrears. Rent in advance or other HEF products are administered by Salvo Care Eastern from their Frankston office.

We allocated $167,000 to our crisis services; through our Family Violence crisis service we assisted 165 women and 169 accompanying children, whilst our generalist crisis service assisted 994 adults with 518 accompanying children. These crisis figures show that on the day that these clients have presented there were no other options than a night in a motel or 3 nights if they presented on a Friday. This is a sad reflection on our Housing system and sheds some light on how many children are impacted by the failure of the Housing and Legal systems.

The SAAP pie chart is a small HEF allocation of funds that remain from our old Supported Assisted Accommodation Program and it is accessed by our support people whose clients need assistance with relevant HEF products other than our core business of rent in advance and or arrears.

INITIAL ASSESSMENT AND PLANNING PROGRAM – DANDENONG

We had a substantial amount of staff change in this program this year, the majority of these staff left to fill internal vacancies in other WAYSS programs. We have not lost them but it was a great strain on Anita, Sean and our Human Resources team. We now have a new, young but committed team who continue to offer the best possible response to individuals and families presenting at our Thomas St site.

We still have our angry clients who are not happy with the lack of housing options, but they are offered with genuine respect to the client/s needs. Unfortunately some of these resources are a night in a motel or a week’s rent for a rooming house that is of course if there are any vacancies, these options are far from the response we would like to offer. As the figures mentioned in the HEF report attest there are far too many families with children receiving inadequate accommodation outcomes.

EMERGENCY YOUTH ACCOMMODATION

As mentioned in the Dandenong Youth Services report Rebecca’s leave earlier than first thought was a challenge but the surprises continued with the EYA Coordinator Sandra resigning just before Christmas. Caitlin was successful in applying for the Coordinator role, therefore leaving her support role at Potter St.

During our last four summers back in the new EYA building our young people’s bedrooms have, on some days reached 40 degrees plus, it seems the cross ventilation that we were promised by the architects did not work in our building. We needed to comply with health and safety standards and cool these rooms, after consulting cooling professionals 10 spit systems were fitted to the bedrooms. We now have civilised living conditions for our young people through our more extreme summer months.

After the bedrooms at EYA had 500 young people through them since we moved back to our new building, the wear and tear on the walls needed addressing. The logistics and cost of painting the rooms and the downstairs communal area were addressed before the end of the financial year. Over the next year we hope to focus on the outside walls and our security camera system.

SOCIAL HOUSING ADVOCACY AND SUPPORT PROGRAM

As Sean reports this program experienced only minor staffing changes during the year. Serena and her people continue to do great work with clients to keep them housed in their OOH properties and complying with their responsibilities under the Residential Tenancies Act.

George continues to work well with our Indigenous clients and community’s and has kept up the tradition of dragging us all off to the varying indigenous celebrations during the year. There is not a flag raising or smoking ceremony that occurs in our catchment without a WAYSS staff member being present, as it should be.
REGULAR DONATIONS

Like previous years we continue to receive some amazing donations of handmade treasures from the Pakenham Patch Workers and Quilters, Hills Loving Stiches from The Basin, Edrington Park Retirement Village Ladies Group and Kogo. Our women and young people in our crisis facilities, on an ongoing basis, receive beautiful handmade quilts of outstanding quality and handiwork.

Kerry Fleming and I attended one of the major standout annual events in May this year and were given 2 quilts and some toiletries by the Nyora/Loch quilters group. As they gave us these items they informed us that this quilt was commenced by Dorothy Hughes who sadly was unable to finish the work as she passed away, she was 83, the piece was completed by Raye Allen.

We have had the quilt framed and it now is now proudly displayed outside the CEO’s office. This quilt represents the long term relationship that WAYSS Ltd has with some of the most amazingly clever, generous and supportive women of the various quilting groups in and around our catchment. We can never thank them enough.

I have included a photo of the finished piece, the photo does not do justice to the real thing.

On closing my report I would like to thank all of our staff and Management team for their great dedication and hard work through the year. Also a big thank you to my Executive colleagues, our great Board of Directors and welcome and thanks to Gaye Ealy.

Jen Kelly | General Manager | Dandenong Homelessness Services
To begin with, I would like to congratulate and wish Gaye very well with the appointment as the agency’s new Chief Executive Officer. I want to thank the Board of Directors, Gaye, the Executive and the entire management team for their support and understanding throughout the year. I also express sincere thanks to Jen for her unwavering support during the course of the year. I acknowledge and congratulate Kim Stowe on his outstanding contribution to the agency and the broader sector as a whole. I would also like to personally thank Kim for his leadership, wisdom and humor over many years.

**DRUG COURT HOMELESSNESS ASSISTANCE PROGRAM (DCHAP)**

During 2015-16 the program supported 87 clients, an increase of nine from the previous year. Of the 87 clients supported 92% were male while 8% were female; this proportion remains very comparable to previous years. Clients aged between 25yrs and 44yrs made up 80% of the client group. The program received 57 new referrals for the year (54 male and three female), of the 57 new referrals two clients were referred more than once.

When Drug Court Victoria facilitated the referral to DCHAP, 45% of clients resided with either family or friends however this was characteristically a very short term option for the client, 36% were either in custody or had no fixed address at the time of referral. This was quite an increase from the 20% the previous year while the remaining were either accommodated in private rental, rooming/boarding house or a rehabilitation facility. 16 clients exited THM accommodation in the course of 2015-16. Six of the 16 exited into Office of Housing properties, unfortunately eight were cancelled off their Drug Treatment Order and were incarcerated while the remaining two reunited with their family.

Every year, Victorian taxpayers save $3.8 million on prison beds, on which drug offenders may otherwise rest their heads. This is predominantly due to the great work provided by the team at the Dandenong Drug Court. The social and health savings cannot be quantified. As a result of the positive review of the Dandenong Drug Court, the Victorian State Government announced $32 million to establish a new Drug Court at the Melbourne Magistrates’ Court. It’s expected the funding will increase the number of people who can appear before the court from 70 a year to approximately 240. The recent evaluation of the Dandenong Drug Court showed that while participants remain on drug treatment orders, they experience improvements in their wellbeing and connectedness to the community. This can improve their chances of staying off drugs and alcohol and substantially reduce the risk of reoffending. Participants also reported improvements in their health as a result of being on the program. Participants who progressed to the later stages of the Drug Court program improved their family relationships and housing stability, as well as other life skill areas such as time management and accountability. The expansion of the Drug Court is an important step that will make it available to more people living in the Melbourne area as well as a reflection of the success of the model and the hard work undertaken by every member of the Dandenong Drug Court team and supporting agencies. The new Drug Court will be the centerpiece of the State Government’s Ice strategy.

Clients have access to a broader range of resources and services that improve their living skills and independence. The DCHAP team continued the cooking component of the Living and Life skills Program in conjunction with Dandenong Neighbourhood House. The program is facilitated by an experienced chef/trainer and supervised by the DCHAP staff and consists of making a starter, main meal and dessert. The program also covered topics such as cooking on a budget, creating a shopping list, purchasing groceries at the market and utilising the community garden at the neighbourhood house. Some of the benefits to the clients are -- healthy meals, enhanced skills, a sense of accomplishment, connecting with others and potentially starting a culinary career.
The DCHAP team encompasses one Coordinator and three Case Workers. During the year Jane tendered her resignation; Jane was with WAYSS and the DCHAP program for over six years and spent the last four years as Coordinator. I thoroughly enjoyed working with Jane and would like to personally thank Jane for her support and the very valuable contribution she made to the DCHAP program and Drug Court Victoria. Elma was successful for the vacant Coordinators position after previously spending time as DCHAP Coordinator while Jane was on maternity leave.

SOCIAL HOUSING ADVOCACY & SUPPORT PROGRAM (SHASP) & INDIGENOUS TENANTS AT RISK PROGRAM (ITAR)

Dandenong SHASP received 193 referrals for assistance throughout the course of 2015-16; this was an increase by 43 from the previous year. 52% of the referrals came directly from the Dandenong Housing Office, 32% were self-referrals while internal and other agency referrals made up the remainder. Support for rental in arrears and related issues (i.e. – broken repayment agreements, lack of income, failure to lodge rent rebates, backdated rent due to undisclosed occupants) made up almost 60% of the main identified issue for referral. In assisting clients referred for rent arrears, the SHASP team maximised on assistance from financial counselling services throughout the region which assisted in many tenancies being stabilised. Support for transfers/creation of tenancies and housing applications made up 22% of referrals. Inside and outside property condition issues remained a pertinent issue for the staff with just over 19% of referrals relating to this time consuming and complex issue.

The ITAR program received 59 referrals for assistance during the year; this figure is virtually identical to the previous year. Traditionally we receive very few referrals from agencies as time has taught us the local community would favour to go directly to the ITAR worker rather than request a formal referral. We continued to acknowledge and attend events that were part of the significant dates calendar of Aboriginal and Torres Strait Islander people. The program also had a presence and worked closely with the Dandenong and District Aborigines Co-operative Limited, Willum Warrain the gathering place - (a Boon Wurrung term for 'home by the sea') in Hastings, Bunjilwarra - Koori Youth Alcohol and Drug Healing Service, Ngwala Willumbong Co-operative Ltd, Koori Community Kitchen in Frankston, Aboriginal Housing Victoria, Victorian Aboriginal Child Care Agency, the Victorian Indigenous Homelessness Services Network and the Dandenong and Frankston Housing Offices.

During the latter part of the year the department (DHHS) advised that the SHASP program will be undergoing a Health Check. The purpose of the Health Check is to provide an understanding of the strengths and opportunities of the SHASP program to inform their role in achieving the best possible client outcomes for 2016-2017, as an input to strategic thinking around complex tenancies moving forward and understand the extent of collaboration with other service providers in supporting clients. During May the Implementation Support Unit of DHHS began the Health Checks with four state-wide workshops (North, South, East & West.) Ours (South) was held at Quantum Support Service in Morwell, with WAYSS, Quantum and DHHS staff in attendance. The workshop went well and it was an opportunity to discuss a range of topics including but not limited to—what are the strengths? what are the gaps? data collection, key relationships, key collaborations with service providers, waiting lists, referrals, hoarding/squalor, targets etc. As a follow up from the four workshops a meeting at DHHS central was arranged to discuss the information gathered from the previous workshops. We are now waiting on DHHS to ascertain where we go from here; I anticipate there will be more consultation in the coming months to further discuss this important issue.

Once again the SHASP program has benefited from productive reciprocal working relationships with a variety of services including but not limited to WAYSS Programs, Dandenong Housing Office, Support for High Risk Tenancies and Dandenong VCAT.
INITIAL ASSESSMENT & PLANNING (IA&P)

Through the Housing Establishment Fund (HEF) the Dandenong IA&P team provided financial assistance to 635 households to establish their tenancies, this equated to $150,565.75. Financial assistance for rent in arrears was provided to 109 households this equated to $25,871.46. The overnight motel accommodation expenditure was $114,272.73. The majority of cheques provided for rent in advance were for rooming/boarding-house accommodation. The Dandenong office had a total of over 14,750 front desk presentations for the year, this equates to approximately 57 presentations per business day. This is not dissimilar to previous years.

After sometime in the making the Victorian Government, in partnership with the community housing sector, developed the Victorian Housing Register to make it easier for people to access housing options. The Housing Register will bring together both the public and community housing waiting lists to create a single register. The register will deliver an online application that will both simplify and speed up the way clients can apply for social housing. At this point it is a matter of ‘watch this space’ to see what if any impact this has on clients presenting to IA&P requesting to apply for public or community housing.

After quite a lot of discussion during the year, we implemented a shadowing program for the IA&P team at WAYSS and the crisis team at Launch Housing. The purpose of the program was to share practice skills, build on our knowledge of programs across both organisations, gain a greater understanding of each other’s role and strengthen working relationships. During the year each worker was paired with a ‘buddy’ from the other service. After an induction process at each site, staff were then ‘paired up’ and spent one day together at both agencies. As the program is a hands-on experience, staff completed their normal working hours and were expected to pitch in and support the person they were shadowing. The program is now likely to become a regular feature as feedback from both agencies staff was nothing short of fantastic.

This year again has seen the team being stretched at times to address the complex nature of homelessness and the effect it has on people. The team has had to implement a diverse range of practice responses and utilise other services to support the client group. The programs primary goal is to acquire accommodation for the client however this is becoming increasingly challenging. The main challenges are the multifaceted complexity of issues that clients present with as well as the lack of safe affordable housing in and around the Dandenong region. Rental prices in Dandenong continue to rise and are fast becoming out of reach for people on a supported income. Housing affordability and population growth are the two main housing challenges the City of Greater Dandenong (CGD) is expected to face in the imminent years. Despite the fact homelessness is a complex & multi-layered issue, the solutions can be quite simple: We need to build safe affordable housing, with accompanying wrap around support services at the time people need them.

Towards the second half of the year we experienced an unprecedented amount of staff turnover within the team. I would like to acknowledge and personally thank Anita and the entire team for their dedication and enthusiasm to make certain client services have continued to be delivered at a high level.

In conclusion, I would like to express appreciation and acknowledge our partner agencies such as Launch Housing, SalvoCare Eastern and Windermere. I would also like to thank the teams at Dandenong Community Advisory Bureau (CAB), Dandenong Benevolent Society, Centrelink, RDNS, Monash Health, ERMHA, Office of Housing, DHHS and all other services that have provided support to us during the course of the year. We look forward to working with you yet again in the coming year.

Sean Quigley | Manager | Dandenong Homelessness Services
The end of July concludes seven months of my role as Manager of the Dandenong Youth Programs. As my background is in Drug and Alcohol I have been “fast tracked” into the Housing Sector with the fantastic support of my General Manager and my colleagues. I have been supported to attend training, forums and conferences of which is relevant to the role which has enabled me to have a greater understanding of the sector. Thus far it has been an incredible and rewarding experience.

EMERGENCY YOUTH ACCOMMODATION PROGRAM (EYA)

EYA provided 119 residential placements throughout the year, with an additional 30 young people accessing the refuge for short term accommodation. Nine young people were supported via intensive case management whilst residing in THM accommodation and 17 young people were supported to return home to family. Additionally, 38 young people received follow up case management from the team to ensure they were provided with appropriate support while transitioning into their new homes.

The EYA program is fortunate to receive brokerage funds to assist young people to achieve their case plan goals. During the last financial year a total of $82,321.43 was utilised to assist 137 young people. A percentage of this funding was used to repaint the bedrooms and common areas of the refuge. The refuge looks fresh and clean and continues to provide a feeling of home for the young people.

The Living and Life Skills program continues to strengthen with weekly sessions covering a range of topics. EYA were fortunate to have Kerryn Knight return to the facility to provide another Create and Connect Art Mural Project. The project ran over a period of 8 weeks and the Mural was mounted in July. EYA hosted an unveiling party where previous and current residents who participated in the project were invited to attend. Red Cross attend every 8 weeks to present the Save a Mate Program which is based on harm minimisation and safety regarding alcohol and drug use. The Prison Legal Education & Assistance Project (PLEA) who provide legal education to young people in juvenile detention have created a presentation specific to the clients who present at EYA covering topics such as MYKI fines and IVO’s. The Co-ordinator of EYA Caity, has recently built strong links with Monash Health and as a result we have a Community Nurse who attends the refuge monthly to provide one on one sessions to young people presenting with complex dual diagnosis issues. The nurse facilitates referrals for the young people and is also available one day per week at a local GP for general health appointments and advice.
EYA were invited to speak on SYN Radio, a community based organisation which produces new and independent media that is made by and for Melbourne’s young people. One of the team members represented the organisation and we are grateful for the opportunity to discuss the ongoing issue of youth homelessness in this forum. Caity and I have been attending the Statewide Youth Refuge Network Meetings which has provided opportunities for collaborating, networking and a platform for discussion regarding the Youth Refuge Reform which is currently in the collaboration phase of the process.

**DANDENONG YOUTH SERVICES**
The Dandenong Youth Services case managed 626 young people this year, 162 of whom were accompanying children and 114 of whom were in THM. 90 casual clients who chose not to in engage in case management were supported by the team and 120 Secondary Consults were provided. 1,550 young people presented through Youth Intake with a further 1,216 phone contacts.

Young people accessing our service are continuing to face a number of barriers in sourcing suitable long term accommodation. Dandenong, despite its reputation is priced beyond the budget of most single Centrelink recipients. Rooming house owners are increasingly requesting two weeks rent in advance and two weeks bond instead of the previous two weeks bond, which is unattainable for the majority of the young people presenting. There is an ongoing lack of suitable supported accommodation for young people presenting with mental illness, substance use, intellectual disabilities and the like. We see a number of young people who have been released from supervised facilities with no ongoing supports in place specific to their needs. We have also experienced an increase in young clients presenting with IVO’s against them by family members making it difficult for the young person to return home.

The Co-ordinator of Dandenong Youth Services Anette and the team continue to work successfully in building relationships and collaborating with external stakeholders in order to provide effective referral pathways and resources to support the young people during their time in need. They have participated in a number of training workshops and forums this year which is displayed by their ongoing excellence in service delivery.

**THE TEAM**
The previous Dandenong Youth Services Manager Rebecca commenced 15 months maternity leave late last year and Sandra resigned from the Co-ordinator role at EYA. Caity was successful in her application for the Co-ordinator role at EYA and is doing an exceptional job.

Both teams continue to provide an excellent service to the young people who present and display ongoing passion and enthusiasm.

I would also like to take the opportunity to thank our partner agencies which include but are not limited to: MYSS, Launch Housing, St Kilda Crisis Centre, Fusion, PYFS, Headspace, Connections, Y Stop, Salvation Army, YSAS, DHHS, Centrelink, Youth Links, Windana Youth Community House, ERMHA, Monash Health, Safe Steps, White Lion, Fusion, ELMHS, ERMHA, Victorian Legal Aid, Youth Law, Task Force, SECADA, Chisolm and Holmesglen TAFE, Asylum Seeker Resource Centre, Centre for Multicultural Youth, AMES, SECASA, The Young Women’s Project, Lighthouse, FANS, McLennan Real Estate, Serina Russo, Max Employment and St Kilda Mums, who continue to work collaboratively with us to provide the appropriate service to meet our client’s needs.

Lastly, I would like to acknowledge and thank the Board of Directors, our CEO and the General Managers of the organisation who continue to ensure the ongoing sustainability of the organisation so we can maintain the high level of service delivery that we offer to our young people.

**Jenni | Manager | Dandenong Youth Services**
Your directors present their report on the company for the financial year ended 30 June 2016.

Directors

The names of the directors in office at any time during, or since the end of the year are:

- Mrs Margaret R Kasbach
- Mr Michael R Barden retired 22 January 2010
- Mr Colin G Dickie
- Mr Ronald J O'Toole retired 29 June 2016
- Mrs Raelene R Stockton
- Mr James Folino
- Mr Peter Le Souef
- Dr Simon Kennedy
- Ms Susan Fallaw
- Mr Steve Peterson appointed 27 October 2015

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

Review of Operations

The profit of the company for the financial year after providing for income tax amounted to $209,929.

Significant Changes in the State of Affairs

No significant changes in the company’s state of affairs occurred during the financial year.

Principal Activities

The principal activities of the company during the financial 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.

Events Subsequent to the End of the Reporting Period

No matters or circumstances have arisen since the end of the financial year which significantly affected or may significantly affect the operations of the company, the results of those operations, or the state of affairs of the company in future financial years.
## WAYSS LIMITED
A.B.N. 38 080 191 108

### DIRECTORS' REPORT

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
<th>Experience/Qualifications</th>
<th>Special Responsibilities</th>
</tr>
</thead>
<tbody>
<tr>
<td>Margaret Kasbach</td>
<td>Chairperson</td>
<td>Home Economist</td>
<td>Finance Committee member</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Director since 1997</td>
<td></td>
</tr>
<tr>
<td>Colin Dickie</td>
<td>Director</td>
<td>Retired from local government</td>
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<td></td>
<td></td>
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<tr>
<td>Raelene Stockton</td>
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</tr>
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<td></td>
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<tr>
<td>James Folino</td>
<td>Director</td>
<td>Court Registrar retired</td>
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<td></td>
<td></td>
<td>Director since 2005</td>
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<tr>
<td>Peter Le Souef</td>
<td>Director</td>
<td>Solicitor</td>
<td>Risk Management Committee member</td>
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<td></td>
<td></td>
<td>Director since 2008</td>
<td></td>
</tr>
<tr>
<td>Simon Kennedy</td>
<td>Director</td>
<td>Doctor of Psychology</td>
<td></td>
</tr>
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<td></td>
<td></td>
<td>Director since 2008</td>
<td></td>
</tr>
<tr>
<td>Susan Fallaw</td>
<td>Director</td>
<td>Commerce &amp; Education</td>
<td>Policy Committee Member</td>
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<tr>
<td></td>
<td></td>
<td>Appointed director 2013</td>
<td></td>
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<tr>
<td>Steve Peterson</td>
<td>Director</td>
<td>MD Sports Management Co</td>
<td>Risk Management Committee member</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Appointed director 2015</td>
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</table>
Directors Meetings and Attendance

<table>
<thead>
<tr>
<th>Directors Meetings</th>
<th>Number eligible to attend</th>
<th>Number attended</th>
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</thead>
<tbody>
<tr>
<td>Mrs Margaret R Kasbach</td>
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<td>11</td>
</tr>
<tr>
<td>Mr Michael R Barden</td>
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<tr>
<td>Mr Colin G Dickie</td>
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<tr>
<td>Mr Ronald J O'Toole</td>
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<td>10</td>
</tr>
<tr>
<td>Mrs Raelene R Stockton</td>
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<td>10</td>
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<td>Mr James Folino</td>
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<tr>
<td>Mr Peter Le Souef</td>
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<tr>
<td>Dr Simon Kennedy</td>
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<tr>
<td>Ms Susan Fallaw</td>
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<td>10</td>
</tr>
<tr>
<td>Mr Steve Peterson</td>
<td>8</td>
<td>6</td>
</tr>
</tbody>
</table>

Environmental Regulation
The company's operations are not regulated by any significant environmental regulation under a law of the Commonwealth or of a state or territory.

Indemnification of Officers
The Department of Human Services (DHS) arranged and funded an insurance program for funded non-government organisations.
This coverage includes public/products liability, professional indemnity and directors and 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 the Company
No person has applied for leave of court to bring proceedings on behalf of the company or intervene in any proceedings to which the company is a party for the purpose of taking responsibility on behalf of the company for all or any part of those proceedings.
The company was not a party to any such proceedings during the year.

Auditor's Independence Declaration
A copy of the auditor's independence declaration as required under section 307C of the Corporations Act 2001 is set out on page 4.

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

Director: Mrs Margaret R Kasbach

Director: Mr James Folino

Dated this 7th day of October 2016
AUDITOR’S INDEPENDENCE DECLARATION
UNDER SECTION 307C OF THE CORPORATIONS ACT 2001
TO THE DIRECTORS OF
WAYSS LIMITED

We hereby declare, that to the best of our knowledge and belief, during the financial year ended 30 June 2016 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.

Name of Firm: MORTON WATSON & YOUNG AUDIT PTY LTD
Chartered Accountants

Name of Director: Kerpal S Harnam - Registered Company Auditor

Address: 51 Robinson Street, Dandenong Vic 3175

Dated this 12th day of October 2016.
## WAYSS LIMITED
### A.B.N. 38 080 191 108

### STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME
FOR THE YEAR ENDED 30 JUNE 2016

<table>
<thead>
<tr>
<th>Note</th>
<th>2016</th>
<th>2015</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>$</td>
<td>$</td>
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<tr>
<td>Revenue from ordinary activities</td>
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<td>14,102,129</td>
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<tr>
<td>Other income</td>
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<td>29,291</td>
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<tr>
<td>Administration expenses</td>
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<tr>
<td>Auditor's remuneration</td>
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<td>(15,000)</td>
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<td>Depreciation and amortisation expenses</td>
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<td>(474,811)</td>
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<td>Employee benefits expenses</td>
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<td>Housing establishment fund expenses</td>
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<td>Occupancy expenses</td>
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<td>(734,008)</td>
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<td>Property management expenses</td>
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<td>(1,283,442)</td>
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<td>Other expenses</td>
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<td>(1,042,044)</td>
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<td><strong>Profit (Loss) before income tax</strong></td>
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<td>209,929</td>
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<td>Retained earnings at the beginning of the financial year</td>
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<td>2,622,618</td>
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<tr>
<td><strong>Profit attributable to members of the company</strong></td>
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<td>2,832,547</td>
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The accompanying notes form part of these financial statements.
## WAYSS LIMITED
A.B.N. 38 080 191 108

### STATEMENT OF FINANCIAL POSITION
AS AT 30 JUNE 2016

<table>
<thead>
<tr>
<th></th>
<th>Note</th>
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<th>2015</th>
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<tbody>
<tr>
<td><strong>ASSETS</strong></td>
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<tr>
<td><strong>CURRENT ASSETS</strong></td>
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<tr>
<td>Cash and cash equivalents</td>
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<td>Trade and other receivables</td>
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<td>Financial assets</td>
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<td><strong>TOTAL CURRENT ASSETS</strong></td>
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<td><strong>NON-CURRENT ASSETS</strong></td>
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<td>Property, plant and equipment</td>
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<td>3,692,927</td>
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<tr>
<td><strong>TOTAL NON-CURRENT ASSETS</strong></td>
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<td>3,692,927</td>
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<tr>
<td><strong>TOTAL ASSETS</strong></td>
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<td>10,880,627</td>
<td>8,356,761</td>
</tr>
<tr>
<td><strong>LIABILITIES</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>CURRENT LIABILITIES</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Trade and Other Payables</td>
<td>11</td>
<td>647,012</td>
<td>488,928</td>
</tr>
<tr>
<td>Borrowings</td>
<td>12</td>
<td>8,253</td>
<td>42,430</td>
</tr>
<tr>
<td>Provisions</td>
<td>13</td>
<td>2,787,928</td>
<td>2,673,459</td>
</tr>
<tr>
<td>Other current liabilities</td>
<td>14</td>
<td>701,374</td>
<td>365,912</td>
</tr>
<tr>
<td><strong>TOTAL CURRENT LIABILITIES</strong></td>
<td></td>
<td>4,144,567</td>
<td>3,688,729</td>
</tr>
<tr>
<td><strong>NON-CURRENT LIABILITIES</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Provisions</td>
<td>13</td>
<td>390,513</td>
<td>362,414</td>
</tr>
<tr>
<td><strong>TOTAL NON-CURRENT LIABILITIES</strong></td>
<td></td>
<td>390,513</td>
<td>362,414</td>
</tr>
<tr>
<td><strong>TOTAL LIABILITIES</strong></td>
<td></td>
<td>4,535,080</td>
<td>3,931,143</td>
</tr>
<tr>
<td><strong>NET ASSETS</strong></td>
<td></td>
<td>6,345,547</td>
<td>4,425,618</td>
</tr>
<tr>
<td><strong>EQUITY</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Reserves</td>
<td>15</td>
<td>3,513,000</td>
<td>1,803,000</td>
</tr>
<tr>
<td>Retained earnings</td>
<td>16</td>
<td>2,832,547</td>
<td>2,622,618</td>
</tr>
<tr>
<td><strong>TOTAL EQUITY</strong></td>
<td></td>
<td>6,345,547</td>
<td>4,425,618</td>
</tr>
</tbody>
</table>

The accompanying notes form part of these financial statements.
### STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 30 JUNE 2016

<table>
<thead>
<tr>
<th></th>
<th>2016</th>
<th>2015</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>$</td>
<td>$</td>
</tr>
<tr>
<td><strong>CASH FLOWS FROM OPERATING ACTIVITIES</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Receipts from operations</td>
<td>15,424,210</td>
<td>14,430,283</td>
</tr>
<tr>
<td>Payments to suppliers and employees</td>
<td>(14,270,032)</td>
<td>(13,294,759)</td>
</tr>
<tr>
<td>Interest received</td>
<td>126,604</td>
<td>131,679</td>
</tr>
<tr>
<td><strong>Net cash provided by operating activities</strong></td>
<td>18</td>
<td>1,280,782</td>
</tr>
<tr>
<td><strong>CASH FLOWS FROM INVESTING ACTIVITIES</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Proceeds from sale of property, plant and equipment</td>
<td>368,962</td>
<td>244,390</td>
</tr>
<tr>
<td>Payments for motor vehicles</td>
<td>(736,908)</td>
<td>(870,820)</td>
</tr>
<tr>
<td>Payments for computers</td>
<td>(41,935)</td>
<td>(22,098)</td>
</tr>
<tr>
<td>Payments for furniture and equipment</td>
<td>(19,730)</td>
<td>(15,652)</td>
</tr>
<tr>
<td><strong>Net cash used in investing activities</strong></td>
<td>(429,621)</td>
<td>(664,180)</td>
</tr>
<tr>
<td>Net increase in cash held</td>
<td>851,161</td>
<td>603,023</td>
</tr>
<tr>
<td>Cash at beginning of financial year</td>
<td>4,525,173</td>
<td>3,922,150</td>
</tr>
<tr>
<td><strong>Cash at end of financial year</strong></td>
<td>6</td>
<td>5,376,334</td>
</tr>
</tbody>
</table>

The accompanying notes form part of these financial statements.
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2016

The financial report covers WAYSS Limited as an individual entity. WAYSS Limited is a company limited by guarantee, incorporated and domiciled in Australia.

The functional and presentation currency of WAYSS Limited is Australian dollars.

The financial report was authorised for issue by the Directors.

Comparatives are consistent with prior years, unless otherwise stated.

1 Basis of Preparation

The financial statements are general purpose financial statements that have been prepared in accordance with Australian Accounting Standards, Australian Accounting Interpretations and the other authoritative pronouncements of the Australian Accounting Standards Board (AASB) and the Corporations Act 2001.

The financial statements have been prepared on an accruals basis and are based on historical costs modified, where applicable, by the measurement at fair value of selected non current assets, financial assets and financial liabilities.

The significant accounting policies adopted in the preparation of these financial statements are presented below and are consistent with prior reporting periods unless otherwise stated.

2 Summary of Significant Accounting Policies

Cash and Cash Equivalents

Cash and cash equivalents comprises cash on hand, demand deposits and short-term investments which are readily convertible to known amounts of cash and which are subject to an insignificant risk of change in value. Bank overdrafts also form part of cash equivalents for the purpose of the statement of cash flows and are presented within current liabilities on the statement of financial position.

Trade and Other Receivables

Trade receivables are recognised initially at the transaction price (i.e. cost) and are subsequently measured at cost less provision for impairment. Receivables expected to be collected within 12 months of the end of the reporting period are classified as current assets. All other receivables are classified as non-current assets.

At the end of each reporting period, the carrying amount of trade and other receivables are reviewed to determine whether there is any objective evidence that the amounts are not recoverable. If so, an impairment loss is recognised immediately in statement of comprehensive income.
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2016

Property, Plant and Equipment
Each class of property, plant and equipment is carried at cost less, where applicable, any accumulated depreciation and impairment.

Land and buildings
Land and buildings are measured using the cost model.

Plant and equipment
Plant and equipment are measured using the cost model.

Depreciation
Property, plant and equipment, is depreciated on a straight line basis over the assets useful life to the Company, commencing when the asset is ready for use.
Leased assets and leasehold improvements are amortised over the shorter of either the unexpired period of the lease or their estimated useful life.
The depreciation rates used for each class of depreciable asset are shown below:

<table>
<thead>
<tr>
<th>Fixed Asset Class</th>
<th>Depreciation Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Motor vehicles</td>
<td>25%</td>
</tr>
<tr>
<td>Computer equipment</td>
<td>33.33%</td>
</tr>
<tr>
<td>Furniture and equipment</td>
<td>20%</td>
</tr>
<tr>
<td>Leasehold improvements</td>
<td>33.33%</td>
</tr>
<tr>
<td>Capital improvements</td>
<td>20%</td>
</tr>
</tbody>
</table>

At the end of each annual reporting period, the depreciation method, useful life and residual value of each asset is reviewed. Any revisions are accounted for prospectively as a change in estimate.

Leases
Leases of fixed assets, where substantially all the risks and benefits incidental to the ownership of the asset (but not the legal ownership) are transferred to the company, are classified as finance leases.
Lease payments for operating leases, where substantially all of the risks and benefits remain with the lessor, are charged as expenses in the periods in which they are incurred. The lease is not recognised in the statement of financial position.

Financial Instruments
Financial instruments are recognised initially using trade date accounting, i.e. on the date that company becomes party to the contractual provisions of the instrument.
On initial recognition, all financial instruments are measured at fair value plus transaction costs (except for instruments measured at fair value through profit or loss where transaction costs are expensed as incurred).
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2016

Impairment of Non-Financial Assets
At the end of each reporting period the company determines whether there is an evidence of an impairment indicator for non-financial assets.

Where this indicator exists the recoverable amount of the asset is estimated.

Where assets do not operate independently of other assets, the recoverable amount of the relevant cash-generating unit (CGU) is estimated.

The recoverable amount of an asset or CGU is the higher of the fair value less costs of disposal and the value in use. Value in use is the present value of the future cash flows expected to be derived from an asset or cash generating unit.

Where the recoverable amount is less than the carrying amount, an impairment loss is recognised in profit or loss.

Reversal indicators are considered in subsequent periods for all assets which have suffered an impairment loss, except for goodwill.

Trade and Other Payables
Trade and other payables represent the liabilities at the end of the reporting period for goods and services received by the company that remain unpaid.

Trade payables are recognised at their transaction price. Trade payables are obligations on the basis of normal credit terms.

Employee Benefits
Provision is made for the company's liability for employee benefits arising from services rendered by employees at the end of the reporting period. Employee benefits that are expected to be settled within one year have been measured at the amounts expected to be paid when the liability is settled.

Employee benefits payable later than one year have been measured at the present value of the estimated future cash outflows to be made for those benefits. In determining the liability, consideration is given to employee wage increases and the probability that the employee may satisfy vesting requirements. Those cashflows are discounted using market yields on national government bonds with terms to maturity that match the expected timing of cashflows.

Provisions
Provisions are recognised when the company has a legal or constructive obligation, as a result of past events, for which it is probable that an outflow of economic benefits will result and that outflow can be reliably measured.

Provisions are measured at the present value of management's best estimate of the outflow required to settle the obligation at the end of the reporting year. The discount rate used is a pre tax rate that reflects current market assessments of the time value of money and the risks specific to the liability. The increase in the provision due to the unwinding of the discount is taken to finance costs in the statement of other comprehensive income.
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2016

Goods and Services Tax (GST)
Revenues, expenses and assets are recognised net of the amount of goods and services tax
(GST), except where the amount of GST incurred is not recoverable from the Australian Taxation
Office (ATO).

Receivables and payables are stated inclusive of GST. The net amount of GST recoverable from, or
payable to, the ATO is included as part of receivables or payables in the statement of financial
position.

Cash flows in the statement of cash flows are included on a gross basis and the GST components
of cash flows arising from investing or financing activities which are recoverable from, or payable to,
the taxation authority are classified as operating cash flows.

Revenue and Other Income
Revenue is recognised when the amount of the revenue can be measured reliably, it is probable
that economic benefits associated with the transaction will flow to the company and specific criteria
relating to the type of revenue as noted below, has been satisfied.

All revenue is stated net of the amount of goods and services tax (GST).

Revenue is measured at the fair value of the consideration received or receivable and is presented
net of returns, discounts and rebates.

Rental income
Investment property revenue is recognised on a straight-line basis over the period of the lease term
so as to reflect a constant periodic rate of return on the net investment.

Interest revenue
Interest revenue is recognised using the effective interest rate method.

Rendering of services
Revenue in relation to rendering of services is recognised depends on whether the outcome of the
services can be measured reliably. If this is the case then the stage of completion of the services is
used to determine the appropriate level of revenue to be recognised in the period. If the outcome
cannot be reliably measured then revenue is recognised to the extent of expenses recognised that
are recoverable.
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2016

Grant revenue
Non-reciprocal grant revenue is recognised in profit or loss when the entity obtains control of the grant and it is probable that the economic benefits gained from the grant will flow to the entity and the amount of the grant can be measured reliably.

If conditions are attached to the grant which must be satisfied before it is eligible to receive the contribution, the recognition of the grant as revenue will be deferred until those conditions are satisfied.

When grant revenue is received whereby the entity incurs an obligation to deliver economic value directly back to the contributor, this is considered a reciprocal transaction and the grant revenue is recognised in the statement of financial position as a liability until the service has been delivered to the contributor, otherwise the grant is recognised as income on receipt.

Other income
Other income is recognised on an accruals basis when the company is entitled to it.

Critical Accounting Estimates and Judgments
The directors make estimates and judgments during the preparation of these financial statements regarding assumptions about current and future events affecting transactions and balances.

These estimates and judgements are based on the best information available at the time of preparing the financial statements, however as additional information is known then the actual results may differ from the estimates.

The significant estimates and judgements made have been described below.

Key estimates - Impairment

The entity assesses impairment at each reporting date by evaluating conditions specific to the entity that may lead to impairment of assets. Where an impairment trigger exists, the recoverable amount of the assets is determined. Fair value less cost to sell or current replacement cost calculations performed in assessing recoverable amounts incorporate a number of key estimates.

Economic Independence

WAYSS Limited is dependent on the Department of Health & Human Services for the majority of its revenue used to operate the business. At the date of this report the Board of Directors has no reason to believe the Department will not continue to support WAYSS Limited.
## NOTES TO THE FINANCIAL STATEMENTS
### FOR THE YEAR ENDED 30 JUNE 2016

<table>
<thead>
<tr>
<th></th>
<th>2016</th>
<th>2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>3 Revenue and Other Income</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Revenue</td>
<td></td>
<td></td>
</tr>
<tr>
<td>State and Federal Government Grants</td>
<td>11,625,618</td>
<td>10,599,399</td>
</tr>
<tr>
<td>DHHS Funding/Grants</td>
<td>1,231,133</td>
<td>1,186,486</td>
</tr>
<tr>
<td>THM Property - Operating</td>
<td>773,081</td>
<td>783,880</td>
</tr>
<tr>
<td>HEF Grants</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Other revenue:</strong></td>
<td>13,629,832</td>
<td>12,579,765</td>
</tr>
<tr>
<td>Interest received</td>
<td>126,604</td>
<td>131,679</td>
</tr>
<tr>
<td>Other revenue</td>
<td>345,693</td>
<td>327,135</td>
</tr>
<tr>
<td><strong>Total revenue</strong></td>
<td>14,102,129</td>
<td>13,038,579</td>
</tr>
<tr>
<td>Other income</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Profit on Sale of Non-current Assets</td>
<td>29,291</td>
<td>9,120</td>
</tr>
<tr>
<td><strong>Total other income</strong></td>
<td>29,291</td>
<td>9,120</td>
</tr>
<tr>
<td>Other revenue from:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Non DHHS Income</td>
<td>48,465</td>
<td>49,967</td>
</tr>
<tr>
<td>Sundry Income</td>
<td>280</td>
<td>3,297</td>
</tr>
<tr>
<td>Rent Recovery</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Rent Recovery</td>
<td>1,758,415</td>
<td>1,797,253</td>
</tr>
<tr>
<td>Less: OoH Rent Remitted</td>
<td>(1,461,467)</td>
<td>(1,523,382)</td>
</tr>
<tr>
<td><strong>Total other revenue</strong></td>
<td>296,948</td>
<td>273,871</td>
</tr>
<tr>
<td>4 Auditor's Remuneration</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Auditor's Remuneration</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Audit of Accounts</td>
<td>15,000</td>
<td>12,000</td>
</tr>
</tbody>
</table>
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2016

5  Profit

Expenses
Depreciation of property, plant and equipment 474,811  444,308

Increase (decrease) in:
  Holiday Pay Provision  41,640   25,627
  Long Service Leave Provision  96,396   168,777
  Office Relocation Provision  150,000
  Redundancy Provision  3,148   59,066
  Sick Leave Provision (150,000)
  Time in Lieu Provision  1,384   1,954

  285,136   510,848

Revenue and Other Income
Profit on Sale of Non-current Assets  29,291   9,120

6  Cash and Cash Equivalents

Cash on Hand  4,670   4,320
Cash at Banks  1,379,917  863,283

  1,384,587  867,603

Reconciliation of cash
Cash at the end of the financial year as shown in the cash flow
statement is reconciled to the related items in the statement of
financial position as follows:

Cash on Hand  4,670   4,320
Cash at Banks  1,379,917  863,283
Bank Overdraft (8,253)  (42,430)
Term Deposits  4,000,000  3,700,000

  5,376,334  4,525,173

7  Trade and Other Receivables

Current
Sundry Debtors  38,988  35,086
Trade Debtors  9,094   110

  48,082  35,196
## Directors Reports

### NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2016

<table>
<thead>
<tr>
<th></th>
<th>2016</th>
<th>2015</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Financial Assets</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Current</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Term Deposits</td>
<td>4,000,000</td>
<td>3,700,000</td>
</tr>
<tr>
<td><strong>Other Non-Financial Assets</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Current</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Prepayments</td>
<td>60,030</td>
<td>61,035</td>
</tr>
<tr>
<td><strong>Property, Plant and Equipment</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Land and Buildings</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Property/Buildings at Cost</td>
<td>600,000</td>
<td>600,000</td>
</tr>
<tr>
<td>Bequested Properties at Market Value</td>
<td>3,513,000</td>
<td>1,803,000</td>
</tr>
<tr>
<td>Capital Improvements at Cost</td>
<td>4,113,000</td>
<td>2,403,000</td>
</tr>
<tr>
<td>Less: Accumulated Depreciation</td>
<td>(53,068)</td>
<td>(44,620)</td>
</tr>
<tr>
<td></td>
<td>79,845</td>
<td>79,845</td>
</tr>
<tr>
<td></td>
<td>26,777</td>
<td>35,225</td>
</tr>
<tr>
<td>Leasehold Improvements at Cost</td>
<td>164,449</td>
<td>164,449</td>
</tr>
<tr>
<td>Less: Accumulated Depreciation</td>
<td>(163,040)</td>
<td>(161,018)</td>
</tr>
<tr>
<td></td>
<td>1,409</td>
<td>3,431</td>
</tr>
<tr>
<td><strong>Total Land and Buildings</strong></td>
<td>4,141,186</td>
<td>2,441,556</td>
</tr>
<tr>
<td>Motor Vehicles at Cost</td>
<td>1,626,247</td>
<td>1,511,153</td>
</tr>
<tr>
<td>Less: Accumulated Depreciation</td>
<td>(472,008)</td>
<td>(380,411)</td>
</tr>
<tr>
<td></td>
<td>1,154,239</td>
<td>1,130,742</td>
</tr>
<tr>
<td>Computers at Cost</td>
<td>99,158</td>
<td>109,974</td>
</tr>
<tr>
<td>Less: Accumulated Depreciation</td>
<td>(53,483)</td>
<td>(72,986)</td>
</tr>
<tr>
<td></td>
<td>45,675</td>
<td>36,988</td>
</tr>
<tr>
<td>Furniture &amp; Equipment at Cost</td>
<td>168,989</td>
<td>275,737</td>
</tr>
<tr>
<td>Less: Accumulated Depreciation</td>
<td>(123,061)</td>
<td>(192,196)</td>
</tr>
<tr>
<td></td>
<td>45,928</td>
<td>83,541</td>
</tr>
<tr>
<td><strong>Total Plant and Equipment</strong></td>
<td>1,247,251</td>
<td>1,254,702</td>
</tr>
<tr>
<td><strong>Total Property, Plant and Equipment</strong></td>
<td>5,387,028</td>
<td>3,692,927</td>
</tr>
</tbody>
</table>
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2016

Movements in Carrying Amounts

Movement in the carrying amounts for each class of property and equipment between the beginning and the end of the current financial year.

<table>
<thead>
<tr>
<th></th>
<th>2016</th>
<th>2015</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>$</td>
<td>$</td>
</tr>
<tr>
<td>Land &amp; Buildings</td>
<td>$</td>
<td>$</td>
</tr>
<tr>
<td>Balance at 1 July 2014</td>
<td>2,403,000</td>
<td>56,545</td>
</tr>
<tr>
<td>Additions</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Disposals</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Depreciation expense</td>
<td>-</td>
<td>(17,887)</td>
</tr>
<tr>
<td>Depreciation write back</td>
<td>-</td>
<td>(45,384)</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Balance at 30 June 2015</td>
<td>2,403,000</td>
<td>38,658</td>
</tr>
<tr>
<td>Additions</td>
<td>1,710,000</td>
<td>-</td>
</tr>
<tr>
<td>Disposals</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Depreciation expense</td>
<td>-</td>
<td>(10,470)</td>
</tr>
<tr>
<td>Depreciation write back</td>
<td>-</td>
<td>(26,628)</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Carrying amount at 30 June 2016</td>
<td>4,113,000</td>
<td>28,188</td>
</tr>
<tr>
<td></td>
<td>91,603</td>
<td></td>
</tr>
<tr>
<td></td>
<td>1,154,237</td>
<td>5,387,028</td>
</tr>
</tbody>
</table>

11 Trade and Other Payables

Current
Payroll Liabilities 97,874 91,425
Trade Creditors 99,797 106,079
Sundry Creditors 13,531 5,163
CoH Rent Payable 361,814 215,857
GST Paid on Purchases (40,326) (37,200)
GST Collected on Sales 114,322 105,604

12 Borrowings

Current
Overdraft NAB HEF Account 8,253 42,430
### 13 Provisions

**Movements:**

<table>
<thead>
<tr>
<th>Description</th>
<th>2016</th>
<th>2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>Opening balance at 1 July 2015</td>
<td>3,035,873</td>
<td>2,430,449</td>
</tr>
<tr>
<td>Additional provisions raised during the year</td>
<td>490,212</td>
<td>706,862</td>
</tr>
<tr>
<td>Amounts used</td>
<td>(347,644)</td>
<td>(101,438)</td>
</tr>
<tr>
<td></td>
<td><strong>3,178,441</strong></td>
<td><strong>3,035,873</strong></td>
</tr>
</tbody>
</table>

**Analysis of Total Provisions**

**Current**

- Provision for Office Relocation: 500,000 (2016), 350,000 (2015)

<table>
<thead>
<tr>
<th></th>
<th>2016</th>
<th>2015</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td><strong>2,787,928</strong></td>
<td><strong>2,673,459</strong></td>
</tr>
</tbody>
</table>

**Non-current**


**Total Provisions**

<table>
<thead>
<tr>
<th></th>
<th>2016</th>
<th>2015</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td><strong>3,178,441</strong></td>
<td><strong>3,035,873</strong></td>
</tr>
</tbody>
</table>

**Employee Provisions**

The current portion for this provision includes the total amount accrued for annual leave entitlements and the amounts accrued for long service leave entitlements that have vested due to employees having completed the required period of service. Based on past experience, the company does not expect the full amount of annual leave or long service leave balances classified as current liabilities to be settled within the next 12 months. However, these amounts must be classified as current liabilities since the company does not have an unconditional right to defer the settlement of these amounts in the event employees wish to use their leave entitlement.

The non-current portion for this provision includes amounts accrued for long service leave entitlements that have not yet vested in relation to those employees who have not yet completed the required period of service.
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2016

<table>
<thead>
<tr>
<th></th>
<th>2016 $</th>
<th>2015 $</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>14 Other Liabilities</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Current</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Accruals</td>
<td>20,656</td>
<td>17,122</td>
</tr>
<tr>
<td>Funding in Advance</td>
<td>567,750</td>
<td>276,016</td>
</tr>
<tr>
<td>Unexpended Grants</td>
<td>112,968</td>
<td>72,774</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>701,374</td>
<td>369,912</td>
</tr>
<tr>
<td><strong>15 Reserves</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Income Protection Reserve</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Opening Balance for the year</td>
<td>-</td>
<td>350,000</td>
</tr>
<tr>
<td>Transfer to Office Relocation Provision</td>
<td>-</td>
<td>(350,000)</td>
</tr>
<tr>
<td><strong>Bequested Property Reserve</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Opening Balance for the year</td>
<td>1,803,000</td>
<td>1,803,000</td>
</tr>
<tr>
<td>The White Foundation Properties</td>
<td>1,710,000</td>
<td>-</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>3,513,000</td>
<td>1,803,000</td>
</tr>
<tr>
<td><strong>16 Retained Earnings</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Retained earnings at the beginning of the financial year</td>
<td>2,622,618</td>
<td>2,625,971</td>
</tr>
<tr>
<td>Net profit (Net loss) attributable to members of the company</td>
<td>209,929</td>
<td>(3,353)</td>
</tr>
<tr>
<td>Retained earnings at the end of the financial year</td>
<td>2,832,547</td>
<td>2,622,618</td>
</tr>
<tr>
<td><strong>17 Capital and Leasing Commitments</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Operating Lease Commitments</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Non-cancellable operating leases contracted for but not capitalised in the financial statements:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Payable - minimum lease payments</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Not later than 12 months</td>
<td>331,585</td>
<td>323,844</td>
</tr>
<tr>
<td>Between 12 months and five years</td>
<td>626,287</td>
<td>929,740</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>957,872</td>
<td>1,253,584</td>
</tr>
</tbody>
</table>

The property lease commitments are non-cancellable operating leases contracted for but not capitalised in the financial statements with a five year term (Thomas Street) and a three year term (Gloucester Avenue). No capital commitments exist in regards to the operating lease commitments at year-end. Increase in lease commitment may occur in line with CPI.
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2016

18 Cash Flow Information

Reconciliation of Cash Flow from Operations with Profit
Profit (Loss) after income tax 209,929 (3,353)

Non-cash flows in profit
Profit on sale of non-current assets (29,291) (9,120)
Depreciation 474,811 444,308
Charges to provisions 142,568 605,424

Changes in assets and liabilities
(Increase) Decrease in current receivables (12,886) 6,564
(Increase) Decrease in prepayments 106 -
Increase (Decrease) in trade creditors 160,082 223,380
Increase (Decrease) in accrued charges 3,535 -
Increase (Decrease) in income in advance 331,928 -
1,280,782 1,267,203

19 Financial Risk Management

The company’s financial instruments consist mainly of deposits with banks, short-term investments, accounts receivable and payable.

The totals for each category of financial instruments, measured in accordance with AASB 139 as detailed in the accounting policies to these financial statements are as follows:

<table>
<thead>
<tr>
<th></th>
<th>2016</th>
<th>2015</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>$</td>
<td>$</td>
</tr>
<tr>
<td>Financial Assets</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cash and cash equivalents</td>
<td>1,384,587</td>
<td>867,603</td>
</tr>
<tr>
<td>Investments</td>
<td>4,000,000</td>
<td>3,700,000</td>
</tr>
<tr>
<td>Loans and receivables</td>
<td>48,082</td>
<td>36,196</td>
</tr>
<tr>
<td><strong>Total Financial Assets</strong></td>
<td>5,432,669</td>
<td>4,602,799</td>
</tr>
<tr>
<td>Financial Liabilities</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bank overdraft secured</td>
<td>8,253</td>
<td>42,430</td>
</tr>
<tr>
<td>Trade and other payables</td>
<td>647,012</td>
<td>486,028</td>
</tr>
<tr>
<td>Funding in advance</td>
<td>567,750</td>
<td>276,016</td>
</tr>
<tr>
<td>Unexpended grants</td>
<td>112,968</td>
<td>72,774</td>
</tr>
<tr>
<td><strong>Total Financial Liabilities</strong></td>
<td>1,335,983</td>
<td>878,148</td>
</tr>
</tbody>
</table>
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2016

Financial Risk Management Policies
The finance committee’s overall risk management strategy seeks to assist the company in meeting its financial targets, whilst minimising potential adverse effects on financial performance.

Risk management policies are approved and reviewed by the finance committee on a regular basis. These included the credit risk policies and future cash flow requirements.

Credit Risk
The company does not have any material credit risk exposure as its major source of revenue is the receipt of grants. Credit risk is further mitigated as over 90% of the grants being received from state and federal governments are in accordance with funding agreements which ensure regular funding for a period of 3 years.

Credit Risk Exposures
The maximum exposure to credit risk by class of recognised financial assets at the end of the reporting period is equivalent to the carrying value and classification of those financial assets (net of any provisions) as presented in the statement of financial position.

Trade and other receivables that are neither past due or impaired are considered to be of high credit quality.

The company has no significant concentration of credit risk exposure to any single counterparty or group of counterparties.

Credit risk related to balances with banks and other financial institutions is managed by the finance committee in accordance with approved Board policy. Such policy requires that surplus funds are only invested with counterparties with a Standard & Poor’s rating of at least AA.

Liquidity Risk
Liquidity risk arises from the possibility that the company might encounter difficulty in settling its debts or otherwise meeting its obligations in relation to financial liabilities. The company manages this risk through the following mechanisms:

- maintaining a reputable credit profile
- managing credit risk related to financial assets; and
- only investing surplus cash with major financial institutions.

Market Risk

Interest rate risk
Exposure to interest rate risk arises on financial assets and financial liabilities recognised at the end of the reporting period whereby a future change in interest rates will affect future cash flows or the fair value of fixed rate financial instruments. The company is also exposed to earnings volatility on floating rate instruments.

Price risk
Price risk relates to the risk that the fair value or future cash flows of a financial instrument will fluctuate because of changes in market prices of securities held.

The company is not exposed to securities price risk on investments held for trading or for medium to longer terms.
20 Capital Management
Management controls the capital of the company to ensure that adequate cash flows are generated to fund its mentoring programs and that returns from investments are maximised. The finance committee ensures that the overall risk management strategy is in line with this objective.

The finance committee operates under policies approved by the Board of Directors. Risk management policies are approved and reviewed by the Board on a regular basis. These include credit risk policies and future cash flow requirements.

There have been no changes to the strategy adopted by management to control the capital of the entity since the previous year.

21 Company Details
The registered office and principal place of business of the company is:
WAYSS Limited
294-300 Thomas Street
Dandenong Vic 3175

22 Members Guarantee
The entity is incorporated under the Corporations Act 2001 and is an entity limited by guarantee. If the entity is wound up, the constitution states that each member is required to contribute a maximum of $5 each towards meeting any outstanding and obligations of the entity.

At 30 June 2016 the number of members was 16.
DIRECTORS' DECLARATION

The directors of the company declare that:

1. The financial statements and notes, as set out on pages 1 to 22, for the year ended 30 June 2016 are in accordance with the Corporations Act 2001 and:
   (a) comply with Australian Accounting Standards and the Corporations Regulations 2001; and
   (b) give a true and fair view of the financial position and performance of the company.

2. In the directors' opinion, there are reasonable grounds to believe that the company 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.

Director:  
Mrs Margaret R Kasbach

Director:  
Mr James Folino

Dated this 7th day of October 2016.
INDEPENDENT AUDITOR’S REPORT
TO THE MEMBERS OF WAYSS LIMITED
A.B.N. 38 080 191 108

We have audited the accompanying financial report of WAYSS Limited which comprises the statement of financial position as at 30 June 2016 and the statement of profit or loss and other 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, other explanatory information and the directors’ declaration.

Directors' Responsibility for the Financial Report
The directors of the company are responsible for the preparation and fair presentation of the financial report that gives a true and fair view in accordance with Australian Accounting Standards (including Australian Accounting Interpretations and the Corporations Act 2001) and for such internal control as the directors determine is necessary to enable the preparation of the financial report that is free from material misstatement, whether due to fraud or error.

Auditor's Responsibility
Our responsibility is to express an opinion on the financial report 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 report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditors’ judgment, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditors consider internal control relevant to the entity’s preparation and fair presentation of the financial report 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 made by the directors, as well as evaluating the overall presentation of the financial report.

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 the company, would be in the same terms if provided to the directors as at the date of this auditor’s report.

Morton Watson & Young Audit Pty Ltd liability is limited by a scheme approved under Professional Standards Legislation
INDEPENDENT AUDITOR’S REPORT
TO THE MEMBERS OF WAYSS LIMITED
A.B.N. 38 080 191 108

Auditor’s Opinion
In our opinion:

the financial report of WAYSS Limited is in accordance with the Corporations Act 2001, including:

(i) giving a true and fair view of the company’s financial position as at 30 June 2016 and of its performance for the year ended on that date; and

(ii) complying with Australian Accounting Standards (including Australian Accounting Interpretations) and the Corporations Regulations 2001.

Name of Firm: MORTON WATSON & YOUNG AUDIT PTY LTD
Chartered Accountants

Name of Director: Kerpal S Harnam - Registered Company Auditor

Address: 51 Robinson Street, Dandenong Vic 3175

Dated this 12th day of October 2016.

Morton Watson & Young Audit Pty Ltd liability is limited by a scheme approved under Professional Standards Legislation