



# Annual Report 2013

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Disability  
Services  
SDSV





## Annual Report 2013

### President's Report



It is with great pleasure that I present my 2013 annual report for Gellibrand Support Services Inc.

The 2012/13 financial year continued to build on the positive financial results of 2011/12. A record profit of over \$475,000 was achieved through tight control of expenses and support from the Department of Human Services. However, there is a need to invest in the renewal of Gellibrand's ageing car fleet and asset maintenance. I am



pleased that Gellibrand goes forward with a stronger balance sheet so as to be able to deliver more for its clients. The Treasurer's report will provide details.

During the year the Committee of Management was made aware of the various additional challenges that client ageing brings. The Committee was very pleased to hear about the sensitive way that Gellibrand management and staff responded to these changing circumstances. The dedication and commitment that Gellibrand staff bring to their work for the benefit of the clients and the organisation never ceases to amaze me.



A pleasing trend through the year was Gellibrand's continuing involvement with Individual Support Package Clients. This area of support will be key to any future participation in the National Disability Insurance Scheme. Gellibrand has developed significant expertise in this area and is well placed to benefit from and contribute to the NDIS as the scheme develops.



Once again I would like to acknowledge

and thank all members of the Committee for their dedication to Gellibrand throughout the year.

I would also like to thank the management team for their ongoing dedication and support to Gellibrand's Clients, Committee and to each other.

I wish everyone associated with Gellibrand the best opportunity to complete 2013 peacefully and safely so as to be able to bring their energy, care and skills to the challenges that the new 2014 year will bring.

Mario Siles  
President



### 2013 Events

• **AGM**

The Gellibrand AGM held on the evening of the 21st of November this year.

• **Annual Christmas Function**

Gellibrand will host this event at Sheldon Receptions, Somerville Road, Sunshine, on 6th December.



# Annual Report 2013

## CEO Report

2012 – 2013 has been a positive year overall for Gellibrand. Gellibrand continues to move forward as an organisation, in team member performance, in administrative systems, and in positive relationships with different people and organisations.

There were many new clients wanting to receive support both in ISP (Individualised Support Package) and in our new MAP service (Meaningful Activities in Partnership), one client chose to move within the organisation to a different CRU, and two clients chose to move to nursing homes. Sadly, we said a last goodbye to Shaun Gristwood, Walter Pieretto, and Maria Azzopardi. Shaun passed very suddenly, and Walter and Maria were in hospital for a short time.

Our ISP program has continued to be well respected, with 9 new clients choosing us as their provider in the last financial year. Some were for a short “burst” of support, others are looking at us as their long term provider. This is approximately a 25% increase on last year, which is a healthy, measured, growth.

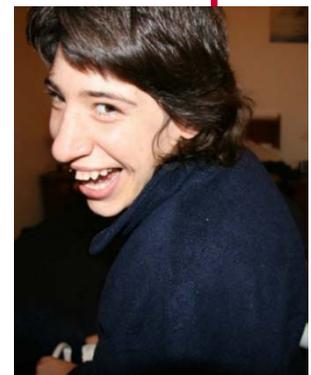
MAP – Meaningful Activities in Partnership, is a new way that Gellibrand is looking to meet client’s needs. For clients that receive an ISP allocation, this enables them to maximise their funding. The clients in MAP had a key role in helping to develop this new part of the organisation. As a result, they all seem to like the way it all works! We will continue to ‘map’ out how this all develops!

As part of Gellibrand’s ongoing commitment to building knowledge and skill in all areas of support, and our commitment to be responsive to the needs in the community, we have opened a “mini” CRU in the north of Melbourne, which is for a particular client that DHS has asked us to work with, and he is a

great guy that we have all enjoyed getting to know. The person we are supporting has expressed many times that he is delighted with how this has all worked out, which makes it all the more worthwhile for all concerned. Administratively, Gellibrand continues to build capacity, with new systems being implemented and documented. This process has continued with the aim being to achieve positive outcomes for team members and clients we support. We have passed our external audit this year, which is a validation of the work being done at all levels of the organisation.

I would like to welcome Carine Moriniere as the new Gellibrand Finance Officer. Carine has brought a new resolve to the organisation to ensure the homes of our clients are as homely as possible. This has already been noticed by many people. Obviously Gellibrand only achieves the impressive outcomes we achieve due to the continued hard work and dedication of all involved. I thank each and every person who contributes so positively to Gellibrand.

Matthew Hoyle  
Chief Executive Officer





## Annual Report 2013

### Treasurer's Report

#### Financial Performance – Overview for 2012/2013

Gellibrand Support Services Inc. (Gellibrand) has built on last year's achievements and has recorded another outstanding profit result of \$475,235 for the financial year 2012/2013, compared to the previous year's profit of \$114,072. Heightened financial awareness among Team Leaders together with their hard work in controlling operational costs and efficiency gains within the organization has largely contributed to this excellent result. Gellibrand's growth into the field of ISP (Individual Support Packages) and the new service funding arrangements for the property at Hanmer Street have also had a favourable impact on the profit result. Government funding remains critical to Gellibrand's operation, and we recognize and greatly appreciate the ongoing funding support received from the Department of Human Services (DHS).

DHS remains Gellibrand's major source of funding representing 88.0% of total revenue 87.0% in 2012. The ongoing viability of our organization continues to be highly sensitive to movement in Government funding and wage costs. Employee expenses amount to 79.5% of total expenses and have increased by \$401,037 over the previous year. The primary drivers for Gellibrand are to meet the current and future needs of our clients and to ensure our financial long term viability. Gellibrand's bottom line results

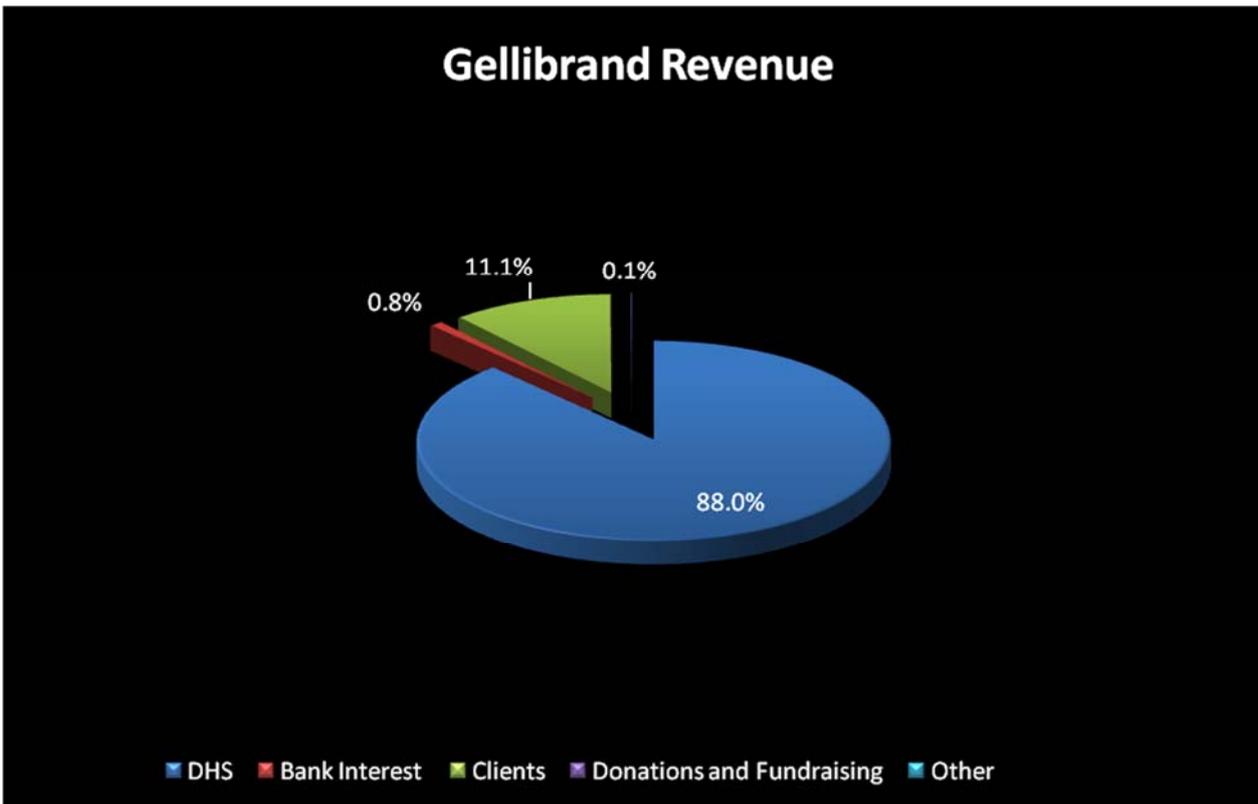
will remain heavily dependent on Government funding, fund raising activities and investment income. We will continue to seek alternative funding sources to assist with capital expense programs.

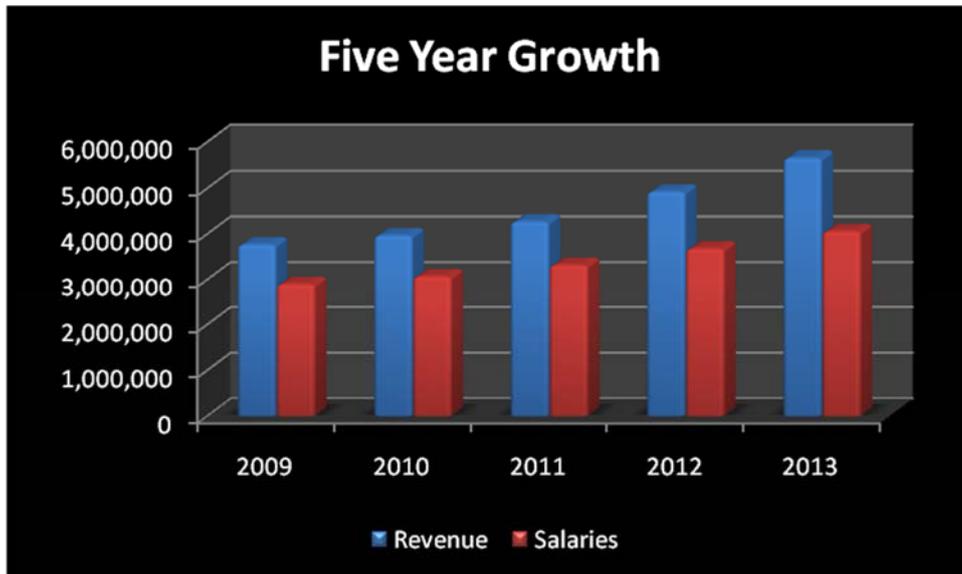
Revenue for the year increased by \$738,149 or 15.0%, over the previous year. A breakdown of revenue is shown in the graph below.

A further graph shows the growth of revenue and salaries over a five period and the trend of salaries remaining in the range of 75% to 78% of total revenue.

The Balance Sheet position as at 30 June 2013 remains healthy with total equity of \$1.7 million and \$1.8 million in cash or cash equivalents, most of which is committed to specific operational and capital improvement projects. Gellibrand's working capital ratio of 1.9 is an increase on the previous year's ratio of 1.2 and reflects our ability to meet short term commitments. Gellibrand's reserves of \$190,000 are committed to the capital costs for the new house at Honey Grove. This reserve will be extinguished once title has been transferred by DHS to Gellibrand.

Major factors influencing Gellibrand's operating profit of \$475,235 were increased funding from DHS of

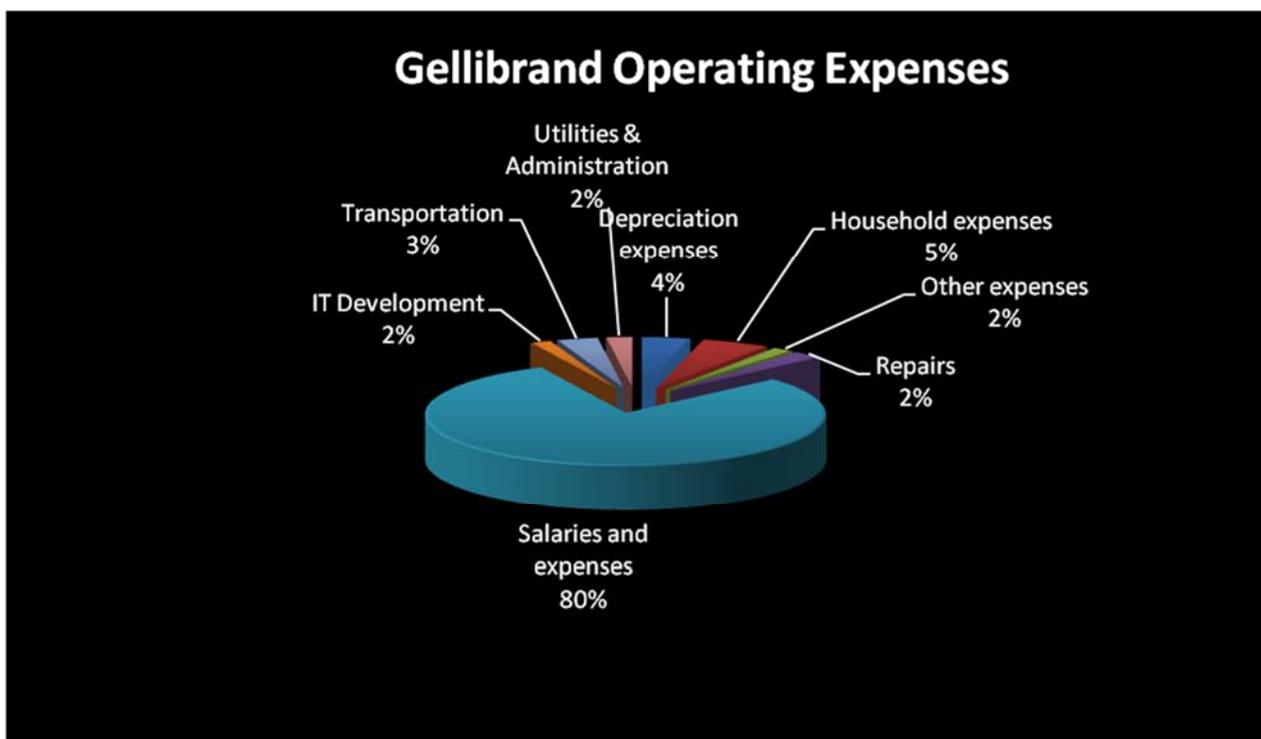




\$698,636 or 16.3% over the previous year and included funds for new ISP clients, ISP packages for some existing clients, emergency funding for clients and funding for clients who were unable to attend day placements. Salary costs increased by \$378,012 or 10.3% over the previous year, and reflect additional salary expenses incurred in supporting individual client support packages, training of new team leaders and supporting older clients at home who no longer attend day placements.

Gellibrand continues to maintain a provision based on the Disability Leasing Model (\$125,439) to cover maintenance costs for each of our houses. Other costs were kept in line with previous year expenditure.

A breakdown of Gellibrand's major operating expenses is shown in the graph below.





## Annual Report 2013

### Treasurer's Report (Continued)

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Gellibrand has actively sought funds from philanthropic organizations to support its service sites and acknowledges the contributions of, the Lions Club, Kindred Spirits Foundation and the Lord Mayor's Charitable Fund for their generous contributions. The Honda Foundation continues to provide Gellibrand with a new Honda (including maintenance costs) for a period of three years. Gellibrand is in its second year of the program and the vehicle is of great assistance as it improves Gellibrand's transport capabilities.

The Committee of Management continues to review its corporate governance policies and procedures to ensure it fulfils its obligations and to meet client and community expectations. The Committee guides and monitors the business affairs of the organisation, sets policies, strategic direction and the annual financial budgets.

The Committee of Management is responsible for monitoring Gellibrand's financial performance, enhancing financial reporting and developing business strategies. These strategies consist of strengthening existing business through operating excellence and satisfying client needs, securing growth opportunities through entrepreneurial initiatives, and ensuring sustainability through responsible long term management.

Gellibrand's Finance Team together with Team Leaders and staff, have worked particularly hard to manage and monitor the financial performance of the organization to ensure a profitable result in a changing and challenging environment.

Gellibrand faces a number of upcoming challenges, these consist of:

- Ongoing levels of government funding
- The new NDIS model that will revolutionise the way people with a disability are supported
- Finalising the new work place agreement with staff
- Sourcing external funds from the community to support Gellibrand's capital works program.

On behalf of the clients of Gellibrand, I would like to take this opportunity to thank the Committee of Management, Gellibrand Management and Team Members for their continued commitment, dedication

and professionalism and acknowledge their tremendous efforts over the past 12 months. I would also like to thank Mr. Emad Samman, who has left the organization, for his efforts over the past years as the Finance and Maintenance Officer and wish him well in his new endeavour.

Ray Kukk  
Treasurer



## Profit & Loss

For the year ended 30<sup>th</sup> June 2013

	2013 \$	2012 \$
<b>Revenue from Operating Activities</b>		
DHS Grants	4,883,919	4,194,196
Grants From Previous Year	0	0
Reimbursements	0	934
Client Fees	628,906	587,197
Donations	2,662	3,461
Brokerage	79,324	75,000
Grants for Special Purposes	15,968	11,379
Training Income	0	5,000
Fundraising	785	4,189
<b>Total Revenue from Operating Activities</b>	<b>5,611,564</b>	<b>4,881,356</b>
<b>Revenue from Non Operating Activities</b>		
Interest Received	46,361	34,163
Profit/Loss on sale of Asset	-63	4,194
		<b>38,357</b>
<b>Total revenue from non operating activities</b>	<b>46,298</b>	<b>4,919,713</b>
<b>Total Revenue</b>	<b>5,657,862</b>	
<b>Expenditure</b>		
Administration	101,584	92,924
Depreciation- Buildings	70,873	70,873
Depreciation- Computers	46,562	45,059
Depreciation- Furniture & Fittings	17,902	16,858
Depreciation- Motor Vehicles	67,128	84,106
Insurance	8,077	6,687
Equipment<\$1,000	38,850	23,585
Household Expenses	252,404	227,302
Professional Fees	84,416	76,578
Repairs & Maintenance	127,447	193,565
Resident Expenses	29,541	32,771
Salary Expenses	4,050,957	3,672,945
Service Expenses	44,136	46,022
Staff Expenses	33,249	26,385
Staff Training	36,773	20,612
Transportation	172,728	169,369
Capital Improvements	0	0
IT Development	0	0
<b>Total Expenditure</b>	<b>5,182,627</b>	<b>4,805,641</b>
<b>Net Profit/(Loss) from Continuing Operations</b>	<b>475,235</b>	<b>114,072</b>

These accounts should be read in conjunction with the notes to the accounts.

The full accounts are available upon request.



## Annual Report 2013

## Balance Sheet

For the year ended 30<sup>th</sup> June 2013

	2013		2012	
	\$		\$	
<b>Current Assets</b>				
Cash in banks and on hand	1,716,211		923,421	
Account Receivables	68,456		34,592	
Other Debit Accounts	14,591		33,705	
<b>Total current assets</b>		1,799,258		991,718
<b>Non Current Assets</b>				
Property Plant & Buildings	532,273		603,146	
Furniture & Fittings,	59,568		68,057	
Computers	67,063		70,952	
Motor Vehicles	262,851		283,979	
Projects in Progress	299,372		299,372	
<b>Total Non Current Assets</b>		1,221,127		1,325,506
<b>TOTAL ASSETS</b>		<b>3,020,385</b>		<b>2,317,224</b>
<b>Current Liabilities</b>				
Trade Creditors and Other Payables	575,428		551,883	
Provisions	378,475		279,247	
<b>Total Current Liabilities</b>		953,903		831,130
<b>Non Current Liabilities</b>				
Provision Long Service Leave	386,359		281,206	
<b>Total Non Current Liabilities</b>		386,359		281,206
<b>TOTAL LIABILITIES</b>		<b>1,340,262</b>		<b>1,112,336</b>
<b>NET ASSETS</b>		<b>1,680,123</b>		<b>1,204,888</b>
<b>Equity</b>				
Accumulated Retained Earnings	1,490,123		1,014,888	
Capital Reserve Fund	190,000		190,000	
<b>Total Equity</b>		<b>1,680,123</b>		<b>1,204,888</b>

These accounts should be read in conjunction with the notes to the accounts.

The full accounts are available upon request.



## Cash Flow

As at 30<sup>th</sup> June 2013

	2013 \$ Inflows (Outflows)	2012 \$ Inflows (Outflows)
<b>Cash Flows from Operating Activities</b>		
Rent, Grants and Operations	5,608,901	4,876,961
Donations	2,662	3,461
Interest Received	46,361	34,163
Payments to Suppliers and General Expenses	(4,766,985)	(4,356,986)
Other Expenses		
<b>Net Cash Inflow/(Outflow) from Operating Activities</b>	<b>890,939</b>	<b>557,599</b>
<b>Cash Flows from Investing Activities</b>		
Payment for Property, Plant and Equipment	(98,149)	(320,581)
Proceeds from Sale of Property, Plant and Equipment	0	13,000
<b>Net Cash Inflow/(Outflow) from Investing Activities</b>	<b>(98,149)</b>	<b>(307,581)</b>
<b>Cash Flows from Financing Activities</b>		
Proceeds from Borrowings		
<b>Net Cash Flows from Financing Activities</b>		
<b>Net Increase/(Decrease) in Cash and Cash Equivalents</b>	<b>(792,790)</b>	<b>(250,018)</b>
Cash Held at the Beginning of the Financial Year	923,421	673,403
<b>Cash and Cash Equivalents at End of Financial Year</b>	<b>1,716,211</b>	<b>923,421</b>

These accounts should be read in conjunction with the notes to the accounts.

The full accounts are available upon request.



## Annual Report 2013

# Auditor's Report

### MICHAEL KIERNAN & ASSOCIATES

ACCOUNTANT FCPA

PO Box 60  
NEWPORT VIC 3015

TEL: 9314 6011  
FAX: 9314 4774

370 BLACKSHAW ROAD  
ALTONA NORTH  
ABN 82 957 136 008

20 September 2013

Gellibrand Support Services Inc.  
24 Withers Street  
SUNSHINE VIC 3020

#### AUDIT REPORT TO THE MEMBERS Gellibrand Support Services Inc.

On the basis of information provided by the directors of your organization, I have audited in accordance with Australian Accounting and Auditing Standards, the special purpose Income Statement and Balance Sheet for the period ended 30 June 2013.

The specific purpose for which the special purpose financial report has been prepared is set out in the notes to the accounts. The extent to which Accounting Standards have or have not been adopted in the audit of the special purpose financial report is set out in the notes to the accounts.

The directors are solely responsible for the information contained in the special purpose financial report and have determined that the accounting policies used are consistent with the financial reporting requirements of your organization's constitution and are appropriate to meet the needs of the directors and members of the service.

#### Scope

Our procedures use accounting expertise to collect, classify and summarise the financial information, which the directors provided, into a financial report.

To the extent permitted by law, we do not accept liability for any loss or damage which any person, other than the service, may suffer arising from any negligence on our part. No person other than the directors and members of your organization should rely on the special purpose financial report. It is not prepared on the basis of providing investment or bank finance information.

#### Audit Opinion

I, Michael Kiernan, have examined the books and accounts of the Gellibrand Support Services Inc. In my opinion the accounts and financial records give a true and fair view of the Service's operations for the year and the attached Income Statement and Balance Sheet correctly summarize the transactions for the year ended 30 June 2013.

The special purpose financial report was prepared exclusively for the benefit of the directors and members of your organization and the purpose identified above. We do not accept responsibility to any other person for the contents of the special purpose financial report.

MICHAEL KIERNAN FCPA



## Donations and Support

### Money for an electric bike

The Kindred Spirits Foundation provided \$2,600 for an electric tricycle . This is expected to provide major benefits to a number of our clients.

### Other donations were received from:

- Ian and Nell Clark Encouragement Fund
- Sheldon Receptions
- Ms Adele Milecki - funds were raised via an open garden program organised in conjunction with Committee member Mr Max Neufeld
- Mrs Margaret Boyes
- Mr and Mrs Ray Kukk
- St. Eanswythes Caritas
- Several anonymous contributors

**Thank you to all our generous supporters!**

## New Clients

**Gellibrand is pleased to welcome...**

<b>Drysdale</b>	~	Jon Siotas
<b>ISP</b>	~	Angelique Rondo Michael Collinson Tesnime Guler
<b>MAP</b>	~	Robert Stewart Leslie Lambert Vesna Mitreska Danae Urquhart Tracey O'Sullivan

## Maintaining the Five Ticks

Gellibrand was pleased to successfully pass the SAI Global interim audit. This accreditation is important to our future operations. We are happy to continue to focus attention in the areas involved in the assessment because we agree they are integral to good service and practice.

Major audits occur every three years and the next one for Gellibrand is due in early 2015. We will be ready!



## Meaningful Activities in Partnership (MAP)

**Meaningful Activities in Partnership (MAP)** is a new initiative this year and has been an outstanding success so far. There seems to be very genuine buy-in from Gellibrand (and some DHS) clients participating in the various sessions which all either enhance life skills, provide opportunities to interact meaningfully with local and wider communities or give clients chances to be closely involved with their favourite leisure pursuits.



### *So far, the programs available are*

**Domestic skills**— preparing a shopping list, shopping, cooking, cleaning and the like.

**Craft Hub**— also just started but showing great results.



**Community Supports**— group visits to local or greater community; there have already been trips to Bacchus Marsh, Bendigo and Geelong, Victoria Market, and the Grand Final Parade.

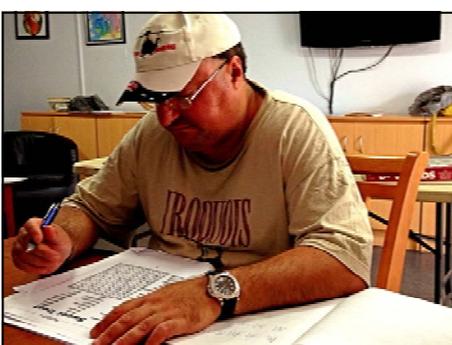
**Active Out & About**— exercise, bike riding

**Jams and Jellies**— produce rated delicious and available from Withers Street for a small donation. Highly recommended.





## MAP (continued)



**Pampering**— opportunity to relax, chill out and be pampered

**Literacy**— also going well.

**10 Pin Bowling**— can be a bit competitive

**Horticulture**— run two days a week. This group now handles all the grass cutting and trimming requirements for all Gellibrand sites, including rubbish removal and has just been awarded it's first external private contract. So give us a call if you want your lawns mown at very competitive rates!

**Music Appreciation**— this course is due to start shortly.

A pleasing further upside of MAP is that the JBC is now booked solidly 5 days a week, which is great.

The success of MAP is in no small measure due to the energy and expertise from team members who have embraced it so enthusiastically. These include David Kennedy, Bethany Langmead, Phil Johnson, Amela Omercevic, Margaret Given, Roula Chalouhi, Ljerka Rados, Tiziana Borg, Candice D'Zilwa, Andrew Lawson.



## In Memoriam

### Shaun Gristwood



It was a major shock when Shaun died in March 2013 and Gellibrand was deeply saddened.

Shaun had adjusted well to living at Honey Grove and seemed to enjoy interacting with his fellow residents and with team members alike, as they did with him. Shaun was a large man with a personality to match.

Shaun, often seen sporting an Essendon scarf, will be fondly remembered as a loyal and knowledgeable supporter of his beloved Bombers football team. He was also a keen card player, excelling at UNO.

Shaun will be sadly missed. Vale

### Maria Azzopardi



Maria passed away peacefully on the 4th August 2013 after a short illness. This was very sudden for all concerned and Maria is still very much missed by those who loved and admired her. Maria called Linnet Street home for more than 20 years and in this time she definitely endeared herself to all her housemates and the support team who met her, and of course by her family. Her smile, warmth and touch will be long remembered and treasured by all of us.

Maria was a big personality at Linnet Street and certainly has left a lasting mark in our memories.

For the footprints you have left in our hearts Maria, we thank you.

### Walter Pieretto



Gellibrand was saddened when Walter finally succumbed to his illness.

Walter had an engaging, almost infectious, personality which made working with him an enjoyable experience. He loved music and was especially fond of his favourite 70s band -Skyhooks, knowing all their songs by heart and singing along whenever they were played in his presence. Walter was also extremely fond of Dr Who and possessed an extensive collection of DVDs.

Walter was always pleased to attend Gellibrand functions, especially if there was a barbecue involved, and seemed to really enjoy company. It seemed that when Walter was happy everyone was happy. That is a rare gift.



## Frequently asked questions about Gellibrand

### Who are we?

Gellibrand is a not-for-profit organisation supporting people with disabilities in the North West Metropolitan region. We are a multicultural team of individuals united by a passion for getting quality outcomes for the people we support. The team have a diverse range of skills and knowledge ranging from bricklayers to psychologists. Such a vast range of knowledge allows clients to be supported across their many different interests and cultural backgrounds. Gellibrand is a forward thinking organisation with a passion for meaningful outcomes for empowered people.

### What do we do?

Gellibrand provides an environment in which clients life experiences are celebrated, acknowledged and respected. To this end each client is seen as an individual with their own thoughts, choices and culture. These things are held as pivotal to knowing the person and supporting them to achieve the outcomes they choose for themselves.

### How do we do it?

- Real individualised approach
- Supporting a least restrictive environment
- Knowing that all people need and want real experiences
- Maximizing independence
- Providing opportunities
- Understanding what home means for each person
- Enabling people to express who they are
- Never letting barriers get in the way of a good outcome

### Why do we do it?



### Where do we do it?



Key	
	Service Sites
	ISP Areas
	JBC
	Withers St

### How can you help?

<u>Volunteering</u>	<u>Financial Support</u>
Gellibrand offers the opportunity for members of the public to volunteer within the organisation. Volunteers participate in activities like arts & crafts, outings, football, jewellery making and more.	Gellibrand has several projects that will improve the quality of life of our clients. These projects are currently unfunded. A list of these projects can be provided upon request. Any donations over \$2 are tax deductible.



Annual Report 2013

*Gellibrand*  
Support Services

Our Supporters:



**THE MARIAN AND E.H. FLACK TRUST**

