



Annual Report 09/10

Events

- **AGM**

The Gellibrand AGM held on the evening of the 18th of November this year.

- **Annual Christmas Function**

Gellibrand hosts this event at Grand Star Receptions, Grieve Pde in Altona, on Friday 3rd December 2010.

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President's Report

It is with much pleasure that I present my 2010 Annual Report for Gellibrand Support Services Inc. (formerly Gellibrand Residential Services Inc.)

The latest year has again underlined the financial challenges we face, with funding limitations coinciding with increased administrative and reporting requirements. This was another test of commitment and dedication of Gellibrand management and staff.

During the year Gellibrand continued to build on best practice in our operations and to consolidate our existing business footprint. As well it has been an exciting year of planned growth. The new COAG house in Honey Grove St Albans, to be run by Gellibrand, is currently being built and is scheduled to open in 2011.

Planning for this new phase of Gellibrand has been undertaken very professionally. As a result we have already attracted significant funding in the order of \$125,000. On behalf of Gellibrand I would like to thank Perpetual Trustees, Helen McPherson Smith Trust and The Lord Mayors Fund. Thanks also must go to Des O'Shea for his excellent work in writing submissions.

Gellibrand has also placed increased emphasis this year on Individual Support Packages (ISP). This program, which is now receiving more focus from government bodies, fits in well with Gellibrand's philosophy of concentrating on individual needs and development potential. Additional clients have come on board and good outcomes are being achieved. Gellibrand plans to extend operations in this area.

Our two sub-Committees, Quality and Finance & Business, continue to work effectively in all the areas identified in our Strategic Plan i.e. client service quality, team member effectiveness, strong relationships with new and current part-

ners in the disability field, innovation and growth opportunities and robust financial and organization systems.

The Committee also continues to actively embrace increased Occupational Health and Safety responsibilities.

I would like to thank all Committee members for their commitment to Gellibrand throughout the year.

I would also like to thank the Team Members for ensuring that the people we support continue to have the best opportunities available and live in well maintained homes.

The Gellibrand Community Group (CCG) continues to be a great way for the clients to express their views, which are of course central to any client orientated organization such as Gellibrand. The CCG met formally with Committee in September 2010. This appeared to a very effective forum for the CCG to provide suggestions and for the Committee to remain focused on the primary purpose of client welfare.

I take this opportunity to wish everyone associated with Gellibrand the compliments of the season and look forward to jointly tackling fresh challenges in the future.

Mario Siles
President



CEO Report

Gellibrand has had another good year in relation to our core business. Meaningful Outcomes – Empowered People. This is what we do. Not perfectly, but well. This has been recognised by DHS in granting to Gellibrand the chance to be involved in the “My Future, My Choice” program under the COAG funding stream. This excellent initiative is concentrating on reducing the number of younger adults with a disability from being in, or entering nursing homes. We look forward to opening the new site early 2011.

As the CEO, one needs to keep the drive of achieving the best quality of life possible for those we support as the core focus, but one also needs to keep an eye on the “business” as it were. One of the challenges we face is that unfortunately Gellibrand has not been able to resolve the shortfall in funding due to two service sites incorrectly funded. The funding body has been aware of this issue for many years now, and we look to a positive resolution to this issue. Although there was a clear commitment in 2007 for a move away from the “24 hour model” this is yet to happen. With a budget as tight as ours, we continue to struggle to make ends meet whilst achieving our core responsibilities.

On a more positive note, significant energy has been spent by the organisation in the second half of the 09/10 financial year with a considerable investment in the ISP (Individualised Support Package) program to understand how Gellibrand can support the disability field best in relation to this personalised funding model. In relation to accommodation and day placements, the field needs to move from the rhetoric of “person centred support” to achieving real outcomes of choice and wellbeing. This may ease the challenges that exist with current funding levels and inflexible systems. A current example of this is the challenge of clients needing to “age in place” with the same retirement and semi-retirement options as the community at large. The field has a long way to go to achieve this aim. Gellibrand is currently exploring how to achieve this along

with finding flexible choice options for all the people we support.

Gellibrand’s ongoing belief that one’s environment is crucial to one’s wellbeing, continues to present a challenge, especially at some of our older houses. As 3 of our houses head into their 4th decade, upkeep continues to be a struggle, as does the challenge of achieving the best outcomes for the people that live there. With small bathrooms, narrow corridors, and sinking foundations, the challenge to achieve the best outcomes for the people that live at these sites is one not easily solved. Add to this the struggle to “beautify” our sites, and we can only consider ourselves extremely fortunate to have received assistance from various individuals and groups in partnering with us in this challenge. Included are Boeing, Westpac, Hoppers Crossing & Essendon Rotary, and the Bendigo Bank in Altona Meadows. We have also received “minor works” funding from DHS, which has been gratefully utilized.

The field is currently going through a quality accreditation process. We have continued to work towards achieving not just a quality system but a system that achieves quality outcomes. We are currently undertaking our own internal quality audit, looking to achieve accreditation from an external auditor next year. Thank you to everyone who has assisted us in this process by providing feedback, both positive and negative, that has assisted us to understand how best to work with clients, families and our own team members, to achieve an organisation of “best practice” in everything we do.

I would like to take this opportunity to thank everyone involved with Gellibrand who works towards supporting the organisation to achieve meaningful outcomes for empowered people. I look forward to working with you in the upcoming year.

Matthew Hoyle
Chief Executive Officer



Treasurer's Report

The financial year 2009/2010 result for Gellibrand Support Services Inc. (Gellibrand) was a loss of \$20,966 compared to the previous year loss of \$205,971. This loss, while a big improvement, continues to underline the difficult environment that Gellibrand has in respect to delivering its core services. Gellibrand's operating deficits will continue, while services to clients remain under funded by Government. Gellibrand, however, recognizes and greatly appreciates the ongoing funding support it receives from the Department of Human Services

The Department of Human Services (DHS) remains Gellibrand's major source of funding representing 85.7% of total revenue 85.2% in 2009. The ongoing viability of Gellibrand is highly sensitive to movement in Government funding and wage costs. Employee expenses amount to 78% of total expenses and have increased by \$166,719 over the previous year. The primary driver for Gellibrand is to meet the current and future needs of our clients and to ensure our financial long term viability, to that end we are striving to break even in our day to day operations, while seeking alternative funding sources to assist with capital expense programs.

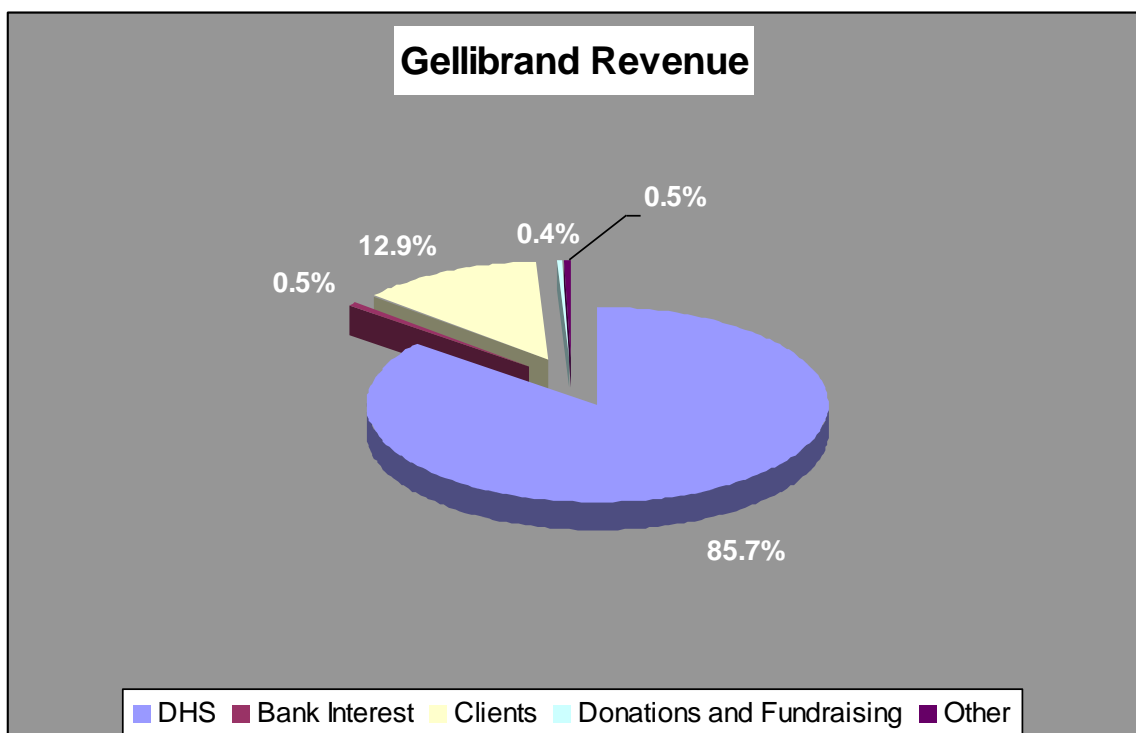
Gellibrand increased revenue by \$207,082 or 5.5% over the previous year's level. A breakdown of

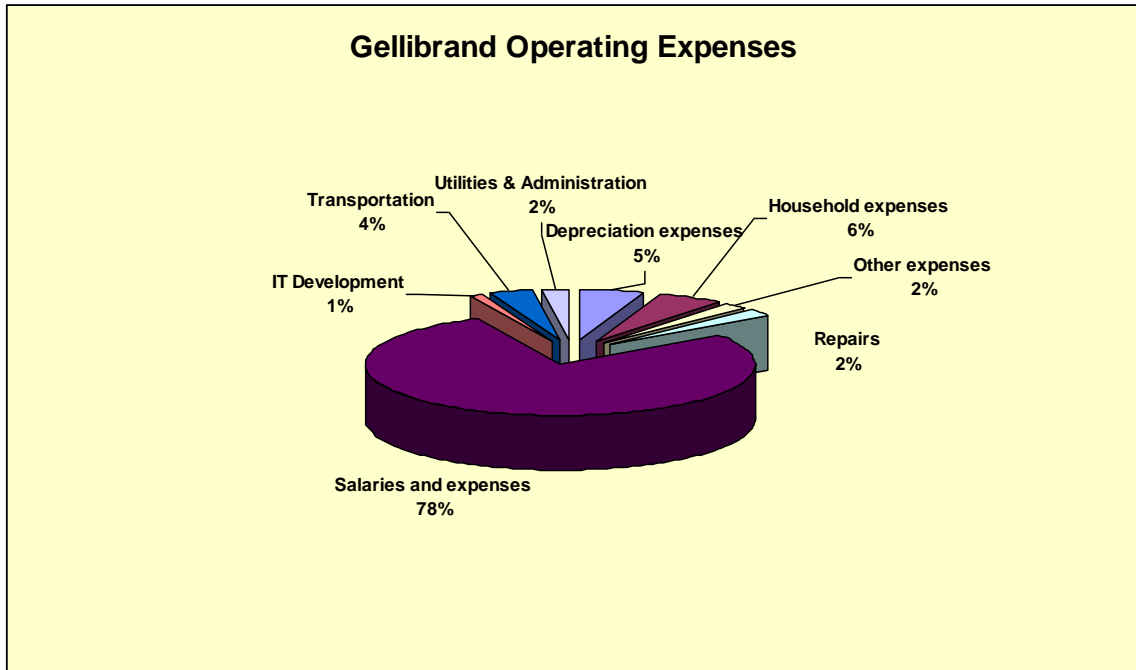
revenue sources is shown in the graph below.

The Balance Sheet position as at 30 June 2010 remains solid with total equity of \$1.3 million (including \$1.2 million in property, plant and equipment) and \$890 thousand in cash or cash equivalents, most of which is committed to specific operational and capital improvement activities. Gellibrand's working capital ratio of 1.3 is in line with the previous year of 1.3 and reflects Gellibrand's ability to meet its short term commitments.

Major factors affecting Gellibrand's operating loss of \$20,966 were salary costs, which increased by \$168,938 or 5.8% over the previous years level, reflecting additional salary expenses incurred in supporting individual client support packages and additional labour costs associated with changing government requirements, such as implementing the Quality Framework. There were substantial cost reductions in IT development and professional fees of \$85,539, and in administration costs of \$26,409, while other organizational costs were kept within previous year's levels.

A breakdown of Gellibrand's major operating ex-





penses is shown in the graph above.

Gellibrand’s winning tender from the Council of Australian Governments (COAG), for the running of a house that will accommodate 6 long term residents is progressing slowly. The house will be built by the Office of Housing on behalf of DHS and is likely to be completed in the first half of next year. Gellibrand will have shared equity in the premises and will contribute up to \$270,000 towards the capital cost of the premises.

The Committee of Management and Gellibrand Management continue to review and implement strategies to better position the organization for future tender opportunities.

The Committee of Management reviews its corporate governance policies and procedures to ensure it fulfils its obligations and to meet client and community expectations. The Committee of Management guides and monitors the business affairs of the organization and sets the policies, strategic direction and the annual budget. During the year, I have worked closely with the Finance and Business sub committee. This com-

mittee monitors Gellibrand’s financial performance, 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.

Gellibrand’s Finance Team together with Team Leaders and Team Members, have worked hard to manage and monitor the financial performance of Gellibrand in a changing and challenging environment.

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.

Ray Kukk
Treasurer



Profit & Loss

For the year ended 30th June 2010

	NOTES	2010 \$	2009 \$
Revenue from Operating Activities			
DHS Grants		3,299,832	3,198,253
Grants From Previous Year		96,962	0
Reimbursements		11,467	54,503
Client Fees		511,630	417,447
Donations		13,575	50,610
Brokerage		982	13,056
Training Income		210	2,038
Fundraising		1,800	2,861
Total Revenue from Operating Activities		3,936,458	3,738,768
Revenue from Non Operating Activities			
Interest Received		21,201	23,514
Profit/Loss on sale of Asset		4,513	(7,192)
Total revenue from non operating activities		25,714	16,322
Total Revenue	2	3,962,172	3,755,090
Expenditure			
Administration		82,279	108,688
Depreciation- Buildings		70,753	69,407
Depreciation- Computers		31,119	35,110
Depreciation- Furniture & Fittings		10,792	9,125
Depreciation- Motor Vehicles		95,148	98,816
Insurance		4,352	4,384
Equipment <\$1,000		17,914	20,623
Household Expenses		214,867	221,454
Professional Fees		25,531	47,560
Repairs & Maintenance		88,940	95,913
Resident Expenses		7,799	17,697
Salary Expenses		3,062,258	2,893,320
Service Expenses		56,332	46,986
Staff Expenses		20,186	13,654
Staff Training		21,251	30,002
Transportation		140,656	124,379
Capital Improvements		9,280	36,753
IT Development		23,680	87,190
Total Expenditure	3	3,983,138	3,961,061
Net Profit/(Loss) from Continuing Operations		(20,966)	(205,971)

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

The full Accounts are available upon request.



Balance Sheet

As at 30th June 2010

	NOTES	2010		2009	
		\$		\$	
Current assets					
Cash in banks and on hand	4	846,359		496,363	
Receivables	5	24,206		21,354	
Accrued Income	5	18,983		2,473	
Total current assets			889,548		520,190
Non Current Assets					
Property Plant & Buildings	7	744,892		811,882	
Furniture & Fittings,	7	51,854		49,937	
Computers	7	51,526		56,063	
Motor Vehicles	7	372,146		406,026	
Total Non Current Assets			1,220,418		1,323,908
TOTAL ASSETS			2,109,966		1,844,098
Current Liabilities					
Trade Creditors and Other Payables	8	561,740		293,786	
Provisions	10,11,13	116,910		92,260	
Total Current Liabilities			687,650		386,046
Non Current Liabilities					
Provision Long Service Leave	12,13	175,743		181,513	
Total Non Current Liabilities			175,743		181,513
TOTAL LIABILITIES			854,393		567,559
NET ASSETS					
Equity					
Accumulated Retained Earnings	19	1,065,573		1,086,539	
Capital Reserve Fund		190,000		190,000	
Total Equity			1,255,573		1,276,539

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

The full Accounts are available upon request.



Cash Flow

For the year ended 30th June 2010

NOTES	2010 \$		2009 \$	
	Inflows (Outflows)		Inflows (Outflows)	
Cash Flows from Operating Activities				
Rent, Grants and Operations	3,906,869		3,680,966	
Donations	13,575		50,610	
Interest Received	21,201		23,514	
Payments to Suppliers and General Expenses	(3,491,840)		(3,672,318)	
Other Expenses				
Net Cash Inflow/(Outflow) from Operating Activities	14	449,805		82,772
Cash Flows from Investing Activities				
Payment for Property, Plant and Equipment	(119,309)		(237,572)	
Proceeds from Sale of Property, Plant and Equipment	19,500		56,000	
Net Cash Inflow/(Outflow) from Investing Activities		(99,809)		(181,572)
Cash Flows from Financing Activities				
Proceeds from Borrowings				
Net Cash Flows from Financing Activities				
Net Increase/(Decrease) in Cash and Cash Equivalents		349,996		(98,800)
Cash Held at the Beginning of the Financial Year		496,363		595,163
Cash and Cash Equivalents at End of Financial Year		846,359		496,363

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

The full Accounts are available upon request.



Auditor's Report

MICHAEL KIERNAN & ASSOCIATES

ACCOUNTANT FCPA

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ALTONA NORTH
ABN 82 957 136 008

10 September 2010

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 2010.

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 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 2010.

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



New Clients

Gellibrand was pleased to welcome the following new arrivals during 09/10.

Stephen Loy

Stephen has been a resident at Medfield since November 2009.

Stephen's love of the Hawthorn football club is obvious to all and he does seem to enjoy the inevitable banter with his housemate Rory, who is a member of the Western Bulldogs Cheer Squad.



Stephen Cauchi

Stephen joined our ISP Client list in September. He is a keen bike rider and is also active in Taekwondo. Stephen enjoys tacos, Chinese food and a 'good' coffee.



Susan O'Sullivan

Susan came to 17 Hanmer Street in January. Susan seems to enjoy art and in particular has expressed a wish to "keep painting". Susan likes a chat over a cuppa and to do personal shopping.



Clients who have Changed their Abode in 2010

The following people have moved and each seem to be enjoying the new situation.

As from April 2010 **Tony Toniola** who previously resided at Ann St and **Jeff Green** who used to reside in Braybrook as an ISP client, are sharing accommodation in West Footscray. Tony and Jeff have been good friends for years and we wish them well in this exciting new phase. Based on past experience, if you are after a mean barbecue and a great cup of coffee, it will be worth visiting Jeff and Tony.



Penny Carew has progressed from living in a Gellibrand run unit to unit in the community with support through ISP.

Penny continues to be a regular visitor to Withers Street where she keeps Team Members on their toes.



New Client Programs at Gellibrand

As the photos below demonstrate, many clients have enjoyed new programs during the year.

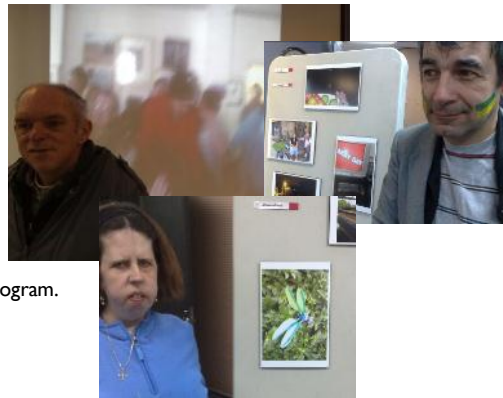


Kathy, Patricia, Tanya and Luana making music.



Margaret, Monica and Diane working at the baking program. Both the work and the results were enjoyed by all.

Ernie, Chris and Sonia stand besides their work from the photography program.



These programs, which have been run at Gellibrand sites, have proved extremely popular. Thanks very much to the course presenters including Sandra Freeman, Margaret Given, Luke Yeoman, Rebecca Brissett, Jodie Torpy, Bethany Langmead, Bishoy Saad, Rosie Gomez, Emma Stephenson, Andrew Toms, and Karen Amato.



Marty, Luana, Lucy, Lorna and Kathy expressing their creativity in the Gellibrand painting program.



Megan, Patricia, Maria, Andrea, Bridgit, Luana and Diane strut their stuff after a pampering program.



my future my choice

Gellibrand is pleased that it has been selected to operate a new house being built in St. Albans as part of the *my future my choice* program. This program is a joint Commonwealth/State Government initiative to support young people with severe disabilities to move out of nursing homes into more appropriate accommodation options. Currently a significant number of young people are forced to live in nursing homes because no suitable accommodation is available. These young people have complex medical support needs as a result of acquired brain injury or neurological diseases such as multiple sclerosis or muscular dystrophy. The nursing homes are meeting the medical needs of the young people involved, but their social needs are not being met and they are very socially isolated.

The *my future my choice* program aims to provide more suitable accommodation options for these people, mainly in small homes within the community. Construction of the new house in St Albans commenced in August this year and it is expected to be complete by March 2011. Once completed the house will be a home for 6 young people. Gellibrand has recognised that the client group in this house will be very differ-



The undeveloped property where the new service will be built.

ent to our current client groups and we have started planning around how to really meet the needs of this client group. Key elements of the service will be:

- ◆ the service to be provided will be first and foremost the residents' home- not a nursing home or an aged care facility but a home for the 6 residents
- ◆ each resident will have a personal centred plan to address their needs, ambitions and objectives. These person centred plans will include personal health plans aimed at meeting complex medical and support needs in a home envi-

ronment rather than an institution

- ◆ these plans will focus as much as possible on involving residents in a wide range of activities within the home and particularly in the community whenever possible

Most of the funding for capital and establishment costs for this new home is being provided by Commonwealth and State Governments but Gellibrand was required to contribute a substantial amount to these costs. We are extremely grateful to a number of philanthropic trusts which have contributed generously towards these costs.



Donations

Gellibrand is required to make a substantial contribution to the capital and establishment costs of the new *my future my choice* house in Honey Grove St. Albans. We are delighted to have received substantial support for this contribution from a number of philanthropic trusts:

Perpetual Trustees- Percy Baxter Charitable Trust	90,000
Perpetual Trustees- Diane Brown Charitable Trust	5,000
Helen McPherson Smith Trust	25,000
Lord Mayor's Fund	7,000

This support will play a crucial role in enabling us to play our part in providing a first class facility for the young people with complex support needs who will be living in this house.

The Bendigo Bank, through its Community Enterprise Foundation, has also provided valuable support which has enabled us to upgrade our services. The Laverton/Altona/Point Cook branches donated \$3,000 for the sensory garden at Linnet Street in Altona and the East Keilor branch donated \$4,840 for easy to use door handles and new support rails in the bathrooms at Medfield Avenue in Avondale Heights.



Top: Monica and Maria enjoying the garden at Linnet St. Bottom: The doors and rails at Medfield Ave.

Commercial Reality	Mary Archibald	Margaret Boyes
St Eanswythes Caritas	Des O'Shea	Grant Wallace
Ray Kukk	Red Letter Consulting	Cath Harmsen
Pauline Hamilton	Westgate Ladies Golf Club	

How can you help?

<u>Volunteering</u>	<u>Financial Support</u>
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.	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.

Support generously provided by:



The Percy Baxter Charitable Trust,
managed by perpetual



The Diane Brown Charitable Trust,
managed by perpetual



Frequently asked questions about Gellibrand

Who are we?

Gellibrand is a multicultural team of individuals passionate about quality outcomes for the people they 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 as part of everyday life

Maximizing independence

Providing opportunities

Understanding what home is for each person we support

Enabling people to share the interests and passions that express who they are

Never letting barriers get in the way of a good quality outcome

Where do we do it?

Suburbs	Service
Albion	ISP
Altona	SSA
Avondale Heights	SSA
Bundoora	ISP
Caroline Springs	SSA
Greensborough	ISP
Moonee Ponds	ISP
Niddrie	ISP
Seddon	ISP
StAlbans	my future my choice
Sunshine	Office
Werribee	SSA
Williamstown	SSA

ISP = Individual Support Package

SSA = Shared Supported Accommodation

Why do we do it?

