

## 30. Good Samaritan Industries

<i>Chairperson</i>	Trent Bartlett
<i>Deputy Chairperson</i>	Christopher Walker
<i>Chair Audit and Risk Committee</i>	Dr Sue Ulreich
<i>Chair Investment Committee</i>	Elisa Fear
<i>Chief Executive Officer</i>	John Knowles
	Rev Craig Collas
	Stephen price
	Tamsin Eldridge
	Ian Thurbron
	Dom Del Borrello
	Michael Patchell

Our Constitution requires there be not less than eight nor more than twelve people on the board, therefore the Good Samaritan Industries (GSI) Board meets this criteria.

During this year, Board Members were pleased to welcome the CEO's return to business and wish to acknowledge the team that stepped up in his absence, especially Debbie Cameron who took on the role of Acting CEO during this time.

**The Good Samaritan Industries Board** were busy during the year discharging its obligations for the responsible and effective governance of GSI:

- Supported the services of GSI through management of risk and the effective stewardship of its human and physical resources – GSI net assets have increased by 40% over the last five years – underpinned by another unqualified finance audit by Dry Kirkness.
- SAI Global conducted an audit on the quality of our services measured against the National Disability Services Standards and we were accredited, as we have been since the inception of these audits in the 1990s.
- In line with the Uniting Church's National Child Safe Policy Framework and Western Australia's Safe Church Policy the Good Samaritan Industries Board approved a policy framework for its implementation.
- The Good Samaritan Industries Board worked diligently to refine and develop our strategic plan to ensure the continued growth of services to people with a disability.
- Independent research was undertaken on customer and donor behaviour and the expectations of people with a disability to inform our brand development and service design going forward.
- Board members attended the Leaders Forum of UnitingCare Australia in Sydney to advance national social policy advocacy and strategy.
- With UnitingCare West and Juniper, we held a joint meeting of the boards attended by the Moderator and General Secretary where we shared faith, strategies and vision.

**We continued active participation as an agency of the Uniting Church:**

- Approved financial support for the Uniting Church Multicultural Ministry to encourage their good work, bringing people of all backgrounds together in their faith.

- Financially supported Uniting Church WA and Uniting Care Australia with a contribution to their operations.
- Directly assisted individuals and communities with financial support in areas of need eg *The Big Issue*, Finucare, the Girls Friendly Society and the Christmas Appeal.
- Senior staff attended UnitingCare Australia's Disability Forum in Canberra to discuss issues and themes related to the implementation of the National Disability Insurance Scheme.
- Maintained strong affiliations with Uniting Church congregations, schools, UnitingCare West and Juniper. We undertook numerous school donation drives and are extremely grateful to the Uniting Churches and fellow agencies that accommodate our donation bins.
- We enable clients of GSI to be actively included in the community through work, skills development and service support outside of work.
- Helped a total of 1,052 people with disabilities.
- Employing 308 people at GSI.
- Assisting 333 people with training, work experience, scholarships or supports within the National Disability Insurance Scheme.
- Supported 411 people with disabilities in employment, job search for work, with private enterprises.

#### **The last year was an exciting and busy time for GSI Operations:**

- Celebrated International Day of Disability – our Moderator, Rev Steve Francis, and David Parker, Director Government and Public Affairs, presented the Quadrant Energy and Sarah Potter Awards to people with disabilities. In all, 34 \$1,000 scholarships and awards will assist young people to further their career aspirations.
- Opened a new store in Butler, closed our Joondalup store and are in the process of opening a new store for Wanneroo. Newer stores in Mt Lawley, Mandurah, Malaga and Port Kennedy as well as our relocated Midland store are proving successful while employing many people with disabilities and delivering valuable and affordable retail services to local communities.
- The roll out of the National Disability Insurance Scheme continues in WA and GSI is working with all clients to ensure a smooth transition.
- Built our School to Work program for young people with a disability – 93 students registered with another 98 committed to get on-board. Feedback from graduates is very positive. The program now extends to 100 Year 10 students per year from public and private schools.
- We farewelled the Honourable Kerry Sanderson AO, Governor of WA as our Patron and are very pleased that the new Governor of WA, the Honourable Kim Beazley AC has accepted our invitation of patronage for GSI.
- Launched the GSI Customer Loyalty Card in 2017 to encourage repeat business by offering discount incentives linked to purchases
- Continued gathering and compiling of historical information for a commemorative book to celebrate GSI's 60th anniversary in 2018.
- Private sector partners and benevolent funds greatly assisted during the year: Quadrant Energy, Fleetwest and Cities of Stirling, Bayswater and Rockingham all provided significant financial support for GSI during the year. These relationships are very important as they profile the work

of GSI and allows GSI the opportunity to be open about and proud of our belonging as an agency of the Uniting Church.

- Celebrated the WA Disability Enterprises now delivering \$35m in State and Local Government contracts providing quality work and a positive impact for people with disabilities – we also financially contributed towards the National Disability Services' Buyability Campaign that aims to do same at a national level.
- Played an active role in our peak bodies both here in WA and at National levels, actively supporting the advocacy of employment for people with disabilities to all levels of Government.
- Took part in National Volunteer Week by acknowledging our 200+ volunteers with a morning tea at their place of work where they also received a small gift.
- Held a Multicultural Day on 22 May to celebrate the diversity in our workforce including a morning tea attended by staff featuring many dishes from around the world, prepared by our wonderful staff.
- Celebrated Uniting Church's 40th Anniversary with morning teas held at all sites.
- Conducted our annual staff Christmas Ball with the highlight being the celebration of our two Employees of the Year: Denise Ramshaw, Canning Vale store, and Michelle Purvis, South Lake store; and our Volunteer of the Year: Cathy Richardson, Southern River store.
- Training for staff and volunteers remains a high priority for GSI with almost 500 attendances at a variety of staff training sessions throughout the year.
- This year GSI started Life and Work Skills training – bringing participants with a disability together to share thoughts, ideas and participate as a part of a team whilst attending topics covering career planning, communication, job search, team work, budgeting and transport.

### **Thanks**

GSI is indebted to the Commonwealth Department of Social Services, Education Department and Disability Services Commission for providing significant funding for GSI to deliver our services to people with disabilities.

A special thanks to UnitingCare West, Uniting Church in the City and Centrecare for their support in providing office/meeting spaces for the Options Employment service.

Finally, GSI thanks all its staff, volunteers, congregations, sponsors 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.

**John Knowles**  
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