

*To be a best in class disability provider  
specialising in creating employment opportunities  
for people with disabilities*





'Provides a safe and happy working environment.'

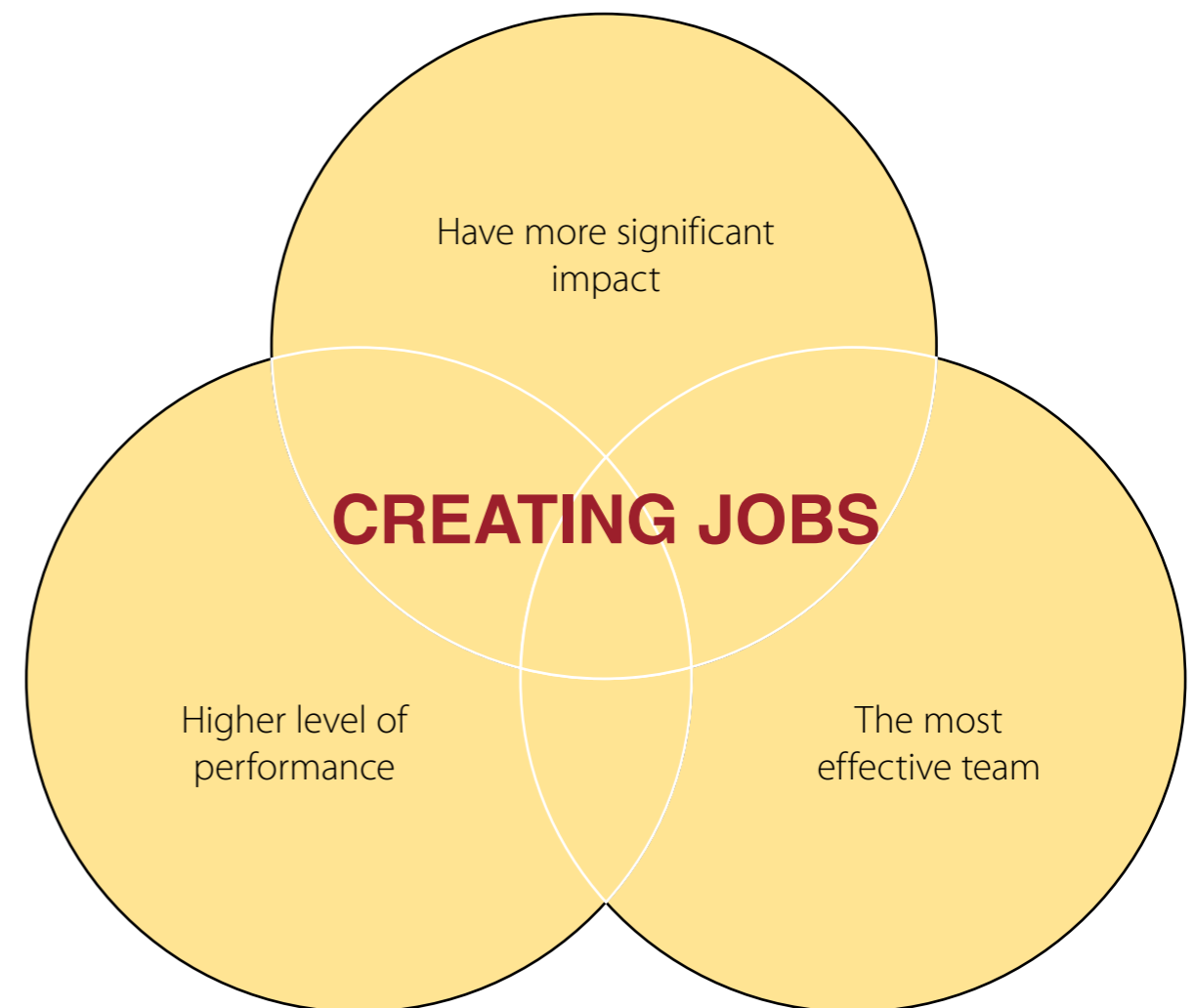
'Helps people with disabilities better themselves.'

**VISION** – That people with disabilities will have equal opportunity for gainful employment

**MISSION** – To be a best in class disability provider specialising in creating employment opportunities for people with disabilities

**VALUES** –

- Accountable
- Integrity
- Empathy
- Effective
- Safety
- Respect
- Hope
- Responsive



## A MESSAGE FROM OUR CHAIRMAN

It is a pleasure to make this, my first annual report as Chairman of GSI. The financial year has been an exciting one, with our team continuing its focus on the issues relevant to the strategic direction of GSI, ensuring that we stay with our core goals and objectives.

We farewelled outgoing Board Chairman Rod Benness after nearly fifteen years' service and thank him for his leadership and commitment that has taken GSI into a secure future. During the year we also welcomed Board member Chris Walker as Deputy Chair and new Board members Ian Thubron and Dom Del Borrello. They bring with them skills in the areas of marketing and communications and financial and commercial advice respectively.

During the year we opened a new store in Mt Lawley and our newer stores in Mandurah, Malaga and Port Kennedy as well as our relocated Midland store are proving successful, employing many people with disabilities and delivering valuable and affordable retail services to local communities. Plans are in train to open a store in Butler in one of Perth's fast growing northern suburbs.

Our School to Work program for young people with a disability has continued to grow - feedback from graduates and families is very positive and now extends to more than 200 Year 10 to 12 students per year from public and private schools. Our initiative to promote and develop the skills of young people extends to our annual student scholarships - thirty-four \$1,000 scholarships were awarded to assist young people to further their career aspirations.

It was a pleasure to highlight this at our International Day of Disability celebrations where our Moderator Reverend Steve Francis and Mr David Parker from sponsors Quadrant Energy presented the awards.

As a proud agency of the Uniting Church in WA, we again provided financial support for the Church's Multicultural Ministry to advance their good work in bringing people of all backgrounds together in their faith. Additional support was also given to the Uniting Church in WA, Uniting Care Australia and to individuals, and communities through donations to congregations and other Uniting Care agencies.

In this light, we proudly celebrated the Uniting Church's 40th anniversary and our role as one of its agencies with all our staff and supporters.

Our committed Board and staff worked within sound governance parameters enabling GSI to receive an unqualified financial audit; compliance with Disability Service Standards and to generate an operating surplus.

We owe our ongoing success as an agency of the Uniting Church to our funders, Board members, staff, volunteers and the Western Australian community. Your contribution is most gratefully acknowledged.

The environment within which we operate is going through significant change. We need to remain strategically agile and responsive so we can adapt and take advantage of opportunities as they arise for the betterment of the people we work with. To this end we remain adaptable and regularly review our Strategic Plan..

With God's blessing we hope to grow GSI and continue to give people with disability a better chance to have fulfilling lives.



**Trent Bartlett**  
Chairman

'I am grateful for the caring people of GSI. The assistance provided is vital, my co-workers have become my friends and I have learned and grown so much from working here.'



Above – Jennifer Erceg

'Encourages and praises employees, making us feel valued.'

'GSI respects and encourages all employees.'



Above – Dean West

Genuine quotes taken from confidential surveys during the year.

## CHIEF EXECUTIVE OFFICER'S OVERVIEW

This year was one of achievement - creating employment opportunities, skills development and social inclusion on behalf of people with a disability;

- Our commitment and focus on ensuring everyone goes home safe saw the introduction of a number of new safety initiatives in the last year – the goal being zero workplace injuries.
- Our successful partnership with the State Government and WA Disability Enterprises grew, delivering over \$35m in State and Local Government contracts and providing quality work opportunities.
- Partnered with Quadrant Energy, Fleetwest and Cities of Stirling, Bayswater and Rockingham who sponsored a wide range of activities to assist people with disabilities find and maintain employment.
- Our Mega Barn's first year of operation provided meaningful employment for people with disabilities – and for our customers, recycled clothing for sale by the kilogram – a ground-breaking initiative.
- Extended individualised services to 46 people with disabilities, developing their skills and access to the community.
- Conducted our annual staff Christmas Ball the highlight being the celebration of our two Employees of the Year – Lisa-Marie Jones - Belmont Store and Joe Pal Soh – Supply Chain.



Joe Pal Soh



Lisa-Marie Jones

- Acknowledged our 180 volunteers with a celebration and small gift during National Volunteer Week.
- Celebrated the diversity of our workforce on Multicultural Day featuring many dishes from around the world, prepared and enjoyed by our wonderful staff.
- Maintained training as a high priority, recording almost 500 attendances at a variety of staff training sessions throughout the year.

Meeting the aspirations of many GSI clients has been made possible through significant funding from the Commonwealth Department of Social Services, Disability Services Commission, the Education Department and the National Disability Insurance Agency.

Special thanks to Juniper for supporting the GSI Information Technology Environment and UnitingCare West, Uniting Church in the City and Centrecare for their support in providing office/meeting spaces for the Options Employment service. These relationships profile the work of GSI as a proud agency of the Uniting Church in Western Australia.



John Knowles  
Chief Executive Officer

Thanks goes to all GSI staff, volunteers, congregations, sponsors, peak bodies and donors throughout Western Australia whose continued support in the last year enables GSI to continue making a positive difference to the lives of people with a disability.

Finally, thanks to our voluntary Board members who give up their time to provide us with direction and support at a strategic level.

'The inclusive nature of the company is very evident.'

'I love everyone I work with and everyone is easy to get along with.'



Above – Aaron Heathwood

Genuine quotes taken from confidential surveys during the year.

## STEPPING UP FROM SCHOOL TO WORK

Can you remember leaving school – all those important decisions about the future, options available and ambitions about what to do with the rest of your life? Truly significant decisions for young people and their families in those final years of schooling. Recent research into this journey for students with a disability reveals many will neither work nor study after school – if they have an intellectual disability and do not have a job by 21, it is unlikely they ever will.

We decided to do something about this – in the last two years we have opened our doors to over 350 students aged between 15 – 19 years to provide practical on the ground support for school to work transition and buck the above trend.

Funded from our Good Sammy earnings and grants from Department of Education's Non-Government Centre for Support we now provide students with disabilities structured work placements in retail, warehousing, administration and hospitality.

### In 2016, 141 students participated:

- Fourteen now have School Based Traineeships or are completing, a Certificate II in Retail or Warehousing
- Fourteen have part-time employment at GSI starting their working career
- Twenty-six have returned for more training in 2017, joining new work experience students
- Eighty seven have left school or have chosen other options outside of GSI

### In 2017, 209 students are registered:

- 81 new starters have joined our initiative, in addition to 26 returning students
- An additional 102 secondary school students with a disability have begun five weeks work readiness training to provide the necessary skills to find and maintain employment e.g. presentation skills, workplace etiquette and communication, all important foundation skills for the structured workplace learning

We consistently received positive feedback from teachers, parents and support workers:

*"What I really liked most ... was learning how to work as a team, gain some experience in learning, developing new skills and meeting lots of new people and learning from them too".*

*"I liked coming to work, meeting friends and helping in the work place".*

*"I would like to express our sincere appreciation of how [this] has given our students so many opportunities in gaining confidence through work placement, fostering getting students to be work ready when they leave school and the opportunity to secure a school based traineeship. The program has alone made a significant change to our students and I look forward to the future with confidence that our students will be ready for their life post school with the help of GSI".*

*"I thought it was fantastic ... the content was very relevant ... there was a good mix of theory and practical work. I would highly recommend the program and have already done so to our school".*



Jess Seubert is a trainee who is in his final year of school and is just finishing his Certificate II in Retail.



Nadia Stevens started her traineeship with GSI in 2016 and is currently completing her Certificate II in Retail.

## OUR BOARD TEAM



**Mr Trent Bartlett**  
*(Chairperson)*

26 years experience in senior executive roles in Australia's large retailers; experienced CEO, Board Chair and Company Director (ASX and NFP), Faculty member Fellow of the Australian Institute of Company Directors.



**Mrs Elisa Fear**

B Comm; MBA; GAICD. Elisa has held a wide variety of positions within the financial sector, both in Australia and the UK and over 10 years' experience in small business at director level (both Executive and Non-Executive). Elisa is currently also on the board of Kimberley Ports Authority.



**Mr Chris Walker**  
*(Deputy Chairperson)*

A Chartered Professional Electrical Engineer, Chris has held a number of Chairperson roles within the Uniting Churches in Australia and local Service clubs. He brings a wealth of strategic and safety knowledge to the Board.



**Mr Michael Patchell,**

Chief Financial Officer, Uniting Church Synod of WA and has been at GSI since 2013. He is an Accountant by profession and his area of expertise includes 30 years experience in Audit, Corporate Finance and the Not-For-Profit Sector.



**Mr Steve Price**

20 years experience in senior executive roles in the energy, mining, and industrial sectors, including 14 years with Wesfarmers and four years as the CEO of an ASX200 listed company. Now Co-founder and CEO of a start-up company.



**Rev. Craig Collas**

A Minister at Wesley Uniting Church in the city and previously a RAAF chaplain. Previous experience includes deputy chair of Lifeline North Queensland and currently a Member of the Australian Institute of Company Directors.



**Mr Ian Thubron**

Ian serves on several Boards, including Tourism Western Australia, Titan Digital and d'Orsogna and brings extensive strategic and marketing experience with a focus on digital and social media marketing.



**Mr Dom Del Borrello**

Experienced CFO and commercial advisor with extensive experience in the mining, property, oil & gas sectors. Currently an independent financial and commercial advisor. Previous positions include Client Director – Deloitte, CFO and Treasurer for a number of ASX listed companies. He has a Bachelor of Commerce and attended London Business School.



**Dr Sue Ulreich**

Practising radiologist and CEO of SKG Radiology. Vice President and Treasurer of Australian Diagnostic Imaging Associates and member of Young President's Organisation. Graduate of the Australian Institute of Company Directors. Sue brings over two decades of health industry experience.



**Mrs Tamsin Eldridge**

Wesfarmers Legal Counsel, Tamsin has extensive experience in corporate mergers and acquisitions specialising in energy, gas, insurance, industry and safety. Tamsin is also a Board Member with Araluen Botanic Park Foundation.



**Mr John Knowles (CEO)**

Joined GSI and its Board in 2008. He has over fifteen years experience as a CEO and organisational director in disability services and currently serves on National Disability Services WA and Uniting Care Australia.

## OUR MANAGEMENT TEAM



**John Knowles**  
*Chief Executive Officer*



**Debbie Cameron**  
*Divisional Manager - Commercial Services*



**John Dawson**  
*Divisional Manager - Finance*



**David Granville**  
*Divisional Manager - Client Services*



**Micheal Yakovina**  
*Divisional Manager - Human Resources*

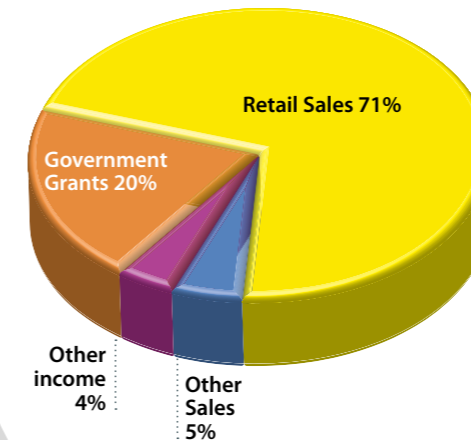


**Anne Roberts**  
*Executive Assistant*

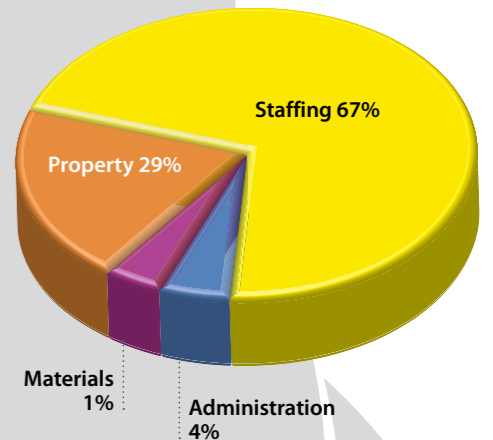
## FINANCIAL SUMMARY

At Good Samaritan Industries, we sustain our Mission through commercial operations, most notably our iconic Good Sammy stores and donation bins combined generate 80% of our revenue.

### INCOME



### EXPENDITURE



Another major stream of funding comes from the Commonwealth Department of Social Services; they contribute 20% of our funding to provide employment services to people.

Our main expenses is paying our staff. We also have the property and asset holding costs of operating our services including the Canning Vale warehouse, 28 retail stores and two employment outlets at Mirrabooka and Cannington.

'GSI supports supported staff very well, as well as providing good staff benefits and friendly company culture.'

'Makes staff feel welcome. Feel part of a family company.'



Above – Jordan Ramsay

Genuine quotes taken from confidential surveys during the year.

### SERVICES TO PEOPLE WITH A DISABILITY



**1,022**

received employment support from us

**322**

employed directly with Good Sammy

**411**

people supported in finding and keeping jobs in businesses

**209**

students participated in supported workplace learning

**34**

students were awarded with GSI Scholarships

**46**

received individualised support to build their independence

### OUR PEOPLE



**549**

Total number of employees

**322**

Employees with a disability

**180**

Volunteers

### GOOD SAMMY DONATIONS



**426**

Donation Bins

**5,554**

Tonnes donated by the public

**6,323**

Home collections

### GOOD SAMMY SHOPS



**1.24m**

Customers during the reporting year

**28**

Good Sammy shops

**4.55m**

Items sold during the reporting year

### STAFF SURVEY RESULTS



**49%**

Satisfied

**43%**

Very satisfied

**8%**

Dissatisfied / Very Dissatisfied

## CELEBRATING OUR STAFF

Thanks to a bequest from Sarah Potter, we provide a number of award opportunities to our staff which give our winners the opportunity to enhance their lives in many different ways. Below are our 2016 Winners.



**Back l-r:** The Moderator of Uniting Church WA – Rev Steve Francis, Janelle Mazzotti, Kelly Hicks, Danny Zigon, David Parker – Director Government & Public Affairs, Quadrant Energy, Mr Peter Abetz MLA  
**Front l-r:** Marion Fowler, Kayla Barker, Mary Marks, Angeliqne Robertson

## GOOD SAMMY THROUGH THE EYES OF OUR COMMUNITY



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## SOME OF OUR WONDERFUL STAFF





## OUR THANKS

We are indebted to the Commonwealth Department of Social Services, Disability Services Commission and the National Disability Insurance Agency providing significant funding for GSI clients to access the community.

Thanks are also extended to Quadrant Energy, Fleetwest, personnel employed by Alcoa Charity Help and Cities of Stirling, Bayswater and Rockingham.

We deeply acknowledges the efforts of all our staff, volunteers, Uniting Church congregations and our many other supporters. We pray that we continue to create meaningful opportunities for Western Australians living with disability to have good lives.



33-35 Bannister Road, Canning Vale  
Western Australia 6155

PO Box 1035, Canning Vale  
Western Australia 6970

Telephone: (08) 9463 0500  
Facsimile: (08) 9455 3300



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