

ANNUAL REPORT 2014/15



Positive change



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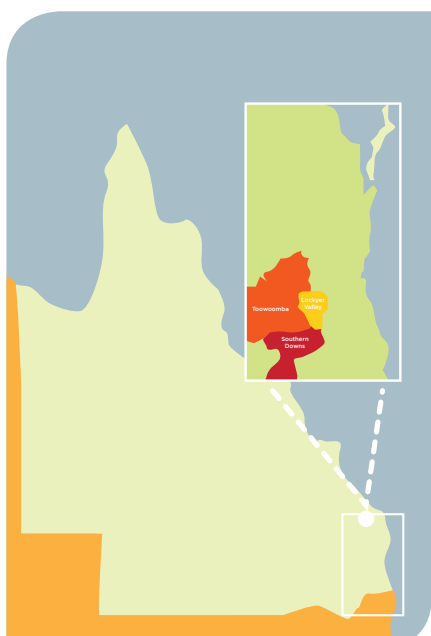


“ Our Vision: **Leading** the change for and **strengthening** social justice, inclusion and **independence**

Our Mission: To excel in the delivery of socially just services that **encourage learning**, **promote independence** and **inclusion** and **alleviate disadvantage** ”

ABOUT **ASSERT SERVICES**

We are a not-for-profit, community-based business that helps people in our community access much-needed assistance in the areas of housing, disability support and home services.



We work with all levels of government, community and industry to secure funding for services and facilities for people across the Toowoomba, Southern Downs and Lockyer Valley regions.

This year we supported 4,437 clients, including adults and families, with the help of our team of 95 dedicated staff and our growing partner network.

We are the only organisation of our type to provide our full range of services. What we do is important and makes a huge difference to the lives of our clients and their families.

“ What we do is **important** and makes a huge difference to the lives of our clients and their **families.**”



This year our programs supported 4,437 people of all ages

Housing

- Community Rent Scheme
- Long Term Housing
- Community Managed Units
- Employment Related Accommodation Program

Disability

- Adult Lifestyle Support
- Post-school Support
- Education Groups
- Family Support Program
- Housing and Support

Home Services

- Home Maintenance - Lawn mowing
- Home Modification
- Home Assist Secure



BOARD CHAIR, JANE DAVIS

CHAIR'S REPORT

On behalf of my fellow Board colleagues, it is my great pleasure to present the 2014-15 annual report for ASSERT Services.

It has been a year of exciting change and strong consolidation thanks to our team of dedicated staff, from frontline support workers to senior management, who undertake their responsibilities with pride, dedication and compassion.

Since I was appointed Chair in 2009, I have overseen a budget that has grown from \$3 million to today's \$7.5 million. The organisation has grown in breadth and depth and I would like to note that ASSERT Services is in very good shape, and hands, with the appointment of a new chief executive officer.

This year we have dedicated significant time to improving procedures and policies in the wake of several major industry developments including the introduction of a new national system for social housing. I am pleased to report that because of the considerable work by the Housing Services team, we are now in the final stages as a Tier 2 Provider under the National Regulatory System for Community Housing. This is a giant step in the right direction and will ensure that our region has more accommodation options that are, importantly, managed by a local provider.

The roll out of the full National Disability Insurance Scheme will start in July 2016. We are moving from an underfunded grants-based system to one where

people with a disability will make their own choices about who they will engage for services and support. This is a significant change in thinking and processes and we are preparing our systems so we are well positioned to be a desirable and competitive choice for our clients.

We remain committed to expanding our network with like-minded partners. Together, we believe it is possible to imagine and realise new ways of being relevant, competitive and viable to ensure we maintain our vital services so clients have a secure and bright future. Our future thinking also expands across how we use and manage our physical assets.

During the year, we welcomed our new Chief Executive Officer, Penny Hamilton. Her experience in the not-for-profit sector has been immensely valuable and will ensure we make a smooth transition from consolidation to implementation. She is a strong advocate for empowering staff with skills and confidence and developing real and meaningful relationships with individuals and organisations.

I must acknowledge our excellent Board who has worked so diligently and offered their time and expertise so generously. Our achievements this year would not have been possible without their contribution, our client's support and the tremendous efforts of our dedicated staff.

It has been a privilege to be Chair for the past six years. The organisation has never been in a stronger position than it is in today. It has been a year of substantial reflection and progress and the future looks very positive. It is with this knowledge that I retire as Chair. I wish the organisation and our wonderful staff, clients and supporters every success in the future. My time with ASSERT Services has given me far more than I will ever be able to return.



Jane Davis
Chair

“ It has been a year of substantial reflection and progress and the future looks very positive. ”

“ ASSERT operates in a dynamic and competitive environment with significant ongoing changes in the provision of all social services. ”



CEO, PENNY HAMILTON

CEO'S REPORT

It is a great honour to be the new CEO for ASSERT Services Inc. After taking the reins in January, it became clear to me very quickly that the organisation has a strong and proud history of delivering services to members of our community in the greatest need.

ASSERT has built a solid and well-deserved reputation. This year we added to this reputation by delivering outstanding results across our three social service portfolios as well as being named a Finalist in the Toowoomba Chamber of Commerce Business Excellence Awards in the Community Business Division. A special congratulations goes to our Home Services General Manager, Maria Sloane, who received the 2014 Manager of the Year Award.

The awards and public recognition reaffirm that we are on the right track but the highest accolade we can ever receive is the continued support of our clients. That is the reason why our clients remain our highest priority. Throughout the year, and right across the organisation, we worked to find ways to improve what we do and how we do it so we can be a better advocate for our clients and a stronger agent for positive change in their lives.

Much of ASSERT's reputation is built on the foundation of providing clients with outstanding service in regional Queensland. We are a unique business in Queensland delivering across three sectors of much needed social services – disability, housing and home services. Over the year we helped 73 clients with a disability, assisted 164 clients with accommodation and support, and made

the homes of more than 4200 elderly and disabled clients safer so they could remain living at home longer. These results are a tribute to our dedicated staff and the suite of talented allied health professionals and trades people that support the services with their specialist skills. We are also indebted to our State and Australian government investors who continue to support our services and our staff and have confidence in our approach.


ASSERT operates in a dynamic and competitive environment with significant ongoing changes in the provision of all social services. These include the impending rollout of the National Disability Insurance Scheme (NDIS), the linking of all services to our ageing community through My Aged Care and the shift to a national housing registration framework. Although challenging, we recognise and endorse the changes as they will lead to better access, equity and delivery of services to those who need them.

To be competitive in this changing environment we know it is essential to have a firm commitment to excellent client service and innovation – two areas we take very seriously. During the year, we made refinements to our long-term strategy to reflect this. Our strategy is focused on the clients and services through our four pillars: Our People, Our Services, Our Processes and Our Resources. Our focus over the next 12 months will be on improving customer service, driving value from the core and building new growth.

We also continued to transform our internal business processes to streamline how we work and remove internal barriers that hinder productivity, collaboration, innovation and better client service. I am pleased to report that we undertook three external audits over the year for continued certification in ISO 9001 Quality Management System, Human Services Quality framework and Australian Skills Quality Framework for Registered Training Organisations. In all cases, we were successful which is testimony to our emphasis and commitment to best practice and continuous improvement.

The past six months have been particularly busy establishing a strong platform to guide us forward to what we know is an exciting future. New plans have been established and the wheels set in motion in a number of high priority areas. These include staff training and support to make sure they have the appropriate skills, knowledge and resources to meet our current and future needs; a stronger partnership model to identify and pursue mutually-beneficial opportunities with like-minded organisations; and the change of business structure to a company limited by guarantee which will stand us in good stead for a strong and productive future.

It is my great privilege to work with the Board, management team, staff, partners and our government investors. I sincerely thank everyone for their contribution to our great business and for their daily commitment to serving our clients and the regional community.



Penny Hamilton
Chief Executive Officer

12 MONTHS | 12 HIGHLIGHTS

- 1 Achieved ongoing certification in ISO 9001 Quality Management System and Human Services Quality Framework
- 2 Successfully completed first audit as a Registered Training Organisation to deliver Certificate III and IV in Disabilities
- 3 Completed a full review of our professional development program to ensure our staff have the right skills to be an effective and safe team that delivers high quality services
- 4 Supported 4437 clients across our three portfolios of Disability, Housing and Home Services
- 5 Expanded our lawn mowing service for the elderly and people with a disability into Oakey, Millmerran and Clifton
- 6 Completed 537 home modifications to help the elderly or people with a disability remain in their homes longer
- 7 Improved safety and security at 2706 households through the Home Assist Secure program
- 8 Held 1248 group activities for people with disabilities
- 9 Provided almost 60 000 hours of disability support
- 10 Awarded Finalist in the 2014 Toowoomba Chamber of Commerce Business Excellence Awards
- 11 Commenced a re-branding program including new company values and visual identity
- 12 Strengthened the WH&S committee representation, roles and responsibilities which contributed to 100% satisfactory resolution of reported incidents and development of a comprehensive risk framework





A SOLID FOUNDATION FOR A SOLID FUTURE

The past six months have been dedicated to consulting staff, reviewing systems and strategies, and laying the groundwork for a stronger, smarter and safer organisation that puts people first.

Incoming chief executive officer Penny Hamilton has led the approach with no area of the business off limits. What has been achieved so far is just the beginning to a long-term commitment to rejuvenation and continuous improvement.

Focus area 1: Strategy and Structure

A new Corporate Strategic Plan has been developed as well as a three-year Business Plan to 2018. The plans are centred on four pillars: Our People, Our Services, Our Systems, and Our Resources. Strategies for Human Resources, Workplace Health and Safety and Professional Development were created with specific outputs, measures, targets and actions. Work is well underway across the business to implement these plans and strategies.

A full review of our risk management framework was undertaken to analyse risks and the mitigation strategies across the whole business. All staff participated in the process and was invited to provide input and feedback.

Focus area 2: Innovation and Excellence

During the year, we achieved ongoing certification in two quality systems: ISO 9001 Quality Management System and Human Services Quality Framework (HSQF). The HSQF is the Department of Communities, Child Safety and Disability Services' system for assessing and promoting improvement in the quality of human services delivered with department investment. We also successfully completed our first audit as a Registered Training Organisation to deliver Certificate III and IV in Disabilities.

We are committed to being an environmentally responsible organisation and have introduced measures to improve our environmental performance. Eight new initiatives have been implemented this year

to reduce our carbon footprint. One of these is Home Services, which became paperless in June. This brings us one step closer to realising our goal of being paper-free across the organisation by 2017. An Environmental Working Group will be established soon to plan and oversee new initiatives in this space.

Focus area 3: Sustainability and Governance

The organisation will soon change its legal structure from an Association to a Company Limited by Guarantee. This is a specialised form of public company designed for non-profit organisations. One of the key advantages of this legal form is that it allows the organisation to operate nationwide. The strict legal requirements of this structure might also provide potential donors, clients and business partners with confidence that the organisation is run according to stringent principles and acknowledged standards.

We are developing a retained earnings strategy to strengthen the balance sheet by reducing liabilities and building positive cash flow assets. We are also in the process of implementing a new asset acquisition strategy and planned procurement strategy to make sure assets are effectively obtained and managed.

A technology infrastructure upgrade is planned to increase efficiency across all aspects of the business and a new tender process for all major contracts will ensure a more competitive and transparent process in the future.

Our philosophy of 'we are better together' is driving us to explore merger and hub opportunities with other like-minded providers and organisations.

Focus area 4: People and Culture

The organisation's structure was reviewed and modified this year to make sure the focus at every level is on delivering high quality services and experiences for clients. As a result, the organisational chart has been turned on its head so clients and frontline workers are represented at the top and supported by the management team who provide a solid foundation of expertise and leadership. The number of reporting channels was also reduced to allow staff more autonomy to make, and be accountable for,

decisions in their business areas. This was followed by the introduction of a new suite of robust human resources policies that will support administrative personnel functions, performance management, employee relations and resource planning.

We are in the process of developing new company values to reflect our fresh understanding of who we are and who we want to be. An online survey and targeted focus groups with staff have been completed to gather their opinions and ideas about what matters most. An external consultant is facilitating the process and the new values will be launched next year.

A Wellness Working Group is being formed, the first of its kind for ASSERT Services. The group will be responsible for identifying and introducing initiatives that will enhance the wellbeing of staff and the workplace.

Focus area 5: Communication and Engagement

Considerable effort has been made throughout the year to improve how ASSERT Services engages with its staff, clients, partners and stakeholders. The corporate website was upgraded and the first electronic newsletter released in December. We also joined Facebook to be part of a wider community conversation where we can both share what we are doing and learn from others. A professional photo shoot was undertaken with all staff and some clients to develop a corporate image library of high-quality photos that can be used for ongoing promotional purposes including this annual report.

We are in the process of establishing a partnership business model based on our belief that 'we are better together'. Joining forces with like-minded organisations will help us to broaden our skill base and network and be a connected corporate citizen. This is particularly important in our changing and challenging environment. It matters to us that our partnerships are mutually beneficial and our partners become part of our extended, valued team. Successful partnerships are built on mutual trust, openness, shared risk and shared rewards. The philosophy that underpins our partnership model is 'Coming together is a beginning, keeping together is progress, working together is success'.

HOUSING



ASSERT Services managed a housing portfolio of up to 140 properties across Toowoomba and Oakey.

This year, we received 164 referrals from the Department of Housing and Public Works, which was only slightly lower than last year due to changes in the Department's eligibility criteria and intake policy.

Helping clients to successfully transition to the private rent market remains our primary focus. This was made more challenging this year because of a marked increase in market rent prices. Fortunately, this appears to have only been temporary and prices have now returned to a reasonable level.

During the year, we developed a three-year strategic plan for the housing program to 2018. The overarching goal is to expand our social housing capability throughout our catchment with a particular emphasis on Toowoomba.

One of the strategies of the Plan is to develop the right relationships and strategic partnerships to support

future growth. Progress has already been made in this area with the announcement of a formal partnership between ASSERT Services and Horizon Housing. The arrangement will see ASSERT Services provide property management, yard maintenance and tenancy support for Horizon Housing's Long Term Community Housing complex in Toowoomba. This alliance is a significant step towards building mutually beneficial and enduring partnerships with like-minded organisations in our community or sector.

In the areas of staff development and community engagement, our team completed training in Safe Home Visits and Illicit Drug Lab Identification and participated in Homelessness Prevention Week in August. Trainee Danielle McCarthy also completed her Certificate III in Business Administration and was appointed full-time Program Support Officer in the Housing Services team.

AT A GLANCE



140
properties managed in
Toowoomba and Oakey



164
government referrals
for housing



1
new strategic plan
to 2018

Our Services

Community Rent Scheme provides transitional housing to people with a very high, high or urgent need for housing. This housing is used as a transition to longer-term housing or other secure housing options.

Community Managed Studio Units provide secure and longer-term housing for people moving from crisis accommodation.

Long Term Community Housing offers community-managed rental housing that is appropriate and affordable for eligible people in urban, regional and remote

areas where housing needs are not effectively met.

Employment Related Accommodation Program helps eligible Aboriginal and Torres Strait Islander people re-locate from remote communities to take up employment, education or training opportunities in regional centres. Successful applicants receive housing support for the duration of the work or activity.

Our Funding Partner

Department of Housing and Public Works, QLD Government

Meet Cheryl



Cheryl Conroy has amassed a swag of stories over her 12 year career helping tenants as part of the housing program with ASSERT Services. A few are tragic, some are sad but many are inspiring tales of triumph over adversity.

Two days every week, Cheryl checks-in with clients on her weekly rounds to see how they are coping, link them with other support services and listen to their needs. For most, their six-month lease in one of ASSERT's houses is their first experience of a stable place to live.

"Having a place to call your own, even if it is temporary, is really important for them. Stability brings a wonderful peace of mind," Cheryl said.

She believes stable accommodation played a big part in helping one of

her young clients land an apprenticeship with a major Toowoomba construction firm this year.

"He is a young Aboriginal man who had a challenging upbringing which led to youth crime in his teens. But he has turned his life around since moving in to one of our places."

"He always keeps his place neat and tidy and even offered me a cup of tea when I visited. He started a certificate in building construction and afterwards they offered him an apprenticeship."

"It is so great to see him succeed. He has done it tough but he hasn't let it beat him. It is outcomes like his that make my job so satisfying."

DISABILITY



In 2014/15, ASSERT Services assisted 73 clients throughout the Toowoomba region across an array of services and activities, an increase of 13 percent in client numbers from the previous year.

The Disability Services team is comprised of 63 support workers together with four program coordinators, two support officers and a general manager. This year, they successfully managed 13 programs and delivered 1248 group activities and almost 60 000 hours of support.

All of the programs are focused on achieving life goals, having fun, building self-esteem, developing skills and delivering a high quality service so clients can lead independent and fulfilling lives.

This year, clients enjoyed being part of a variety of special groups such as the Rainbow Choir, USQ Sportsability, Music and Movement, Recycling, Master Chefs, Strikers Bowling, Bingo, Creative Expression, PCYC Gym, Craft, Board Games, Jazz It Up and Independent Living Skills.

Support workers organised regular community access excursions including shopping, medical and health

appointments, gym sessions and barbeques in the park as well as visits to local events such as Toowoomba Carnival of Flowers, Downlands Art Show and the First Coat street art festival.

Clients participated in special outings to the speedway, cinema, theme parks, horse riding and hydrotherapy. The Christmas party for clients and their families and carers was a particular highlight.

As well as group and special activities, the team provided in-home support and independent living training to help clients with cooking, cleaning, personal hygiene, menu planning, budgeting, banking, gardening, medication assistance and exercise.

This year, our male clients joined the Toowoomba Men's Shed where they have the opportunity to work on meaningful hands-on projects at their own pace in the company of other supportive men. It follows the very successful involvement with the Murphy's Creek Men's Shed last year.

The National Disability Insurance Scheme (NDIS) will commence 1 July 2016, and we continue to plan and develop

AT A GLANCE




73 clients


1248 group activities


49 061 hours of support plus 24/7 residential support and school holiday support

our disability services in order to be NDIS-ready. Our staff has completed NDIS training and we have also offered information sessions to our clients and their families so everyone is informed and prepared for the changes.

During the year we welcomed back Jodie Collins to the role of General Manager. Since her return, Jodie has initiated a comprehensive review of the portfolio's policies and procedures, overseen the development of a multi-sensory space for people with developmental disabilities, and continues to build ASSERT Services' readiness for the NDIS.

Our Services

Adult Lifestyle Support assists adults with a disability to live and participate in their local community by providing a combination of in-home support, recreational opportunities and relationship support.

Post School Services is designed to help young people with a disability who have finished high school to develop the skills and confidence they need to access work experience and increase their independence for a fulfilling adult life.

Housing and Support Program provides support to people with a psychiatric disability, enabling them to live in their own homes in the community.

Community Living Initiative provides assistance for people with a disability to live in their own homes, in their own communities.

Family Support Program aims to increase the independence of people with a disability and supporting their family by offering services such as respite, therapy and intervention, assistive support, and life skills and education.

Community Access Program provides opportunities for people with a disability to participate in their community and enjoy a range of purposeful and recreational activities such as shopping, medical appointments, health and fitness, and social gatherings.

Youth Exiting Care of the State provides care and support to young people transitioning from state care to independent living.

Place Support (24/7) provides 24 hour care and assistance for people living in our four 24/7 houses and units to help them live independently in the community.

Our Funding Partners

Department of Health, Australian and Queensland Governments

Department of Communities, Child Safety and Disability Services, QLD Government

Meet Gerry



Gerry Tanzer has been writing poetry and short stories for more than 30 years.

He published his first works in 1999 amongst raising a family, forging a career in the Armed Forces and achieving a brown belt in Karate.

The father of two was then diagnosed with Parkinson's disease and had to stay in hospital for six weeks. It was during this time that Gerry produced some of his best writing, using pen and paper to stave off days of boredom.

In 2006, Gerry won the Editor's Choice Award for Outstanding Achievement in Poetry. He has been published in five books with poems and short stories that cover topics from his children, to the destruction of the World Trade Centre and how technology has changed the world.

If he adds them up, Gerry has penned more than 220 poems and is still writing.

HOME SERVICES



More than 4200 people received support this year to help make their homes safe, accessible and tidy through our Home Services program. This is an overall increase of 25 percent from last year – a great result for our team and clients. In total, almost \$2 million of financial support was distributed through the program, helping the elderly and people with disabilities to remain in their homes longer.

We work closely with 82 tradespeople and more than 50 allied health professionals to deliver these services throughout Toowoomba, Warwick, Chinchilla, Goondiwindi, Inglewood and Yarraman. Our strong partnership with local, trusted suppliers is one of the program's most defining features and is popular amongst our clients. We regularly receive positive feedback from clients who comment on the professionalism and friendliness of our staff and contractors.

This positive attitude is reflected in staff satisfaction survey results where 100 percent of the lawn maintenance team reported they were either extremely satisfied or very satisfied with their job. Many said the best feature of their job was working in a great team and being able to help the clients.

As a result of the program's strong reputation, Toowoomba Regional Council and the Queensland Government offered us the opportunity to expand our lawn mowing services into Oakey, Millmerran and Clifton, resulting in extra funding and an additional 250 clients.

This was followed by a successful campaign to maintain demand for yard maintenance services over the Winter period. The four-month targeted campaign commenced in May and generated \$10,000 in extra income and more than 1000 hours of additional client service compared to last year.

Another highlight of the year was the introduction of a paperless job management system, which has improved our productivity and reduced our impact on the environment. Field staff now process their paperwork using iPads, which saves time and paper. We are committed to finding new ways to expand our paperless policy to other areas of the business.

Throughout the year, our team attended a variety of events including the Toowoomba Seniors Expo, Gatton Wellbeing Expo and both of the

AT A GLANCE



537
home modifications



9019
hours of lawn mowing



2706
households made safer through Home Assist services

Toowoomba Aged Care Reform forums. We also spoke to senior groups about the Home Assist Secure program at Parkinson Association, Village on the Downs, Seniors Club Gatton and the East Creek Neighbourhood Centre.

We are ready for the new Commonwealth and Home Support Program (CHSP), which will combine four current programs, including the Home and Community Care Program. The consolidated CHSP provides entry-level home support for older people who need assistance to keep living independently at home and in their community. We have identified and prepared new processes to meet both the program's requirements and our own paperless policy. The program will commence on 1 July 2015.

To top off the year, the Home Services Manager, Maria Sloane, received the 2014 Manager of the Year Award at the Toowoomba Chamber of Commerce Business Excellence Awards.

Our Services

Home Maintenance helps clients keep their home in a safe and liveable condition, inside and out. This includes everything from minor repairs such as changing light bulbs and replacing tap washers to more major work including painting and roof repairs. The garden maintenance team

keeps yards neat and tidy by mowing lawns, trimming edges and removing rubbish. This service is available to clients who are eligible under the Australian Government Home and Community Care (HACC) program.

Home Modifications are available to elderly or people living with a disability so they can stay in their homes longer. This may include installing grab rails and outdoor ramps, removing bath tubs, providing a chair lift and installing disability friendly bathrooms. Clients are referred to this service by an Occupational Therapist.

Home Assist Secure is available to Queenslanders on a seniors or disability pension who want to remain living independently in their own homes or rental accommodation. Eligible clients receive financial support towards the labour cost for minor home maintenance or modifications that enhance their health, safety or security at home, such as security screens and lighting.

Our Funding Partners

Department of Social Services, Australian Government

Department of Housing and Public Works, QLD Government

Department of Communities, Child Safety and Disability Services, QLD Government

Meet Judy



Every Monday, 77 year old Judy Malone treats herself to a new copy of the Woman's Day magazine for its cryptic brainteasers that punish, and sometimes reward, those who dare attempt them.

"I use to think they were the silliest thing going. Then I looked at this crossword one day and the clue was 'expensive wet weather flying at Christmas'. I thought it was so silly but then I started thinking that expensive means dear, wet weather is rain and Christmas, well it had to be reindeer," she laughs.

Inside her Toowoomba home of 39 years, piles of magazines lay in quiet testament to her

weekly contest. Mrs Malone is thankful she is still able to live in the house where she raised her two sons and has so many fond memories.

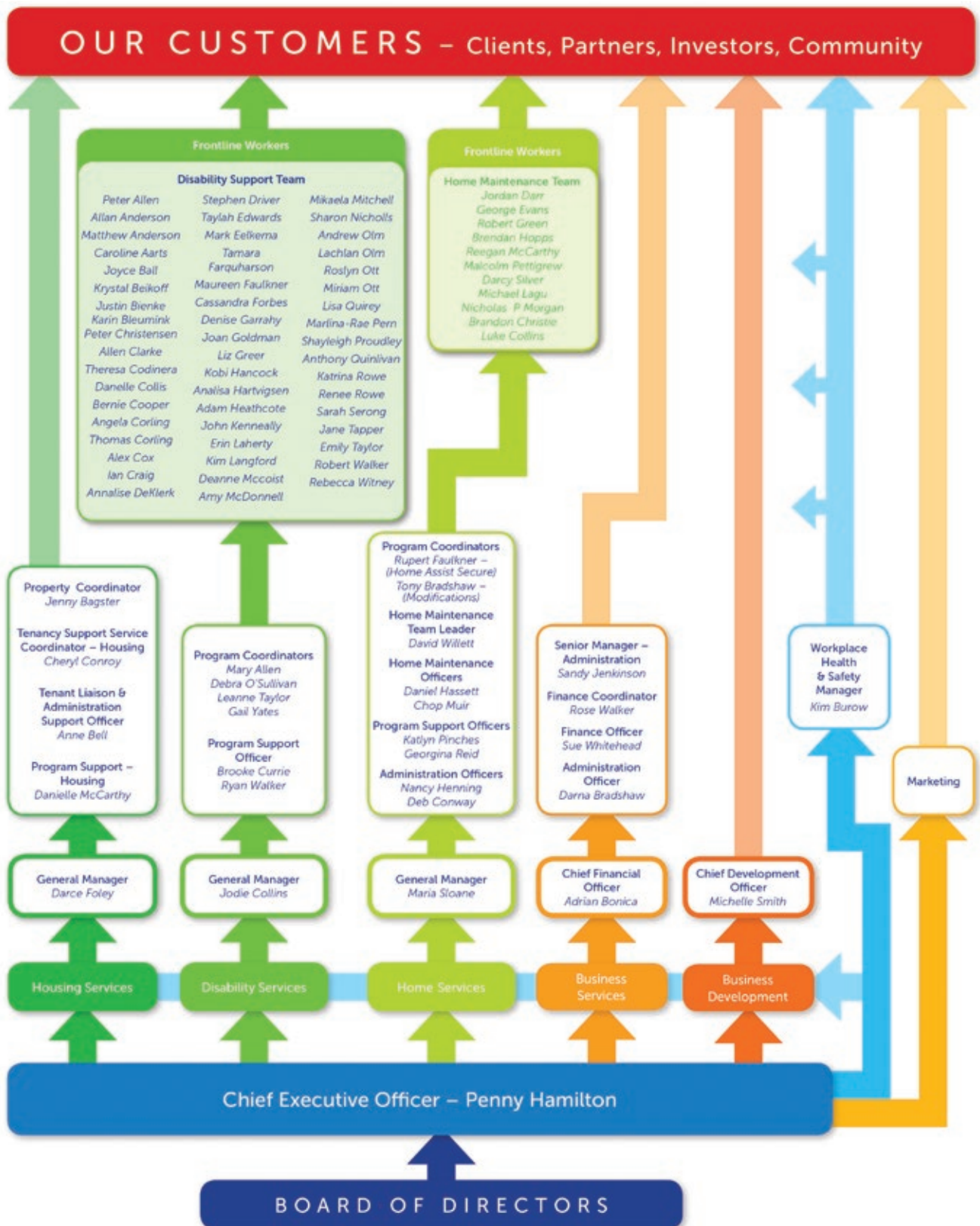
"I like my own company and independence so being able to still live in my own home is very important to me. The help I receive from ASSERT Services through their Home Assist Secure program has made sure I can stay here."

"When you are on your own it is good to know that friendly help is only a phone call away. They've helped me change light bulbs, put in security screens and install an outdoor sensor light. Nothing is ever a bother."

OUR ORGANISATION

At every level of ASSERT Services, the focus is on supporting the delivery of optimal services and experiences to all our customers.

Our management teams exist to provide a solid foundation of expertise and leadership to equip, empower and inspire every staff member in their role, particularly our front-line workers.



OUR BOARD



Jane Davis, Board Chair

Jane has a broad range of skills, experience and interests. She has bred cattle, volunteered at The Riding for the Disabled, developed property, and owned and managed a commercial furniture business while raising triplet daughters, one of whom has a disability. She currently dedicates her time to community initiatives and is the coordinator of the highly successful equestrian team for Fairholme College. Jane joined the ASSERT Services Board in 2007 and was appointed Chair in 2009.



Carolyn Brown, Deputy Chair

Carolyn joined the ASSERT Services Board in 2013 and was appointed the Deputy Chair in December 2014. She is a former Community Resource Officer with Disability Services Queensland and Principal Public Trust Officer with the Public Trustee Queensland. Carolyn is the founder of Time Made, a professional lifestyle management and personal concierge service based in Toowoomba.



Geoffrey Jordan, Secretary

Geoffrey has been a member of the ASSERT Services Board for six years. He joined the real estate industry in 1997 and is currently the Principal of Century 21 Marsden Realty in Toowoomba. For 12 years he was involved with the West Toowoomba Rotary Club and held the roles of President, Secretary and Treasurer. He is a Member of the Real Estate Institute of Queensland and strongly believes in the value of community service.



Cameron Stevenson, Treasurer

Cameron has 14 years experience in the accounting industry and is currently the Director of Toowoomba-based accounting firm, Acumen. He is a member of the Certified Practising Accountants Australia and joined the ASSERT Services Board in 2010.



Lisa King

Lisa has over 10 years experience in the areas of health promotion, education, contracts management, clinic management and graphic design. Her roles have included Allied Health Manager and Team Leader - Prevention and Early Intervention with Darling Downs South West Queensland Medicare Local, Healthy Lifestyle Coordinator with GP Connections and RHealth, and Health Promotions Officer with Queensland Health. She is the Director of Crunch Practice Solutions, providing business support to allied health and general practices. She joined the Board in 2014.



Tim McGowan

Tim has 35 years experience as a legal professional in the Toowoomba region. He is currently Legal Counsel for construction and engineering firm FKG Group. He is the former Legal Counsel of Wagners and Partner with Shine Roche McGowan. He is a member of the Queensland Law Society. Tim joined the ASSERT Services Board in 2015 to make a positive contribution to his local community.



Robbert Veenman

Robbert has been part of the building industry for 40 years and has run a successful building company in Toowoomba for the past 30 years. A brush with cancer five years ago inspired him to join a community-based group and make a positive difference to vulnerable and marginalised people. This led him to accept a position on the Board of ASSERT Services, then HHelp. He is a Member of Master Builders Queensland.

OUR EXECUTIVE TEAM



Penny Hamilton, Chief Executive Officer

Penny has more than 30 years experience working with communities in rural and remote regions. She is the former Deputy CEO of Queensland natural resource management group, Condamine Alliance and is Secretary of Forum Communicators, a Queensland based public speaking organisation. She holds Bachelor and Masters Degrees in the field of agricultural science and is a member of the Australian Institute of Company Directors. Penny is a strong advocate for workplaces and communities that are healthy, happy, balanced and cohesive.



Adrian Bonica, Chief Financial Officer

Adrian is an experienced financial manager with 20 years commercial business experience involving multisite management, sales and accounting. He also worked as a professional accountant for 10 years and holds a Bachelor of Commerce (Accounting/Law). He is a member of the Institute of Chartered Accountants.



Darce Foley, General Manager Housing

Darce has proven experience in the community sector with roles in community mental health, employment and disability services, community welfare and social housing. He joined ASSERT Services in 2012 where he leads the Housing program. He is a Member of the Toowoomba Housing and Homelessness Coalition and holds qualifications in community services and development, mental health, and social housing.



Jodie Collins, General Manager Disability Services

Jodie has extensive experience in the community services sector with professional roles in aged care, allied health, training, disability management, and lifestyle and leisure coordination. She commenced her career as an Enrolled Nurse in Dalby and holds Diplomas in Community Services Management and Leisure and Health. She joined ASSERT Services in 2015 to lead the organisation's transition to the National Disability Insurance Scheme (NDIS).



Maria Sloane, General Manager Home Services

Maria has a broad range of experience within the agricultural, health, aged care and government sectors. She is an experienced manager and was awarded the 2014 Manager of the Year Award at the Toowoomba Chamber of Commerce Business Excellence Awards. She joined ASSERT Services in 2010, then known as Toowoomba Community Housing Service.

FINANCIAL HIGHLIGHTS

	2015	2014
Income and expenditure summary for the year ended 30 June 2015		
Revenue	8,451,660	6,905,642
Expenses	7,585,357	6,996,332
Surplus/(deficit)	866,303	(90,690)
Balance sheet summary as at 30 June 2015		
ASSETS		
Cash and Equivalents	3,619,238	3,381,653
Total Assets	4,581,190	4,538,983
LIABILITIES		
Employee Benefits	346,634	303,049
Unspent Funding	924,328	1,577,789
Total Liabilities	1,854,278	2,678,374
EQUITY	2,726,912	1,860,609

For the full audited financial statements for 2014/15 please visit our website or contact Adrian Bonica on Adrian.bonica@assertservices.org.au



ASSERT Services Incorporated

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