



**Annual Report**  
**2020- 2021**

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# A Message from the Chair

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As we close out another year punctuated by the uncertainty of COVID-19, it is once again with great pride that I share what we have managed to achieve at Good Sammy Enterprises as a proud Agency of the Uniting Church in Australia.

This year has been all about reorienting our focus from being just an employer of people with disability, to a focus on building structured skills in people with disability to equip them for employment in the open market via our newly launched Good Sammy Academy.



In this context, our social enterprises have provided safe places to learn and build confidence before individuals move to partner employers or the open employment market. Whilst we are in the early stages of the Good Sammy Academy, we are seeing early results of which we are very proud:



- 6 participants graduated from our first session of the Discovery Programs designed with the help of Fighting Chance and Jigsaw.
- 153 participants graduated from our Explore program for students to gain work experience.
- 6 participants took part in our World of Work programs learning barista skills.

- 275 employees worked in our social enterprises building skills.
- 7 of these were promoted internally to new and more senior roles.
- 8 employees went on to work with external employers gaining valuable experience.
- 151 participants worked with us to build life skills to support them in their employment journey.
- We granted 25 scholarships to employees and people with disability to help them grow their skills, qualifications or micro businesses.
- We expanded our online retail store and the associated development opportunities in web management, digital and online skills, photography and visual merchandising.





- Through our partnership with the Curtin University design school, we have partnered on visual merchandising and up-cycling fashion across our store network building learning in Curtin students and our participants.
- As we expanded our role in the WA Container Deposit Scheme – Containers For Change by adding a number of new stores as bag drop locations, we created new learning opportunities and won the inaugural Change Maker Award for Community Engagement - a testament to the amazing team.

In addition to these achievements around our core Purpose of **providing meaningful employment opportunities and pathways for people with disability**, we are also extremely proud of our contribution to the environment through the reuse and recycle of goods that would otherwise go into landfill:

- Over 75% of the goods donated to Good Sammy are reused or recycled.
- This amounts to 3,867 tonnes of goods that would otherwise have ended up in landfill.
- We have built partnerships with local businesses for the diversion of landfill to other uses. Our goal is to continually increase this.

We have also worked within the industry, as part of the Uniting Care network nationally and individually to advocate for change in the sector of which we are very proud.

**“ As always, our success, comes down to the people that work in and with our organisation – the Board, the management team, every employee and beyond that, our participants, customers, donors, volunteers, Uniting Care community and corporate partners. ”**



In the next year, we will be transitioning to a new CEO as Melanie Kiely moves to take on the CEO role at MSWA.

On behalf of the Board, I would like to sincerely thank Melanie for her incredible work ethic, passion, drive and commitment to our Mission. Melanie not only created positive impact for our organization, we should note with gratitude her invaluable contributions to Church Agencies, Disability Sector and Recycling Sectors at both State and National levels.

Whilst we are sad to see Melanie go, I know that the team has the passion, depth and a common focus on our Strategy to continue the good work and increase our impact.

In closing, I would again particularly like to acknowledge the ongoing support of the Governor, the Hon Kim Beazley AC (our Patron), our Moderator, Susy Thomas, the leadership team within the Uniting Church and Uniting Care, the Minister, Don Punch, the National Disability Insurance Agency, the federal Department of Social Services, the WA Department of Communities, Lotterywest and financial and business support from Santos, Shalom House, Fighting Chance and Uniting Church Leeming.

As a proud Agency of the Uniting Church in WA, we pray that with God's blessings we can continue to grow our impact and see many more people with disability get the opportunity to learn, grow and achieve the next steps on their employment journeys.

**Thank you,  
Trent Bartlett**



## CEO's Message

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I am extremely honoured and proud to have led the Good Sammy Enterprises team through yet another uncertain year. Over the year, we have made so many changes for the better, the most significant being the launch of the Good Sammy Academy focused on building skills, work experience, wider job opportunities and employment partnerships for our participants as they move along their employment pathways.



**“ We firmly believe that every person has the right to find meaning through work and that people with disability are no exception. We also believe that all our Participants have the capability to earn a full award wage, given the right approach to building their skills and confidence and the right job. ”**

We are proud of our social enterprises and the good they bring but mostly because they provide safe places to build skills before moving onto bigger and broader work opportunities. This is what we are about at the Good Sammy Academy.

As we look forward to the next financial year, our intention is to build on our clear strategy and the early foundations and successes of the Good Sammy Academy. We aim to build more partnerships with schools and employers across a range of sectors and in the skills of all our staff to be Good Sammy Academy 'coaches' to our participants. By investing in every one of our team, we will raise the level of commitment and skills support to a whole new level.



As we grow and increase our impact, the responsibility for the safety and wellbeing of our people remains at the forefront of our minds. Now that we have transitioned fully to the NDIS, we look ahead to being fully accredited under the new Quality and Safeguarding Standards. As the Royal Commission continues to unfold, we look forward to having our voice heard as we advocate individually, as part of Uniting Care nationally, and within the sector, for the safety, wellbeing and employment journeys and rights of people with disability.



In addition to our core Purpose, our focus and contribution to improving the environmental outcomes in WA remains. We are totally committed to developing our team to support the environment through the reuse, recycling and diversion of goods from landfill. We are proud of the contribution we make, but continually strive to do better.

Lastly, on the broader social front, we are humbled by the opportunity to provide people with access to affordable clothes and goods and to again build skills in our teams to help those less fortunate. Never was that more evident than during the devastating bush fires earlier this year. The team truly rose to the occasion and demonstrated the values of the Uniting Church and Uniting Care.

In closing, I would sincerely like to once again thank those organisations and individuals who have helped us increase our impact. In the first instance, the ever present support of the Uniting Church leadership in WA and the National Uniting Care network. By working together focussed on the care of the more marginalised in society, we have greater impact



Other thanks go to Lotterywest for their very generous grant support, the Federal Government, the WA State Government (in particular the previous Minister for Environment and Disability, The Honourable Minister Dawson and the new Minister, Don Punch) , our Patron, the Governor of Western Australia and to organisations who have donated time and resources, such as Shalom House 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 and doing the good we do in the community.

As I prepare to leave Good Sammy Enterprises in the new year, to my team an enormous thank you. Your passion, loyalty to the purpose, unfailing hard work and vision have and will, make the Good Sammy Academy a reality and a shining example and source of hope for people with disability going forward. To the Board, thank you for your never ending belief and courage in supporting us to take these chances. I am so proud of, and grateful for, the opportunity I have had to work with you all and shape the future of Good Sammy and the Good Sammy Academy.

**Thank you,  
Melanie Kiely**

# Leadership Team

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## Board Members:

Trent Bartlett – Chairperson

Chris Walker – Deputy Chairperson

Elisa Fear

Dom Del Borrello

Ian Thubron

Tamsin Eldridge

Melanie Kiely

## Management:

Melanie Kiely – Chief Executive Officer

Megan Keefe – Chief Finance Officer

Kathryn Laferla – Chief of People & Culture

Roy Barnett – Chief of Academy Programmes, Participants and Partnerships

Tom Tolchard – Chief of Academy Enterprises

“ To my team, an enormous thank you. Your passion, loyalty to the purpose, unfailing hard work and vision have and will, make the Good Sammy Academy a reality and a shining example and source of hope for people with disability going forward. To the Board, thank you for your never ending belief and courage in supporting us to take these chances. ”

— Melanie Kiely, CEO

# Employment & Skills Impact

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**190 students**

and NDIS Participants provided with work experience through our program offerings

**275 people**

employed in our social enterprises to build skills and gain work experience.

**151 clients**

supported to achieve their goals and navigate the NDIS throughout their employment journey.

**8 employees**

went on to work with external employers.

**25 scholarships**

awarded to help people with disability develop skills, qualifications or micro enterprises.



# Environment & Social Impact

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**1.3 million**

customers provided with affordable quality goods.

**3,867 tonnes**

of goods kept out of landfill.

**6,571 donations**

collected through our Home Collections service.

**Our community**

supported by donating clothing bags for families impacted by the WA fires.

**24 sites**

awarded to be the 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.

**“I have not been employed with Good Sammy’s that long yet. I feel that my employment goals and aspirations have already been noticed and acknowledged through my positive and hard work ethic and I look forward to talking about this more in the future.”**

**“What is making it like gold is the positive attitudes of colleagues and the supportive culture that promotes stepping up and believing in yourself to take the next challenge.”**

**“Good Sammy encourages me to be more assertive and confident in decisions I make with regards to merchandise pricing and customer problem resolution.”**



**“All employees are treated as equals and if there is any concerns that any of the staff have about customers or other staff, the manager is always willing to help find a solution to make sure that everyone feels safe and empowered in their employment.”**

**“I feel Good Sammy is a very friendly, safe, professional workplace. Supervisors are very understanding & I specifically appreciate the acknowledgement of any good work efforts & improvements I apply.”**



**“It is a positive and supportive environment to work in, with people who make a difference every day in WA. I am happy to be at work!”**

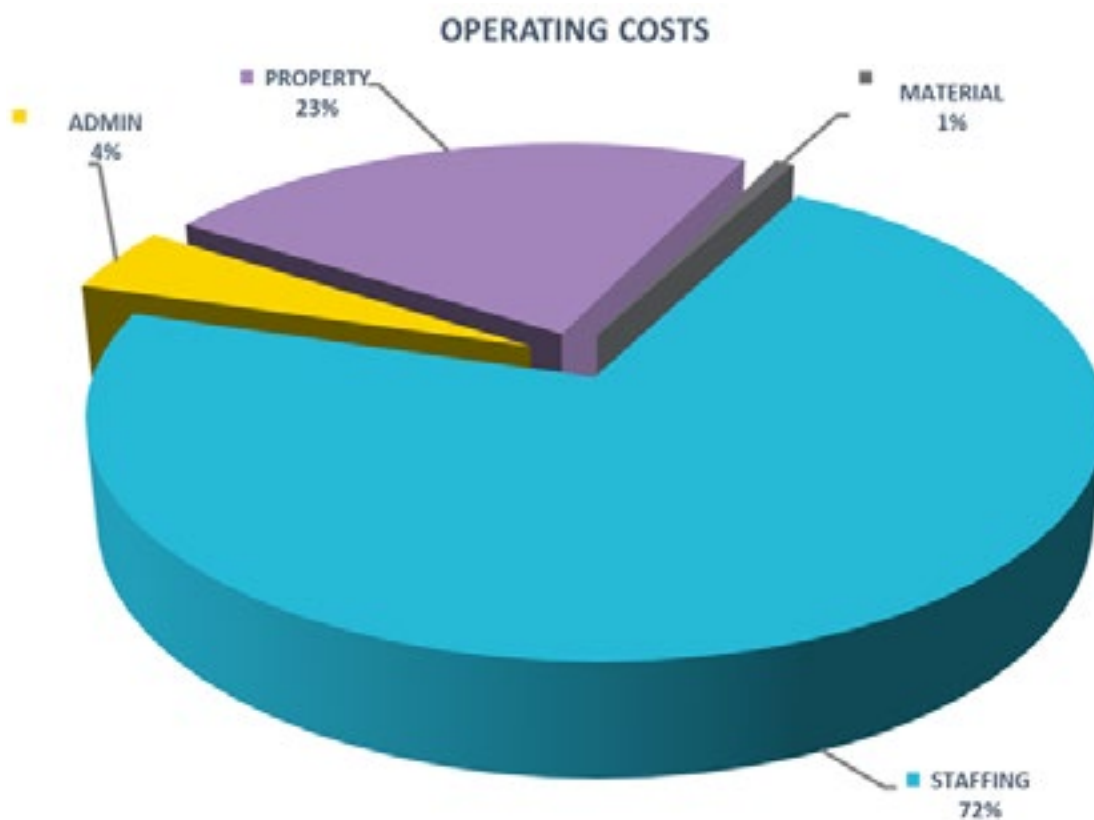
**“I receive great support, recognition, a constant opportunity to learn, and job satisfaction.”**

**“I love our purpose and our participants. With the right people we can make an amazing difference to people with a disability.”**

**“We are helping the environment by recycling, employing & training people with a disability, to do a worthwhile job that is not just about money making.”**

# Financials

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 26 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.



For further details, please visit Good Sammy's ACNC profile:  
[acnc.gov.au/charity/42ca13c9edcb084cce826edabb738c30](https://acnc.gov.au/charity/42ca13c9edcb084cce826edabb738c30)

“ This was not an easy year with snap shutdowns and the uncertainty of COVID-19 (despite being relatively blessed in WA). The team has continued to stay one step ahead of the challenge and we look forward to continuing to do that as we strive to keep our people safe. ”

— Trent Bartlett, Chairman



# Vale to Allan Thomas

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Good Sammy pays respect to Allan Thomas who tragically lost his life on 28th December 2020.

Allan worked at Good Sammy for over 50 years and was a well-liked and respected member of the Good Sammy Team in Canning Vale.

He worked in a number of jobs over that time, always diligently with great humour and grace.



“ You are forever in our thoughts ”  
and memories.

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Linda Davis &  
Steven Graham

