



# **ANNUAL REPORT 2019-2020**



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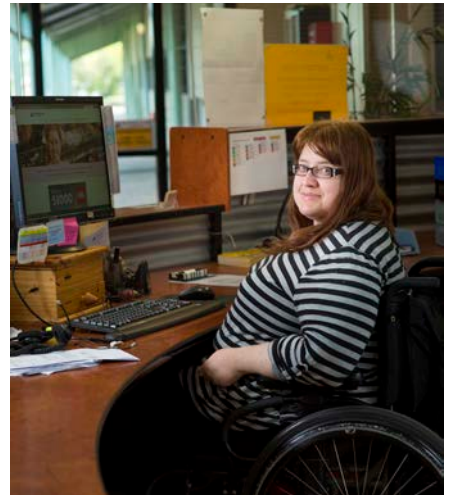
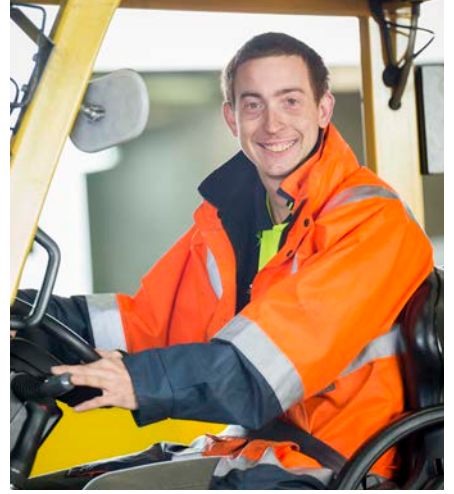
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# A Message from the Chair

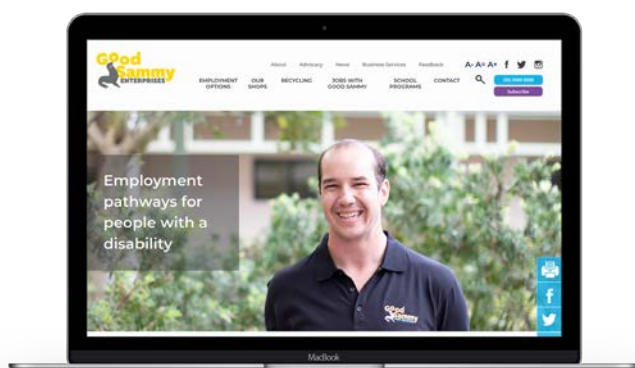
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As we close out what has been a tumultuous, uncertain and unprecedented year, it is with great pride that I reflect on all that has been achieved by the organisation over this time to create development and employment opportunities for people with disability.

It has been no small achievement that with a very new executive team, we have ended the year stronger than we started in terms of Purpose and sustainability despite a four to six week shutdown of our retail network.



- Apart from weathering the COVID 'storm' to date, there have been some key highlights:
- We directly employed 263 people with a disability.
- We provided 231 students with the opportunity to get work experience to assist them in transitioning to the workforce once they leave school.
- We provided development opportunities through employment to 22 employees with disability.
- We helped four of these people to progress to open employment.
- We employed four people with disability into award roles in the business.
- We supported 183 people with individualised community support.
- We granted 37 scholarships to employees and people with disability to help them grow their skills, qualifications or micro businesses.
- We launched our Online retail store providing development opportunities in web management, digital and online skills, photography and visual merchandising.





**“It has been no small achievement that with a very new executive team, we have ended the year stronger than we started in terms of Purpose and sustainability despite a four to six week shutdown of our retail network.”**

*Trent Bartlett, Chairman*

- We trained a cohort of clients as Baristas and opened our in-house 'coffee shop' to provide the opportunity to build skills and confidence.
- We bid for, won and stood up 16 sites in the WA Container Deposit Scheme – Containers for Change.
- We rebranded our organisation as Good Sammy Enterprises and refreshed the brands for all our social enterprises and services, including our retail network.
- We refreshed many of our stores making them more accessible and contemporary.
- We launched new websites for Good Sammy Enterprises and Good Sammy Options.
- We relaunched our new Values and commenced a transformation of our culture to reflect them.
- We diverted 5,701 tonnes of goods from landfill through reuse and resale

Our success, as always, boils down to the People that work in the business – the Board, the management team and every employee and beyond that, the clients, customers, donors, volunteers and corporate partners.

I would particularly like to acknowledge the ongoing support of the National Disability Insurance Agency, the Departments of Social Services, Department of Communities, Lotterywest and financial and business support from Santos, Shalom House and Watty! paints. I would also like to acknowledge and thank all our Store Landlords that assisted Good Sammy over a challenging COVID-19 period.

As a proud Agency of the Uniting Church in WA, we pray that with God's blessings we can continue to grow our impact from this base and see many more people with disability get the opportunity to learn, grow and progress towards and achieve the goals in their employment journey.

**Thank you.**  
**Trent Bartlett**



# CEO's Message

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When we set out on this financial year, like most people around the country and indeed the world, I would never have anticipated a global pandemic and all the volatility, uncertainty and opportunities that came with it.



I am extremely proud of the entire Good Sammy Enterprises team for how we have come through this year and used the opportunity to grow our impact and shape our future even more purposefully and creatively. Thanks to the hard work and willingness of everyone to reinvent and adapt, I do believe we have emerged better and wiser and more committed to our Purpose than ever with new roles and new development opportunities for our clients across a range of contemporary areas.

Our Purpose- **to help people with disability build skills and progress to meaningful employment opportunities and pathways** remains central to everything we do and is the filter against which we make all our decisions. Our social enterprises – retail, recycling and our online store continue to provide invaluable opportunities to build skills and provide meaningful employment. We look forward to continue to grow more of these enterprises in line with the goals, needs and preferences of young people with disability. Our goal will always be to use the opportunities within these enterprises to build skills and confidence in our clients to help them progress to the job of their 'dreams' in open employment with us or with other employers.

Two outstanding examples of this is how our newly launched online store and internal coffee shop has provided opportunities for our team to use and develop their digital, photography, Barista and customer service skills. We have also focussed on building creative skills in our teams by upcycling textiles and clothing into bags and other items which we are selling online.



As we look forward to the next financial year, our intention is to grow these new ‘seeds’ into bigger and better opportunities for building skills and confidence in a structured way in more varied and contemporary vocational areas. We are also excited about the opportunity of our Containers for Change sites to build new skills in our teams and a platform for even further growth and impact. The ultimate goal being to transition as many of the team to open employment as possible.



As we transition to the NDIS Quality and Safeguarding Standards in December and contribute wherever possible to the Disability Royal Commission, the responsibility for the safety and wellbeing of our people remains at the forefront of our minds as does the need for sector reform to drive better outcomes and greater economic participation and meaning through work for people with disability. I look forward to working with my colleagues in the sector and the relevant policymakers to shape the sector to produce better outcomes and long term employment and participation outcomes for people with disability.

In closing, I would sincerely like to thank those organisations and individuals without which we wouldn't have managed quite so well. In the first instance, the ever present guidance of the Uniting Church leadership in WA and nationally has been invaluable to me. Our involvement with the national Uniting Care network proved the whole is greater than the parts. Other thanks go to Lotterywest for their very generous grant support, the federal government (through JobKeeper and COVID related grants), the WA State government (in particular the Minister for Environment and Disability, The Honourable Minister Dawson), our Patron, the Governor of Western Australia and to organisations who have donated time and resources, such as Shalom House (Peter Lyndon-James) and many others. To our volunteers, customers and donors across our network, thank you – you are the lifeblood of our retail network and you make an enormous difference in helping us achieve our Purpose.

**“I am extremely proud of the entire Good Sammy Enterprises team for how we have come through this year and used the opportunity to grow our impact and shape our future even more purposefully and creatively.”**

*Melanie Kiely, CEO*

To my team who had most only just joined before we were plunged into COVID-19 – thank you. Your unfailing hard work, commitment and vision has made all the difference. To the Board for volunteering your time above and beyond the norm, your wisdom, guidance and support has been invaluable.

**Thank you.  
Melanie Kiely**



# Leadership team

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## Board Members:

Trent Bartlett – Chairperson

Chris Walker – Deputy Chairperson

Elisa Fear

Dr Sue Ulreich

Dom Del Borrello

Ian Thubron

Michael Patchell

Tamsin Marsh

Melanie Kiely

## Management:

Melanie Kiely – Chief Executive Officer

Geoff Page – Chief Finance Officer

Kathryn Laferla – Chief of People & Culture

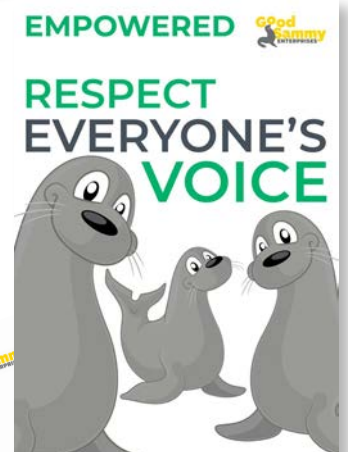
Jason Rhine – Chief Customer Officer

Tom Tolchard – Chief of Social Enterprises

**“To my team who had most only just joined before we were plunged into COVID-19 – thank you. Your unfailing hard work, commitment and vision has made all the difference. To the Board for volunteering your time above and beyond the norm, your wisdom, guidance and support has been invaluable. Thank you.”**

Melanie Kiely, CEO

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# Employment & Skills impact



To create meaningful employment opportunities and pathways for people with disability

**231**  
students  
provided  
with work  
experience

**183**  
clients supported  
to achieve  
their goals  
and navigate  
the NDIS  
throughout their  
employment  
journey

**263**  
people  
employed  
in our social  
enterprises  
to build skills  
and gain work  
experience

**4**  
people  
supported  
to find  
employment  
with other  
employers

**37**  
scholarships  
awarded  
to support the  
development  
goals of  
people with  
disability





# Environment & Social Impact



1.2 million  
customers  
provided with  
affordable  
**quality  
goods**

**5,701**  
tonnes  
of goods  
kept out  
of landfill

**5,235**  
home  
collections

**3**  
families  
supported in  
the community  
and 600 kg of  
blankets to  
Perth homeless  
community

**16 sites**  
awarded  
to be largest  
operator  
in WA for  
Containers  
for Change



# Team Messages

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Thank you to all that participated in our staff survey. Following is a selection of comments from the team.



Clients supported to achieve their goals and navigate the NDIS:

“

I didn't think I could ever live by myself without mum.

*Khesan*

Clients supported to build social confidence in preparation or support of work:

“

It's important for me to have this job because I want to challenge myself to try something different and new. That makes me brave.

*Natasha – Employee*



Containers for Change:

“

I absolutely love talking to customers. It's the best!





Goods Kept Out of Landfill:

“

I enjoy the work.  
I enjoy the friendships.

Home Collections:

“

It's I like working at Good Sammy because each individual has something different to teach me.

*Scott Crawford*



Social Enterprises:

“

I love meeting new people and knowing that my creativity projects helping Good Sammy engage with the community.

*Tina*

*- Online Store Volunteer*





Environmental:

“

The staff are great and I like interacting with the public.

People supported to find employment with other employers:

“

Well great news my son Ezekeil Burns has a job, a license and is growing into a strong confident young man. Thanks to his Mentor who has done an amazing job.



35 Scholarships:

“

We are so grateful to Good Sammy's and the scholarship. Ashlee has used the grant to purchase an embroidery machine and an industrial machine which will enable her to increase her capacity to produce more bags and grow her business.

Ashlee is also producing new designs. The scholarship has been an amazing support to her business. (Ashlee Gregori)

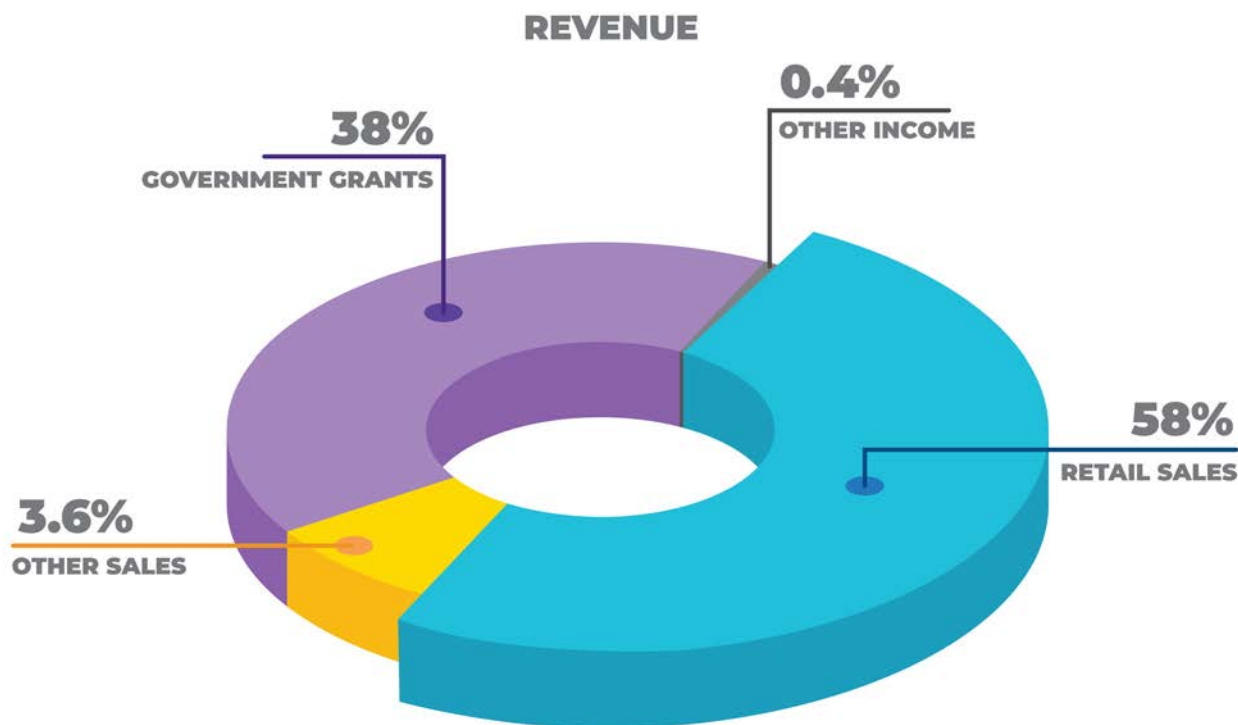
# Financials

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## Financial Summary

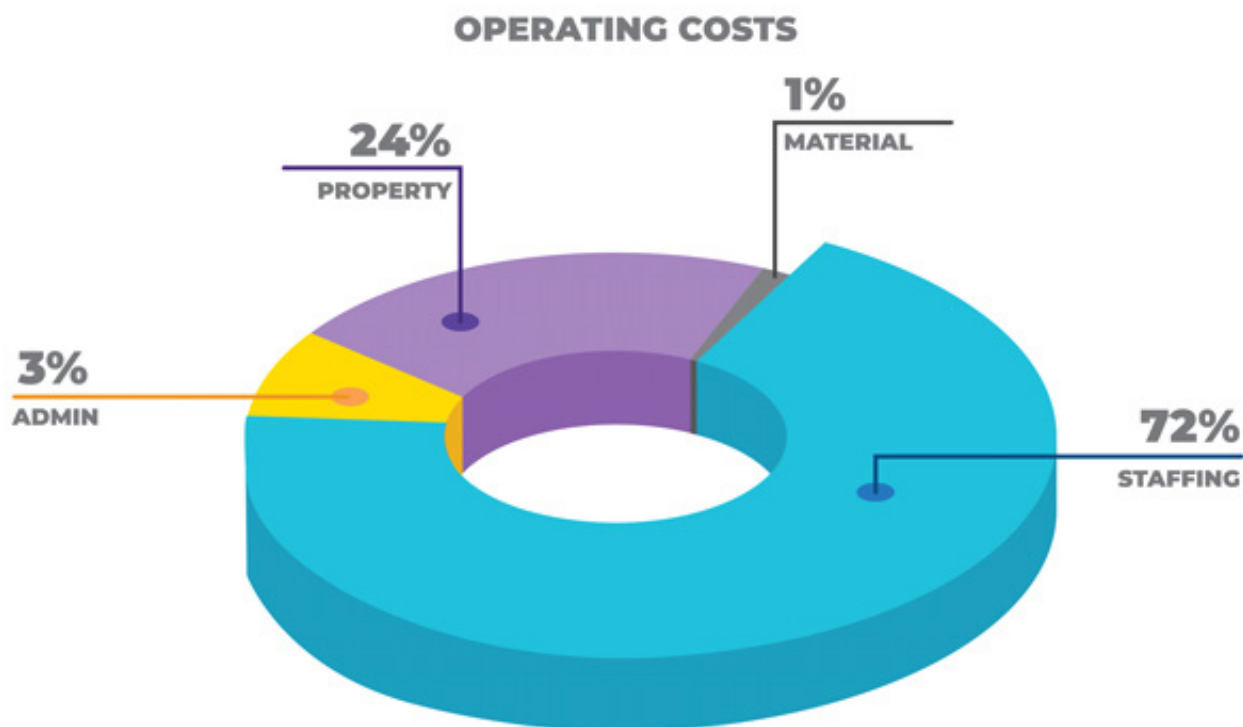
Good Sammy Enterprises sustains its Missions through the contribution from our various commercial activities.

This year, our retail sales via the Good Sammy stores provided 58% of our revenue. This revenue has its origins in the donations of goods from the public, which is collected in bins and within stores.



The Commonwealth and the State Government provided 38% of Good Sammy Enterprises' income with contributions coming from the Department of Social Services, National Disability Insurance Agency and Lotterywest.

Good Sammy Enterprises' operating costs are dominated by staff wages. This is due to the labour intensive nature of our work, much of which is done at our Canning Vale Recycling Operation. There are also 27 stores providing work for people with a disability, which accounts for the next highest cost – property, which comes in the form of lease and rent expenditures related to our stores.



**“Our success, as always, boils down to the People that work in the business – the Board, the management team and every employee and beyond that, the clients, customers, donors, volunteers and corporate partners.”**

Trent Bartlett, Chairman