



Good Samaritan
INDUSTRIES

Annual Report 2017-18

INDEPENDENT LIVES



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“

It is with pride that we can reflect on the last twelve months, knowing that we have accomplished a great deal this year on behalf of people with a disability to create employment opportunities, skills development and social inclusion.”

– Trent Bartlett, Chairperson

On our front cover is a young man who is willing to give anything a go!

Bradley has been employed with Good Sammy for six years and enjoys meeting new friends while at work along with making his contribution to the workplace. In his spare time Bradley loves to go motorbike riding and spending time with his family.

A message from our Chairman



Trent Bartlett
Chairperson

The last year has been both positive and productive, highlights being:

- The celebration of International Day of Disability. Our Moderator Reverend Steve Francis and Quadrant Energy's David Parker gave forty awards and scholarships to people with disabilities to assist their career aspirations.
- The roll out of the National Disability Insurance Scheme continued in WA, and GSI worked with over 70 people to ensure a smooth transition.
- We continued to build our School to Work program for young people with a disability with nearly 200 students on board. Feedback from previous graduates has been very positive and the program is being extended to 100 Year 10 students.
- We farewelled the Honourable Kerry Sanderson AO, Governor of WA, as our Patron and were very pleased that the new Governor of WA, the Honourable Kim Beazley AC, has accepted our invitation of patronage.
- Our team played an active role in peak bodies here in WA and nationally, actively supporting the advocacy of employment for people with disabilities to all levels of Government.
- We took part in National Volunteer Week by acknowledging our 230 volunteers with a celebration at their place of work where they also received a small gift.
- We celebrated Uniting Church's 40th anniversary with morning teas held across GSI.

- We held a Multicultural Day to celebrate the diversity in our workforce, including a mini-festival featuring many dishes from around the world.
- Training for staff and volunteers remained a high priority, with almost 500 attendances at a variety of training sessions throughout the year.

Most significantly, this reporting year we enabled GSI clients to be active in the community. As such, we helped 1,052 people with disabilities as follows; employed 308 people, assisted 333 people with training, work experience, scholarships or in the National Disability Insurance Scheme and supported 411 people with disabilities find or search for employment.

Our key to success is our people. A strong team of staff, volunteers and Board members have contributed to consistently delivering high quality levels of service, building networks and pathways for our clients to participate in the community.

Finally our thanks to our sponsors and supporters especially the generosity of the West Australian community who donate their pre-loved goods. In particular, we acknowledge the support of the Commonwealth Department of Social Services, WA Education Department and Department of Communities that continue to provide the funding necessary to enable GSI to deliver our services to people with disabilities.

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

“

I like working in retail because you get to interact with customers and the public.”

Quote from GSI's 2018 Staff Survey

CEO'S message

This year, amidst an ever-changing and increasingly competitive funding environment, GSI has provided a diverse suite of high-quality and flexible support services to West Australians with disabilities.



John Knowles
CEO

We support these services through the management of risk and the effective stewardship of our human and physical resources as attested by another unqualified financial audit by Dry Kirkness and the SAI Global audit on the quality of our services measured against the National Disability Services Standards.

This year, we have undertaken independent research on customer and donor behaviour and the expectations of people with a disability to inform future growth strategies and brand development to ensure we remain relevant in this ever-changing world.

As always, our people are our strength. At the Annual Ball we celebrated the Employees of the Year, Denise Ramshaw and Michelle Purvis, and our Volunteer of the Year Cathy Richardson, who have all excelled in their individual contributions to GSI for people with disabilities.

We also undertook an independent engagement and culture survey of staff so we can build their feedback into our future plans and ensure our staff remain our strength.

As a proud agency of the Uniting Church we:

- Supported the Multicultural Ministry in their good work, bringing people of all backgrounds together in their faith.
- Contributed to the operations of Uniting Church WA and Uniting Care Australia.
- Attended the Leaders Forum of UnitingCare Australia to advance national social policy advocacy and strategy.

- Along with the Boards of UnitingCare West and Juniper held a joint meeting with the Moderator and General Secretary, where we shared faith, strategies and vision.
- Approved a policy for implementation of Uniting Church's Safe Church Policy.
- Directly assisted individuals and communities with support in areas of need, for example The Big Issue, Finucare, the Girls Friendly Society and the UnitingCare West Christmas Appeal.

We maintained strong affiliations with Uniting Church congregations, schools, UnitingCare West and Juniper, and are extremely grateful to them and our private sector partners and benevolent funds who support us. Quadrant Energy, Fleetwest and Cities of Stirling, Bayswater and Rockingham all provided significant financial support.

On the Good Sammy front, we opened a new store in Butler and launched the GSI Customer Loyalty Card to encourage repeat business by offering discount incentives linked to purchases.

In closing, this report provides a snapshot of the many highlights, achievements, successes and accomplishments that have been gained this year for people with a disability.

I would like to express my sincere thanks to Board members, staff, volunteers, congregations, sponsors and donors at GSI for their commitment, dedication and their untiring devotion to helping us to make a positive difference to the lives of the people we support with a disability.

Leaving school

There are many things young people need to think about when they're getting ready for life after school. If you were to ask for our thoughts about the top tip to give a young person with a disability, it would be to get ready early!

This is something that GSI feels we can play a significant part in – helping young people with a disability to go onto further education or employment when they finish school.

For example, since 2016 GSI has provided students with a disability:

- Work experience while still at school;
- NDIS-funded school leaver employment support;
- Traineeships in administration, retail and warehousing in a supportive workplace; and
- Work readiness training that includes topics such as exploring career goals, safety and communication in the workplace, working in a team, getting to work safely, etc.

We have also provided a large number of students with more rounded support that not only looks at employment, but also helps them to further develop their social skills and independence in the community.

If a student with a disability has a head start by being better prepared for when they leave school, then the team at GSI has succeeded.



220
students in supported workplace learning



40
students were awarded GSI Scholarships



“
I cannot believe the change in my daughter and how much she has flourished since she started her work experience. She has tried other work placements before but they didn't work out, but in her own words she said that this was “a good place to be.”

“
The support from GSI has ensured that my son has been able to deal with challenges and continues to learn and grow.”

Quote from GSI's 2018 Staff Survey

Living in your Community

Some of the aspirations we support people to achieve include:

- Getting involved in social and recreational activities
- Becoming more independent
- Using public transport
- Creating and developing friendships



73

received individual support to build independence



“
I'm so happy I found you guys. My son has received so much encouragement and support to help him learn new skills and feel comfortable and confident!”

Quote from GSI's 2018 Staff Survey

Finding employment

“

When GSI started working with me, finding employment was always my goal. With guidance and support I saw that to succeed you have to take risks and be open to possibilities... and I have succeeded! I now have a job”

Quote from GSI's 2018 Staff Survey

Ways we support people find employment:

- Identifying employment goals.
- Focusing on strengths and capabilities.
- Boosting confidence and self-esteem.
- Organising work experience.
- Developing interview skills.
- Offering encouragement and support to just go for it!



“

I like the sense of accomplishment after finishing a task.”

Quote from GSI's 2018 Staff Survey



1052

received employment support from us



411

people supported in finding and keeping jobs



308

employed directly with Good Sammy



Navigating the National Disability Insurance Scheme (NDIS)

We see the NDIS as a great opportunity for people with disabilities to explore their options and have assisted many people with disabilities and their families to prepare for this exciting change by:

- Offering one-to-one planning sessions and useful planning advice;
- Holding information sessions; and
- Helping people to identify their unique goals and aspirations.

Some of the supports we provide are:

- Learning new skills;
- School to work transition;
- Finding and keeping a job;
- Helping you become more independent;
- Being part of your community; and
- Assisting with customised and self employment.

Our trusted staff are there to help people from all walks of life engage in the NDIS.



“

Good work and good people.”

Quote from GSI's 2018 Staff Survey



Recycling Centre

Donations are the lifeblood of Good Sammy. Our recycling plant employs people with a disability in transport, forklifts, logistics, goods handling and packaging. This allows us to reuse and recycle 80% of all goods donated from the Western Australian Community. Good for Western Australians and the environment.



353
donation bins



6,589
home collections



6,026
tonnes donated by the public

“

I am able to achieve something each day and work in a team.”

Quote from GSI's 2018 Staff Survey



Good Sammy Stores

From jeans to jobs, TV's to traineeships, women's wear to work experience, our 29 Good Sammy stores deliver great deals for customers that leads to skill development and employment opportunities for people with disabilities.



“

Making friends and meeting new people everyday when I am at work. I have a great relationship with the people I work with.”

Quote from GSI's 2018 Staff Survey



1.38m
customers during the reporting year



29
Good Sammy shops



4.60m
items sold during the reporting year

Wonderful Staff and Volunteers

Heartfelt thanks to our staff and volunteers who have supported GSI in the last year. Your hard work and dedication has helped us continue to make a positive difference to the lives of people living with a disability. Take a bow!



“The people who work here are proud of their role and achievements. It gives them a sense of purpose and belonging. The staff are terrific people.”
Quote from GSI's 2018 Staff Survey



GSI Employees & Volunteer of the Year



Denise Ramshaw

Cathy Richardson

Michelle Purvis

Employee & Volunteer of the Month - Winners

- July 17 Harold White, Candice Chwee Wah Siew, Mary Skundrzik
- Aug 17 Tracy Partridge
- Sept 17 Yvonne Ganzer, Tayla Nicholson
- Oct 17 William Holland, Becca Takiwa, Robert Lightbody
- Nov 17 Dillon Scoby-Smith, Sheeren Lee
- Dec 17 Annalise Francis
- Jan 18 Linda Davis, Brett Matthews, Garry Jefferies, Bec Weller
- Feb 18 Peter Swolfs, Nadia Stevens, Debbie Crothers
- Mar 18 Justin Smith, Renee Michaels,
- April 18 Carol Kennedy, Sheryl Coetzee
- May 18 Steven Graham,
- June 18 Ashley Tubb, Carol Scothern

Sarah Potter Award - Winners



Back l-r: GSI Deputy Chair, Chris Walker, Breanna Taylor, Ben Ong, GSI Chair - Trent Bartlett.
Front l-r: Kirsty Allingham, Karen Daley, Sheryl McKinney.

Board Members



Trent Bartlett Chairperson
 Chris Walker Deputy Chairperson
 Elisa Fear
 Dr Sue Ulreich
 Tamsin Eldridge
 Ian Thubron

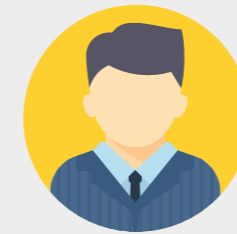


Rev Craig Collas
 Steve Price
 Dom Del Borrello
 Michael Patchell
 John Knowles

Management

Chief Executive Officer	John Knowles
Divisional Manager Commercial Services	Debbie Cameron
Divisional Manager Client Services	David Granville
Divisional Manager Finance	John Dawson
Divisional Manager Human Resources	Deanne Marlow
Manager Safety & Wellbeing	Jackie Madeley
Project Manager	Karen Della Torre
Executive Assistant	Anne Roberts

Our People



527

Total number of employees



308

Employees with a disability



230

Volunteers

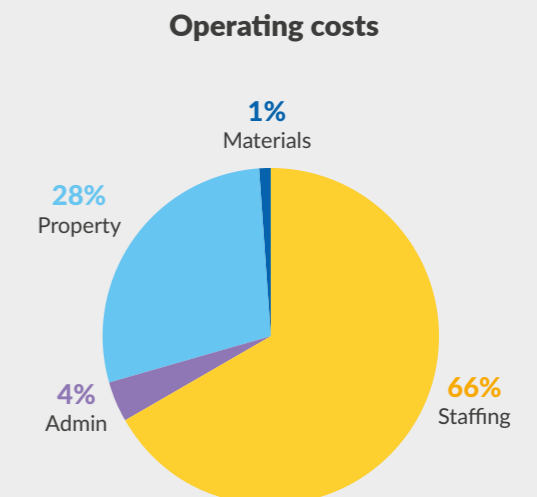
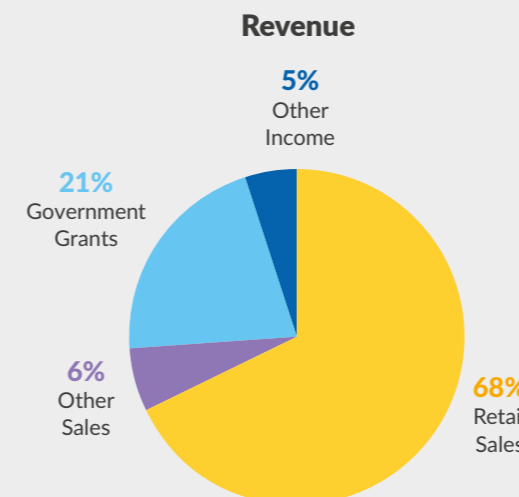
Financial summary

Good Samaritan Industries sustains its mission through various commercial activities. The main activity is retail sales via the Good Sammy stores, which this year provided 74% of revenue. This revenue has its origins in the donations of goods from the public, which is collected in bins and within stores.

The Commonwealth Department of Social Services continues to provide 21% of the income for Good Samaritan Industries. This funding

provides employment services and work for people with disabilities.

GSI's 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 warehouse. There are also 29 stores providing work for people with disabilities, which accounts for the next highest cost – property, which comes in the form of lease and rent expenditures related to our stores.



Our thanks

GSI is indebted to the Commonwealth Department of Communities, Department of Social Services and the National Disability Insurance Agency, all of which provide significant funding to enable GSI to make a positive difference to the lives of hundreds of West Australians living with a disability.

Thanks also to Quadrant Energy, Fleetwest and the Cities of Stirling, Bayswater and Rockingham.

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



Good Samaritan
INDUSTRIES

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www.goodsamaritan.com.au

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Department of
Education



Australian Government
Department of Social Services



Government of Western Australia
Department for Communities



Vale

We respectfully acknowledge the contribution of staff who loyally served GSI and passed away this year – William Hannagan, Philip Solomons and Karen Somerville.