

[SOCIAL FUTURES

**Annual report
summary**
2023-2024



WELCOME

A message from the Chair & CEO.

Over the past year, Social Futures achieved significant milestones, expanding our impact in communities and delivering new services. Our annual report highlights the progress we've made and reinforces our commitment to lasting change supporting 30,714 individual and group participants.

Social Futures' goals are all about delivering a great customer experience, providing excellent services, and sustainability. In 2024, we set up a passionate Customer Experience Team to support every customer interaction to be the best it can be.

Our new Lived Experience Advisory Panels are amplifying the voice of lived expertise by guiding our service design and improvements.

We continued to develop our work in mental health, wellbeing and homelessness support. New programs in these areas include Resilient Kids, The Bridge, Medicare Mental Health Centre and Byron Assertive Outreach, delivering critical services to regional Australia.

Our reputation for excellence is a testament to everyone working in and with Social Futures. We secured headspace Model Integrity Framework certification, and received accreditation of the Australian Service Excellence Standards, the National Standards for Mental Health Services, and the Rainbow Tick.

Looking ahead, we'll keep fostering community housing initiatives and strengthening our partnerships. Together, we will continue to create a lasting, positive impact on the communities we serve.



Pat Grier, AM - Chair

Tony Davies - CEO

We acknowledge the Traditional Owners and Custodians of the land where we live and work and their continuing connection to land, water, sea and community. We pay respects to Australia's First Peoples, to their unique and diverse cultures, and to Elders past, present and future.



Empowering people to thrive.

Our Vision

Thriving people, strong communities



Our Purpose

To achieve positive social change in our communities



Everyone matters.

We embrace and celebrate our diversity. This empowers our people to create positive social change, together.

Social Futures has a 0% Gender Pay Gap. Plus, we were awarded the Great Workplace Accreditation from WRK+ in 2024. We will continue to foster connections, strengthen diversity and inclusion, and prioritise staff development, safety and wellbeing.

380

Staff

46%

Part-time

6.5%

Identify as First Nations

15.8%

People with disability or carers of

12%

Identify as LGBTIQSB+

8.3%

Identify as culturally and linguistically diverse

From a war zone to a flood zone – Ajok's story

Ajok has lived an incredible life, from a war zone in South Sudan, to growing up in a refugee camp in Kenya, before migrating to Lismore NSW where she learned to speak English and went to school. Ajok is only aged in her thirties, but she has experienced war and was also displaced by one of the biggest natural disasters in Australian history – the 2022 floods. Ajok's story is a remarkable tale of resilience and courage.

Ajok was born in South Sudan and was displaced by the civil war, fleeing with her mother, two brothers and her sister to a refugee camp in Kenya. They were there for a decade.

"There were so many challenges I experienced in my childhood such as not having enough food and being hungry all the time" Ajok said.

When she was 13 years old, the family migrated to Australia as refugees and settled in Lismore.

"Lismore was a really nice quiet place and we really loved it there, and some of the people from the Sudanese community happened to be there as well, so I really bonded with them. It was great to have that connection again, beautiful."

But on February 28, 2022 their peaceful life came to an end.

"We were sleeping when my neighbour knocked at the door to let us know the flood was there. I went out and looked and I saw that the street was flooding so I quickly went inside and let my mother know.

"We grabbed the little things that we could get out, and just moved. We went to a shelter. It was so crowded.

"My sister was also flooded. That was hard as we didn't know if she was alive for a while. She needed to be rescued from her rooftop by helicopter.

"We lost everything, all of our belongings were gone. We had to start over again."

Ajok stayed with friends, and then moved to Western Australia to live with extended family for a few months.

"I've been moving around with my little son, who is due to start school next year."

Ajok got in touch with Recovery Connect.

"My Recovery Connect worker Helen is an amazing woman. I've never met such a beautiful person, so encouraging and always making me feel welcome.

Ajok, her child and mother have now secured temporary accommodation in a flood pod village.

"We love it here, I have settled in with my family and there are still people from Lismore here, so it's good," she said.

"I just want to find a permanent place to stay now. I've applied for more rentals than I can remember, but I never got any of them."

Ajok is still supported by her Recovery Connect worker.

"She got me counselling and helps with housing applications and is always there for me," says Ajok.

Ajok is studying, working in childcare, and would one day like to be a life coach and help others get through tough times. She has also published a book on her life story through Amazon.



BY THE NUMBERS

A year of growth.

30,714

People supported
on their journey to
inclusion, wellbeing
and independence

94,949

Total occasions of
service throughout
2023-24

19,143

People with disability
supported across
40+ programs and
initiatives

3,597

Aboriginal and
Torres Strait Islander
participants
supported across our
footprint

17,660

Participants
supported through
our 2 disability
inclusion programs

3,161

Participants
supported through
8 housing and
homelessness
programs

3,670

Participants
supported through
11 children, youth
and family programs
and 1 employment
program

6,223

Participants
supported through
8 mental health and
wellbeing programs

12,220

New program
participants in
2023-24

13,640

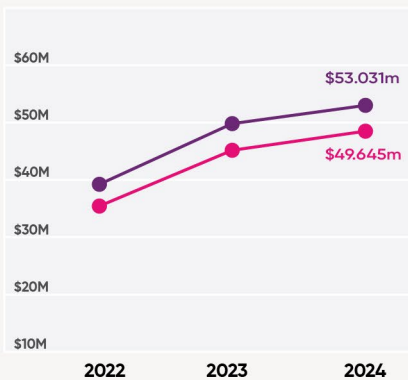
People and
participants
engaged at
community events

FINANCIALS

Social Futures financial snapshot.

At the end of this year, our financial results are elevated due to receiving service delivery funds earlier than expected. This has inflated our reported surplus and net equity. We received an extra \$4.59 million, increasing the reported surplus to **\$5.64 million**. These funds are currently in cash and term deposits and are included in our net equity position. After adjusting for these early funds, our operating surplus for the financial year 2023–24 is **\$968,000**, and our adjusted equity stands at **\$10.626 million**.

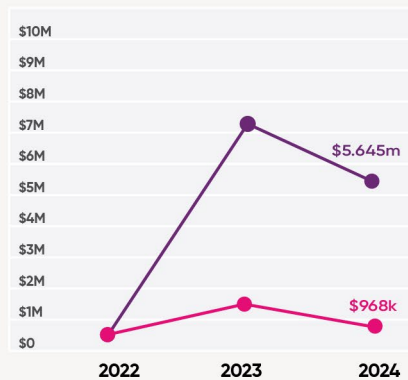
Total revenue \$53,031,000



■ Total revenue ■ Direct service delivery revenue

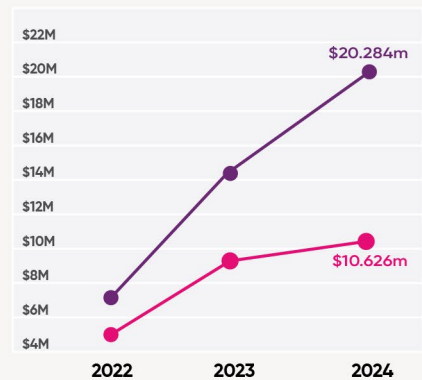
Surplus \$5,645,541*

Includes funding received in advance to be spent on program delivery during 2024–25.



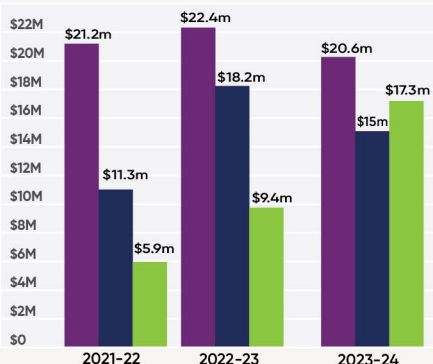
■ Surplus ■ Adjusted surplus

Net equity \$20,284,000



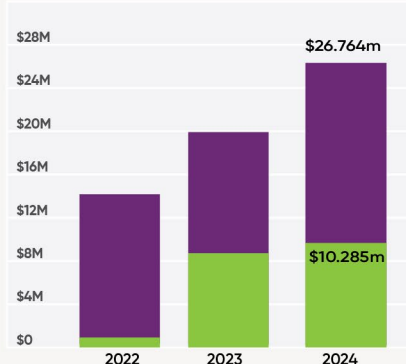
■ Total equity ■ Adjusted for restricted cash

Funding source



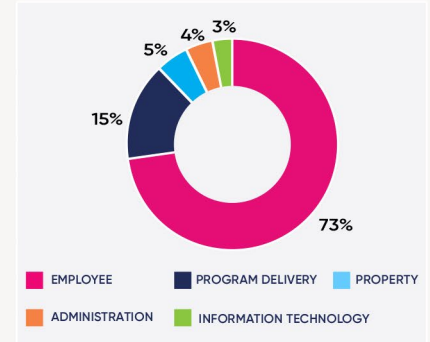
■ FEDERAL ■ STATE ■ OTHER

Assets



■ CURRENT ASSETS ■ NON CURRENT ASSETS

Expenses



■ EMPLOYEE ■ PROGRAM DELIVERY ■ PROPERTY
■ ADMINISTRATION ■ INFORMATION TECHNOLOGY



Positive Social Change

**Inclusion is about the
actions we take every day.
We welcome, support,
and celebrate diversity.**

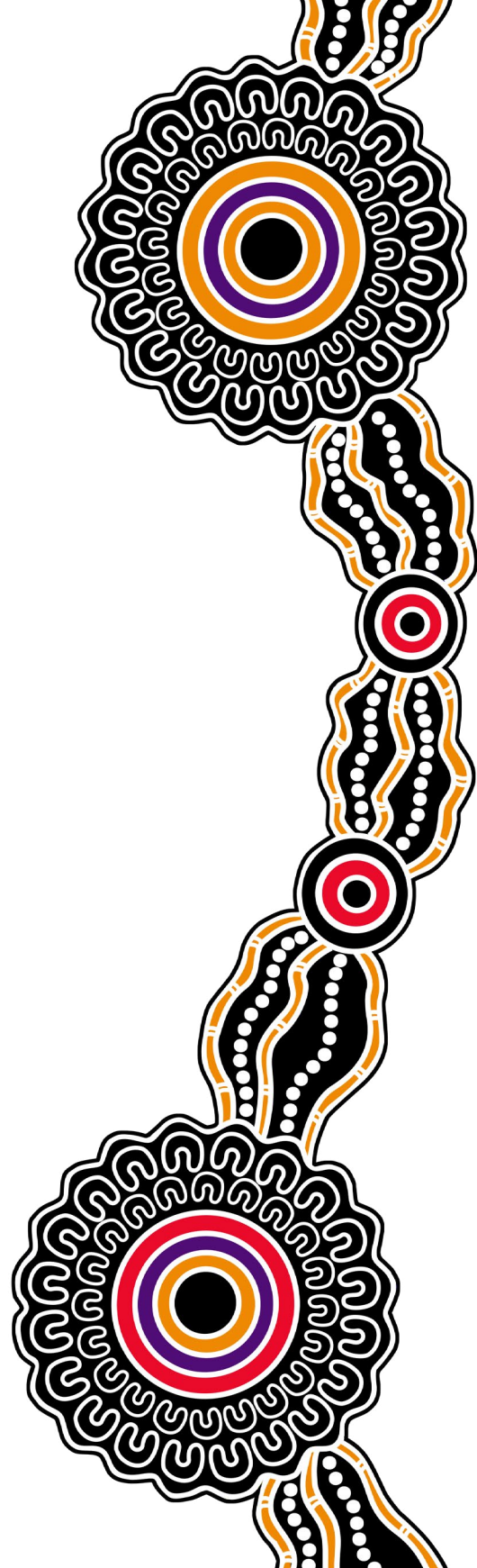
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