



Annual Report 2014

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Disability
Services
SDSV



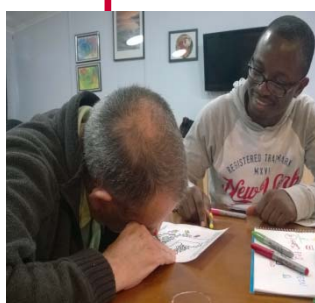


Annual Report 2014

President's Report



It is with great pleasure that I present my 2014 annual report for Gellibrand Support Services Inc. Gellibrand has again had a very good year organisationally. Its financial position remains strong and its vision and strategic direction have been subject to closer scrutiny this year by the Committee. The health and safety of clients and staff continues to remain a priority of the Committee.



The 2013/14 financial year resulted in a modest surplus, as has been the trend in recent years, enabling Gellibrand to maintain its high standards of service and care. The continuing high dependence on Department of Human Services funding, however, continues to be an issue to be addressed, but which is very difficult to overcome. The Committee appreciates the kind donations received from donors, as well as the effort put in by staff and volunteers to assist with fundraising. The Committee would welcome receiving assistance or ideas with raising additional funds or additional sources of revenue. The Treasurer's report provides comprehensive details of all Gellibrand's financial activities.



The Committee is also pleased to note and support the expansion of the Individual Support Package (ISP) service provision by Gellibrand as well as the growth in the Meaningful Activity Programs (MAP). Our success in these areas is considered key as we get closer to the full roll-out of NDIS, which in turn places great emphasis on client choice.



The Committee was pleased to see the development of Strategic Planning at Gellibrand. Our outgoing Treasurer, Mr Ray Kukk, has performed a wonderful

job leading this process with all our stakeholders. Ray's contribution as a diligent Treasurer, an enthusiastic fundraiser and a major contributor to all areas of governance over the years is commendable. We sincerely thank him for his commitment and for helping to keep Gellibrand finances staff on their toes! We wish him well and perhaps a return to the Committee in the near future.

In a watershed year for the Committee, our Secretary and Public Officer, Ms Pauline Hamilton, and our assistant Treasurer, Ms Ann Shanley, are also stepping down this year. Both have been valuable contributors to the Committee by providing wise counsel, professional advice and good ideas. We thank them whole heartedly for their many years of voluntary service to Gellibrand and we wish them all the very best.

I would like to acknowledge and thank all members of the Committee for their generous contributions throughout the year, especially Ray, Pauline and Ann.

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

I wish everyone associated with Gellibrand a safe completion to the year and a peaceful Christmas.

Mario Siles
President

2014 Events

• AGM

The Gellibrand AGM held on the evening of the 20th of November this year.

• Annual Christmas Function

Gellibrand will host this event at Sheldon Receptions, Somerville Road, Sunshine, on 12th December.



CEO Report

2013– 2014 has been an interesting year. With the National Disability Insurance Scheme (NDIS) looming, the Disability field is facing its biggest change in many years, and Gellibrand has started to consider what we need to do as an organisation to move into this new world to best meet the needs of our clients, both current and future.

The core does remain the same however, with the same challenge now as in the past. How do we support the clients we serve in the best way we can? This is the core question we ask ourselves each time we make any decision, and I believe should continue to be the driver for us. If we get distracted chasing business for the sake of having business, and being 'successful' with the NDIS, as many seem to be doing, or change the way we function to be attractive in some way but lose our integrity, we lose the whole point of who we are. We will let others chase the business: we will remain focussed on our reason for being. If this has fallout we will know that we have continued in an ethical and focussed manner.

We have continued with our core principles of employing the best people we can. We have continued to evaluate our principle of hiring for attitude and training for skill. In so doing we have brought to Gellibrand a wide variety of skills and experience. Gellibrand now has close to 100 team members, with the great majority working full time. It remains a very diverse team covering a wide range of ages, cultures, creeds and life experiences and a balanced gender split.

The management team along with all parts of the organisation worked to create a Strategic Plan to take us into the coming years. The plan is wide-ranging and has multiple aspects. So far management has been concentrating on enhancing communication with all our stake-holders, on exploring ways to keep our team members motivated and enthusiastic and working to ensure that our HR systems are up to date and in line with legislation and best practice.

Page 11 of this report outlines the main elements of our overall Strategic planning process.

This year we have also focussed on improving our internal audit and quality assurance processes. Services Sites now have a more consistent approach to our support structures across the board, which has resulted in easier to understand documentation for our clients and a better standard of support. The internal audit process review has also resulted in more clearly documented administration processes. This is an ongoing process.

This year, as part of our general thrust to enhance Client quality of life outcomes, we have undertaken significant improvements within the living areas of several service sites. Please see a selection of before and after photos later in this report.

Gellibrand has been pleased to further develop our service to non-residential clients. Both ISP and MAP continue to grow and flourish. More than 20% of the business is now non-residential and we would like to expand this further.

To back up all the hard work happening with the clients, there has been further development of administrative systems. This has included increased redundancy built into our computer network, and improved data integrity and duplication with an emphasis on disaster recovery. There has been further improvement in our administration documentation processes and we have been looking to replace many of our older software systems.

I thank everyone for their hard work in the past year, and look forward to another year of pushing the boundaries, and improving in what we do.

Matthew Hoyle
Chief Executive Officer





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Treasurer's Report

Financial Performance – Overview for 2013/14

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

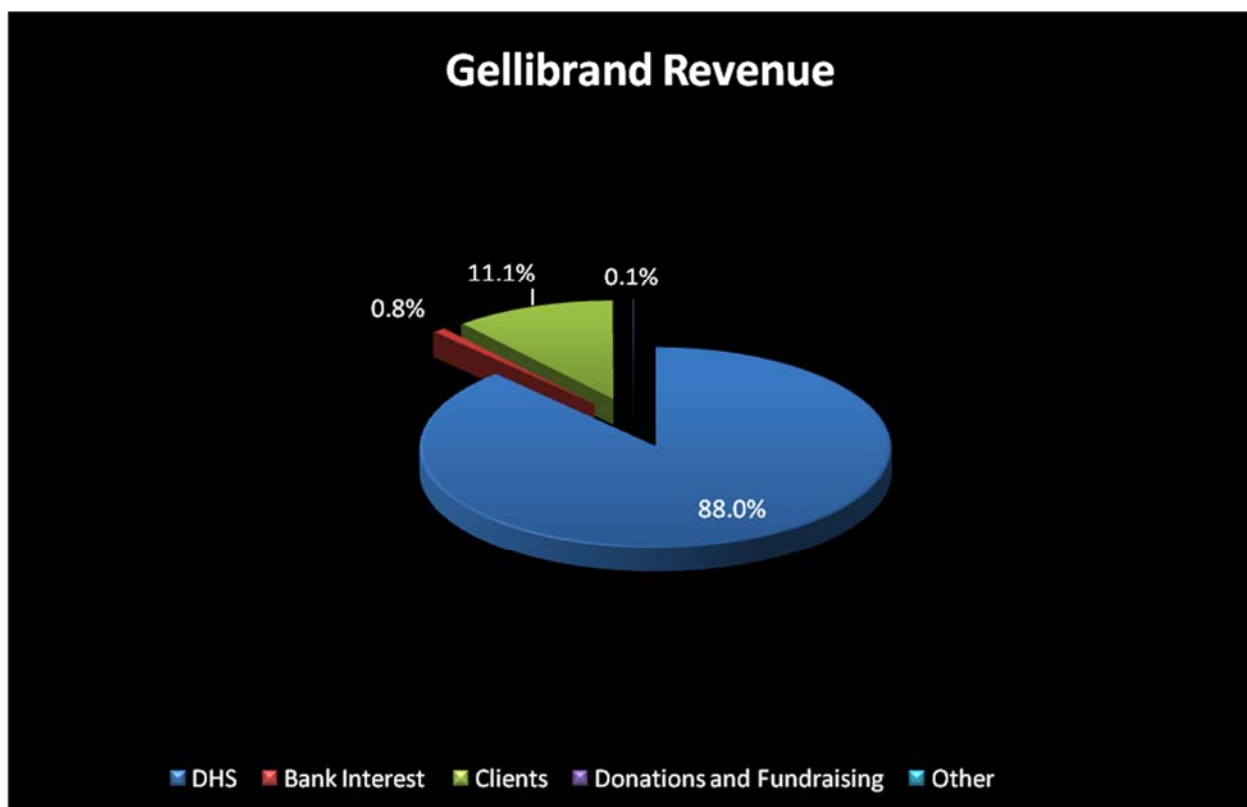
term viability. Gellibrand's bottom line results will remain heavily dependent on Government funding, fund raising activities and investment income. We will continue to seek alternative funding sources to assist with capital expense programs.

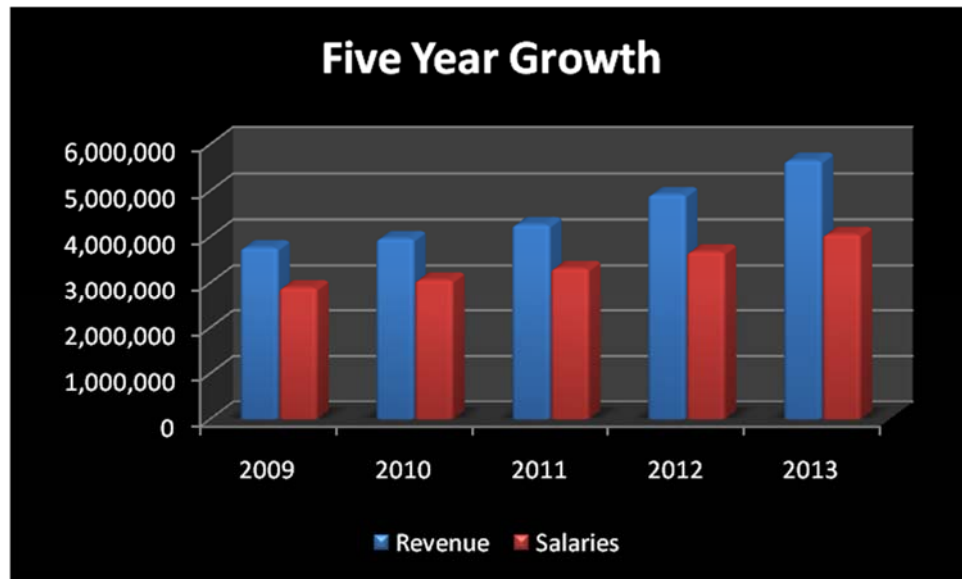
Revenue for the year increased by \$738,149 or 15.0%, over the previous year. A breakdown of revenue is shown in the graph below.

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

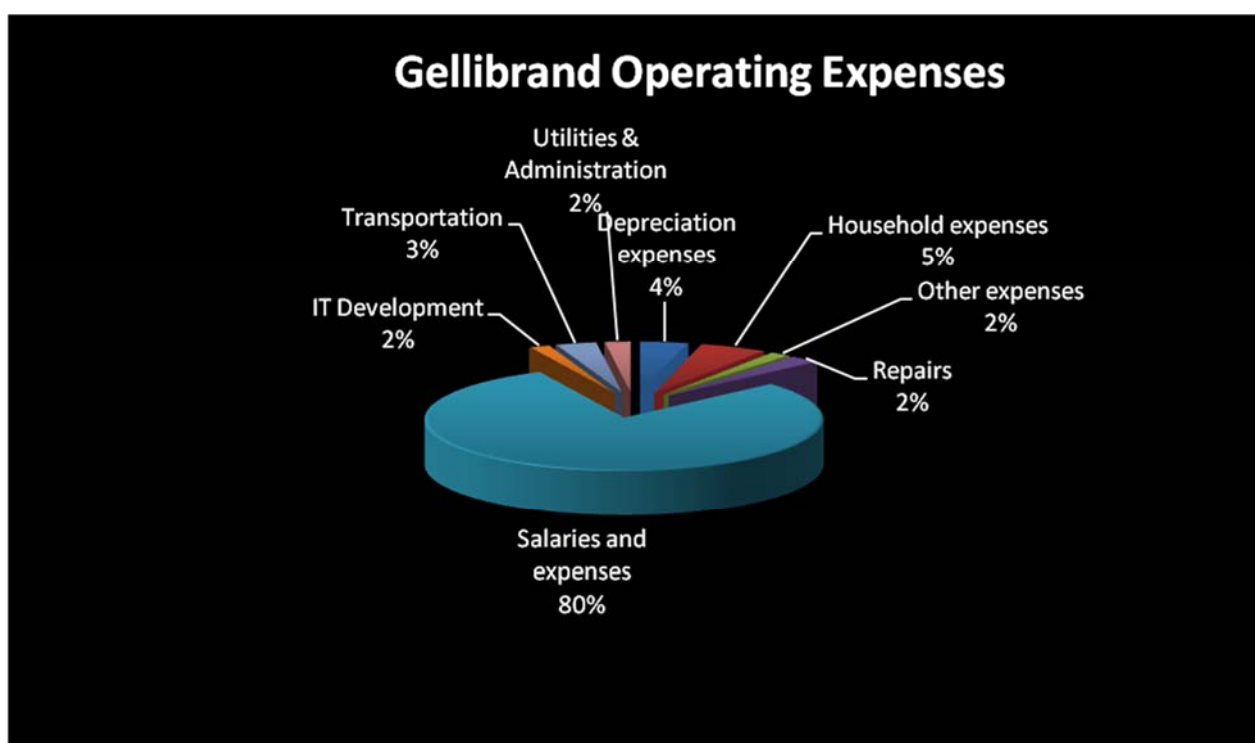




of \$475,235 were increased funding from DHS of \$698,636 or 16.3% over the previous year and included funds for new ISP clients, ISP packages for some existing clients, emergency funding for clients and funding for clients who were unable to attend day placements. Salary costs increased by \$378,012 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 cost 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.

Gellibrand has actively sought funds from philanthropic organizations to support its service sites and acknowledges the contributions of, the Lions Club, Kindred Spirit 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
- Finalise 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



Statement of Surplus or Deficit

For the year ended 30th June 2014

Revenue from Operating Activities

DHS Grants

Grants For Special Purpose

Client Fees

Donations

Brokerage

Other Income

Total Revenue from Operating Activities

Revenue from Non Operating Activities

Interest Received

Profit/Loss on sale of Asset

Total revenue from non operating activities

Total Revenue

Expenditure

Administration

Depreciation- Buildings

Depreciation- Computers

Depreciation- Furniture & Fittings

Depreciation- Motor Vehicles

Insurance

Equipment<\$1,000

Household Expenses

Professional Fees

Repairs & Maintenance

Resident Expenses

Salary Expenses

Service Expenses

Staff Expenses

Staff Training

Transportation

Total Expenditure

Surplus/(deficit) for the Year

Other Comprehensive Income

Total Comprehensive Income for the Year

2014 \$	2013 \$
5,510,298	4,883,919
97,873	15,968
610,283	628,906
166,099	2,662
0	79,324
27,639	785
6,412,192	5,611,564
48,384	46,361
0	-63
48,384	46,298
6,460,576	5,657,862
135,713	101,584
81,248	70,873
38,490	46,562
18,976	17,902
65,014	67,128
6,230	8,077
49,076	38,850
270,471	252,404
57,478	84,416
216,760	127,447
41,885	29,541
4,905,959	4,050,957
48,235	44,136
53,725	33,249
35,994	36,773
222,748	172,728
6,248,002	5,182,627
212,574	475,235
190,000	0
402,574	465,235

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

The full accounts are available upon request.



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Statement of Financial Position

For the year ended 30th June 2014

	2014		2013	
	\$		\$	
Current Assets				
Cash in banks and on hand	1,850,839		1,716,211	
Account Receivables	36,211		68,456	
Other Debit Accounts	20,224		14,591	
Total current assets		1,907,274		1,799,258
Non Current Assets				
Property Plant & Buildings	2,324,260		532,273	
Furniture & Fittings,	54,225		59,568	
Computers	72,320		67,063	
Motor Vehicles	239,672		262,851	
Projects in Progress	0		299,372	
Total Non Current Assets		2,690,477		1,221,127
TOTAL ASSETS		4,597,751		3,020,385
Current Liabilities				
Trade Creditors and Other Payables	313,736		575,428	
Provisions	359,088		378,475	
Total Current Liabilities		672,824		953,903
Non Current Liabilities				
Property Provision	1,557,772		0	
Provision Long Service Leave	474,458		386,359	
Total Non Current Liabilities		2,032,230		386,359
TOTAL LIABILITIES		2,705,054		1,340,262
NET ASSETS		1,892,697		1,680,123
Equity				
Accumulated Retained Earnings	1,892,697		1,490,123	
Capital Reserve Fund	0		190,000	
Total Equity		1,892,697		1,680,123

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

The full accounts are available upon request.



Cash Flow

As at 30th June 2014

	2014 \$ Inflows (Outflows)		2013 \$ Inflows (Outflows)	
Cash Flows from Operating Activities				
Rent, Grants and Operations	6,246,093		5,608,901	
Donations	166,099		2,662	
Interest Received	48,384		46,361	
Payments to Suppliers and General Expenses	(6,210,642)		(4,766,985)	
Net Cash Inflow/(Outflow) from Operating Activities		249,934		890,939
Cash Flows from Investing Activities				
Payment for Property, Plant and Equipment	(115,306)		(98,149)	
Proceeds from Sale of Property, Plant and Equipment	0		0	
Net Cash Inflow/(Outflow) from Investing Activities		(115,306)		(98,149)
Cash Flows from Financing Activities				
Proceeds from Borrowings				
Net Cash Flows from Financing Activities				
Net Increase/(Decrease) in Cash and Cash Equivalents		134,628		(792,790)
Cash Held at the Beginning of the Financial Year		1,716,211		923,421
Cash and Cash Equivalents at End of Financial Year		1,850,839		1,716,211

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

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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



Strategic Planning at Gellibrand

In late 2013, Gellibrand began to form a strategic plan for 2014-17. Gellibrand was fortunate that our Treasurer, Mr Ray Kukk committed his knowledge, energy and expertise selflessly to this project, ensuring that all our stakeholders were properly involved and that we achieved the best possible outcome.

We approached the planning process in three stages.

Planning Stage - COMPLETE

- Review Mission Statement

The Mission Statement is an organisation's raison d'être

- Create Vision Statement

An organisation's Vision Statement is more far reaching than its Mission Statement. The Strategic Planning Process enabled us to develop one for the first time

- Review Core Values

We decided on Respect, Care, Safety, Integrity and Accountability

- Conduct environmental scan: SWOT Analysis -Document Strengths and Weaknesses (Internal to Gellibrand) and Opportunities and Threats (External to Gellibrand) and undertake various additional industry analyses.

Strategy Formulation Stage - COMPLETE

- Analyse environmental scan in detail
- Formulate feasible 3 year future business plan

The plan is divided into five areas of focus

NDIS Transition, Customers, People, Business Systems and Financial Sustainability

In each area specific, measurable goals were set

- Develop appropriate Key Performance Indicators (KPIs) to use to measure progress in all these area

Our Vision	Our Mission	Our Values
A community where individuals are respected, opportunities are explored and choice is promoted.	We support individuals with a disability, assisting them to improve their quality of life and achieve the outcomes that they want as valued members of the community.	Respect Care Safety Integrity Accountability

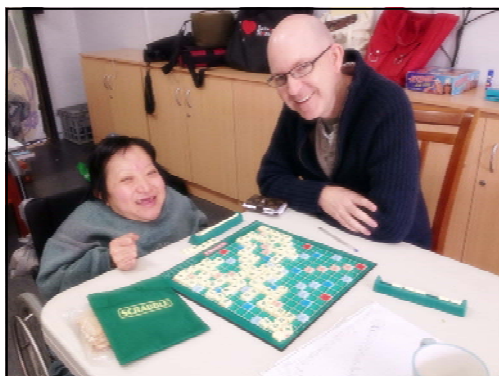


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Meaningful Activities in Partnership (MAP)



MAP is still a reasonably new service offered by Gellibrand. The aim is to work in partnership with clients, families and other stakeholders to achieve meaningful outcomes for the people we support. What do we intend to accomplish? If we have enough people who believe a meaningful outcome is to go to the museum each Tuesday, we will support them to achieve that. If we have enough people who want to learn to be the next Masterchef, we will support them to work towards it. Currently, we have people learning photography, the arts, culinary delights, enjoying the sights of Melbourne CBD, museums and public transport. We also have some people who believe that being pampered once a week is meaningful, so this is also being offered. One of our "bigger" sessions is horticulture. People involved in this session are working to establish a community garden as well as maintaining the gardens of the CRU's we operate. This has been a wonderful session with so much achieved with the individuals who attend.



It has been a busy and exciting year at MAP. We have welcomed Mark, Stacey, Matthew & Carol, saw Leslie come on board full time and Danae increase her days to enjoy more of what MAP has to offer.

Growth is always a difficult time but it has also been very exciting and motivating. The MAP team have brought the most amazing amount of enthusiasm and energy to the service. It goes without saying that without this MAP would not be thriving. The team's personal interest in the sessions offered and run at MAP has been integral to MAP's success. My sincere thanks go to them for their ongoing commitment.

Margaret Given





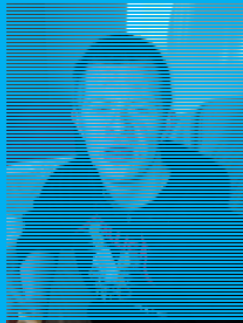
Gellibrand's Newest Clients

Gellibrand is pleased to welcome this year's New Clients!

<i>Willow</i>	Jaclyn (Jac) Greaves
<i>Ann</i>	Peter Cave
<i>Honey</i>	Donna Browney and Duy Nguyen
<i>Medfield</i>	Victoria Gerzelis
<i>Hanmer</i>	Patrick Dale
<i>ISP</i>	David Musicka
<i>MAP</i>	Stacey Smith, Matthew Clark, Mark Sigismondi and Carol Street



Veselka Gorgijovska



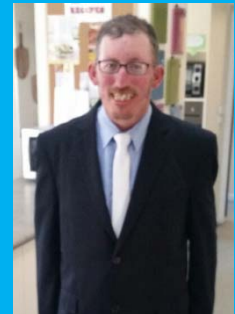
Patrick Dale



Damian Glare



Peter Cave



Andrew Truman



David Musicka

Also, the following clients have changed abode during the year:

- Kelly Maskell has moved from *Honey Grove* to *Eppalock*.
- Maddy Kendell has moved from *Honey Grove* to *Medfield*.
- Veselka Gorgijovska has moved from *Medfield* to *17 Hanmer*
- Andrew Truman has moved from *Willow St* to *17 Hanmer*



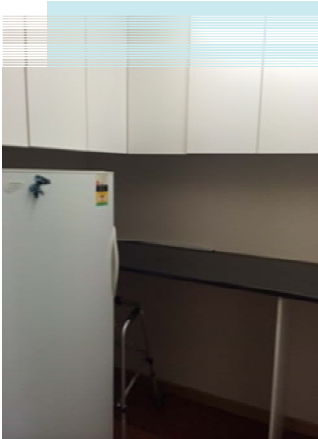
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Linnet St Renovation

Before



After





17 Hanmer St Renovation

Before



After





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In Memoriam

Fatima Lay



You brought us joy and love, with a laugh and smile so infectious.
Your music, hairstyles and love of coffee will be fondly remembered.
Thank you for always making us laugh.
We miss you still.



Annual Report 2014

Frequently asked questions about Gellibrand

Who are we?

Gellibrand is a not-for-profit organisation supporting people with disabilities in the western suburbs of Melbourne. We are a multicultural team of individuals united by a passion for getting quality outcomes for the people we support. The team has 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 client's 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.

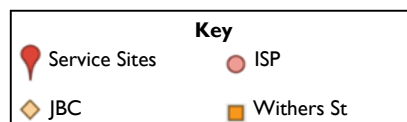
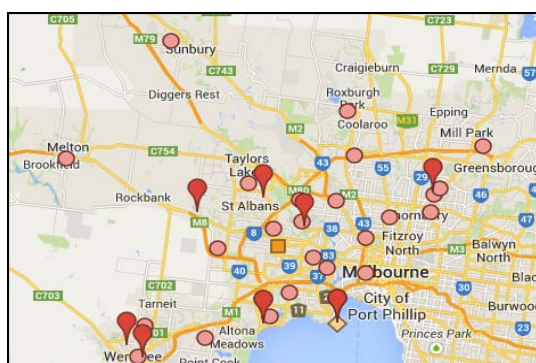
How do we do it?

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?



How can you help?

Volunteering

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.

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



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Gellibrand
Support Services