



**Good Samaritan  
INDUSTRIES**



# Annual Report 2018-19

MEANINGFUL EMPLOYMENT  
PATHWAYS



# We create meaningful employment opportunities and pathways for people with a disability

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“For people of all abilities to have an opportunity for meaningful employment.”

# A message from our Chairman

It is with pride that I get the honour of reflecting on another impactful 12 months and what we at GSI has accomplished in supporting people with a disability to get ready for, find and sustain meaningful employment consistent with their goals.

It was a significant year for GSI as we celebrated our 60th year in operation with the publication of the book 'A Chance, not Charity' covering the history of the first 35 years of GSI. Staff and the community celebrated with a service held at Uniting Church in the City attended by over 100 persons and a celebratory staff morning tea in Canning Vale and all retail stores.

During this year, we also bade farewell to the CEO, Mr John Knowles, and Rev Craig Collas one of our respected Board Members. We thank them both for their very valuable contributions to GSI.

We have also welcomed our new CEO, Ms Melanie Kiely, who joined us in May and shares our passion for growing our impact at GSI and in the sector.

Highlights of our 2018/2019 reporting year include the following:

- We helped 787 people with a disability by employing 291 people and assisting 496 people with training, work experience, scholarships or support to achieve their goals.
- We grew our School to Employment Program (STEP) for young people with a disability, with 139 students participating. Feedback from graduates continues to be very positive. Two complementary school training programs were also provided to 200 Year 10 to 13 students with disabilities from a range of metropolitan public and private schools.
- We celebrated the WA Disability Enterprises now delivering \$65m in State and Local Government contracts since 2012, providing quality work and a positive impact for people with a disability.
- We took part in National Volunteer Week by acknowledging our 200+ volunteers with a celebration at their place of work.
- Training for staff and volunteers remained a high priority, with almost 600 attendances at a variety of staff training sessions throughout the year.
- We celebrated International Day of Disability in December 2018 with our Patron, The Honourable Kim Beazley AC, the Moderator, Rev Steve Francis and Mrs Aileen Stewart, Santos' Manager Corporate Services, presented the Santos Energy and Sarah Potter Awards. In all, \$40,000 was contributed via scholarships and awards to assist young people with a disability to further their career aspirations.

- We built on the generous support of our private sector partners and benevolent funds. We were greatly assisted during the year by Santos Limited and Smartfleet who all provided significant financial support for GSI during the year. These relationships are very important as they profile the work of GSI and allow GSI the opportunity to expand our impact.
- We worked with over 76 clients to ensure a smooth transition to the National Disability Insurance Scheme.
- Our team played an active role in peak bodies here in WA and nationally, actively supporting the advocacy of employment for people with a disability to all levels of Government.

The key to this success is undoubtedly our people. Our strong team of Employees, Volunteers and Board Members have remained passionate and committed. They have contributed to a consistently high quality of services, finding ways for our clients to participate meaningfully at work and 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. Without you, we would not exist.

We also acknowledge the support of the Commonwealth Department of Social Services, the Education Department, the Department of Communities, the National Disability Insurance Agency, WA Police Force and Waste Authority for providing significant funding that has allowed us to achieve our mission and deliver quality services that meet the needs of people with a disability, their families and carers.

With God's blessing we hope to continue to shape the conversation about how to create meaningful employment opportunities and pathways. Our goal is to grow the impact of GSI in supporting people with a disability to meet their goals along their employment journey.



Trent Bartlett  
Chairperson

“

**I like working in retail  
because my staff make  
me smile!!!”**

Quote from Aaron Heathwood –  
Employee Midland Store



# CEO'S message

I am very proud to be writing this foreword to our Annual Report, my first as CEO of GSI. As is evident throughout this document, the impact GSI continues to have via our clients, customers, donors, partners, employees and volunteers, is profound. It is a privilege to serve as CEO and I acknowledge the contribution made by all the parties, the Board and my predecessor John Knowles.

I look forward to working with the team in pursuit of our purpose “to create meaningful employment opportunities and pathways for people with a disability”. Our goal is to at least double our impact in terms of the people we positively impact and set the standard for disability employment and pathways that both meet our clients’ goals and keep them happy and challenged.

The last year has been one of significant change, with the rollout of the NDIS and a challenging economic environment in the retail space.

I am proud to say that despite these challenges, the team has continued to both increase and improve our services and continue to be sustainable. Our valuable donations from the public have continued to grow, and that has allowed us to not only create jobs in retail and supply chain but also generate income that funds training, employment support and other services, including opening a new store in Wanneroo. To sustain our retail business and growth in what is effectively a ‘retail recession’ is a significant achievement.

As always, the core of our business is our clients and the support we can provide them in getting ready for, finding and sustaining meaningful employment. To this end, we have both increased our client numbers and received very positive and constructive feedback that we will continue to build on. We also commenced a ‘refresh’ of our Good Sammy brand in our stores, which we hope conveys our renewed sense of purpose and commitment within that part of our business.

The quality and safety of our services was and is paramount which we continue to measure against the National Disability Services Standards. We also welcome the announcement of the Royal Commission into Violence, Abuse, Neglect and Exploitation of People with a Disability. Any exposure of abuse or neglect and the commensurate opportunity to improve services, is welcomed by GSI. We look forward to contributing to the Commission and industry improvements going forward.



Melanie Kiely  
CEO

As mentioned earlier, our people are our strength. At the Annual Ball we celebrated the Employees of the Year, William Holland, and Carol Kennedy, and our Volunteer of the Year, Carol Scothern, who have all excelled in their individual contributions to GSI and our purpose. They and we acknowledge that they are part of a broader and very committed team that all deserve acknowledgement and thanks too.

We are also extremely grateful to our private sector partners and benevolent funds who support us. Santos Limited and Smartfleet provided significant financial support which has assisted us to award forty \$1,000 scholarship awards to school students in Years 10 – 13.

Last but not least, it is important to remember our roots as a proud agency of the Uniting Church. In this capacity we have both supported the Multicultural Ministry in their good work and contributed to the work of the Uniting Church WA and Uniting Care Australia.

We have also directly assisted individuals and communities with support in areas of need, including immigrant families in individual congregations, UnitingCare West’s Christmas Appeal and many others.

We continue to maintain strong affiliations with the other Uniting Church congregations, UnitingCare West and Juniper and are constantly working together to identify how we can collaborate for greater impact.

This report provides a snapshot of the many highlights, achievements, successes and accomplishments that have been gained this year. It also creates an excellent platform for growth and greater impact in the coming years which the team and I are looking forward to building on.

In closing, I would like to re-emphasise my sincere thanks to our Board Members, our Employees, Volunteers, Sponsors, Customers and Donors at GSI for their commitment, time and dedication to supporting the employment pathways of those with a disability.

# Starting the employment pathway – schools and after school

We all remember when we finished school and how much our lives changed. Unfortunately, some students with disabilities leave high school without the skills or self-confidence to successfully navigate their new independence and seek out support to continue on the next part of their life journey.

This is where GSI believes it can play an important role – by providing support to carefully plan and prepare young adults with disabilities with the transition into employment, further education, vocational training and life in the community.

Some of the ways that we have helped people to explore opportunities for meaningful work are:

- supporting people to identify their unique employment goals, aspirations and skills;
- organising, and supporting people in, work experiences of their choosing;
- guiding people through the job search process, assisting with resume writing, and providing tips for an interview; and
- providing support on the first day of a new job, and beyond.

We also offer our School to Employment Program (STEP) that provides structured workplace learning that allowed over 100 students with disabilities in 2018/19 to experience meaningful work that will help them on their employment journey.

What we've learnt is that the sooner students with disabilities, and their families, start considering and preparing for life after school, the smoother the transition.



## 496

students in supported workplace learning



## 40

students were awarded GSI Scholarships



“

**He has so much encouragement and support from Ross (one of GSI's Mentors) to make him learn the skills and feel comfortable and confident!! He still has a long way to go but he is on the right track. Yipeeeee!!” – Michelle**

“

**Thank you again for spending the time this morning - it makes a massive difference to know that you have an expert on your side!!! both you & Tania are so calm & informed - your great!!” – Emma**

# Navigating the National Disability Insurance Scheme

The goal behind the National Disability Insurance Scheme (NDIS) is to empower people with a disability to work towards their goals, to identify the support they need and to then choose who they would like to support them.

Since the introduction of NDIS, GSI has been actively supporting people in a variety of ways to understand and prepare for the NDIS:

- guiding people through the NDIS process to access funding to explore work options in supported or open employment;

- developing a carefully prepared pre-planning document to take to NDIS meetings; and
- providing support to people at their NDIS planning meetings.

Our focus is on supporting our clients along their unique employment journey from school programs and pre-employment to mentoring on the job and related supports such as social skills and community support.



“ Thank you Tanya very much... It feels so good to have it ready to go. I'm really pleased we were able to cross paths and have Steve's NDIS sorted. I've learnt quite a lot over these last few weeks. You are great at your job. A huge thank you.” – *Dianne*

Quote from GSI's Staff Survey

# The next step on your pathway – finding meaningful employment

“ I enjoy working one on one with the clients and seeing the small steps of progress that they make each week. I love the environment we work in and enjoy the relationships I have with other colleagues.”

Quote from GSI’s Staff Survey

We help people to prepare for their employment journey through a number of important strategies and steps including:

- spending time gaining an understanding of a person’s unique skills, talents, interests and current goals;
- tips around personal presentation – dressing for success;
- developing an understanding of appropriate workplace interactions;
- communication skills;
- safe work practices;
- interview skills; and
- being prepared: how to get there.



“ Good work & good people.”

Quote from GSI’s Staff Survey



787

people received employment support from us



291

people employed directly with Good Sammy

## Working with employers to create Options

Employing people with a disability makes good business sense. Consumers favour businesses that are socially responsible. We also know, from an employee’s perspective, that employment gives a strong sense of purpose, boosts confidence and self-esteem and helps community connection. However, our experience shows that whilst employers are willing, they often lack the experience and tools to successfully employ people with a disability.

Our team of highly trained professionals provide a service to find the right person for your business and support you on an ongoing basis. With over 60 years of experience, we know how important it is for employers to be “disability ready” and aware even before finding the right person.

### Employer resources

Employers who share our vision of breaking down employment barriers for people with a disability and who are willing to participate in our programs will have access to our unique support and resources:

- disability awareness training;
- advisory services to get our organisation “disability ready”;
- access to employees who have had basic training;
- mentorship support for each employee; and
- job experience and secondment programs developed with you.

### We already have linkages with employers in:

- hospitality;
- retail;
- office;
- building and construction;
- engineering; and
- IT.

We will continue to expand on our employer partnerships into 2020.







“

That every day is different and I get challenged to meet my goals.”

Quote from GSI's Staff Survey



# Give back by working at Good Samaritan Industries – making your employment pathway meaningful

## Our Recycling Centre

The Good Sammy Recycling Centre is where more than 120 people with a disability are employed and where more than 6,000 tonnes of donated goods are received, processed and distributed to our stores on a yearly basis.

Our Recycling staff work in a variety of jobs including:

- transport and logistics;
- forklift driving;
- goods processing and handling;
- electrical testing and tagging;
- packaging and assembly;
- administration; and
- reception.



## Good Sammy stores

Job opportunities include the following:

- cash register operations;
- customer service;
- maintaining store presentation;
- sorting of donation;
- stocking shelves; and
- colour blocking.



# Our People



556

Total number of employees



291

Employees with a disability



284

Volunteers

# Our Good Sammy stores

- Good deals
- Good jobs
- Good community outcomes

We are proud to say we reuse and recycle 80% of all goods donated... a great outcome for both the community and the environment.



“  
I am able to achieve something  
each day and work in a team  
and mix with my co-workers and  
supervisor.”

Quote from GSI's Staff Survey



1.2m

customers during the reporting year



29

Good Sammy shops



4.77m

items sold during the reporting year



345

donation bins



6,236

home collections



6,053

tonnes donated by the public

# Living and working in your community

**“ I love that we assist so many people to be supported in their employment, to find employment for others and to assist clients to learn life skills and to participate in their community. Very rewarding!”**

Quote from GSI's Staff Survey

Everyone wants to be part of their community and live well. We have helped people to participate in a range of activities that support their employability:

- joining in with local clubs;
- planning trips and using public transport;
- learning how to cook a healthy meal; and
- joining sporting or church groups.



# 106

people received individual support to build independence



**“ Excellent Support Workers.”**

Quote from GSI's Staff Survey

# Celebrating our Staff, Volunteers, Sponsors and Board

A heartfelt thank you to our Staff, Volunteers, Sponsors and Board Members who have supported GSI in the last year. Your hard work, dedication and contribution has helped us continue to make a positive difference to the lives of people living with a disability. Take a bow!



“

“...friendly staff at all levels and we are helping a lot of people with a disability find employment and training opportunities.”

Quote from GSI's Staff Survey



# Super Staff

All our staff do an amazing job and every year, we acknowledge our stand-out performers as our Employee of the Year.

In 2018, William Holland from our Supply Chain and Carol Kennedy from Client Services are joint winners.

William was nominated by his supervisors who praised his 'honesty, reliability and hard work in any job requested', whilst Carol Kennedy was nominated for providing the ultimate customer service, in her role as a highly valuable member of the Client Services team.



Carol  
Scothern

Our Volunteer of the Year is Carol Scothern from our Kwinana store – her manager says Carol is 'one of the best volunteers I have ever had the privilege to work with'. Thank you Carol for your hard work, GSI is very fortunate to have you as part of our team.

## GSI Employees & Volunteer of the Year



Carol  
Kennedy



William  
Holland

## Employees & Volunteer of the Month - Winners

July 18	Sandy Lam & Natasha Wilson
Aug 18	Alesha Ugle-Labryyere & Darelle Barkwith
Sept 18	Shane Devlin & Ian Levett
Oct 18	Raymond Edge, Shalane Grayson & Cherie Benthien
Nov 18	Liz Ellis & Karolina Kuligowska
Jan 19	Karen Shephed, Georgia Cording & Jodi Nichols
Feb 19	Antonia Whitman & Chrissy Stratton
Mar 19	Edith Nicholas
April 19	Caroline Nuttall & Kathryn Kiely
May 19	Sheryl McKinney & Sue Byrne
June 19	Julian Skewes

# Sarah Potter Award – Winners



**Back l-r:** Rev Steve Francis, Megan Williams, Sally Oliver, Damien Rieger, Rhea Johnson, William Holland, Dylan Steele, The Honourable Kim Beazley AC, Trent Bartlett

**Front l-r:** Natasha Wilson, Peta Levett, Sandra Chen, Luke Caporn, Alanah Cox, Jasmin Steiner, Katharine Reilly

# Board Members



Trent Bartlett  
Chairperson



Chris Walker  
Deputy  
Chairperson



Elisa Fear



Dr Sue Ulreich



Dom Del Borrello



Ian Thubron



Michael Patchell



Steve Price



Tamsin Marsh

## Management

Chief Executive Officer	Melanie Kiely
Executive of CDS & New Recycling Ventures	Debbie Cameron
Executive Leader Finance, Business Support & Growth	Geoff Page
Executive Leader People and Culture	Kathryn Laferla
Executive Assistant	Anne Roberts

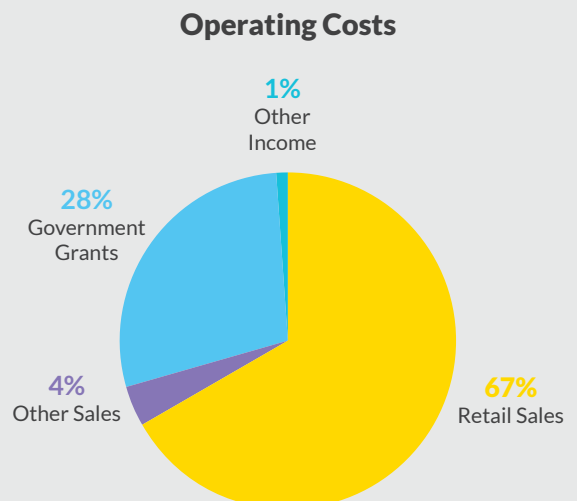
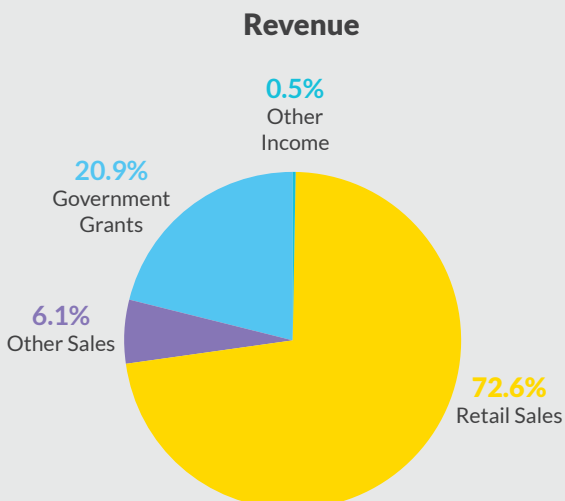
# Financial summary

Good Samaritan Industries sustains its mission through the contribution from our various commercial activities.

This year, our retail sales via the Good Sammy stores provided 73% 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 Department of Social Services and National Disability Insurance Agency provide 20.9% of the income for Good Samaritan Industries. This funding provides employment support for people with a disability.

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 Recycling Operation. There are also 29 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 principle is to make a humble margin, sufficient to sustain our business and invest in future growth on services and support.**

## Our thanks

We would like to acknowledge the support of everyone who made our impact possible:

The Commonwealth Department of Social Services, the Education Department, the Department of Communities, the National Disability Insurance Agency, WA Police Force and Waste Authority for providing significant funding that has allowed us to achieve our mission and deliver quality services that meet the needs of people with a disability, their families and carers.

Finally, GSI thanks all its Board Members, Staff, Volunteers, Congregations, Sponsors, Customers and Donors throughout Western Australia who have supported us in the last year. With their support, we aim to ensure GSI continues to make a positive difference to the lives of people with a disability.



**Good Samaritan**  
INDUSTRIES

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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.