

Annual Report 2008



(formerly known as Gellibrand Residential Services)

Our New Name

A new face for Gellibrand

Gellibrand embarked on a major new pathway in the 2007-08 year, with the unveiling of our new name and identity Gellibrand Support Services.

This represents a coming of age for Gellibrand, and is a major step in re-positioning ourselves to meet the challenges of the future. We were first set up more than 10 years ago to provide safe, supportive residential care for people with disabilities. In the years since, our focus has expanded beyond residential support to a range of ways that we can support people with disabilities in the community.

This includes identifying innovative new opportunities for providing services to as many Victorians as we can,

including a greater range of services and support for greater numbers of people.

Residential care will always be part of our core purpose of supporting people with disabilities in pursuing quality of life and dignified lifestyles in the community. But in future we may take a number of new paths, with new partnerships and areas of focus, such as holiday care, or respite care, that allow us to support more people with more services.

We commissioned SWPR to undertake a re-branding exercise on our behalf as part of positioning ourselves to embark on these new paths, including researching key stakeholders and an environmental scan. The process included interviews and workshops with key stakeholders, including families,

funders, case workers, industry, team members, team leaders and our management committee.

The results were enlightening. You told us that you love the way we position clients at the heart of everything we do, as the starting point for all of our planning, training and support. You also told us that you love the enthusiasm, passion and energy we bring to everything we do, whether representing our clients or industry, or working in partnership with families and the sector.

Our new identity encapsulates our findings and positions us for the future. It symbolises people with disabilities reaching for their dreams, supported and empowered in their quality of life and life choices.

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2008 Committee of Management

Client Photos

OFFICE BEARERS

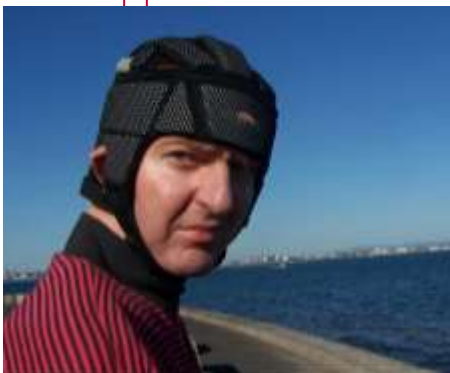
<i>President:</i>	Mario Siles LLB, B.Arch
<i>Vice-President:</i>	Mary Burbidge MB,BS
<i>Secretary & Public Officer:</i>	Geoff King LLB
<i>Assistant Secretary:</i>	Alice Fraser
<i>Treasurer:</i>	Ray Kukuk B. Bus. Studies(Acctg), Fellow CPA Aust.
<i>Assistant Treasurer:</i>	Ann Shanley

MEMBERS

Max Neufeld B.App.Sc.(Physio), Grad.Dip.& Masters(Manip. Therapy)
 Mary Archibald B.A., MBA, Nursing & Midwifery Certificates
 Mary Cross
 Pauline Hamilton

STAFF REPRESENTATIVE
 Chris Meehan B.Sc., B.A.

The ABC of Marys



Gellibrand Support Services is very fortunate to have Mary Archibald, Mary Burbidge and Mary Cross on the Committee of Management.

Mary Burbidge and Mary Cross each have a very long association with Gellibrand and it is wonderful to have them continuing on after more than 20 years.

Mary Archibald, on the other hand, is quite new but we look forward to an equally long and productive association.

Dr Burbidge practices in Williamstown and has a number of Gellibrand resi-

dents on her patient list. The Jenny Burbidge Centre (The JBC) is named in memory of **Mary's daughter.** When Mary is not working directly or indirectly for Gellibrand she enjoys trips to exotic places, preferably where wild birds and animals abound, and is regularly seen around town taking her small dogs for a "walk" in the carry basket of her bicycle.

Mary Cross became associated with Gellibrand when a relative chose to reside here. Mary has been an invaluable resource on Committee with special expertise in event planning and fund raising. Apparently Mary likes to play golf (about 6 times a week).

Mary Archibald brings some fresh ideas to our Committee with strong academic qualifications and extensive experience in nursing and hospital administration. Mary demonstrates a strong interest in financial matters with probing questions and incisive comments.

Overall, as the listing above illustrates, Gellibrand is very well served by the current Committee and their work on a totally honorary basis is certainly appreciated.



2008 President's Report

It is with much pleasure that I present my first Annual Report under the new name of Gellibrand Support Services Inc. (GSS), formerly Gellibrand Residential Services Inc.(GRS).

The financial results in this report cover 07/08 as GRS. However, as we changed our name before our Annual General Meeting in November, I have taken the liberty of reporting under our new identity.

We have changed our name to GSS to reflect the fact that the nature of our services has changed since the organisation was named GRS many years ago. Our services are not confined to CRUs (Community Residential Units), important as these are, but are progressively extending in other areas such as to SILUs (Semi Independent Living Units) and Home Support. In future our service may well embrace additional areas such as respite, holiday camps and external training. It is important and pleasing to note that market research indicates that our stakeholders strongly supported the retention of Gellibrand as part of the new name.

The Committee of Management also continues to evolve and strengthen and

I warmly welcome the addition during the year of Mary Archibald, Max Neufeld and Pauline Hamilton who individually and collectively have brought new skills and energy to our tasks.

The Committee takes pleasure in appointing Mrs Alice Fraser as the first Founding Member of Gellibrand in recognition of her long, loyal and committed service over well more than twenty years.

The Committee is overseeing the development of a measurable and structured strategic plan designed to ensure that Gellibrand continues to achieve quality outcomes. The key areas identified are Client service quality, team member effectiveness, strong relationships with new and current partners in the disability field, innovation and growth opportunities and robust financial and organization systems.

We have two sub-Committees, "Finance and Business" and "Quality" which are working very effectively in all these areas.

The Committee also continues to actively consider Occupational Health and Safety matters for the purposes of maintaining GSS as a safe workplace.

This year the Committee visited each GSS site to meet some Clients and to better understand some of the service models and challenges. I would like to thank the management team for ensuring that the homes of the Clients we support are maintained to an excellent standard.

The Client Consumer Group continues to meet which is a great way for the Clients to effectively express their views, which we believe to be central to any Client focused organization such as Gellibrand.

I take this opportunity to wish everyone associated with GSS the compliments of the season and look forward to jointly tackling new challenges in 2009.

Client Photos





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CEO Report

Client Photos



As I approach 20 years of working within the disability field in various roles, I consider the challenges and changes the field has seen in that time. The field continues to mature in philosophy and intent, with the 2006 Disability Act continuing that push. Gellibrand is

not a large organisation in the disability field but this has its benefits when change is needed. I believe Gellibrand has always been at the forefront of the disability field, in relation to individualised support, quality of service, and Clients quality-of-life. The size and progressive outlook of Gellibrand have ensured that embracing the Disability Act and the Quality Framework has occurred with minimal disruption.



One other challenge faced in the 07/08 financial year has been a funding reduction in exchange for funding certainty. Gellibrand has relied for several years on non-

recurrent funding, and it is positive that Gellibrand's funding is now recurrent (certain). However this has been achieved with a reduction of overall funding which naturally has placed further stress on an already stretched budget. It has been a credit to all at Gellibrand that we have been able to stay focused on quality outcomes for Clients. I believe it is the combination of a

horizontal management structure and the managers within that team, along with the dedication, spirit, and commitment to Client wellbeing of the whole Gellibrand team that has seen us through this difficult transition. Gellibrand will continue to advocate for the funding levels we believe are required for the quality of services our Clients deserve. In particular, I hope that I will be able to report in 12 months time that the inequitable funding of Gellibrand houses running on the 24-hour model has been fully reviewed, and that financial concerns are not so much at the forefront of our minds.

The world is becoming more and more aware of our impact on the planet, and as part of this awareness we are considering what this means for Gellibrand. Although we do not have the resources to tackle all issues at all sites, we have taken positive, proactive steps to start to understand and respond to the challenges we are facing in doing our bit in relation to the Gellibrand carbon footprint. The first step we have taken has been to have an environmental audit taken of all sites, including our administration centre. Recommendations have been received relating to utilities, transport, water usage, appliance purchases and so on. This has assisted decision making in the past year, as we find ways to integrate environmental concerns with quality Client outcomes. We have recently received funding from the Bendigo Bank for solar pan-

els for one of our Service Sites and from Boeing for a large water management project across all of our Service Sites. These outcomes are hopefully signs of further successful funding submissions in the same vein.

There has been quite some discussion in relation to our **new tag line "achieving dreams together"**. For some people I have talked to, it is almost like we are too scared to even consider that the people we support should have dreams. If we consider that the people that we support have dreams, how does that challenge us and what we do? One person said to me, **"does DHS fund dreams – surely not"**? Well, I believe that all people have hopes and dreams, everyone has something that they would like improved in their lives. Gellibrand is committed to taking the time to try to understand the dreams of the people we support. No, we cannot always fully achieve the dreams we have, but it is ok to send the message that change is possible, and that we will fully support exploration of what the world can hold for each individual. **Let's open up possibilities, who knows where we might end up.**





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Treasurer's Report

It is pleasing to report that the financial position of Gellibrand Residential Services Inc. (GRS) for the financial year ended 30 June 2008 remains healthy, after reporting a loss of \$142,928 for the year. This loss has been impacted by \$112,000 for a "one off" change in accounting policy with the introduction of accrual accounting. Accrual accounting matches revenues and expenses to the period that they are incurred. The previous system of cash accounting recognized revenues and expenses when they were received and or paid, but did not take into account the financial period it related too. The introduction of accrual accounting will provide more accurate information in terms of financial reporting and more meaningful performance data. The adoption of accrual accounting is consistent with current accounting standards practiced in today's corporate reporting environment.

The Balance Sheet position as at 30 June 2008 reflects a decrease in Total Assets of \$122,158, compared to the previous year's increase of \$21,948. This has been impacted by a reduction in Cash at Bank of \$148,619 required to meet supplier and general operating expenses. Total Liabilities increased by \$20,770 compared to the previous year increase of \$27,614. **GRS's working capital ratio of 1.0 is in line with the previous year of 1.4 and reflects GRS's ability to meet its short term commitments.**

The loss of \$142,928 (excluding the adjustment for accrual accounting of \$112,000), was slightly better than budget estimates. Major factors contributing to this result were increased revenues of \$60,845 or 1.7%, while expenditure has risen by \$198,106 or 5% although the majority of costs were at the previous year's level. The cost of salaries increased by \$135,338, although this now includes the accrual of \$112,000 for salary costs incurred but not yet paid at 30 June

2008. On a year on year comparison, salary costs, excluding the accrual, had risen by 0.9% and reflect the negotiated Enterprise Bargaining Agreement and individual Australian Workplace Agreements currently in place. There were however significant increases in building repairs and maintenance (\$20,789 or 25%) to maintain premises at a serviceable level for our clients. Transportation expenses increased slightly (\$6,175 or 5% over the previous year) given the spiralling fuel costs this was quite an achievement without impacting on the services provided to Clients. Changed transport arrangements also assisted with keeping costs down, from February 2008 Scope provided transport for Clients from two houses that had previously been provided by GRS. Costs associated with professional fees supporting computer systems decreased by \$13,066 or 10% over the previous year while increasing efficiencies within GRS. The sale of the GRS roster system to Sunraysia Services was the first financial benefit emanating from the hard work which has gone into system development. Costs have also been incurred in reviewing the GRS brand to determine whether this best suits the organization's future direction. Staff training costs have increased by \$2,716. This continues GRS's commitment to developing its staff to better serve Clients.

The Department of Human Services (DHS) remains GRS's major source of funding representing 84.4% of total revenue (86.3% in 2007). During the year DHS funding and grants decreased by \$14,211 or 0.5% over the previous year. As foreshadowed in last year's report, the loss of non recurrent funding, together with a review of rosters by DHS, resulted in an overall loss of revenue of \$70,000 for the year. This has had a significant impact on GRS's operations. The board and management are developing strategies for obtaining alternative

sources of income and have established a fund raising committee as one option for injecting additional funds.

GRS has been actively participating in a number of government tenders for the provision of services for Clients with acquired brain injuries and Clients with challenging behaviours. GRS was short listed on each occasion but we were unsuccessful. The Committee and management have implemented strategies to better position the organization for future tender opportunities.

Gellibrand's Finance Team has again worked very effectively in controlling expenses and ensuring that all areas of the business work within their agreed budgets.

I have been pleased to work closely during the year with the Finance and Business sub committee. This committee monitors the financial performance of GRS, enhancing financial reporting and developing business strategies. These strategies consist of strengthening existing business through operating excellence and satisfying our Client's needs, securing growth opportunities through entrepreneurial initiatives, and ensuring sustainability through responsible long term management.

The Committee continues to review its corporate governance policies and procedures to ensure it fulfils its obligations and too meet Client and community expectations.

I would like, on behalf of the clients of GRS, to take this opportunity to thank the Committee, management and Team Members for their continued commitment, dedication and professionalism and acknowledge their tremendous efforts over the past 12 months.

Ray Kukk
Honorary Treasurer



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Profit & Loss

	NOTES	2008 \$	2007 \$
Revenue from operating activities			
DHS Grants		3,057,875	3,072,086
Client Fees		402,482	378,526
Donations		11,758	17,486
Brokerage		19,584	16,320
Reimbursements		58,258	21,758
Software Program Sales		26,000	0
Training Income		0	6,037
Fundraising		6,402	48
Total revenue from operating activities		3,582,359	3,512,261
Revenue from non operating activities			
Interest		31,939	36,035
Sale of Assets		8,284	13,441
Total revenue from non operating activities		40,223	49,476
Total revenue	2	3,622,582	3,561,737
Expenditure			
Administration		107,097	182,085
Depreciation- Buildings		58,800	54,081
Depreciation- Computers		49,018	24,671
Depreciation- Furniture & Fittings		14,400	15,995
Depreciation- Motor Vehicles		90,249	81,330
Equipment <\$1,000		16,259	13,728
Household Expenses		195,977	172,462
Insurance		4,661	4,543
Professional Fees		111,665	124,731
Repairs & Maintenance		101,235	80,446
Resident Expenses		10,378	22,083
Salary Expenses		2,738,122	2,602,784
Service Expenses		53,168	9,735
Staff Expenses		16,380	13,809
Staff Training		27,966	25,250
Transportation		121,622	115,447
2005-2006 Adjustments		0	10,086
Expenditure continued			
Capital Improvements		12,438	14,138
IT Development		36,075	0
Total Expenditure	3	3,765,510	3,567,404
Net Profit/(Loss) from continuing operations		(142,928)	(5,667)

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

The full Accounts are available upon request.



Balance Sheet

	NOTES	2008 \$		2007 \$	
Current Assets					
Cash-Administrative Accounts	4	566,216		706,017	
Cash - House Account	4	28,946		26,853	
Cash – Office of Housing	4	0		10,911	
Receivables	5	12,553		2,990	
Accrued Income	5	10,990		0	
Total Current Assets			618,705		746,771
Fixed Assets					
Property Plant & Buildings	7	852,399		878,439	
Furniture & Fittings	7	52,460		63,980	
Computers & Equipment	7	65,450		74,014	
Motor Vehicles	7	391,678		339,646	
Total Non Current Assets			1,361,987		1,356,079
TOTAL ASSETS			1,980,692		2,102,850
Current Liabilities					
Trade Creditors & Other Payables	8	558,182		537,412	
Provision for AL	10,11,13	78,488		0	
Total Current Liabilities			636,670		537,412
Non Current Liabilities					
Provision LSL	12,13	51,512		130,000	
Total Non Current Liabilities			51,512		130,000
TOTAL LIABILITIES			688,182		667,412
NET ASSETS			1,292,510		1,435,438
Equity					
Accumulated Retained Earnings	19	1,292,510		1,435,438	
TOTAL EQUITY			1,292,510		1,435,438

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

The full Accounts are available upon request.



Cash Flow

NOTES	2008		2007	
	\$ Inflows (Outflows)		\$ Inflows (Outflows)	
Cash flows from operating activities				
Rent, grants and operations	3,570,601		3,507,160	
Donations	11,758		17,486	
Interest received	31,939		36,035	
Payments to suppliers and general expenses	(3,544,541)		(3,345,752)	
Other expenses				
Net cash inflow/(outflow) from operating activities	14	69,757		214,929
Cash flows from investing activities				
Payment for property, plant and equipment	(226,657)		(157,868)	
Proceeds from sale of property, plant and equipment	8,284		13,441	
Net cash inflow/(outflow) from investing activities		(218,375)		(144,427)
Cash flows from financing activities				
Proceeds from borrowings				
Net cash flows from financing activities				
Net increase/(decrease) in cash and cash equivalents		(148,618)		70,502.
Cash held at the beginning of the financial year		743,781		673,279.
Cash and cash equivalents at end of financial year		595,163		743,781

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

The full Accounts are available upon request.



Auditor's Report 07/08

**MICHAEL KIERNAN
& ASSOCIATES**

ACCOUNTANT FCPA

PO Box 60
NEWPORT VIC 3015

TEL: 9314 6011
FAX: 9314 4774

370 BLACKSHAW ROAD
ALTONA NORTH
ABN 62 957 136 008

24 October 2008

Gellibrand Residential Services Inc.
24 Withers Street
SUNSHINE VIC 3020

AUDIT REPORT TO THE MEMBERS

Gellibrand Residential Services Inc.

On the basis of information provided by the directors of your organization, I have audited in accordance with APS 9 "Statement on Compilation of Financial Reports" the special purpose Income Statement and Balance Sheet for the period ended 30 June 2008.

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 and UIG Consensus Views 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 Residential 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 2008.

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



Auditor's Report (Continued)

AUDITOR'S INDEPENDENCE DECLARATION

I declare that, to the best of my knowledge and belief, during the year ended 30 June 2008 there have been:

- (i) no contraventions of the auditor's independence requirements as set out in the Corporations Act 2001 in relation to the audit; and
- (ii) no contraventions of any applicable code of professional conduct in relation to the audit

Michael Kiernan & Associates

A handwritten signature in black ink, appearing to read 'Michael Kiernan', with a stylized flourish at the end.

Michael Kiernan FCPA

24 October 2008



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Staff Training and Diversity

Gellibrand has a wonderfully diverse team. They bring with them their knowledge, skills and life experiences from various cultures and backgrounds. Some from as far as India, Romania and South Africa or, closer to home, New Zealand.

Our teams draw from the knowledge and skills of our experienced Team Members who have been with Gellibrand for a considerable time, 15 years as an example, to our new Team Members who come to us with “fresh eyes” and a desire to learn and with their own valuable experiences.

Our team’s expertise and knowledge meets the particular range of needs and demands of our Clients. Gellibrand’s team profile has a broad range of qualified people with work histories and skill sets that we see adding value to our Client’s lives.

As our organisation develops and grows in its training and drive for better outcomes for our Clients so too does the quality of our Team Members in their learning and understanding of the needs of the Clients they support.

Currently we have Team Members who have qualifications or skills in disability, education, community service, psychology, sociology, nursing, bricklaying and the list goes on. We try to build on this knowledge, either with hands on experiences or with further training in the disability field. This in turn has positive effects for the people we support as we can deliver a quality service that ensures, through training, current skills and experiences, that needs are met and that our focus is on quality of life.

Client Photos



Community Visitors

The Community Visitors Program is an essential program for ensuring there are independent monitoring frameworks to assist in delivering quality services to people with disabilities. GRS has long been a supporter of this program. It was encouraging for GRS to be mentioned in such a good light in the Community Visitors 2007 Annual Report. The following quote is taken from an area of the report that talks generally about the standards of housing in the western region of Melbourne.

“7 (a) Poor efficiency in repairs is detrimental for residents. Community Visitors consider that the system of ensuring prompt repairs and maintenance to houses requires great improvement. It

is understood that budget and unreliable contractors are limitations on efficiency. However, sometimes resident needs are such that special attention is required, such as when the air conditioning took six weeks to repair in the heat of summer. Community Visitors ask if DHS can introduce a system of streamlining and priority setting for its houses.

A notable exception in the community service organisations is with Gellibrand, where maintenance and fabric issues are addressed immediately. These houses are always homely and welcoming

houses to visit as the needs of the residents in their accommodation are very well met.”

GRS hopes that it will be able to keep up a standard that has so clearly impressed the Community Visitors in the hope that Clients will continue to reside in homely and welcoming homes.





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New Clients

Gellibrand is pleased to welcome the following new arrivals



Rory Monaghan

Rory is a very sports orientated young man and enjoys playing both cricket and football. Rory adds to Gellibrand's already strong contingent of loyal Bulldog fans and is a passionate supporter.



Luana Ross

Luana is a new resident of 19 Hanmer Street. She enjoys going bowling whenever she can and listening to her favorite pieces of music. Luana has a keen sense of mischief and enjoys a laugh.



Atilla Kurmus

Attila (Arty) is a very spirited young man.

He enjoys singing and dancing and has the usual interests of the younger generation.



Patricia Zoghaib

Patricia likes dancing and attending the Arts and Crafts nights and is rapidly learning English to supplement her native Lebanese. Patricia is settling in well at 19 Hanmer St.



Gillian Piggott

Gillian resides at Medfield. In her spare time Gillian likes to do embroidery and other hand-work and to watch documentaries and history programs.



Sonia Szatkiewitz

Sonia is a new resident at Medfield.

Sonia is really into dancing and is a very regular attendee at Club Wild functions where she "dances up a storm".



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Client Consumer Group

The Client Consumer Group first came together in late September 2006 as a committee. The group agreed that they did not want to have specific roles such as chairman, vice chairman and secretary. So the Client Consumer Group was formed with a mission to find out what mattered to the Clients across Gellibrand in relation to issues and thoughts through the Client's eyes. The group aims to ensure that all Clients know about their rights and have an understanding of the value statements/standards that our organization is required to follow.

The group meets once a month to discuss any recent issues they feel need to be addressed as well as anything that is brought to their attention by other Clients from the organization. There is usually a regular Team Member, at the request of the group present, to take notes and support any individual with specific tasks. This may include sending an email to the service sites, contacting an external person or simply to give information about things such as when new Team Members are being employed etc. The group is also actively involved in the "information sessions" run when Gellibrand is recruiting. Each member has decided to take turns in presenting at the information night. This presentation usually sees the Client giving the potential recruits an idea about how the Client receives our service and an understanding of what their

expectations of us are and just a general sense of the life of a person with a disability from their point of view. The group also meets socially as a part of understanding each other. This is usually for dinner, to an outing or chatting over coffee.

The group often raises practical issues. An example of this was the need to build a more efficient ramp at the JBC (Jenny Burbidge Centre). This issue was brought to the attention of the group by a Client who is now part of this Client Consumer Group who uses a wheelchair and mentioned she was finding it difficult to access the outside of the JBC. The issue was then brought to the attention of the maintenance team who actioned the request.

There has been more interest in this group from other Clients and as a result two new members have come "on board", thus giving the group wider scope to meet with fellow residents at most Service Sites. The group with support from a Team Leader at Hanmer St were able to organize a course for themselves and the Clients at Gellibrand called "Becoming the Boss". Here the Clients learnt more about their rights and responsibilities and how to advocate strongly for themselves. Most of the group attend vocations and were able to educate them about the course benefits and obtain time off work to attend. This resulted in the group consulting with an organization called VALID who met

with Clients from Gellibrand to discuss changes to the act and how it will affect the Clients and the information that is relevant to them.

As the group continues to develop and learn they would like to be more known amongst the Clients at Gellibrand so that these Clients are able to contact them with any concerns or issues they feel this group can tackle and continue to meet with outside organizations who provide training and information relevant to the Clients needs. The group would also like to write their own newsletter which will then be sent to their fellow Clients and friends. They are currently discussing the format they would like and what support they would require. As part of their on-going support for each other the group will also continue to meet socially as they feel it essential to be able to have a forum where they can chat amongst their peers about things that interest them.

Client Photos





Annual Report 2008

Peter James Hamilton

20/9/1954 - 18/08/2008

Peter, a long time resident of 17 Hanmer Street, finally succumbed to some serious health issues and entered eternal life in August.

Peter was generally a quiet and gentle man well liked by housemates and Team Members alike and seemed to really appreciate **life's simple pleasures**.

He was a life-long supporter of his beloved Essendon Football Club and a passionate fan of automobiles. Peter liked to attend motor shows and to regularly add to his collection of model cars and trucks which eventually numbered many hundreds.

Peter was often quite unimpressed **with television offerings** (doesn't seem unreasonable) and would express this quite forcefully. The daily newspaper also played a **big part in Peter's life and he kept** himself up to date with leisurely but apparently careful reading.



Peter definitely had a sweet tooth and was well known for his love of quality cakes, washed down with a nice cuppa.

As the tributes to him from housemates, Team Members and others he had dealings with attest, Peter is sadly missed and fondly remembered.

Vale Peter



Gellibrand's Development

The Early Years

In the 1980s there were 12 Clients who resided at Urimbirra in Hanmer St Williamstown and the office was a caravan in the backyard of the Williamstown site.

1999

Crana in Linnet St Altona (formerly known as the Western Suburbs Spastic Relief Association) and Urimbirra amalgamated to form Gellibrand Residential Services. This name was influenced by the presence of both within the State seat of Gellibrand.

2001

Purchase of an office building at 24 Withers St Sunshine.

Currently

Service Sites now number seven,

the original Crana (Linnet St), the original Urimbirra (now operating as two independent sites 17 and 19 Hanmer St), two new sites in Werribee (Tower Road and Willow St), a new site in Caroline Springs (Eppalock) and a new site in Avondale Heights (Medfield)

There are 40 residential Clients and 10 in either Semi Independent Living Units or receiving ISP (previously called Home Support).

Gellibrand Support Services adopted as the business name to reflect the provision of generic rather than residential service.

The Future?

Gellibrand Support Services will continue to grow at a sustainable rate and branch out into new

core activities.

Over the next 15 years we envisage having the opportunity to provide support to well over 100 Clients split reasonably evenly between residents and others participating in ISP.

We also hope to be offering respite facilities, to be further skilled in areas such as how the ageing process affects those with intellectual disability and, building on our strongly regarded internal training discipline, to be a registered training organization within disability.

2008 Building and Maintenance Highlights

During the year Gellibrand implemented the Disability Leasing Model. This model has been developed by the Department of Human Services to ensure that houses have a regular and planned maintenance program. This was an easy process for us due to the emphasis we have always placed on maintenance.

The major capital work for the past year has been the installation at Withers Street of a disability bathroom and toilet. Withers Street hosts countless meetings with Clients and it is entirely appropriate to have this facility in place. New security fencing and gates have also been installed at Withers Street.

A number of sites received a

freshen-up during the year. Willow, Eppalock and Rankin St were painted throughout and most of the rooms at Medfield were redecorated.

Willow now boasts new floor coverings and a roller door to the parking area.

Tower Rd has a brand new bathroom .

During the year Village Green undertook environmental audits at all sites and this was a factor in choosing the new hot water service at Linnet St.

Projects for the current year include landscaping at Eppalock, an extensive garden refurbishment at Tower Road and major kitchen

and bathroom renovations at 17 Hanmer St.

All our projects take full consideration of all occupational health and safety and environmental factors.



Client Outings and Camps

It has been a wonderful year full of exciting adventures, getting the most of what Victoria has to offer. The year hit off with 12 Clients heading for the lovely sea side of Tootgarook down the Mornington peninsular for a fun filled five day holiday. There were many things to see and do but the first thing on the list was to get lost in the big maze. Team work won out in the end with plenty of help getting friends out of the maze.



Helen Young, Jeff Green, Kathy Sharp, Kathy Kelly, Kerrie Russell, Jodie Torpy, Colin Dyett, Megan Shields and Glen Soulsby working on their next move

From there it was time to play big life size games of chess and snakes and ladders.

After a night of playing pool it was time to hit the big ferry to Queenscliff which was a great place to re-enact that famous scene from the movie Titanic. On the last night it was decided go down to the moonlight zoo where there was a chance to feed those animals that only come out at night.



Kathy Sharp and Kerrie Russell behind the eight ball



Kathy Kelly, Megan Shields and Helen Young on the 'Titanic'



The rev heads—
Ernie Baker,
Chris Priest and
Peter Hamilton

The guys decided it was time to see some mean machines at the Car show, where there was everything from hot rods to the latest car. There was plenty of opportunity to get some great photos with some wonderful cars.

Some clients chose to get high in the sky by having a day out at the Eureka tower. The bird's eye view of Melbourne provided a very exciting chance to try to point out everything from soooooo high.



Maria Stanley and Margaret Elwin in the JBC courtyard



Some of the gang taking a break from the view

The JBC is always a big hit for its social dos with one of the favourites being the Animal Farm when we do go to get to know some four legged pals. The animals were so tame that many of them spent the day sitting on people's laps and making new friends. If only we had big enough bags to take them home.



Craig McKenry
and
Kathy Sharp
both liked the
visiting rabbits



Patricia Zoghaib and Luana Ross enjoying the Grand Final

September, the month of the Melbourne show and the AFL grand final, was very busy. The show is a fantastic day with rides, *show bags* and all the animals to see. And for some lucky people it was off to the MCG for that one day in September, with others off to the JBC for a grand final BBQ and to watch the game unfold. Some were a little happier than others at the end of the day.



Client Photos

Gellibrand Residential Services (GRS) is committed to providing quality services to people with a disability. GRS has been implementing the Disability Services Self-Assessment System which is submitted annually to the Department of Human Services (DHS). This system was designed to ensure organisational compliance with the Victorian Disability Industry Standards.



In 2005 GRS began to implement a Quality Management approach in addition to the DHS self-assessment. This system would incorporate a continuous improvement focus, in which an organisationally determined standard of quality would be assessed, and evidence that the GRS philosophy and mission statement was a core concept in all policies and processes would be collected and analysed.



This process and the collected data enabled GRS to make many positive changes that have been seen to benefit all stakeholders.

In 2005 GRS also began to process what "Quality of Life" meant for Clients. International research and documentation was consistent in its findings that quality of life for a person

with a disability is indistinguishable from that of the general population. Further to this theory, it is believed that there are 8 domains that encompass quality of life for all people, and that commitment to supporting individuals across all of these domains would in fact increase their quality of life. The domains, listed as; Material Wellbeing, Personal Development, Physical Wellbeing, Rights, Emotional Wellbeing, Interpersonal Relations and Social Inclusion, have been a focus for GRS over the last 3 years and have inspired a new approach to individualised planning and supports for Clients.

In 2008, DHS implemented a new Disability Quality Framework and updated the Victorian Disability Standards to include 5 additional outcome standards. These standards and their accompanying 16 Life Areas, which were identified as being core components in the life of people with a disability, are to be integrated into the policies and processes across the Victorian Disability Field. GRS found that with the commitment to quality of life and continuous improvement that had been adopted in 2005, the transition to this quality framework was a smooth and natural pro-

gression for the organisation to take.

The future of both quality service and quality of life for Clients at GRS, continues to look promising with innovations around planning, development and training, and a continuous growth of understanding and dedication to supports and services that are aimed at the individual. GRS is encouraging all people who are interested in hearing more or contributing to the current framework and innovations to contact Rebecca Mann.





Annual Report 2008

Occupational Health and Safety

Systems and Innovations to Enhance Occupational Health and Safety

Client Photos

Gellibrand is committed to minimizing the risks that could impact on the health, safety and welfare of Team Members and undertakes a proactive approach to managing these risks in the following areas:

- Provision of appropriate resources and equipment eg ergonomic office equipment, wash stations, spill kits, fire safety equipment, manual handling aids
- Modification of resources and equipment whenever the need is identified eg lighting, ventilation, bed heights, furniture positioning
- Forms and documentation eg first aid checks, OH&S four weekly check, OH&S concern form, OH&S Notice Boards, vehicle maintenance forms
- Training covering all areas of OH&S including Assault Response, Fire Safety, Manual Handling, Infection Control, Risk and Hazard Identification
- The Team Member assistance program eg flexible working environment, internal and external support programs, financial support with Ambulance cover, first aid training, vaccinations and personal support programs



A keen bulldog supporter with Jason Akermanis

Gellibrand completes a 3 monthly audit to identify any possible OH&S concerns. This audit is then actioned by the Team Leader and Service Site Team within agreed upon timeframes. The OH&S Officer is also responsible for the development of **Standard Operating Procedures (SOP'S)** and **Risk Assessments**. Our Committee reviews all OH&S matters and reports as a regular Agenda item.

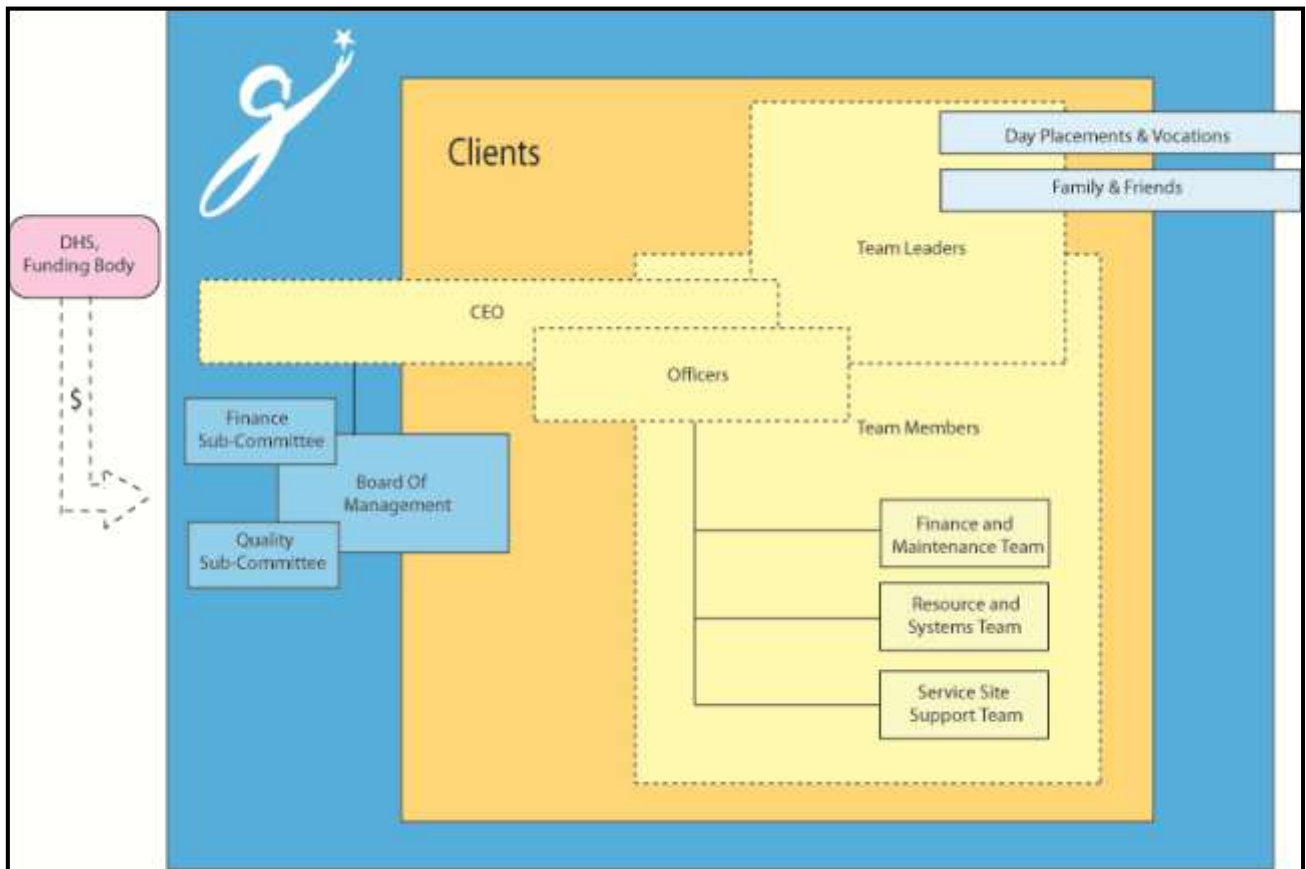


The OH&S Officer in conjunction with the Service Site Support Team have developed the Occupational Assault Risk Assessment Management Tool (OARAMT) which is a tool to focus on the prevention of occupational assault incidents and to identify possible triggers and causes of occupational assault. The purpose of the tool is to assist in the development of strategies and mechanisms to minimize incidents.





Organisational Structure



Acknowledgements

Our Valued Supporters

Gellibrand is pleased to acknowledge support from the following donors.

- Hil ton Airport
- Huntsman Chemical s
- THE LORD MAYOR'S FUND
- Reece Pl umbing Dockl ands
- Mrs Margaret Boyes
- St Eanswythes
- The Reverend H.J.L. Butterl ey
- Wil l iam Angl iss
- Westgate Ladies Gol f Cl ub
- Total Network Support
- Mal thouse Theatre

- Mr Ray Kukk
- Optus
- Paddy and Eil een Brady
- Val entino and El ia Tessari
- Ed and Hel en Voogt
- David and Hel en Dickie
- Robert and Wendy Given
- Bunnings Sunshine
- Boeing
- Bendigo Bank



Annual Report 2008

Frequently asked questions about Gellibrand

Who are we?

We are a diverse and dedicated not for profit group contracted by DHS to provide services within the disability group.

What do we do?

We support adults with an intellectual disability to have the same opportunities, the same choices and the same quality of life as is available to the general community.

Why do we do it?

There is obviously a need to support our Clients and there is an equal desire by Team Members to provide that support. It is usually rewarding, often challenging but always a privilege to work closely with Clients. Client interactions provide opportunities for all of us to learn and grow.

Where do we do it?



Suburbs	Service
Albion	ISP
Altona	CRU
Avondale Heights	CRU
Bundoora	ISP
Caroline Springs	CRU
Greensborough	ISP
Moonee Ponds	ISP
Niddrie	ISP
Seddon	ISP
Sunshine	Office
Werribee	CRU
Williamstown	CRU

How do we do it?

We respect rights and responsibilities

We concentrate on processes not outcomes

We listen attentively

We are passionate about NOT being a Client minding facility but rather a provider of opportunities to have as rewarding a life experience as possible

We focus on strengths not weaknesses

How you can help?

Volunteering

Gellibrand offers the opportunity for members of the public to volunteer at the organisation. Volunteers participate in activities like arts & crafts, outings, line dancing, jewellery making and more.

Financial Support

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 given upon request. Any donations over \$2 are tax deductible.



Gellibrand
Support Services