

ALLAMBI CARE

# Annual Report 2019



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## Brief Note of History

“Allambi House” (AKA The Lake Macquarie Youth Refuge) opened in 1981, later known as Allambi Youth Services Inc. (2001-2015), and now known as Allambi Care.

## Traditional Acknowledgement

Allambi Care acknowledge the Traditional Custodians of country throughout Australia, and recognise their continuing connection to land, sea and community. We pay respect to their traditions, culture, aspirations and Elders past, present and emerging. We acknowledge the wounds of the past, and the ongoing failure to recognise and support the importance of Aboriginal and Torres Strait Islander culture. We commit our organisation in walking alongside Aboriginal and Torres Strait Islander peoples in their process of healing, and creating opportunities for cultural connection.

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# 01



## About Us

# Our Vision & Strategy

## Vision

Belonging, hope and positive futures

## Mission

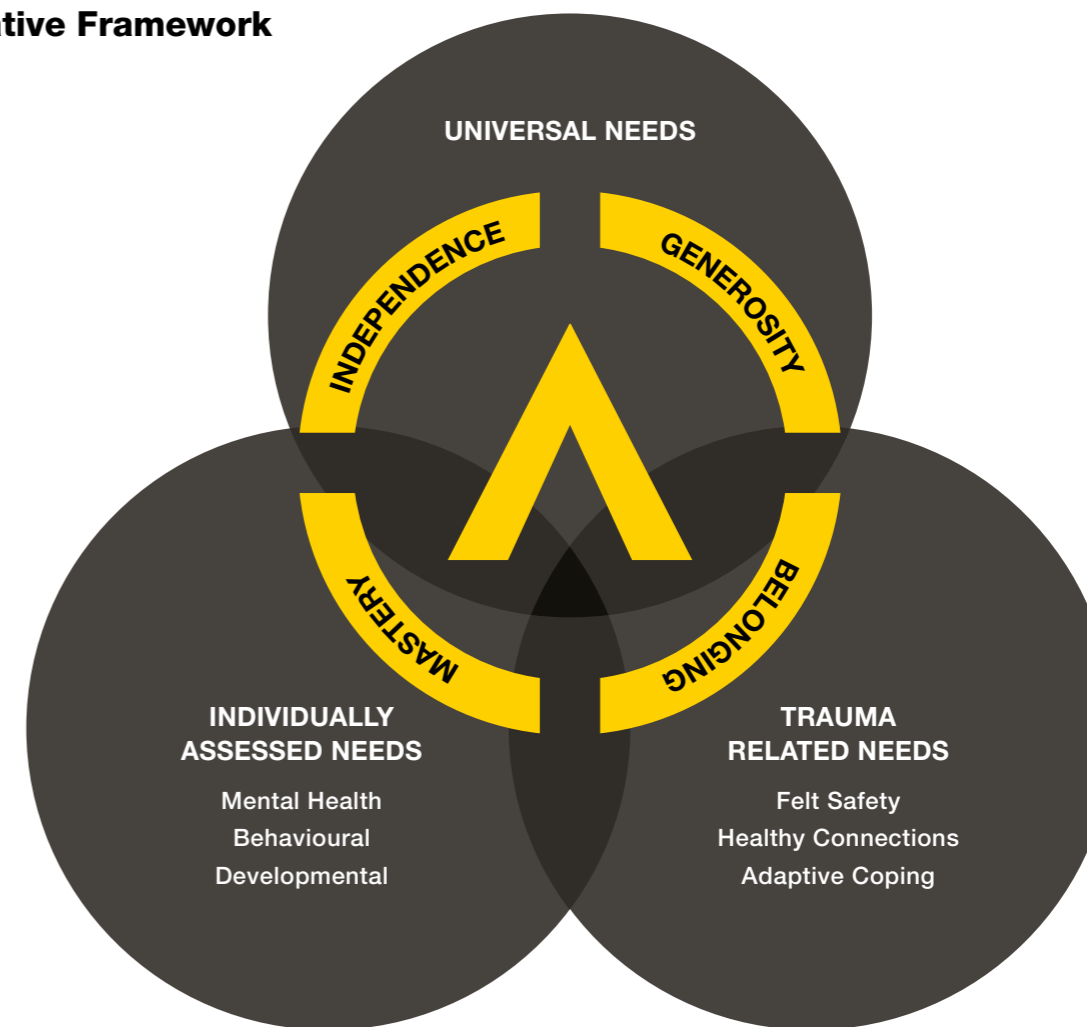
Allambi Care serves individuals, families, communities and government agencies. We are committed to addressing safety and growth needs so that we empower people to reach their full potential. Our services are flexible and characterised by innovation and best practice.

## Values

- We believe in individual experiences and strengths
- We believe in leadership, support and empowerment
- We believe in innovation and creative practice
- We believe in passion, persistence and a commitment to others
- We believe in honest, genuine and transparent relationships
- We believe in equality and embracing differences
- We believe in “Being With” people through life’s challenges



## Needs Based Restorative Framework



Depicted is the Allambi Care *Needs-Based Restorative Framework* that is grounded in research on optimal human development.

The *Needs-Based Restorative Framework* guides the work of Allambi Care’s residential carers, foster carers, family support workers, casework staff, teachers and clinicians. It is based on our commitment to responding to the multiple needs of people in care rather than requiring them to adjust to a particular service model.

There are three core components to the *Framework*. The central focus is on the normal and shared developmental needs of all people and the defining features of healthy growth as outlined in models such as the *Circle of Courage*. These are **Universal Needs**.

Given that the majority of people that Allambi Care work with have experienced severe adversity and trauma, the second major element of the *Framework* is on understanding and responding to **trauma-related needs**.

The third element of the *Framework* is that of **individually assessed needs**. Some clients are referred to Allambi Care because of specific developmental disorders, mental health concerns, or specific behavioural concerns. These issues require an in-depth assessment and tailored intervention plans.

# 2022



## Our Remarkable Team

THIS YEAR ALLAMBI CARE

CONSISTED OF

**772**  
employees



## Leadership Team



**SIMON WALSH**  
Chief Executive Officer



**BRETT SMITH**  
Executive Officer Operations



**PETER WALSH**  
Staff and Carer Support



**KELLY-LEE GOODCHILD**  
Family and Early Intervention Services



**TIM REED**  
Fostering and Permanency



**LYN WALSH**  
Staff and Carer Support



**STEPHEN GRAHAM**  
Partnerships, Engagement and Innovation



**KRISTEN BLOMLEY**  
People, Safety and Culture



**MARK BRANSON**  
Therapeutic Care and NDIS



**MARK SAID**  
Organisational Development



**LYNDAL DAY**  
Finance



**DR. PAUL BAKER**  
Clinical Services



**DR. HOWARD BATH**  
Consultant – Research, Training and Program Development



**THOMAS BLOMLEY**  
Corporate Services

## Board of Directors



**KEN YOUMAN**  
Chairman –  
Non-Executive Director



**PETER PARSONS**  
Vice Chairman –  
Non-Executive Director



**GRAEME THOMAS**  
Treasurer –  
Non-Executive Director



**SIMON WALSH**  
Secretary – Executive Director



**LANCE WHEELDON**  
Non-Executive Director



**BRONYA THOMAS**  
Non-Executive Director



**LOUISE BRANSON**  
Non-Executive Director



**VAUGHAN MARTEN**  
Non-Executive Director



**KRISTEN BLOMLEY**  
Executive Director



**BRETT SMITH**  
Executive Officer Operations

# The Chairman's Report

This report is the tenth report I have presented as Chairman of Allambi Care and as President of our predecessor, Allambi Youth Services.

As I write this report I have taken the opportunity to reflect on those ten years and the changes that we have seen over that time.

The changes in the company have been significant. Some have been instigated by our stakeholders, some by changes in community expectations and some as a desire by us to continue to improve to be the best provider of the services we offer in Therapeutic Residential Care, Fostering and Permanency, Disability Support Services and Intervention Programs for vulnerable people.

One thing that has not changed is our determination to provide our the people we serve with a safe environment, nurturing of their development and helping them to reach their potential. Our outcome focused individual care plans for each client continue to set the benchmark in our sector.

## Operating Environment

Significant changes have been required in our operating environment due to our new contracts from Government agencies. These changes have required an amazing effort from our Executive staff and our Directors who have worked long hours with dedication to get the best outcome for our clients.

Our front-line staff have responded magnificently to the challenges that confront us. I am proud and thankful of everyone's efforts during this period of change.

The Board has expressed complete faith in and support for the Executive and Directors in working through these issues and I am thankful for their dedication and steadfastness in ensuring that our cultural 'DNA' of care is not diluted.

## Strategic Plan

A new Strategic Plan has been approved by the Board for 2019 -2021. The plan has four main strategic themes, being Quality Service, Organisational Culture, Innovation and Diversification and Sustainability. Detailed action plans under each theme are being finalised.

I would like to share some key developments that relate to our Strategic Plan.

### Safety

The company is determined to improve our injury rates. New initiatives are being implemented to ensure we are successful in this area. Particularly pleasing is the ongoing review and improvement of regular auditing of safety by everyone at Allambi on a frequent basis.

### Community Connections.

We have commenced a number of initiatives that have raised awareness of Allambi's operations. Our 'Allambi TV' endeavour has been launched, 'Cinema under the stars' events have been held, we have partnered with LMCC and Pingala in a community solar project and staff members have participated in various charity fund raising events. Thanks to those staff members who have spent time in ensuring these projects have been successful. Allambi was also successful in being the winner in the 'Excellence in Social Enterprise' and 'Contribution to the Region' categories of the Lake Macquarie Business Excellence Awards. Well done Allambi.

### Diversification.

Driven by our strategic plan, Allambi commenced operations in the state of Victoria. This has been an enormous effort by our staff in supporting the start up, we cannot thank you enough. The operations are close to being stable and offer us great opportunities for the future.

We have secured an additional property in Warners Bay adjacent to our existing properties. Allambi has been working on developing proposals for this site that will allow us to develop community facilities and provide diversity of income streams. There is a lot of work still to be done on concepts, legals, approvals, and due diligence investigations. It is expected we will be in a position to make announcements about the final decision early in 2020.

### Board Matters

I am grateful for the generosity of the Board members in sharing their experience and time to enhance the performance of our organization and to ensure good governance. The Board continues to receive presentations from operational areas to ensure we have a good understanding of Allambi operations and issues.

During the year Louise Branson tendered her resignation from the Board. We thank Louise deeply for her contribution to Allambi as employee and ultimately as Board member. She has made a wonderful contribution. Ann-Maree Kelly has been appointed as an interim replacement to the Board to be affirmed at the AGM.

Lance Wheeldon has tendered his resignation from the Board effective at the AGM. Lance has been on the Board for five years and we have greatly valued his contribution. Lance brought to the Board considerable experience relating to governance and operating large businesses and his contribution has helped the Board understand the essentials of being effective. The Board has agreed to put Paul Sneddon forward to the AGM as a replacement.

### Thankfulness

Again, our operations have only been possible by the integrity and professionalism of our staff and colleagues who provide care to people who are going through very tough times. This care is often delivered in challenging

environments without compromise to high professional standards, integrity and duty of care. I thank you sincerely for your sensitive, diligent and professional approach.

I am proud to be associated with this organization that is making a difference in the lives of many people and I am privileged to be able to contribute to our outcomes.

Thank you for your contribution in making a difference in so many lives and giving hope.

KEN YOUMAN  
CHAIRMAN - BOARD OF  
ALLAMBI CARE LIMITED

THIS YEAR ALLAMBI CARE  
HAS CARED FOR

1185  
individuals

241  
families



**2019 has been a great year for Allambi Care. I feel that everything is coming together for the organisation and we are working better than ever to provide quality care and support to children, young people, families and our local community.**

Some milestones have been achieved this year in areas we have been working on for some time. Perhaps the most significant development lies in our Training Program, where we successfully launched the Bachelor of Human Services degree in-house. Developed through a collaboration with the Australian Catholic University, our innovative and bespoke program allows our staff to complete their Degree through a tailored academic schedule that draws on their years of experience in the field of community services. To date, we have enrolled 44 staff members in this course, and I look forward to seeing them graduate and apply their knowledge to improve our programs and services. As CEO I am very proud indeed of these staff for committing themselves to such a high level of professional development.

Still on the Training Program, we continue to offer our employees access to our Diploma of Community Services course. This last year has seen 91 staff complete their Diploma, with another

121 enrolled in the program. The benefit this will provide on the frontline of service cannot be underestimated and the numbers themselves reflect the commitment our staff make to provide the best care possible through informed approaches. We hope that by providing employees with access to these education and training pathway, we can reduce turnover and increase frontline staff retention, which continues to be one of our main issues.

A new and exciting opportunity was presented to us this year, finding us expanding our services nationally after successfully securing a tender to operate Residential Care Services in Victoria through a joint venture with Key Assets. Operations commenced on the 30th of May and we continue to adjust and transition our high level of care into this program. Our transition has been challenging at times however the experience reinforces our commitment to the standard of care we provide. I would like to take this opportunity to thank Key Assets, the Department of Health and Human Services, and the Centre for Excellence in Child and Family Welfare for the support they have provided to us thus far in our journey. I must also recognise the commitment and hard work that staff put into this transition which required many hours of travel, additional work and increased responsibility. We could not have succeeded without you and whilst we are still establishing ourselves, we have only been successful thus far because of your hard work.

We have embraced our journey toward cultural safety this year, ensuring we are providing a safe and respectful environment for our staff, visitors and those we care for and support. This has seen some aesthetic changes along with the development of our inaugural Reconciliation Action Plan. The positive implications of these changes cannot be underestimated and put us in great stead to ensure we provide the most appropriate support to Aboriginal and Torres Strait Islander children, young people and families.

In addition, we are also proceeding well in implementing some new initiatives, a direct result of hearing from our staff through the Best Practice Australia survey which was completed toward the end of last year. These initiatives include newly formed working groups to move forward in areas including inclusivity and diversity, and flexible working arrangements. The response from staff so far has been great and I am excited to see where these working groups lead us in future years.

We have some exciting prospects on the horizon for our investment in Macquarie Road Warners Bay and whilst is too early to report on the plans, we are excited at the possibility to bring a new and state-of-the-art facility to the Lake Macquarie area. I hope next year to report further on this project with some certainty but for now, it must remain under wraps. What I can say is that we remain committed to serving the whole



community around us through various programs and services that meet needs in our local area.

Our presence in the international child welfare community continues, with staff attending conferences in New Orleans, South Africa and Scotland throughout the year. Presentations were also made on behalf of Allambi Care at these conferences from Dr Paul Baker, Dr Ian McCracken and Dr Howard Bath. We are both proud and honoured to have these professionals represent Allambi in the international space.

TACT Training services remain in demand across the nation as organisations continue to seek out quality training for their staff. Our staff continue to excel in the delivery of Therapeutic Crisis Intervention (TCI) and have been commended by Cornell University (USA) for their commitment and quality of training. Branching into this space has been a positive move for Allambi Care and we expect the demand and growth in this area to continue.

Once again, this year we were fortunate to be finalists at the Lake Macquarie Business Excellence Awards, nominated

in the categories of Excellence in Social Enterprise and Contribution to the Region. I take great pride in reporting that we won both categories on the evening, a true reflection of the work our staff put in to provide quality care in our community. Additionally, we were nominated for the Hunter Business Awards for the same categories and received the Highly Commended Award for Excellence in Social Enterprise. This year has brought some truly remarkable rewards and I would like to thank the Lake Macquarie and Hunter Business Communities for their support and encouragement with the work we do.

As I do every year, I will finish by saluting our staff and carers, and the continued positive impact that they have on those we support. There are no words to describe the respect and gratitude that I have for the work you all do every day. I would also like to thank the Board of Directors for their continued guidance and support through another year of change, growth and achievement.

**SIMON WALSH**  
**CHIEF EXECUTIVE OFFICER**



# 03

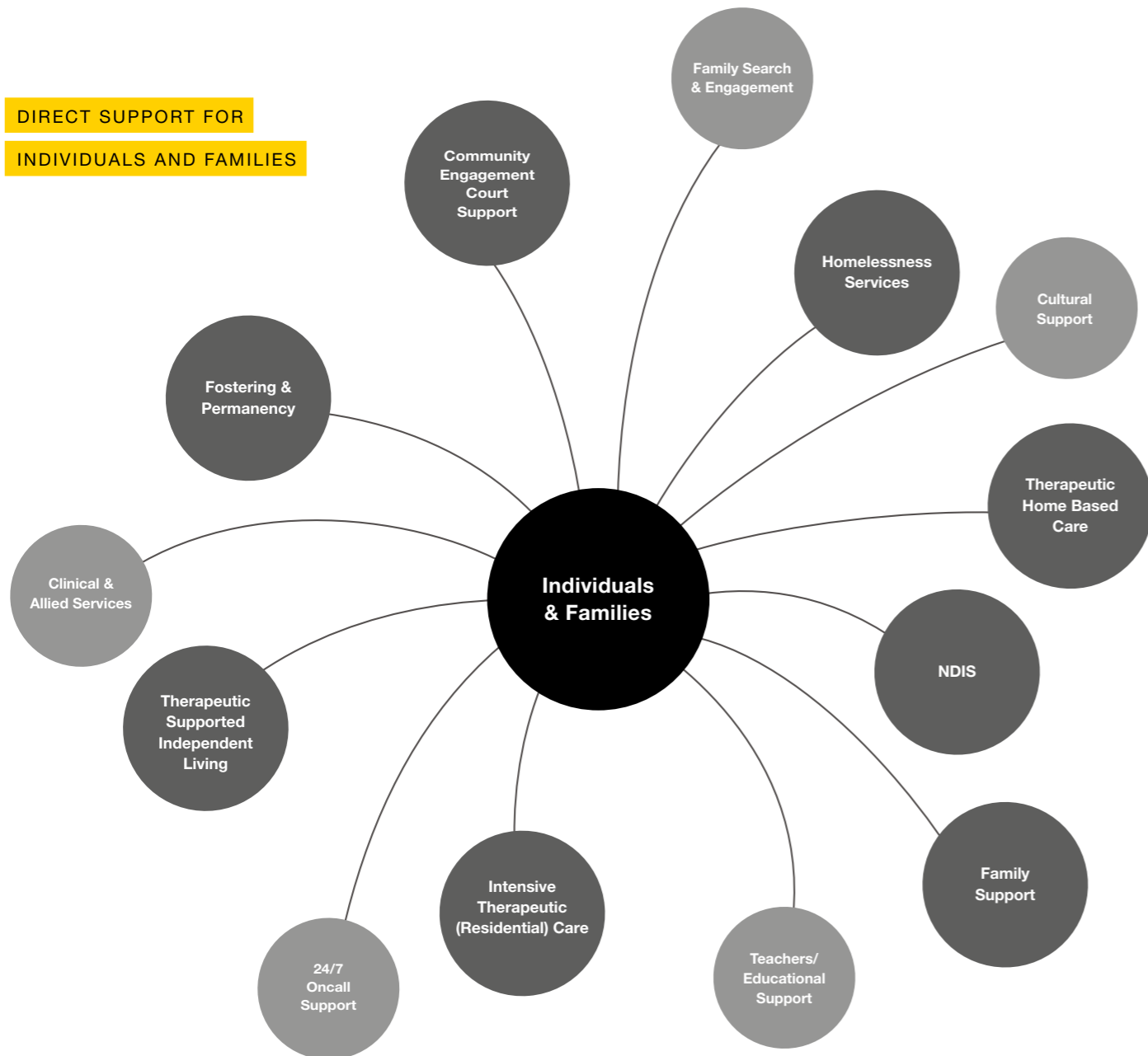


## Our Programs & Services

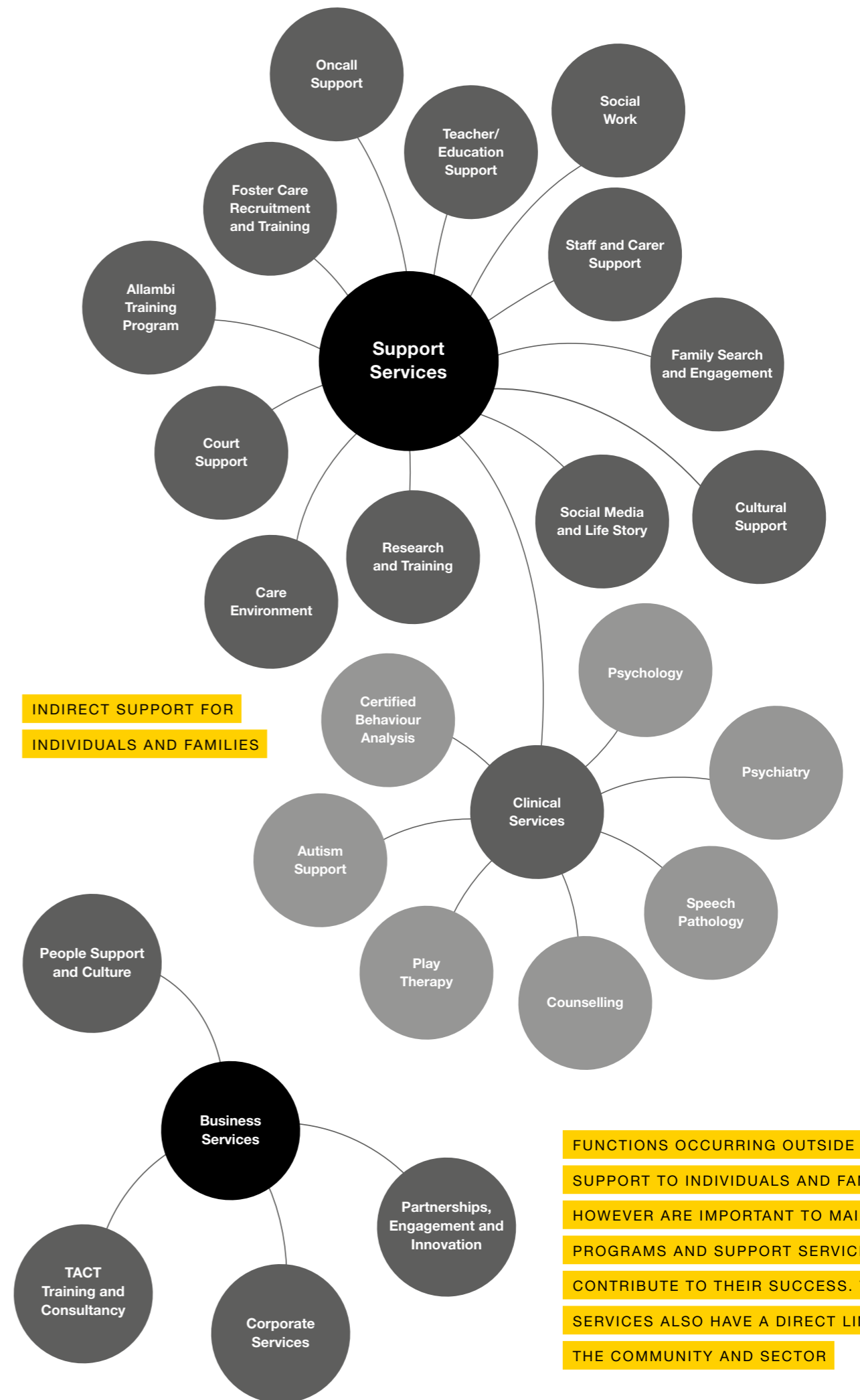
# What We Do

Due to our commitment to the people we serve, Allambi Care have organically established integrated services to ensure that we meet the varying needs of our community.

**DIRECT SUPPORT FOR INDIVIDUALS AND FAMILIES**



**INDIRECT SUPPORT FOR INDIVIDUALS AND FAMILIES**



**FUNCTIONS OCCURRING OUTSIDE OF SUPPORT TO INDIVIDUALS AND FAMILIES, HOWEVER ARE IMPORTANT TO MAINTAIN PROGRAMS AND SUPPORT SERVICES AND CONTRIBUTE TO THEIR SUCCESS. THESE SERVICES ALSO HAVE A DIRECT LINK TO THE COMMUNITY AND SECTOR**

# Overview

## SPECIALIST

### HOMELESSNESS SERVICE

**78** young people in permanent housing  
**474** young people served

## HOMELESSNESS YOUTH

### ASSISTANCE PROGRAM

**44** young people accommodated  
**26** children restored at home

## FOSTERING AND PERMANENCY

**141** children and young people

## YOUTH HOPE CENTRAL COAST

**72** families served across 2 LGAs

## NATIONAL DISABILITY

### INSURANCE SCHEME

**77** individuals

## INTENSIVE THERAPEUTIC CARE

**92** children and young people

## BETTER OPTIONS PROGRAM

**41** families served across 9 LGAs

## YOUTH HOPE HUNTER

**119** families served across 7 LGAs

## SEMI-INDEPENDENT

### LIVING PROGRAM

**21** children and young people

## LOCATION OF SERVICE

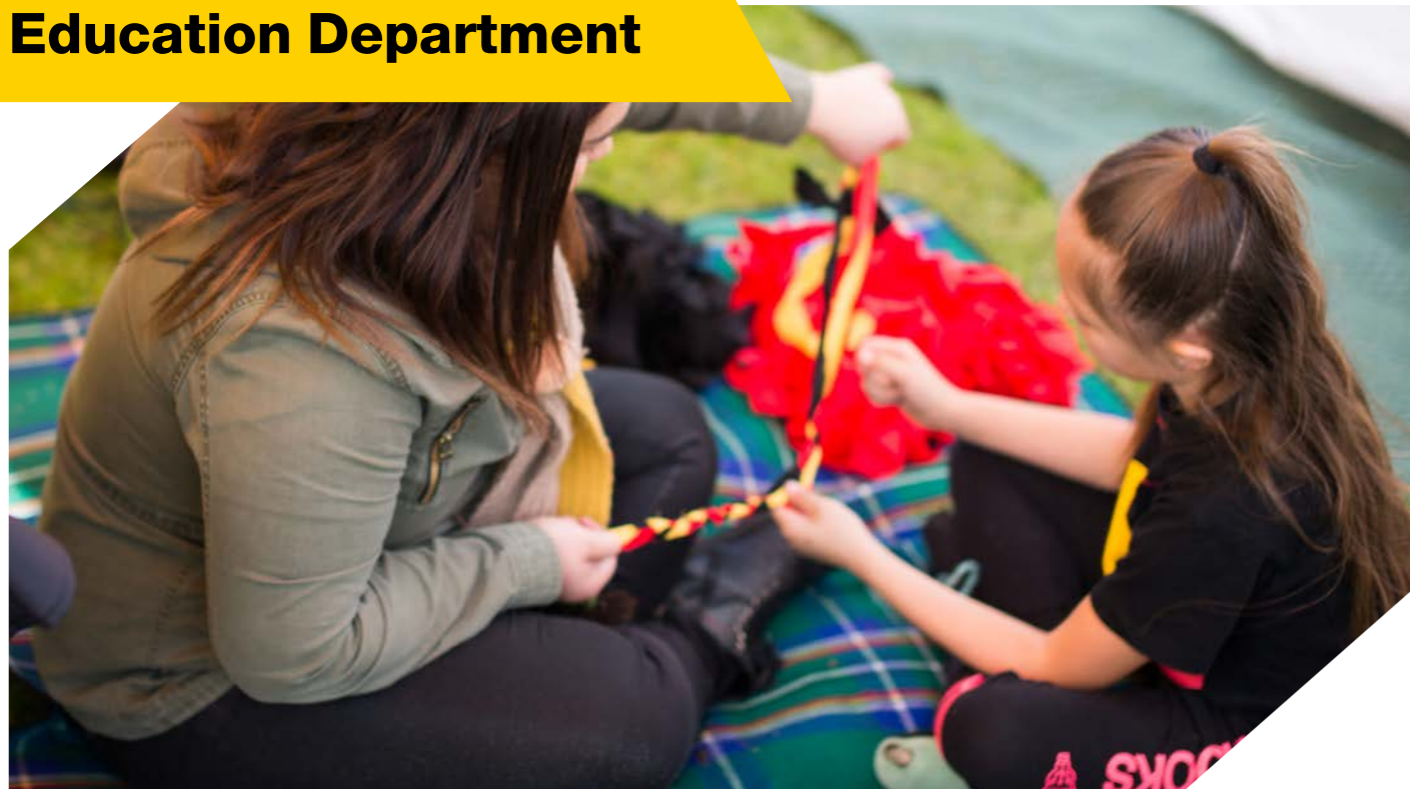
Individuals and families supported by Allambi Care are located in Victoria, as well as New South Wales in various LGAs including Upper Hunter, Hunter, Lake Macquarie, Port Stephens and the Central Coast.

# NSW



# VIC





## Introduction of a new role within the Learning Centre – The Education Support Officer.

2018 was exciting times for the Education Department with the introduction of our newest role – The Education Support Officer. The ESO was employed to provide a safe and flexible learning experience through individualised programming that assists in enhancing social and academic outcomes for our young people.

A key part of this position was to kick start our latest initiative to provide individualised tutoring for all school-aged children and young people within Foster Care. Our vision aimed to deliver programs designed to build the foundations of the National Assessment Program – Literacy and Numeracy (NAPLAN) by helping our young people to become independent learners. We also endeavoured to provide a platform

for individuals who are already exceeding to excel further within their studies and close the gap for those who are operating below their chronological ages.

The academic and social and emotional results of the 20-week pilot were remarkable!

- 73% of individuals raised their Mathematic results.
- 82% of individuals raised their Spelling Age results.
- 100% of individuals raised their Reading Accuracy and Comprehensions Results.
- 63% Positive Trend with individuals social and emotional growth.

- 20% of individuals across all areas were able to ‘close the gap’ regarding their chronological age and where they were operating for each academic area.

## Experiential Learning Programs

A key characteristic of Learning Without Walls is ‘opportunity’ – opportunity for those who need it most through experiential learning.

Experiential learning in its simplest form means learning from experience or learning by doing. This type of education immerses learners in an experience and then encourages reflection to develop new skills, new attitudes, or new ways of thinking.

Over the past year Learning Without Walls offered several exciting programs that targeted social and emotional growth, technology and health.

## Art Mentoring with Jenny McCracken

We were lucky to partner with Australia’s most highly awarded Pavement Artist and internationally recognised Mural Artist Jenny McCracken. Jenny delivered a series of workshops to create a set of collaborative artworks that will brighten up the Mad Café whilst engaging several young people within Allambi Care.

Jenny mentored the young people to step outside of their comfort zone and challenged them to think creatively by using a technique called ‘trompe l’oeil’ (trick of the eye) to create a number of eye catching and mesmerising art works.

“When you embrace who you truly are, you enable others to do the same” – This quote was the emotional core around which Jenny developed the workshop.

The workshops allowed a safe space for Jenny to connect with the young people to enable them to learn basic skills of single point perspective drawing and colouring so all could create an effective 3D illusion. All young people added their own personal expression in creating their own central image framed within the 3D space.

The canvas and table top art works are on display within our Mad Café.

## STEM – Coding and Robotics

Due to the rapid evolvement of technology within the workforce, it is pivotal that we start to explore opportunities for our young people to engage in the STEM disciplines.

Equipping individuals now with skills in Science, Technology, Engineering and Mathematics will provide a platform for them to explore current technologies as well as future advancements.

Through experiential learning individuals will enhance their understanding of key concepts within the STEM areas including coding and robotics. The collaborative nature of the program offers the chance to build key social skills as well as generate innovative approaches to problem solving.

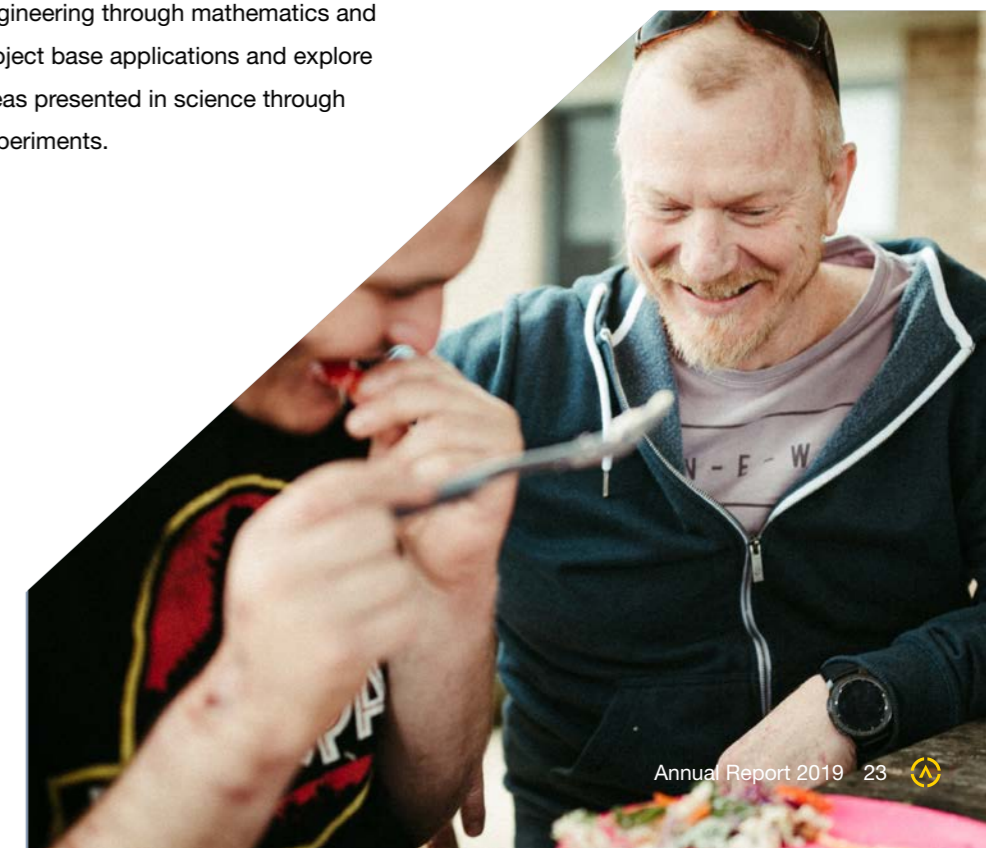
The knowledge and experience individuals gain from the program will enhance their understanding of the ever-evolving world around them and equip them with skills to positively engage within their community, both now and in the future.

The program offered individuals a chance to learn basic drop and drag coding techniques, robotics concepts, engineering through mathematics and project base applications and explore ideas presented in science through experiments.

## Future Foodies – Establishing practical and nutritional food practices

Future Foodies aimed to provide an empowering platform for participants living in semi-independent living, to gain skills and experience for further independence and life success. The program was available for individuals living in semi-independent living and clients supported in the Lifemaps program to help establish practical and nutritional food practices under a budget of \$10.

Future Foodies provided an opportunity for individuals to become confident cooking healthy meals within a budget, develop hygiene and safe food practices and develop appreciation, contribution and informed costs towards food and nutrition.



## Clinical Case Study

'Michael' was born in 2002 (currently aged 16 years). He has a diagnosis of autism spectrum disorder (severe), moderate intellectual disability, expressive language delay, complex partial and tonic / clonic seizures and post-traumatic stress disorder. Day to day what this means is that Michael has significantly reduced ability to understand information presented to him and to communicate with others. He has difficulty relating to other's socially, restrictive and repetitive behaviours that affect his ability to cope with day-to-day activities and has stress reactions to triggers that reminded him of past traumatic events. He also can have serious seizures requiring strong supervision and ongoing medical management.

Michael entered care in March 2015, as his mother was unable to manage his challenging behaviours in the home environment. Michael was reported to cause significant property damage in the home, as well as be physically violent to his mother. Michael had a number of placements prior to transitioning to Allambi Care in July 2018.

When Michael came to Allambi, he wasn't attending school. He was on a long term suspension due to physical aggression toward staff and students after causing significant injury to a teacher and property damage at the school. He had no activities outside of his home, as he had previously assaulted children in the community. Michael couldn't travel in a car, as he would assault the driver. Michael wasn't able

to talk, with his only communication being pointing, pushing staff or being violent toward them. His day consisted of repetitively engaging in one or two tasks over and over again. He was unable to follow basic directions or task demands and required two staff at all times for safety reasons due to his propensity to be violent.

**“This program also incorporated tasks that the youth work staff could do with Michael to help reinforce the adaptive skills needed to develop to make a return to school successful”**

A referral for urgent behavioural support to the Clinical team was implemented immediately upon Michael's placement with Allambi Care. Engaged services included a psychologist with experience in behavioural analysis, an Autism expert, Career Medical officer and external speech pathologist. Collectively they worked together to ensure that Michael's youth work staff and management team were able to help Michael learn adaptive skills such as being able to learn to wait, being able to tolerate task demands, helping Michael learn to communicate (verbally and with key sign) helping Michael establish routines and helping Michael increase his independence. The

goal was to increase Michael's adaptive skills to subsequently decrease his violent behaviours.

Over time and with consistent monitoring, training and support to the team, Michael's adaptive skills increased and his physical assault of others and property damage decreased significantly. Slowly and progressively Michael learned to tolerate different environments and learned new skills - which lead to his ability to travel out of the placement safely in the car, attend social functions such as Life Maps BBQ's, Christmas Parties, restaurants, movies and shops and even a visit to Hogwarts In Newcastle. Michael would follow the direction of his team members more and would also regularly show his team members he was happy included smiling at them and giving thumbs up. Progressively as Michael's skills improved, the team were able to provide less and less support. Coupled with a decrease in assaults and property damage, Michael was able to successfully reduce staff support to 1:1 (from 2:1)

Considerable negotiation needed to occur to allow Michael to return to school. Due to the school's past experiences of Michael, there was considerable fear as to how he would behave at school considering his past significant violence. A program was developed by Allambi Clinical that progressively introduced Michael to the school environment, in a structured and safe manner. This program also

incorporated tasks that the youth work staff could do with Michael to help reinforce the adaptive skills needed to develop to make a return to school successful.

Today, Michael is attending school on a graduated program three days per week. He is sitting with other children in class, playing basketball at lunch, doing the tasks the teacher asks of him and he even played ball with another child at school last week. Sometimes Michael doesn't want to leave when its time to go home ! And even though sometimes things don't go Michael's way, he hasn't hit anyone at school or in the community or caused any property damage.

Michael is now also starting to talk. He says "Hi there", and can say a full sentence to his staff "DVD Please Paul". Last week he told us his full name and his date of birth. He told us his hair is black, his favourite color is black and his favourite food is spaghetti. The Sky is the limit for Michael.



## Therapeutic Crisis Intervention for Families

Allambi Care's Outreach Team have been running a Therapeutic Crisis Intervention Program, targeted at supporting families. Understanding the meanings behind our children's challenging behaviours and how to respond in their time of crisis is key to ensuring safety and strong family relationships. We aim to promote learning, reflective parenting practices and safe spaces for families to share their concerns, free from judgement.

Through sharing knowledge and encouraging positive attitudes, we are able to up-skill parents to help their children while they are at their most vulnerable. In turn, families learn to appreciate that they have the greatest positive influence when responding to the feelings, needs and behaviours of their children.

**“It works! I was so amazed when I tried this with my son. He talked to me and shared what was going on for him. He didn't have to explode to let me know what he was feeling. I put my arm around him and he cuddled up to me. That hadn't happened in a long time.”**

DAVID

**“This is the first time I have ever done a training course by choice. I choose to turn up here and I keep turning up because this is important. It works. I can share my story here and no one judges me. I'm sitting with good people”**

GEORGE

**“Usually when you do some training, you're lucky if you find something to take away. I've had at least 6 lightbulb moments in this course.”**

TINA

## LIT Program



**The Linking, Inspiring, Transforming (LIT) Program is a holistic wellbeing and life skills program for young people from 15-17 years of age.**

The program aims to help young people who are facing multiple risks, such as low education attainment, substance use or offending behaviours. The programs aims to link participants in with appropriate services and supports in the community.

Over the course of 9 weeks, young people engage with Allambi Care, Police Case Workers at the PCYC and other community organisations to learn about mental health, culture, substance use, healthy relationships and

vocational or employment opportunities. Through this process young people are able to build a network of supports in the community that carries past the completion of the program.

Statistics from previous terms of the LIT program has shown a significant reduction in crime and ROSH reports with young people who have successfully completed the program. Teachers have also reported better engagement and behaviour in school.

**“I have learnt that people are there for me and I am not alone”**

YP



# Learning and Development



**This year has been a year of growth, development and success for Allambi Care’s Learning and Development Department. This year has resulted in the team expanding, increasing the portfolio of staff training’s and moving to new offices situated in our former auditorium.**

The training team has transitioned to the supervision of Organisational Development Director Mark Said and implemented a Department Manager in Ben Jones. The team have also welcomed Learning and Development facilitators to support the training of front-line staff.

In addition to the Diploma in Community Services and internal TCI Training, the Allambi Care’s Learning and Development team have also assisted in the redevelopment and facilitation of the Allambi Care Information Session,

Policy and Procedure Training as well as developed and implemented staff refresher trainings. The team have also been certified in the Three-Pillars of Transforming Care Trainers course and in the near future will begin rolling out trauma training company wide.

## Diploma of Community Services

Allambi Care have continued to support staff in obtaining Nationally Recognised Qualifications. The Diploma in Community Services this year has

transitioned from a format of ‘Recognised Previous Learning’ into a Train and Assess, to assist with greater staff support, compliance and education. The Learning and Development Team were extremely proud this year to have 57 staff graduate with an additional 48 graduating in August and September. There are currently 130 staff enrolled with further enrolment sessions scheduled.

## Allambi Care Victoria

The Allambi Care Learning and Development Department have assisted with the recent execution of out-of-home care services in Victoria. This has involved the team facilitating the Allambi Care Information Session, Policy and Procedure Training and TCI Training to all Victorian staff. The team have also developed Nationally Recognised Diploma units in relation to trauma informed care to assist staff with meeting state requirements and obtaining formal qualifications.

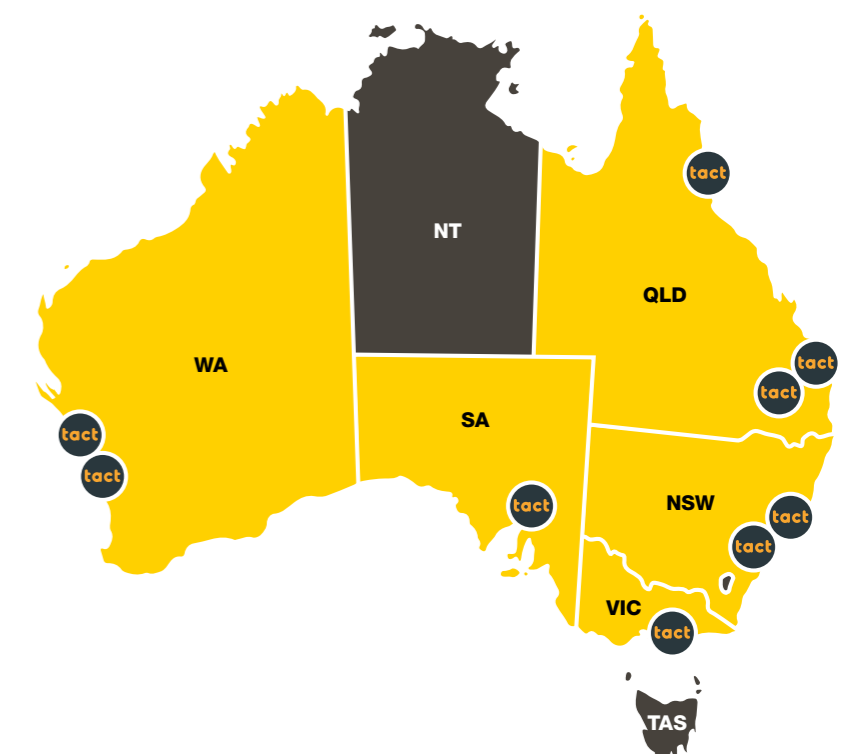
## TACT Training and Consultancy

TACT is the external training and consultancy arm of Allambi Care. TACT continues to exclusively facilitate Cornell University’s Therapeutic Crisis Intervention Training and Updates Australia wide. This year seen an increase in training courses offered, participants attended, and locations visited. This year TACT facilitated 31 external training courses (up from 26) with a total of 485 participants (up from 417).

This year TACT expanded Instructors with Ellysha Clark, and Alexandria Horn being recognised and certified through Cornell University as Nationally Certified Instructors and Professional Trainers of the Therapeutic Crisis Intervention Course.

## Training locations this year included;

- Allambi Care, Newcastle NSW
- Sydney NSW (Professional)
- Tamworth NSW (Professional)
- Brisbane QLD
- Cairns QLD (Professional)
- Ipswich QLD
- Melbourne VIC
- Adelaide SA
- Perth WA
- Perth Children’s Hospital Inpatient Unit, Perth WA





# 04

## Financial Report



# Financial Report

As outlined throughout this Report, Allambi Care has continued to maintain growth during the 2019 financial year.

An operating surplus of \$3,928,669 was achieved in the 2019 financial year which continues to contribute to the long term viability of the organisation.

Any surplus made by the organisation is reinvested into new programs and upgraded infrastructure to directly benefit our clients.

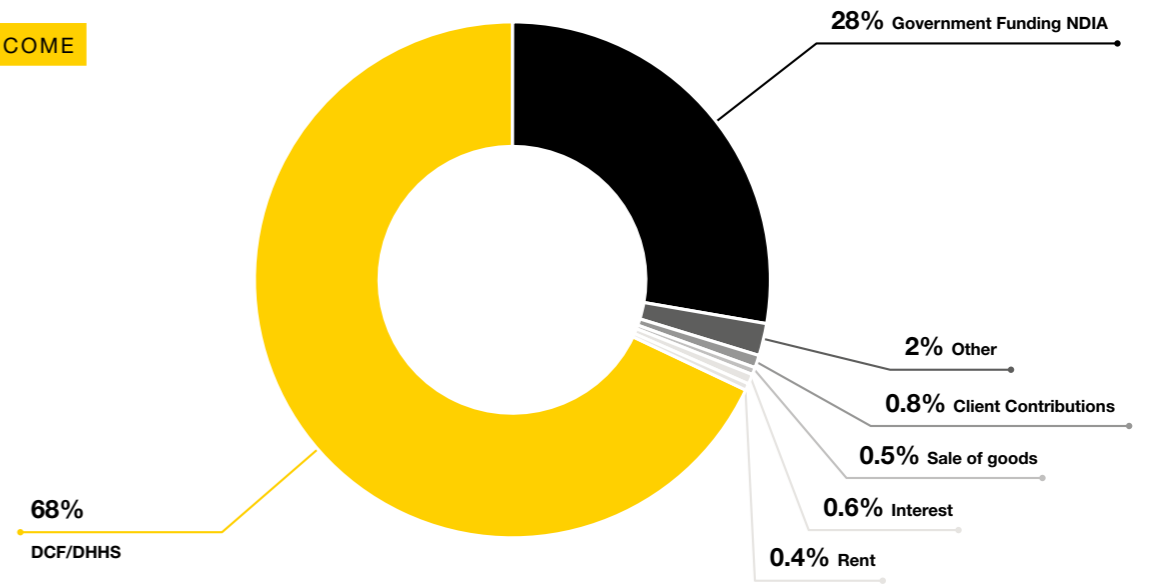
**INCOME INCREASE**  
FROM LAST FINANCIAL YEAR

**2.29%**

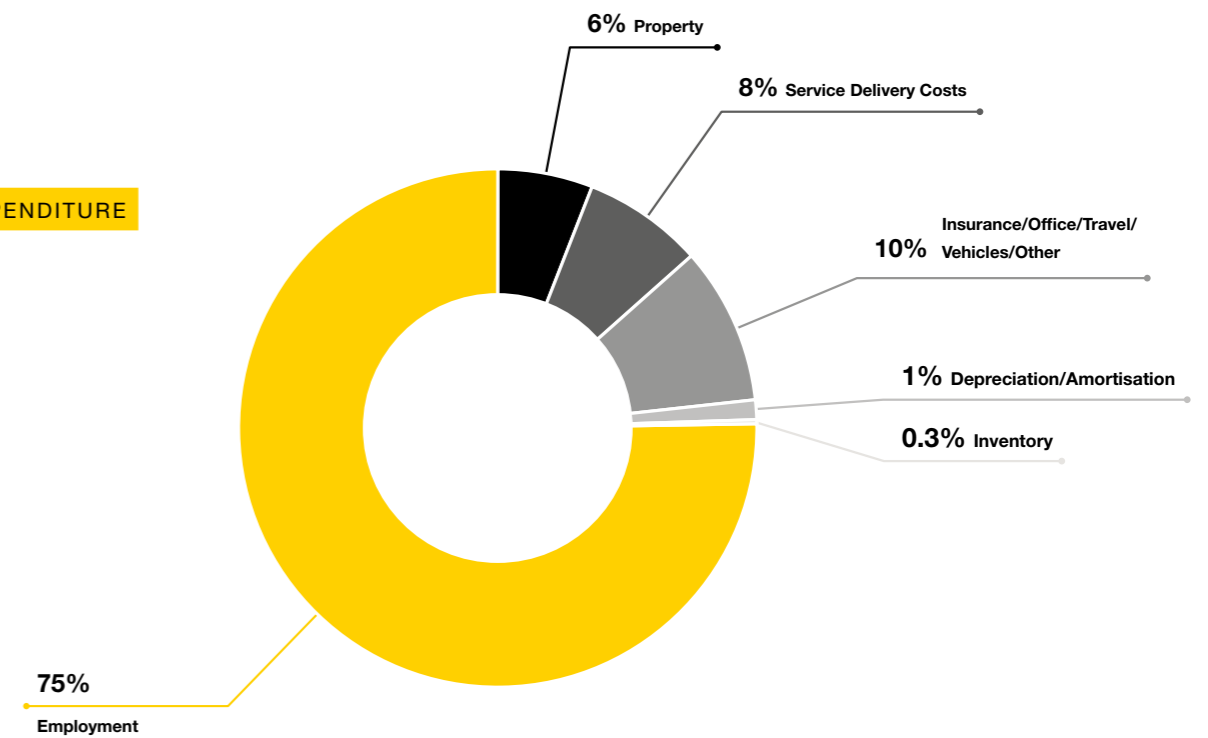
**TOTAL ASSETS INCREASE**  
FROM LAST FINANCIAL YEAR

**18%**

## INCOME



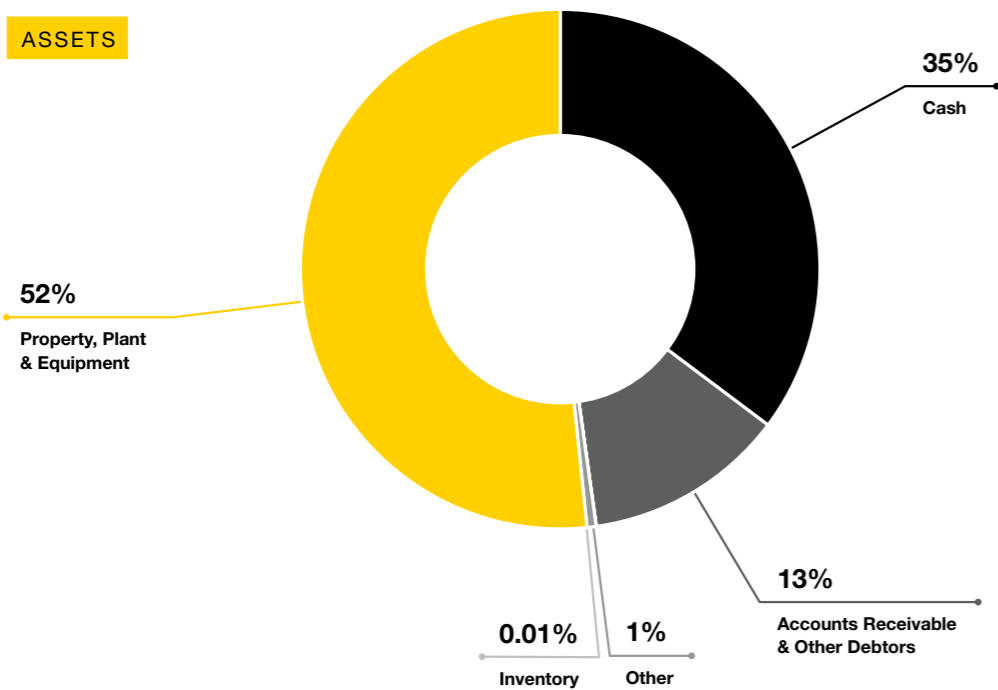
## EXPENDITURE



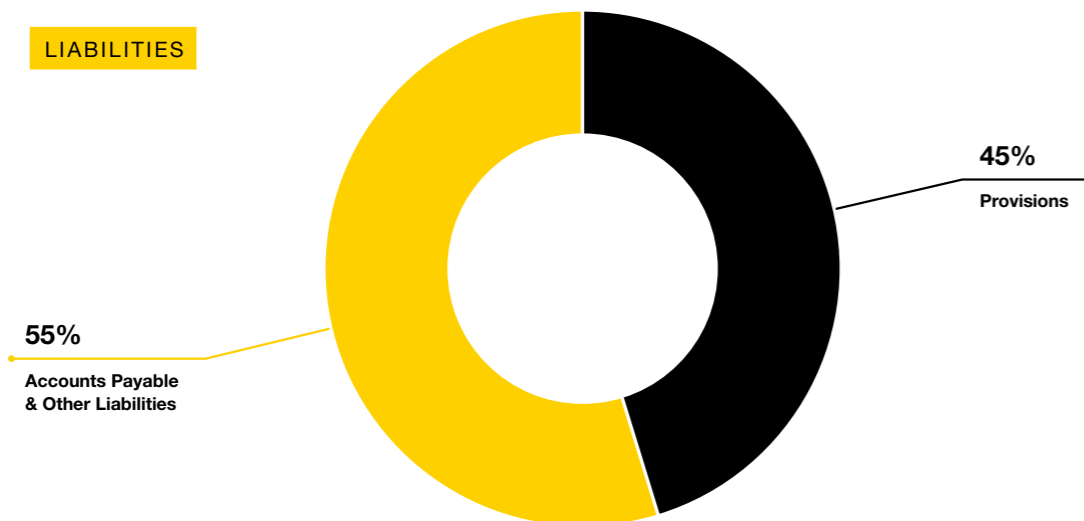
Income has remained consistent with the prior financial year decreasing by 2.29% or \$216k. There has been growth in Disability Service programs.

Expenditure has also decreased by 0.77% or \$540k during the 2019 financial year. The majority of expenditure relates to employment costs which represent 75% of total expenses.

## ASSETS



## LIABILITIES



Total assets have increased by \$8.2m or 18% compared to 2018. Capital expenditure during the financial year has equated to \$2.6m.

Total liabilities has increased \$1.5m or 17% compared to 2018. Net assets have increased 18.5% to \$43.1m.

## 5 YEAR FINANCIAL SUMMARY

	2019 \$ 000's	2018 \$ 000's	2017 \$ 000's	2016 \$ 000's	2015 \$ 000's
<b>INCOME &amp; EXPENDITURE</b>					
Income	73,682	73,898	71,319	61,933	52,367
Expenditure	69,753	70,293	67,595	58,054	48,081
<b>Operating Surplus</b>	<b>3,929</b>	<b>3,605</b>	<b>3,724</b>	<b>3,879</b>	<b>4,286</b>
<b>BALANCE SHEET</b>					
Total Assets	53,672	45,445	39,645	35,877	28,259
Total Liabilities	10,569	9,066	6,871	6,826	4,193
<b>Net Equity</b>	<b>45,103</b>	<b>36,379</b>	<b>32,774</b>	<b>29,051</b>	<b>24,066</b>
<b>CASHFLOW</b>					
Cash at 1 July	18,281	12,364	12,862	7,597	5,618
Cashflows from Operating Activities	3,202	8,368	6,031	6,253	2,288
Cashflows from Investing Activities	(2,566)	(2,451)	(6,529)	(988)	(301)
Cashflows from Financing Activities	-	-	0	0	(8)
<b>Cash at 30 June</b>	<b>18,917</b>	<b>18,281</b>	<b>12,364</b>	<b>12,862</b>	<b>7,597</b>

# 05



## Community Engagement

Allambi Care hosted and took part in many events throughout the year to support our staff, our families, our kids and our community.

## Connect with Us

### Community participation and donations allow Allambi Care to continue our work in supporting those who need it most.

We pride ourselves on creating positive experiences for the many individuals and families accessing our services of care. Where possible, we appreciate the community's involvement in facilitating social value and inclusion for those we care for.

#### Donate Online

You can pledge a single or periodic donation to Allambi Care by visiting [allambicare.org.au](http://allambicare.org.au) or contact us on (02) 4944 5900 to arrange alternative methods of payment.

#### Fundraising Events

Allambi Care participates in a number of local events throughout the year. You can contact us by visiting [allambicare.org.au](http://allambicare.org.au) if you are interested in volunteering your time, or would like to nominate Allambi Care to be the beneficiary of your next event. We are always appreciative of any efforts that aim to communicate our cause and would be happy to provide support for your event where possible.



