



People Who Care®

Annual Report

2017-2018

creating communities of people who care





People Who Care respectfully acknowledges the traditional custodians of the land in which we live, learn and work, we also acknowledge that Indigenous sovereignty has never voluntarily been ceded.

We pay our respect to them, their culture and Elders, both past, present and emerging, and extend this respect to all Aboriginal and Torres Strait Islander people across Australia.

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Who are we?

People Who Care is an incorporated not for profit organisation that was established in 1980 to assist people in need in Western Australia. We deliver support to over 3,500 people each year through the provision of social support, centre based care, domestic assistance, garden and home maintenance, transport, emergency relief, community support projects, financial hardship relief programs, employment and training assistance projects. People assisted through People who Care's programs include people who are aged, people with a disability, long term unemployed, people requiring psychosocial support, and other people in need across our community.



The work we did in the community this year would not be possible without our amazing staff and volunteers and the incredible support we receive from our generous donors and partners.



Chairperson's Report

To summarise the breadth and quantity of organisational growth and change in People Who Care in 2017-18 for our members and stakeholders, I must first start with the development and launch of our new Strategic Plan for the years 2018-2021.

We would like to offer our appreciation to our wonderful strategic planning facilitator Dee Roche who helped us as a Board develop our strategic thinking ability and craft a strategy to guide us as we take the next steps in our journey.

This critical work will underpin our commitment to achieve the purpose, vision and values enshrined in our Constitutional Objects to help people in need through the value of volunteerism. Our Strategic Direction will continue to focus on our five core objectives of our Proud Name, Volunteers and Staff, Agility, Sustainability and Governance.

We have tasked our CEO and the Executive with creating value propositions that contribute in a sustainable way to building community capacity and resilience. Our Board has reviewed its governance documents and implemented our own review process of how we work as a Board to bring value to our stakeholders and Members and to ensure we are familiar with our business activities and the risks and

challenges we face now or might face in the future. We are delighted with the diversity of skill and representation of our Board which we believe is critical in ensuring we are able to respond to the demands of our business activities and provide guidance to our CEO and Executive.

Our year in review includes how we continue to remain relevant in our sector and further enhance our role as a Not-For-Profit providing support to diverse groups of people in need. Our ongoing commitment to volunteerism is our point of difference in the changing aged and disability landscape. Volunteers provide People Who Care with the flexibility required to meet grassroots community need in responsive and creative ways and this will continue to further expand into the future.

Our work with the most vulnerable citizens continues and we hope you enjoy reading a snapshot of our services to people in need in our Annual Report and that this too may inspire you to volunteer to help others.

As we leave another year I wish to take this opportunity to extend my thanks to the Board and Subcommittee members for their ongoing and tireless contributions. On behalf of the Board of Management, I would like to take this opportunity to extend my thanks to the CEO Ali White, the Executive, our staff, volunteers, visitors and members who have all contributed to our growth in delivering on our Vision, Values and Purpose.

Andrew Allsop
Chairperson

People Who Care

Strategic Direction 2018 – 2021

Strategy Map



Strategic Focus Areas



Strategic Objectives



We will measure our success through a Balanced Score Card Approach developed around a set of measures designed to meet our overall Objectives



Board Members

Andrew Allsop – Chairperson

Andrew is currently Support Manager of Psychosocial and Spiritual Services for Silver Chain's Community Specialist Palliative Care Service. He has 25 years experience as a social worker in community care and palliative care in Perth. He has established and managed services across all aged care and community care services sectors. Andrew joined the Board of Management in 2014.

John Ireland - Treasurer

John is a retired Accountant. Prior to his retirement in 2003 John was managing director of Service Finance Corporation Ltd. a boutique finance company based in Perth. Since retirement John has been a Board Member and Company Secretary of several not for profit organisations including GP Downsouth; Peel Community Legal Service; Rural Health West and Westaus Crisis and Welfare Centre. John joined the Board in 2017.

John is also a passionate abstract artist.

Oscar Aamodt

Oscar is a member of the Governance Institute of Australia and has more than 35 years experience in the administration, financing and management of mining and exploration publicly listed companies in Australia and overseas. He has held a number of public company directorships in Australian mining companies and exploration companies as well as having held the position Chief Financial Officer, Company Secretary and Chief Operating Officer of a large mining company with operations in Australia and Africa. Oscar joined the Board of Management in 2014.

John Previti

A Chartered Accountant, John has been a director at Ruthvens for over eight years and is responsible for the day to day operations of the business incorporating financial advice, tax minimisation, business-information processing and management, as well as strategic advice. John joined the People Who Care Board of Management in 2010 and is now serving his second director term.

George Yotopoulos

George is semi-retired and brings a wealth of small business experience to the Board. George is a community minded activist with a love of creating a caring community. He has a passion for food and is a leading dairy judge at the Royal Show each year. George joined the Board of Management in 2010 and is now serving his second director term.

Louise Verden

Louise has a diverse skill set and expertise across property development, small business, aged care and policy development. With qualifications in Nursing, Real Estate, an Arts Degree and is fluent in three international languages, Louise joined the Board of Management in 2015 and has a strong desire to assist People Who Care remain sustainable in the future of aged care reform through social and private enterprise.

Violet Bacon

Violet Bacon is a Yamatji woman from the Geraldton/Murchison region. Violet has worked on Whadjuk /Nyungah land for many years and is accepted by the community. After graduation, Violet began her Social Work career at the Drug and Alcohol Office. Later in her Social Work career, Violet, became the first Yamatji Lecturer to be employed in the Social Work and Social Policy Department at the University of Western Australia. She is now retired but still maintains connections in the Social Work and Drug and Alcohol fields

Violet has been involved in several Aboriginal projects and represented the Drug and Alcohol field on a variety of boards including the Alcohol and Drug Council of Australia. Ms Bacon is also a Life Member of the Aboriginal Drug and Alcohol Service Inc, now known as Wungening Aboriginal Corporation, where she recently became a Board member. Violet additionally worked for a brief time with the National Drug Research Institute (NDRI), Curtin University of Technology.

Other relevant works included; counselling, drug and alcohol research, writing various articles. Then in 2012/2013 Violet completed a chapter for a Social Work book, entitled: Our Voices, Aboriginal and Torres Strait Islander Social Work. This was published in 2013.

Ms Bacon joined the People Who Care, Board of Management in 2016.

Kendra Hagan

Kendra began her career as a Social Worker after graduating with a Bachelor of Social Work from the University of Western Australia in 1996. As a Social Worker, she worked in the areas of Home and Community Care, hospitals and the defence force. During that time, she returned to University to study Law and conducted research on discrimination law and was published in the Australian Journal of Gender and Law. She subsequently graduated from Murdoch University in 2010 with a Bachelor of Laws with First Class Honours and is admitted as a lawyer to the Supreme Court of Western Australia and the High Court of Australia.

Kendra worked as an Associate to Hon Justice Simmonds and Hon Justice Beech and has worked for Legal Aid WA and the the Community and Public Sector Union/Civil Service Association of WA Incorporated. She is now employed as a Solicitor with the Employment Law Centre of WA. Kendra continues to be involved with Murdoch Law School as an academic teacher. She also serves on the Law Society of Western Australia's Human Rights and Equal Opportunity Committee, Administrative, Constitutional and Migration Law Committee and Employee Relations Committee Member and as a Board Member for People Who Care since 2016.





CEO's Message

I am delighted to present our Annual Report for the year 2017-18 to our volunteers, staff, service recipients, funders, donors and partners.

Our year in review is summarised by the incorporation of exciting new growth in our further diversified revenue sources whilst managing the transition of Home and Community Care (HACC) services, now known as Commonwealth Home Support Program or CHSP, to the Australian Government Department of Health.

The Commonwealth Home Support Program (CHSP) will continue to provide ongoing or short-term care and support services so if you are currently receiving HACC services you can expect your services will continue as relatively the same service type under CHSP.

The transition of under 65 years service recipients from HACC to the new National Disability Insurance Scheme has required additional resourcing to identify our HACC service recipients and assist them to seek their eligibility for continuation of their vital supports. The projected rate of transition of HACC participants in addition to new service recipients exceeded our expectations and to ensure we met new service requests with timely responses our disability services team was formed.

This year the Community Visitors Scheme program has been subject to an Open Tender process and whilst it is hoped this valuable visiting service to the frail and lonely may be continued as a People Who Care service, People Who Care will be notified of the outcome closer to December 2018.

The pace of growth in our Level Up programs has been driven by high participation and attendance of job seekers which has attracted significant investment from our Job Network providers. The Level Up program provides People Who Care with an opportunity to support the operations across our existing Op Shops through customer service training, sorting and display skills. With twenty three groups and more than 320 individuals with a total of over 600 participating in Level Up in 2017 to 2018 this growth has enabled us to sustain the opening of three new Op Shops (with combined Level Up projects) in Gosnells, Perth City and Morley. The Op Shops are a fantastic footprint within the community and with stock donations at an all time high, People Who Care have not been

short of a range of good quality items to sell.

Our reach into the community with our goodwill services such as Community Crisis, Financial Counselling and Zero Interest Loans has been overwhelmingly in demand. Sought after since introducing the Financial Counselling service in Oct 2017 we have assisted over 250 people in need with essentials and were able to waive nearly \$70,000 in debts. This is indeed a critical and valuable community service which we look forward to sustaining through our social enterprise activities.

To meet the needs of our significant new growth and to manage our client service delivery within our existing programs, we recognised the limitations of our internal systems, particularly our existing Financial and Client Management software systems. We have chosen to replace these systems with a market leading software solution that interfaces the client service delivery and the organisations financial requirements and is easier to navigate. More importantly it provides more comprehensive information that enables us to better manage our business activities and allow us to provide clear and straightforward communication with our clients.

Our purchase of a new building in Mandurah will assist us to build new revenue whilst enabling us to further diversify our aged care service options. The building renovations are expected to be completed by mid October and we look forward to an end of year launch however where we will christen its first formal use at the AGM in November 2018.

In addition to the upgrade of our internal systems we appointed two new senior positions in Aged Care and Service Strategy. These key positions will provide the structural backbone to delivering our services to the community.

Of course none of these wonderful activities would have been possible without the hard work, commitment and willingness of our volunteers and staff who come in every day with a bright smile, great sense of humour and desire to make a difference to those who are in need of help.

People Who Care is a great organisation that has responded to the new challenges, keen to explore our best potential and with our Board of Management providing outstanding guidance, stewardship and strategic direction, the 2018-19 year is looking as bright and busy as always.

Ali White
CEO

Treasurer's Report

I am pleased to present the financial results of People Who Care for the year ended 30th June 2018.

The 2017/2018 year provided the organisation with significant challenges resulting from opportunities for People Who Care to take over the delivery and management of programs previously provided by other organisations.

Despite these challenges and the pressure placed on management; staff and volunteers People Who Care achieved a surplus of \$128,452.

Whilst our income rose significantly during the year to \$12,153,722 (an increase of 43.6%) our expenditure, likewise, rose to \$12,142,042 (an increase of 58.7%).

As we approach the transition from HACC to CHSP funding in 2020 we were cognisant of the need to diversify our income sources and reduce our reliance on HACC funding. To this end, active measures were taken to diversify our income stream and consequently

our reliance on HACC funding was reduced from 76% last year to 52% this financial year.

During the year we were fortunate enough to be offered the opportunity to take over the delivery and management of a Commonwealth funded program titled "Level-Up". This program provides training and support for unemployed and people with disabilities who are endeavouring to re-enter the workforce.

Whilst the initial implementation of this program brought with it some significant challenges for management and increased set-up costs, we anticipate the program will result in a net surplus of \$591,763 during the 2018/2019 financial year.

Table 1, below, shows the income spread for this financial year and Table 2, below, shows the operational expenditure spread for this year.

2017-18 Operating Activities - Revenue



- Disability Services 2%
- Fundraising 1%
- People Who Care 31%
- CVS 2%
- Social Enterprise 11%
- HACC 53%

2017-18 Operating Activities - Expenses



- Disability Services 1%
- Fundraising 1%
- People Who Care 27%
- CVS 2%
- Social Enterprise 11%
- HACC 58%



People Who Care's net assets as at the 30th June 2018 totalled \$ 5,850,654 and the liquidity ratio of current assets to current liabilities was 1.2 times, clearly showing that People Who Care have a strong balance sheet and are solvent and able to meet our debts as they fall due.

During the year we reviewed our expenditure levels and took steps to reduce overheads where possible. To this end we decided to seek opportunities to purchase a building in Mandurah to relieve us of the burden of paying approximately \$140,000 per annum on the rental property we were occupying. This resulted in us purchasing an excellent property on Mandurah Terrace with great exposure at a cost of \$1.35 million. This purchase was facilitated through a 15 year loan from Westpac of \$1,336,893. It is however our intention to repay this loan over 10 years thus providing long term stability and low cost delivery of our Mandurah/Peel operations.

In the latter part of 2017/2018 we were approached by the founder of "Starting Over Support", an organisation providing practical support for women transitioning from refuges to permanent accommodation, asking if we were interested in merging their organisation into People Who Care. To this end, a Memorandum of Understanding was signed by both parties on the 29th May this year

and People Who Care will officially take over their operations on the 1st July 2018, thus adding further to our diversification.

During 2017/18 People Who Care has maintained existing operations whilst simultaneously growing the organisation. We have developed alternative income streams and invested in the infrastructure and staff required to cope with changes in the sector. This demonstrates forward thinking and planning and the aim is to put the organisation in the best position to survive the sector changes.

Whilst the 2017/2018 year has been one of strong growth and the development of new income streams, 2018/2019 will be one of consolidation as we bed down these new programs and ensure long term viability.

To facilitate this we have taken a conservative approach to next year's income and expenditure and have budgeted for a surplus of approximately \$260,000.

In order to reduce printing costs, a copy of the full audited financial statements will not be included in the Annual Report however are available upon request to Di Gernhoefer on 9379 1944 or diane.gernhoefer@peoplewhocare.org.au

I would like to take the opportunity to thank my Board colleagues and our joint Chief Financial Officers for their strong support and outstanding contribution during the year.

A handwritten signature in black ink, appearing to read 'John Ireland'.

*John Ireland
Treasurer.*



Volunteers

Volunteer Services has had another busy year.

It is always a pleasure to meet with new and potential volunteers and to share stories with our current volunteers about their volunteering experiences. Volunteers come to us from a variety of sources and bring with them a wealth of experience, knowledge and generosity. For the last financial year our volunteers gave 81,408 hours of their valuable time. What a contribution!!

During the year we have made significant changes to the way we recruit new volunteers – moving away from group information sessions to offering our volunteers a “try before you buy” session. This is a great way for potential volunteers to experience our organisation and it allows us to ensure volunteers we engage are the right fit for our service teams.

During the year we have seen the interest in volunteering with People Who Care steadily increase from an average of 50 expressions of interest up to nearly 90 per month. In addition, we have hosted over 50 TAFE students who are studying Community Services and have had a steady

attendance from high school students who are required to participate in community services for their studies. Our active volunteer numbers are steady, averaging 310 to 350 per month.

In response to growth and expansion of our Op Shops we have also been focussing strongly on recruiting volunteers for these in the Perth CBD, Gosnells and Morley.

The top 5 reasons people volunteer with us are:

1. To give back to the community
2. To gain valuable experience
3. To socialise and make new friends
4. To transition into retirement
5. To fulfil Centrelink requirements

In May we held over 10 events to celebrate National Volunteer Week and sent a contingent of 10 nominated volunteers across our services to the Government House Garden Party celebrations for International Volunteers Day in December.

We are continually working towards improving the efficiency of how we recruit and retain volunteers and look forward to another successful year.



Volunteer Highlight

Nola and Steve DeSantis were looking to volunteer and lucky for People Who Care, a son of a friend who works for People Who Care, recommended they check us out.

For the past 3 years Nola has been volunteering for Transport in the North and Steve volunteers for Social Support in the East.

They both agree that their volunteering experience makes them feel useful and gives them a sense of purpose, they love the little things that bring joy to the clients, such as a 50c McDonalds ice cream at the end of an outing. 'A great mob of people' Steve says, doing great things for the elderly in our community, some of whom do not have any other interaction,

for weeks at a time, other than their contact with People Who Care. Friendships have been made and countless stories told, one of which was a client Nola has in his 80's who emigrated to Australia from England after the war, his whole life he thought he was an only child, he's recently found out he has a half-sister and is planning on travelling back to England to meet her.

Nola and Steve have become a part of the People Who Care family and we are very grateful to have them!



4 Fun facts about Nola and Steve!

They've been married for 18 years.

Both are avid West Coast Eagles fans, sometimes leaving Nola voiceless on a Monday after cheering for her team.

Golfing is a favourite pass-time, however their handicaps are a bit on the high side!

Nola is a bit of a sweet tooth, Steve is the cook.

Disability support and services

As the roll out of the National Disability Insurance Scheme continued through the 2017-18 year, People Who Care felt the effects of service demand in receiving new enquiries for our services.

We are currently providing a variety of services and support to people under 65 years across the Perth metropolitan area. The 2017-18 year saw an incremental growth of our disability service client numbers to over 60 people with an expected 125 people who will transition from HACC to the NDIS within the next year.

Our rate of referrals for these services are increasing and with an estimated number of four referrals a week prompting significant infrastructure changes within the organisation such as developing a structured intake and assessment process and individualized service planning within the disability framework to ensure our services and systems are responsive and the person being supported is at the center of all planning and has choice and control over their services and support.

Our disability support options include domestic assistance, home maintenance and gardening, group activities, individual activities and community inclusion.

People Who Care understand that each and every person is an individual and therefore we will work with the person, review services and take on board all feedback to ensure the person is being heard and receiving a service which meets their needs.



Mirambeena

Mirambeena (the Ngoongar Aboriginal name for Welcome) is one of the services offered to people with a disability under both NDIS and aged care. Located in Kwinana, Mirambeena offers activities, outings and support to people living in the local community. The program currently supports Aboriginal and Torres Strait Islander people and works towards meeting and maintaining their cultural needs.

Some of the fantastic activities people have been involved in over the past year have been varied and

too many to list. One such activity was a visit and being guests of "Radio NADIOC", being invited to and attending the "Because of her, we can" luncheon which was held at the Burswood Ballroom and organizing and hosting an elder lunch for NAIDOC week.

Group and individual activities are held Monday to Friday with all individuals involved in the choosing and planning of the activities held during the week.

"The service is just marvellous. I'm a very house proud person so for them to come in and take the weight off my shoulders helps me out a lot. They recognised that having the garden well maintained to a high standard was really important for us and have ensured that it is. They normally arrive just before I go to work so when I come home and drive around the corner and see how great my garden looks I can't help but smile."

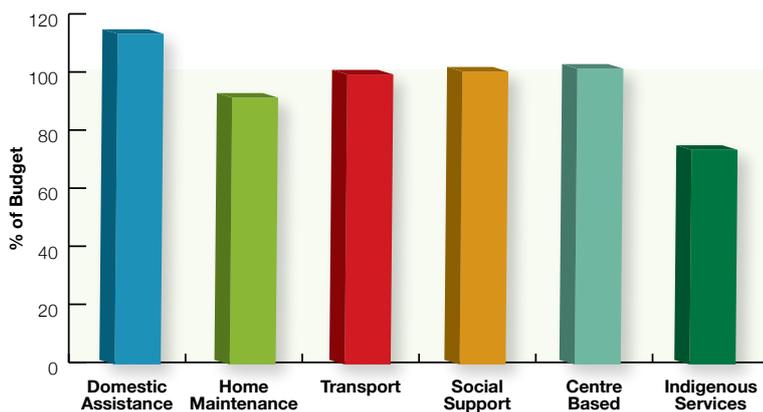
Kerry



Aged Care Services

People Who Care have been providing quality services for people who are aged since the 1980's. The services provided by People Who Care include, Community Visitors Scheme, home maintenance, garden maintenance, individual social support, group outings, centre based activities, transport and domestic assistance. People Who Care also provide specialised services for Aboriginal and Torres Strait Islanders and employ local people to provide most of these services.

Aged Care Services by Hours/Trips

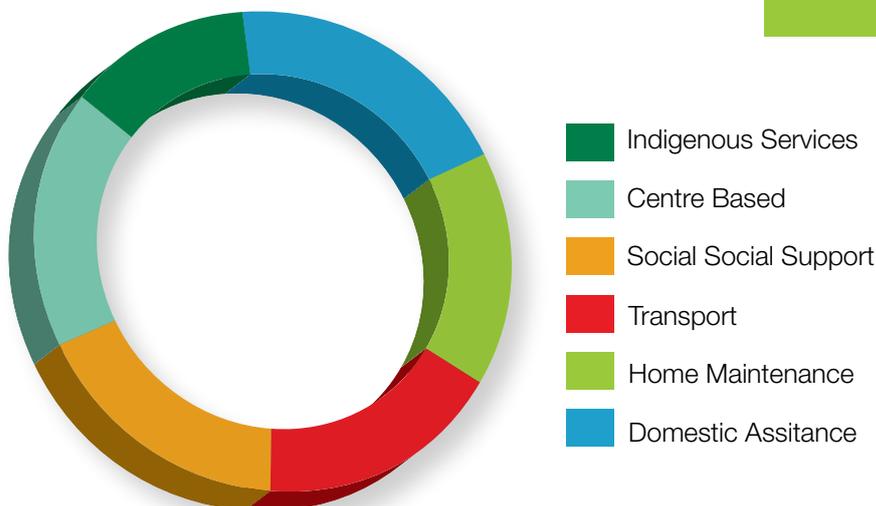


Did you know...

People Who Care's Community Visitors Scheme has over **100** clients that are visited by **70** Volunteers across more than **50** facilities?

That's almost **3000** visits each year!

Aged Care Services - Budget v Actual Expenditure (%)



Corporate Partnerships and Events

A focus on Corporate Partnerships, particularly Corporate Volunteering has been an important development in the first half of 2018.

Corporate Volunteering has an array of significant positive impacts on organisations, individuals and the community. Over 100 Corporate Volunteers have dedicated hundreds of hours to People Who Care this year and, leading into the rest of 2018, the programme is expanding at a considerable rate.

We have worked with a number of organisations including Mars Recruitment, Baycorp, The Doric Group, Programmed, Epic-Atco, Rio Tinto, BP, Chevron, Mindarie Regional Council, City of South Perth and Curtin University. Projects have ranged from developing

a community garden at our Gosnells site, running trivia days for our Leisure Centres, Christmas in July donation drives, collection of warm clothes for distribution during the colder months and improving sustainability in our work practices.

Our events this year have included opening of the Morley Op Shop, a monster garage sale in Gosnells, Homelessness Week Street Soccer Cup, a series of sundowners to raise funds and fundraising using the City to Surf Fun Run.

People Who Care is excited to be launching a calendar of fundraising and profile raising events, including partnering with our corporate groups to host a range of fundraising initiatives. We are looking forward to an exciting and fruitful year ahead.



Social Enterprise

Op Shops

The past year has seen the number of Op Shops increase from one to four with new Op Shops opening in the Trinity Arcade (Perth City), Morley and Gosnells as well as the Guildford Op Shop relocating closer to the shopping area of Guildford.

The opening of these new Op Shops has seen an increase in the need for volunteers with most of the locations still actively recruiting for volunteers.

The Op Shops provide a valuable link into the local communities and contribute to enable People Who Care to provide valuable services including Financial

Counselling. The People Who Care Op Shops provide the community with access to quality clothing, bric-a-brac and furniture at affordable prices buying pre-loved merchandise as an eco-friendly option that also reduces the eco-footprint for the consumer.

Quality over quantity is the key, with an emphasis on distribution between the stores to ensure there is a regular turn-over of stock. Finding or sorting through the op shop items brings more meaning to the product, as it then becomes unique and rare, unlike something purchased at a mall.



Starting Over Support (SOS)

Starting Over Support is a community initiative that became part of People Who Care in July 2018. This important community service has a holistic approach to provide and assist with furniture and household goods to those who have been affected by domestic violence and in crisis situations.

Starting Over Support accepts referrals from crisis refuge centres, government and non-government agencies, with a mindset of making a difference for each client. Over the past year 541 referrals were received and a

total of 503 referrals were filled. All furniture items are received by donations from the public and the program is supported by many dedicated volunteers. There are currently 75 referring agencies that Starting Over Support assist in the Perth Metro area.

Starting Over Support have also had fantastic support from volunteers who participate in fundraising events throughout the year.

Level Up

Level Up came to People Who Care as an established Work for the Dole program in August 2017. Level up has group sites in Mandurah, Rockingham, Spearwood, Perth City, Victoria Park, Cannington and Gosnells.

Two types of programs are delivered by Level Up, small groups and Individual. The group program has a defined 6 month project that jobseekers work towards to complete. The individual program sees jobseekers working independently within a service. The Work for the Dole programs run across all sites with a total of approximately 360 jobseekers attending weekly. During the 2017/2018 financial year through People Who Care's Level Up service, there were 23 groups and more than 320 individuals with a total of over 600 participating in meaningful community activities during this period.

People Who Care have established solid partnerships with lead Jobactive Networks Providers to host Work for the Dole activities that add value to the community. While jobseekers are with Level Up they also complete the World of Work – World of Work assists jobseekers in the key areas of Self Assessment, Goal Setting and Career/Job Search

The aim of our Level Up is to build community based projects with tangible outcomes that will engage the jobseekers in a way that will build their motivation and encourage enthusiasm to learn new skills and gain work experience that will enhance employment opportunities.

Through the Level Up program, Jobseekers develop skills in project planning, small group management skills, computer skills, researching, teamwork and communication and time management. Specific skills are also learnt in relation to the community projects that are completed by jobseekers.

Projects completed over the past year include: Street Libraries, Toy Libraries, Bike Restoration, Pallet Furniture,

Sleep Jackets, Learning Aides, Website Design, and Bag Manufacturing.

One of the highlight programs this year has been the design and manufacturing of 'Sleep Jackets' These jackets have been made to distribute to people who are homeless. The jackets are fully waterproof and have a polar fleece to the inside of them. The jacket is very stylish and can be worn during the day, however when required in the evening can be modified into a fully insulated sleeping bag.

The Level Up program also runs two kitchen programs per year that provide approximately 46,000 meals throughout the year for people who are homeless or who are struggling to afford to purchase food. One of the kitchens provide assistance in the form of meals to be distributed by the community group, Street Friends. Street Friends operates on a Thursday night where the meals are provided to people who are street present.

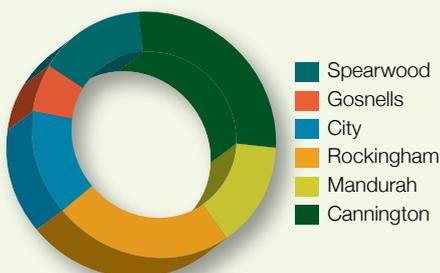
The second kitchen is run in partnership with Manna. Manna is a charitable volunteer based organisation that is involved in feeding homeless and disadvantaged people in Perth.

The Level Up Kitchen through Manna also assists in providing baked products for the Manna School Breakfast program which feeds approximately 1500 school children per week. The Level Up Kitchen program has also started assisting Manna in the Emergency Hamper Relief Program packing food hampers for Perth families in need.

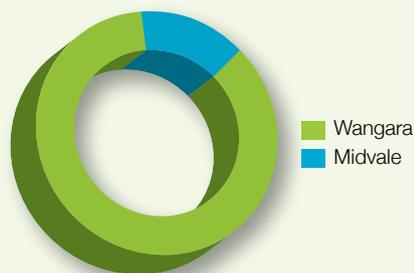
Both of the Level Up Kitchens are supported by donations from Second Bite, OzHarvest, Perth Farmers Markets, Country Pack, Foodbank as well as public and corporate donations. The kitchens have also moved during the year to using bio-pack packaging which is more environmentally friendly.

Level up - numbers of jobseekers at sites 2017-18

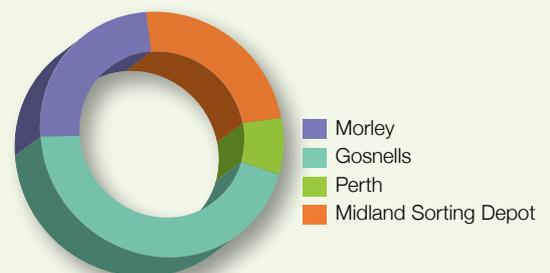
Project Sites



Gardening



Op Shops



Social Media

This year, People Who Care have made the exciting leap into the world of Social Media.

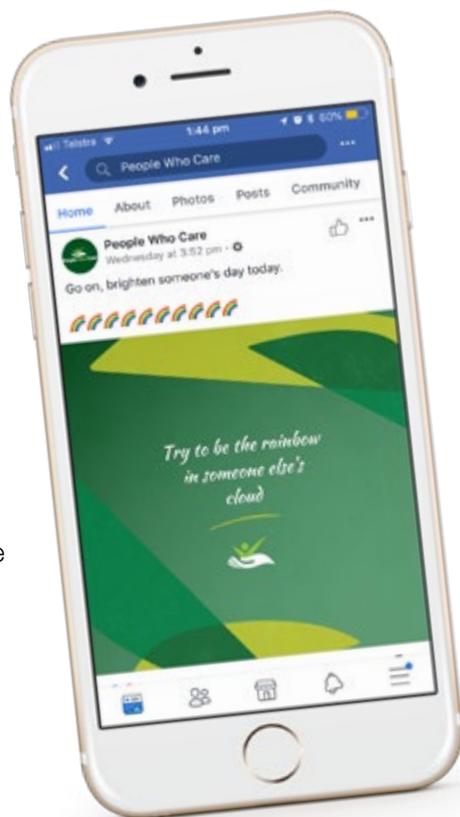
Utilising a comprehensive digital marketing strategy by integrating website and social marketing, People Who Care will be able to share the stories that matter most in a timely manner, directly with our community.

We will also be able to make advantageous use of the platform in connecting directly with community members in growing our network of volunteers and acquiring new donations, as well as showcasing the direct impact we are having through various initiatives across Perth.

We are excited to be present on social media and look forward to being able to connect on a deeper level with those in need.

Please visit our social media sites and connect with us via:

-  www.facebook.com/peoplewhocareinc
-  www.instagram.com/peoplewhocareinc



Financial Counselling Service

Since introducing the Financial Counselling service in October 2017, People Who Care have:

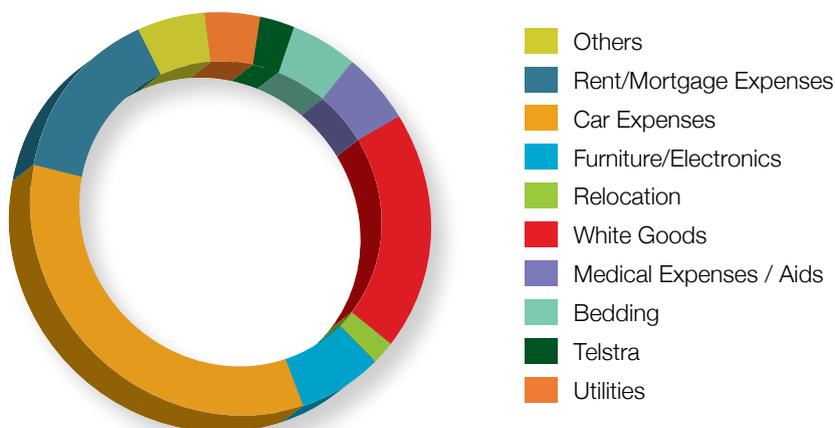
- Assisted 143 people with the provision of food and/or fuel
- Helped 74 people with utilities, property yard clean up, whitegoods, car registration, car and vehicle maintenance and repairs and relocation
- Had debts waived totalling over \$100,000

Zero Interest Loans

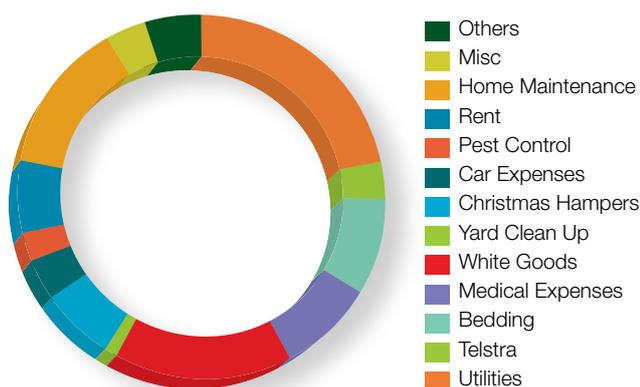
During 2017-18, there were 24 Zero Interest Loans provided to people in need.

Each loan application is assessed by a Financial Counsellor to ensure the loan does not place them into further hardship and is tailored to keep repayments within reasonable means.

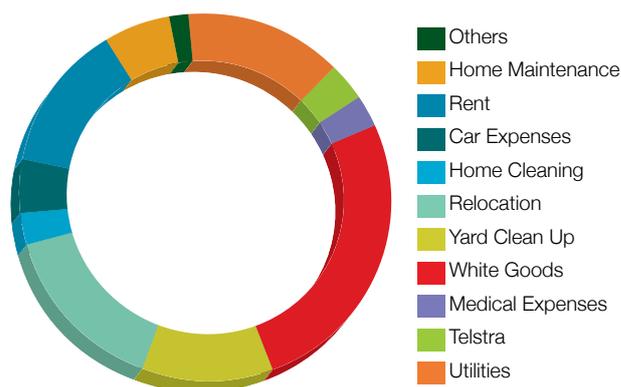
Zero Interest Loans 2017/18



Power a Pensioner Existing Clients 2017/18



Power a Pensioner New Clients 2017/18





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