



**GROUP**  
**AUSTRALIA**

2016  
**ANNUAL  
REVIEW**

**STEPS GROUP AUSTRALIA IS A  
FOR PURPOSE ORGANISATION  
PASSIONATE ABOUT MAKING  
A DIFFERENCE IN THE WORLD  
BY PROVIDING INDIVIDUALS  
AND COMMUNITIES WITH THE  
OPPORTUNITY TO SHINE.**

We do this through training, employment, and services that empower and teach people the right skills to achieve their goals and aspirations in the real world.

STEPS is truly diverse from the services we deliver, to the customers we serve, and the communities in which we work. We are united in our determination to make a positive impact in the lives of the people we work with.

Strategic partnerships play a key role in the programs and services we deliver, and we work hard to create mutually beneficial relationships with industry, local employers, government and the community. Over the years these partnerships have seen us create innovative solutions for communities and pathways towards independence for thousands of our customers.

STEPS have been watching our customers succeed since 1989 and we hope to share many more journeys with our customers as they strive for a brighter future.

*Making a  
difference  
by providing  
opportunity*

**stepsgroup.com.au**

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# MD'S MESSAGE



*Carmel Crouch*

2016 was a remarkable year for STEPS. It was the year we bundled up our collective 28 years of knowledge and experience and used it to make a big impact on the causes we're most passionate about.

In 2016 we took the enormous challenge of changing the state of living for people with a disability, pioneering a model to effectively enable young people with a disability learn long term independent living skills. With our first round of students enrolled at STEPS Pathways College on the Sunshine Coast, we have plans to replicate the College in other areas, providing more young people with a secure and independent future.

In STEPS Community Services we ramped up the fun factor for our customers recognising the benefits of fun, physical activity, creativity, and friendships on overall physical and mental well being. Designing our services with the experiences of our customers as the single most important element has helped us to broaden our customer bases, and meet the community's expectations in an NDIS environment.

This year we were fortunate again to work with refugees and migrants from all over the world as we helped to ease their settlement in Australia as part of the Skills for Education and Employment program. And we were lucky to be invited to learn about traditional aboriginal culture as we weaved learning activities into meaningful contexts for our students. Having the opportunity to experience such diversity of culture and nationality has made us richer as an organisation. Our trainers have developed a high degree of cultural competence across a broad spectrum which has enabled us to sensitively and successfully meet the needs of our customers.

In delivering disability employment services we concentrated on working with our jobseekers to support their strengths and provided specialist services unique to each individual. We increased our mental health specific employment support services throughout Queensland to provide people experiencing mental health issues with supported pathways to recovery through meaningful employment.

STEPS Charity took a leading role in engaging our community, creating awareness of the challenges many people face daily, and asking the community to help in creating a more inclusive society where members have an equal opportunity to a bright and happy future. As a result of this we've been the receiver of incredible acts of kindness with local businesses and individuals supporting our causes through donations and in kind.

We undertook many other projects throughout the year to create opportunities for people and communities right across Australia, and we approached all of our work with a pioneering spirit and true "outside the box" thinking. It is with this same spirit that we intend to move forward in the years to come, to lead change in our communities and fight for equal opportunities for all Australians.

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**WESTERN AUSTRALIA**

- DERBY**  
Skills for Education and Employment
- KUNUNURRA**  
Skills for Education and Employment
- PERTH**  
National Panel of Assessors

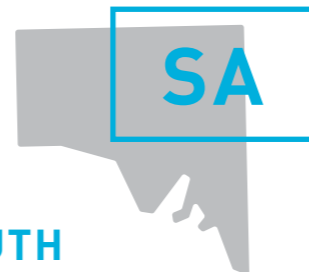


**NORTHERN TERRITORY**

- DARWIN**  
Skills for Education and Employment
- GUNBALANYA**  
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- MILINGIMBI**  
Skills for Education and Employment
- GALIWINKU**  
Skills for Education and Employment

**OUR FOOTPRINT**

- NHULUNBUY**  
Skills for Education and Employment
- ALICE SPRINGS**  
Skills for Education and Employment
- Disability Employment Services
- National Panel of Assessors
- Northern Territory Aged Care Project
- HERMANNSBURG**  
Skills for Education and Employment



**SOUTH AUSTRALIA**

- ADELAIDE**  
National Panel of Assessors



**VICTORIA**

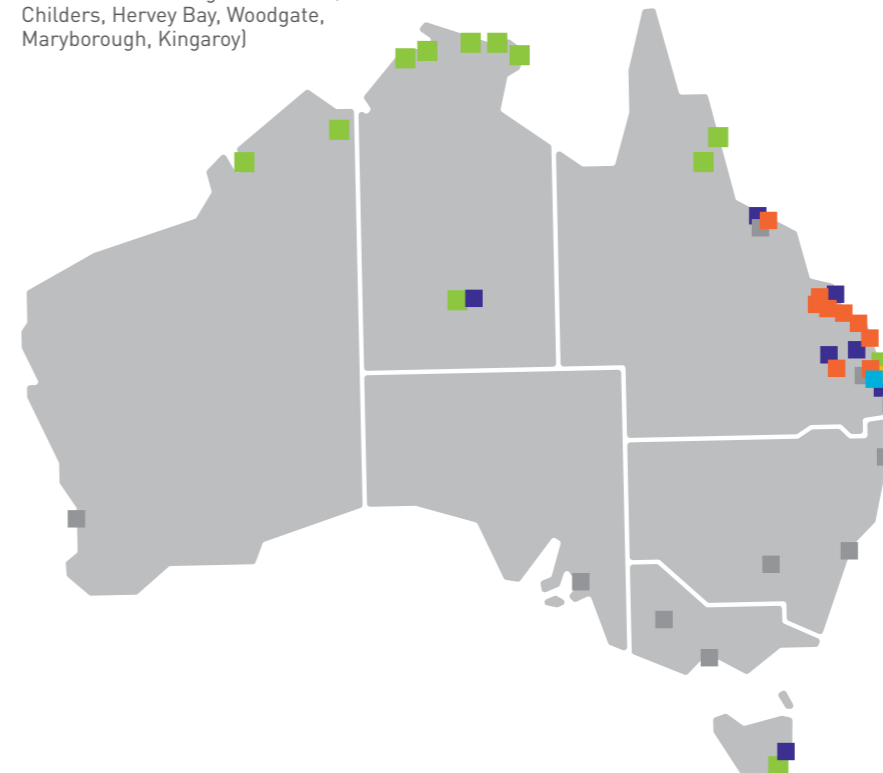
- MELBOURNE**  
National Panel of Assessors



**QUEENSLAND**

- CAIRNS**  
Skills for Education and Employment
- ATHERTON**  
Skills for Education and Employment
- TOWNSVILLE**  
Disability Employment Services  
incl. Mental Health Specific Disability  
National Disability Coordination Officer  
Program (region 22)
- AQR**  
Disability Employment Services  
incl. Mental Health Specific Disability
- BUNDABERG**  
Disability Employment Services  
incl. Mental Health Specific Disability
- Care for Carers Program
- WIDE BAY REGION**  
Care for Carers Program (Gin Gin,  
Childers, Hervey Bay, Woodgate,  
Maryborough, Kingaroy)

- MURGON**  
Mental Health Specific Disability  
Employment Services
- GYMPIE**  
Disability Employment Services  
incl. Mental Health Specific Disability
- Pet Companions
- Care for Carers Program
- NOOSA**  
Disability Employment Services
- Pet Companions
- NAMBOUR**  
Disability Employment Services  
incl. Mental Health Specific Disability  
Pet Companions
- MALENY**  
Disability Employment Services
- MAROOCHYDORE**  
Disability Employment Services
- STEPS Community Services
- CALOUNDRA**  
Disability Employment Services  
National Disability Coordination  
Officer Program (region 20)
- STEPS Charity
- STEPS Training
- STEPS Head Office
- STEPS Nursery



- REDCLIFFE**  
Mental Health Specific Disability  
Employment Services
- CABOOLTURE**  
Mental Health Specific Disability  
Employment Services



**NEW SOUTH WALES**

- YAMBA**  
National Panel of Assessors
- SYDNEY**  
National Panel of Assessors
- WAGGA WAGGA**  
National Panel of Assessors



**TASMANIA**

- HOBART**  
Skills for Education and Employment  
Indigenous Advancement Strategy

**MAP KEY**

- STEPS Education & Training
- STEPS Employment Solutions
- STEPS Social & Community
- STEPS Group Australia
- STEPS Charity
- National Panel of Assessors

STEPS EMPLOYMENT SOLUTIONS IS A SPECIALIST RECRUITMENT SERVICE PROVIDING BUSINESSES WITH A SOLUTION TO THEIR STAFFING NEEDS, WHILE PROVIDING JOB SEARCH AND EMPLOYMENT SUPPORT FOR PEOPLE WITH A DISABILITY, ILLNESS OR INJURY.

Our aim is to have happy customers. For people who come to us looking for work that means gaining employment in a role that aligns with their career goals. For the employers we work with it means welcoming a new person into their business who is skilled, passionate, and a loyal team member.

To make our customers happy we spend a lot of time focusing on the right fit for the job; providing opportunities to upskill in areas that support career objectives, sharpening employability skills, and supporting employers as they train staff in undertaking their new role.



# EMPLOYMENT SOLUTIONS

## BETTER EMPLOYMENT OUTCOMES FOR PEOPLE WITH MENTAL ILLNESS

People with mental illness are among the most socially and economically marginalised members of the community. While employment rates of people with a mental illness make up one of the largest unemployment demographics in Australia, research shows that employment support is rated one of the most prominent issues for people with a mental illness, and that people with a mental illness consider employment as an important pathway to recovery.

Last year we were successful in advocating for mental health specific employment services rolling out employment support for people with mental illness in eight locations across Queensland. In 2016 we continued that support providing people with mental illness personalised job search and employment support in consideration to their mental health needs and recovery goals. We plan on increasing the services we provide to people with mental illness, helping individuals on their journey to well being, improving mental health awareness amongst employers, and creating more inclusive and understanding workplaces.

## NATIONAL PANEL OF ASSESSORS

Workplace Assessors assist people living with a disability to experience success in the workforce by enhancing their employment participation through supported wage assessments, ongoing support assessments, and workplace modification assessments. STEPS provide independent workplace assessments throughout the country helping to create equal employment opportunities for all Australians.

## STEPS COMMERCIAL CLEANING

STEPS Commercial Cleaning provides people looking for work an avenue to enter the workforce and build their employability skills in a supportive, positive environment. Providing commercial cleaning to government departments, NGOs and commercial businesses on the Sunshine Coast, as well as offering a mobile car detailing service to employees of the offices we service, STEPS Commercial Cleaning is an example of social enterprise success. We love seeing the team grow in confidence, learn new skills, and go on to achieve their long term employment goals.

"Working with STEPS has reinforced our belief that people who are differently abled can have a profound impact if given opportunities in the right roles, often more so than those without injury, illness or disability."

*Josh Ryan, Director  
- iMend Phones*



## SOULFISH SEAFOODS FIND A GOOD CATCH IN JACK

Finding reliable staff had been what Dan Learoyd described as an “absolute nightmare”. When the owner of Coolum-based Soulfish Seafoods found Andrew ‘Jack’ Eden, he was relieved to welcome a new team member who is now indispensable to the business.

Jack was a STEPS Employment Solutions client with a back injury including painful bulging discs and arthritis, making finding appropriate work and a flexible employer a challenge.

“Having a back injury was definitely one of the problems I had with finding work, but Dan understands the problem and works around it – he’s a great guy to work for and likes to make it comfortable for everyone here,” Jack said.

Dan found Jack had all the right experience, credentials and attitude for the job.

“I have no hesitation with leaving Jack to run the business while I’m away– he’s very reliable and hardworking, plus everyone here enjoys working with him, he likes to have a laugh, is great with customers and knows exactly what he’s doing,” he said.

“I find the guys I’ve employed (through STEPS) much keener than people without a disability– I guess they can find it a bit harder to get work, so when given the chance they have all seemed to rise to the challenge and feel comfortable at work.”



STEPS SOCIAL AND COMMUNITY SERVICES PROMOTE WELL BEING AND QUALITY OF LIFE FOR BOTH INDIVIDUALS AND THE COMMUNITY AS A WHOLE. OUR RANGE OF PROGRAMS AND INITIATIVES ENCOURAGE CARE AND RESPECT WHILST CELEBRATING DIVERSITY AND INCLUSIVENESS.

## THE HEALING POWER OF HAPPINESS

STEPS Community Services provide important support to people with a disability in the areas of accommodation, community access and personal care, along with a host of other activities that improve well being and quality of life, increase individual happiness, and promote social activity and friendship. While some of the services we provide are critical to maintaining health, we place great value on the power of inclusiveness, alleviation of loneliness, and developing purpose in life to create positive well being.



# SOCIAL & COMMUNITY

## CARING FOR RECOVERY AND WELL BEING

### PET CARE SUPPORTING MENTAL HEALTH RECOVERY

STEPS Pet Companions program allows pet owners to take care of their mental well being knowing their pets are being well looked after. The in-demand program supports people experiencing mental health issues on their pathway to recovery by alleviating the stress associated with finding temporary care for their beloved companions.

Pet Companions coordinator Tania Hossack said, "During tough times it can be difficult to look after our pets or even to take care of ourselves, so for those experiencing mental illness this can create a huge barrier to getting help, particularly when medical support may include in-hospital care".

A team of animal-loving volunteers make this program possible, caring for pets ranging from dogs and cats to chickens and horses, and providing peace of mind to many.



### LOOKING AFTER THE WELL BEING OF AUSTRALIA'S UNPAID CARERS

There are more than 2.8 million unpaid carers in Australia playing an integral role in Australia's health system. Caring for someone you love can take both an emotional and physical toll on your health. STEPS Care for Carers provides invaluable support and resources to unpaid carers by recognising the individual needs of a person beyond their carer role. The program has grown to service the Wide Bay and Burnett region and coordinates informative and social meetings, peer support, counselling and mentoring. The Care for Carers program is supported by funding from the Australian Government under the Commonwealth HACC program and the Queensland Government.

IN ADDITION TO PROVIDING EMPLOYMENT SERVICES SPECIFICALLY DESIGNED TO SUPPORT PEOPLE EXPERIENCING MENTAL HEALTH ISSUES, STEPS, IN PARTNERSHIP WITH A RANGE OF ORGANISATIONS, PROVIDE INDIVIDUALS WITH HOLISTIC PATHWAYS TO RECOVERY.



## PARTNERING FOR MENTAL HEALTH

## PARTNERS IN RECOVERY

In 2016 STEPS maintained its position on the Partners in Recovery Partnership Council collaborating with organisations throughout the Sunshine Coast and Gympie regions to support people with severe and persistent mental illness towards recovery. In the past year we provided care coordination to 40 people experiencing severe and persistent mental illness with complex needs to access services and engage in their communities. Our work as part of the Council has resulted in reduced isolation and an increase in community participation for many of our clients.

## PEER HEALTH COACH PROGRAM

In a joint effort from the inclusive services team at Queensland Health and STEPS Social & Community, 20 people identifying as having a lived experience of mental illness took part in a two day training program aimed at improving the long term well being of people with severe and persistent mental illness. Participants were provided the opportunity to apply for a role with STEPS as a Peer Health Coach using their lived experience to provide support to people with mental health issues on their journey to recovery. Out of the 20 people who undertook the course, five of those are now employed with STEPS as Peer Health Coaches providing invaluable mentoring and support to people experiencing mental health issues.

## STEPS + HEADSPACE

We joined forces with Headspace as part of their Partnership Council in Maroochydore, Caboolture and Bundaberg to help young people with mental health issues find and maintain employment.



# SKILLS FOR LIVING, SKILLS FOR LIFE

In 2016 we made a commitment to change the state of living for people with a disability. Leaning on our experience in the disability industry, and our network of experts, practitioners and families, we identified a gap in services that provided young people with a disability with long term independent living skills. Through a process of research and community engagement we found that the capabilities of many young people were being understated or overlooked, and we knew that we could help build capacity and empower young people with a disability to become independent in the community.

Our response to this gap in services was STEPS Pathways College. In 2016 we began construction of the College, based on the Sunshine Coast, launching an Australian first model designed to equip young people with a disability with the skills they need to live independently now and into the future. At STEPS Pathways College students undertake an intensive training course combining practical day to day living skills with actual independent living experience.

STEPS Pathways College has been developed entirely from funds donated by the local community and we can truly say it's "the College the Coast built". The local construction industry supplied the bricks and mortar (and everything in between) to construct beautiful modern units where students live independently while they learn, while our charity raised important funds needed to develop resources and equip the College in readiness for our students.

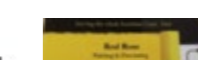
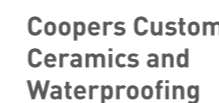
With our first round of students enrolled to start study at STEPS Pathways College in 2017, we have plans to replicate the College in other areas providing more young people with a secure and independent future.



# PATHWAYS COLLEGE

# THE COLLEGE THE COAST BUILT

Thanks to the following 2016 supporters of STEPS Pathways College for your donations of material, services and labour to create a brighter future for people with a disability.





**STEPS NURSERY IS A UNIQUE RETAIL OUTLET THAT SELLS QUALITY PLANTS AND GARDENING SUPPLIES TO THE PUBLIC WHILE PROVIDING A SPACE FOR THE COMMUNITY TO LEARN, EXPLORE, AND EXPERIENCE THE JOY AND BENEFITS OF GARDENING.**

For more than 15 years we have provided a place for students, volunteers and people with a disability to build their work experience, learn new skills, socialise, and develop their ability to work as part of a team.

The teamwork of those in our nursery community has allowed the look, feel and success of the centre to flourish under the guidance of our recently-appointed manager Lisa Buckley.

"I love teaching people and I think it is just a great opportunity where I can give all of myself and train young people living with a disability," Lisa said.

Proceeds from our nursery go back into projects that support our commitment to make a difference by providing opportunity.

# NURSERY

## STEPS NURSERY

Our volunteers are the heart and soul of the Nursery. Without them we wouldn't be here, and we wouldn't have the opportunity to learn from their knowledge and experience. Thanks to all our passionate, quirky, fun, hard working volunteers who make the STEPS Nursery team.





**STEPS EDUCATION & TRAINING DELIVER TRAINING WITH A FOCUS ON SUSTAINABLE LOCAL EMPLOYMENT. WE DO THIS THROUGH STRONG RELATIONSHIPS WITH LOCAL EMPLOYERS AND INDUSTRY, AND DELIVERING TRAINING THAT MEETS IDENTIFIED SKILLS GAPS IN EACH COMMUNITY.**



# EDUCATION & TRAINING

As a leading provider of the Skills for Education and Employment program, we help individuals build their language, literacy and numeracy skills in readiness for further study and employment. We work with refugees and migrants, Aboriginal and Torres Strait Islander people, and individuals living in metro, regional and remote locations across Australia. Our students come to us from a multiplicity of backgrounds, nations and cultures and bring with them a rich tapestry of experience and knowledge, values and understanding.

As a registered training organisation we also deliver a range of certified training with specialisation in the areas of disability, aged, home and community care. Again industry collaboration has been key to our success in achieving high employment rates for graduates. We believe that understanding local employer needs is fundamental to training design and delivery in order to achieve the best outcomes for our students. This includes implementing work placement and work experience as part of our students' journey with us in both the Skills for Education and Employment program and in the certified courses we deliver.

Our goal isn't to have students graduate. It is to ensure our students' pathway towards further study and employment in alignment with their personal goals, and to create sustainable communities through meeting local employment needs.

## *National Disability Coordination Officers*

Working in collaboration with a range of education, training and employment providers, STEPS National Disability Coordination Officers work strategically to help people with a disability successfully transition into study, and from study to employment. The main focus of our National Disability Coordination Officers is to reduce barriers to study and work, making the transition as smooth as possible. We do this by building relationships in the community that increase opportunities for people with a disability, through service coordination, improving general local knowledge of study and work support services, and improving the capacity of education, training and employment providers to support people with a disability in their journey through study and employment.

STEPS National Disability Coordination Officers provide services in the following regions across Queensland:

- Caboolture
- Darling Downs
- Gympie
- South Burnett
- South West Queensland
- Toowoomba
- Mackay
- Whitsundays
- Burdekin
- Hinchbrook
- Cassowary Coast
- Cairns
- Cape York
- Tablelands
- Charters Towers
- Mt Isa
- North West Queensland (incl. the Gulf)



Joseph completed his Certificate II in Agriculture and earned Employee of the Month out at Myroodah Station in Western Australia



In 2016 we saw an increase in the number of males studying for the care industry, Jake was one of our youngest graduates



Cairns Skills for Education & Employment students hit the books to improve language, literacy and numeracy skills



Galiwinku turn their studies into enterprise making and selling soaps to the community



SEE provides opportunities to learn for young and old



Field trip for students who are with us as refugees and migrants learning important skills for work and study



Contextualising training to traditional culture; students learn skills while weaving beautiful baskets made with locally sourced natural fibres and colours



Learning on the job at Rio Tinto Alcan Gove



Students in Hobart support each other in gaining skills for education and employment



Sunshine Coast Aged Care graduates prepare for work in the local care industry



Students have fun learning and forming friendships in Tasmania





### CARMEL CROUCH

Carmel Crouch's appointment as board Chair started more than 27 years ago when STEPS was just a small organisation trying to provide young people with a disability with opportunities for workplace participation and independence. Today Carmel is the Chair of a much larger organisation that helps many individuals all over Australia strive for a brighter future.

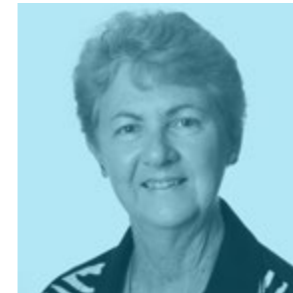
As Chair, Carmel facilitates STEPS Group Australia's strategic planning and major decision making processes. Her in-depth knowledge of not for profit corporate governance, coupled with her service delivery expertise and determination for social equality, has been instrumental in the ongoing success of the organisation.



### CHRISTINE JONES

Christine is a solicitor in private legal practice. She was admitted as a legal practitioner initially in 1986, and now practices primarily as a dispute resolution practitioner.

Christine has been a director and secretary of STEPS Group Australia Ltd since 2006, and is a director and the secretary of STEPS Charity Ltd. Christine is also a member of the Australian Institute of Company Directors.



### HELEN FERGUSON

Helen Ferguson has been in private enterprise for more than 35 years and until recently retiring, was the Principal Adviser in her own financial planning business.

Helen joined the board of directors of STEPS Group Australia Ltd in 2003 and is a director of STEPS Charity Ltd. Helen is also a member of the Rotary Club of Bundaberg Daybreak, is a Bundaberg District Executive of Scouts Australia, and is a member of the Australian Institute of Company Directors.



### MICHAEL LUTJE

Michael is a chartered accountant and a partner in his firm with over 26 years' experience.

Michael has been a director and the treasurer of STEPS Group Australia Ltd since 2009, and is a director and the treasurer of STEPS Charity Ltd. He is also a member of the National Tax & Accountants' Association, the Taxation Institute of Australia and the Australian Institute of Company Directors.



### SHELTON WABERSINKE

Shelton graduated from The University of Sydney with a Bachelor of Medicine and Surgery in 1985 and has been a Family General Practitioner on the Sunshine Coast since 1990.

Shelton is one of the founding Principals of Lake Kawana General Practice and practices in all areas of medicine with a special interest in Mental Health. She is a Local Area Group (LAG) Coordinator for the Primary Health Network (PHN) and a member of their GP Reference Group. For many years she has held the position of Honorary Medical Officer at Marcoola Surf Life Saving Club. Shelton is happy to be welcomed back to STEPS Group Australia, after serving on the board previously from 1994 - 2007.

Shelton is a director of STEPS Group Australia Ltd and STEPS Charity Ltd.

# MEET THE BOARD



**CARMEL CROUCH**  
*Managing Director*

Carmel Crouch has held numerous senior executive roles in a career that spans the commercial and not-for-profit sector. Carmel is a distinguished community leader and a passionate advocate for people with a disability. Building capacity, and empowering individuals and communities towards independence has become Carmel's trademark approach to service design. Combined with her in-depth knowledge of contract administration, Carmel has been successful in achieving important social and political change.

Carmel's innovative approach to service delivery, skilled strategic leadership, and business acumen have been instrumental in the expansion and diversification of STEPS' work, and in supporting people to achieve greater independence in life.

Carmel is also the Chief Executive Officer of STEPS' Registered Training Organisation.



**STUART COWARD**  
*Executive Officer*

Stuart Coward is a highly experienced business professional having established a string of successful business ventures in the training, hospitality and employment industries prior to joining STEPS. Stuart's strategic negotiating skills and passion for community development has seen him forge effective partnerships nationally and internationally including the securement of several global sister city agreements.

As Executive Officer of STEPS Group Australia, Stuart seeks out innovative partnerships with industry and government that provide opportunities for growth and diversification in line with STEPS' strategic objectives.

Stuart has held a number of community leadership roles and today is a representative of the Qld Health and Community Services Industry Skills Council.

# EXECUTIVE LEADERSHIP TEAM



**SAMANTHA GEESON**  
*Strategic Programs Manager*

Samantha has extensive experience in the recruitment and disability sectors having held strategic positions in the UK and Australia. As Quality and Customer Service Manager, Samantha is responsible for implementing organisation wide quality management systems, ensuring STEPS' activities are compliant with relevant legislative and regulatory standards, and the development of service delivery models for improved contract delivery, staff performance and continuous improvement.

Samantha's passion for providing opportunities for community and economic participation and enacting positive social change can be seen in her work which is driven by the success and experiences of our customers.

As a skilled leader of change management Samantha has been instrumental in managing major projects across the organisation including the implementation of Case Based Funding from Block Grant Funding and achieving ISO 9001:2008 Certification. Samantha holds a BA of Applied Science (Applied Psychology and a Graduate Diploma in Human Resources).



**BRUCE ELDRIDGE**  
*Chief Financial Officer*

Bruce Eldridge is a Certified Practising Accountant with more than 14 years experience working in commercial and industry enterprise before entering the not for profit sector. As Chief Financial Officer, Bruce manages a highly effective finance team and is an integral member of the Executive Leadership Team.

Bruce's applied knowledge of project and asset management, and skill in managing supply chain logistics have been fundamental in STEPS' success in contract delivery and growth. An intricate understanding of corporate governance has led to the smooth transition of large acquisitions and the change of STEPS' legal entity from an incorporated association to a company limited by guarantee. Bruce is a member of the Australian Institute of Company Directors.



**LISA SMITH**  
*Human Resources Manager*

Lisa is a generalist Human Resources (HR) practitioner with substantial HR and management experience. As Human Resources Manager, Lisa is responsible for the leading the strategic and operational HR and Work Health and Safety activities for the organisation, ensuring alignment with business objectives.

Having held various senior management positions, Lisa has managed the HR function for small to medium organisations in the public sector and not for profit industry. An experienced change agent, Lisa has provided strategic and operational HR advice which has improved business performance and sustainability. Her experience includes the establishment of HR frameworks (systems, policy and procedure development), organisational restructures, leadership development, workforce planning, and project management of major HR and Industrial Relations initiatives.

Lisa possesses a Bachelor of Business (Human Resource Management), Diploma of Project Management, and Diploma of Organisational Change Management, and is a Certified Member of the Australian Human Resources Institute.

OUR STAFF, VOLUNTEERS, STUDENTS, CUSTOMERS, FRIENDS AND SUPPORTERS TOGETHER CREATE THE RICH SOCIAL FABRIC OF THE STEPS COMMUNITY. THE OPPORTUNITY TO CELEBRATE AND SHARE OUR CULTURES IS AN INVALUABLE EXPERIENCE FOR US ALL.

Understanding of the differences and similarities we share with those around us offers a treasured lesson in empathy, respect and the vibrancy of our world. For most it is an unparalleled chance to expand our horizons while gaining an appreciation of the complexities and cultural diversity of our own communities.

Our workforce is a reflection of the people we work with and serve - a dynamic fusion of people from diverse paths in life, with unique experiences and varied perspectives.

Our STEPS sites across the nation are filled with people of different ages, ethnicities, religions, lifestyles, ideas and dreams. This spectrum

of backgrounds provides us with an opportunity to learn and grow, allowing us to support our customers in meaningful ways and accelerating the attainment of their personal goals.

The quality of our services in our various sectors are dependant on our understanding of diversity. Our workforce is a reflection of the people we work with and serve - a dynamic fusion of people from diverse paths in life, with unique experiences and varied perspectives.

At STEPS we passionately encourage and advocate for equality in our workplaces and communities, and appreciate and celebrate the unity that results from the respect and understanding of difference.



# CELEBRATING DIFFERENCE

# VOLUNTEERS

## FOR THE LOVE OF IT

Throughout the last year 125 volunteers contributed more than 30,000 hours of their time and talents to help STEPS make a difference in their community. Each of the volunteers have their own reasons for wanting to support STEPS. Some people join us to gain work experience, build their skills and learn more about an area that interests them. Others take part because they are passionate about the work that STEPS do, and some because they hold a desire to give back to the community we share.

The work of our volunteers is felt across the country, in assisting our jobseekers and supporting our students, taking care of pets and looking out for carers, digging deep in STEPS Nursery and helping us raise important funds for our Charity. The significant contribution of our volunteers and their dedication enable the success of STEPS across all our services and community projects. We are incredibly thankful for the support of all our volunteers and the accomplishments they have helped us achieve in 2016.





IN 2016 STEPS CHARITY WAS CHARGED WITH THE MAJOR JOB OF RAISING FUNDS TO BRING STEPS PATHWAYS COLLEGE TO COMPLETION. USING ALL OF THEIR CREATIVITY AND PASSION THE TEAM WORKED IN COLLABORATION WITH A RANGE OF COMMUNITY STAKEHOLDERS TO RAISE THE REQUIRED FUNDS AND PROVIDE 11 YOUNG PEOPLE WITH A DISABILITY THE OPPORTUNITY TO LEARN LIFELONG INDEPENDENT LIVING SKILLS.



# CHARITY

## STEPS GRAND WINTER BALL

By far our most ambitious fundraising event to date, the STEPS Grand Winter Ball raised \$90,000 through sponsorships, donations and fundraising events on the night. Money raised helped put us one big step closer to creating a brighter future for people with a disability. We wish to thank the whole community for joining us in support of a very worthy cause, and in particular we'd like to thank those who made a significant contribution on the night helping us reach our fundraising goals.

### Special thanks to

#### Presenting Partner



#### Diamond Partners



#### Ruby Partners



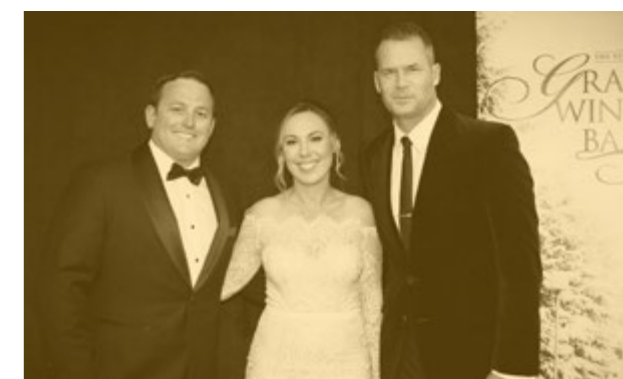
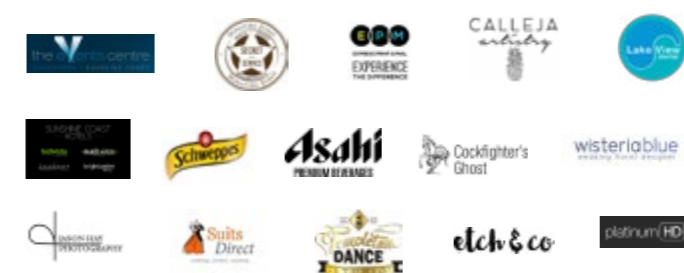
#### Pearl Partners



#### Media Partners



#### Event Partners





OUR LIVING LEGENDS ARE OUR BUSINESS AND COMMUNITY PARTNERS COMMITTED TO WORKING WITH STEPS CHARITY TO CREATE POSITIVE CHANGE IN THE LOCAL COMMUNITY. OUR PARTNERS GENEROUSLY DONATE TO OUR CAUSE AND ARE PASSIONATE ABOUT CHANGING THE CURRENT STATE OF LIVING FOR PEOPLE WITH A DISABILITY.



### A SPECIAL THANK YOU

STEPS Charity would like to thank Alan Slaight for his generous donation of \$30,000 used for the construction of infrastructure at STEPS Pathways College, and for the development of innovative learning resources for our students.

### BUSINESS LEADING CHANGE

In 2016 we began working closely with the business community, asking business leaders to adopt a charitable element to their workplace events and initiatives. As a result we have been honoured to be named charity of choice of a number of businesses who incorporated fundraising into their planned events, while other businesses have made the move to incorporate a "give back" component to their strategic planning. We launched the Pay it Forward program, providing businesses a simple way to give back and make a difference in their community.

We wish to thank Mindset for Success, SPS Audit and East Coast Human Resource Management, who supported our work in 2016 through the Pay it Forward program.



TOGETHER WE CAN MAKE A REAL DIFFERENCE

# PARTNERSHIPS CREATE OPPORTUNITIES

STEPS provide opportunities for people and communities to achieve equality, develop capacity for empowerment, and enact social change. Forging strong, mutually beneficial partnerships, collaborating with local business, industry, government and non government organisations, and engaging with the communities in which we work is key to our success. We provide value to our partners in ways that support their partnership goals ranging from community, to cultural and commercial.

Find out how a partnership with STEPS can open up a world of opportunities for you and our community.

## GET IN TOUCH TODAY

07 5458 3000

[stepscharity.com.au/our-partners](http://stepscharity.com.au/our-partners)

"WE'RE HERE TO GIVE PEOPLE AND COMMUNITIES THE ABILITY TO SHINE"

CARMEL CROUCH





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