



Annual Report 2016

Gellibrand
Support Services



Annual Report 2016

Inside:

President’s Report	2
CEO’s Report	3
Treasurer’s Report	4
Financial Reports	7
Auditor’s Report	10
Two unforgettable ladies move on	11
Strategic Plan Update	12
Gellibrand’s Newest Clients	13
In Memoriam	14
FAQ	15





President's Report

As always, it is a privilege to be involved in such a worthy organisation as Gellibrand Support Services and to be able to present the President's annual report.

It never ceases to amaze me how dedicated and caring Gellibrand staff are and the amazing job they do for the benefit of Gellibrand's clients and their families.

It is therefore important that Gellibrand continues to strive to improve its service offering and quality of support for its clients and to ensure that it becomes ready for the full rollout of the NDIS in 2018.

A good start is to ensure Gellibrand's ongoing financial viability. Whilst this is never easy in a sector with very limited funding available, it is pleasing that Gellibrand returned a modest surplus this year. So well done to the finance team and the Treasurer and others in Gellibrand who have strived to make the most of every dollar. The Treasurer's report provides comprehensive details of all financial activities.

The next step is to ensure that future services are delivered efficiently and effectively and within a strategic framework. Gellibrand has been achieving this for many years, but it is time to review Gellibrand's strategy and its management model and produce a new 3 years Strategic Plan 2017-2020.

Earlier this year the Department of Health and Human Services (DHHS) commissioned a service review of Gellibrand in light of some complaints that Gellibrand received from a few carers/ administrators on behalf of their clients. The report that was produced following the review found that there was much to celebrate about the organisation and its services. The report also found some opportunities for improvement not only to address or prevent similar complaints in future but to also place Gellibrand in the best position possible to take advantage of the NDIS.

The Committee of Management welcomed the review, particularly as it was produced at no cost to Gellibrand. Whilst Gellibrand is not entirely in agreement with some of its findings, when taken in the right spirit the review represents an opportunity that must not be passed up. Together with DHHS, Gellibrand intends to implement most of the Report's recommendations that add value to the organisation over the coming year so

as to benefit clients, staff and good governance.

There is no doubt in my mind that Gellibrand is relentless in endeavouring to meet client needs in an optimum way to preserve their wellbeing, dignity and choice. I am confident that we have the will, resources and skills to continue our growth and success and to overcome any challenges that may be before us, such as the NDIS, for the benefit of Gellibrand's clients and staff.

I would like to remind everyone that the focus on renewing Gellibrand as an organisation with stronger governance commenced prior to the DHHS review. Part of that focus was the recruitment of a number of new Committee members last year: Thomas Elford (Treasurer), Liam Jones (Assistant Treasurer) and Ann McGowan, who have proved to be skilled and valuable contributors and I thank them for their fine and dedicated service. I would also like to take this opportunity to thank Mary Archibald, who has taken to her role as Secretary with great energy and enthusiasm and is a refreshing force for good change and governance, and Mary Burbidge and Mary Cross for their selfless dedication throughout the year.

I would also like to thank Mr Max Neufeld who retired from the Committee after 5 years of dedicated and valuable service.

I would also like to acknowledge the CEO and the management team for their steadfast commitment and support to Gellibrand and its clients and to the Committee and each other particularly through the sector and organisational challenges that are before us.

I wish everyone associated with Gellibrand, the staff, clients and their families and Committee members a happy completion to the year and a peaceful Christmas.

Mario Siles
President

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 bank clerks. 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.

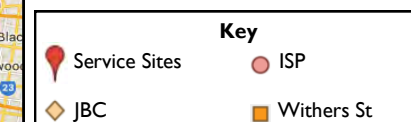
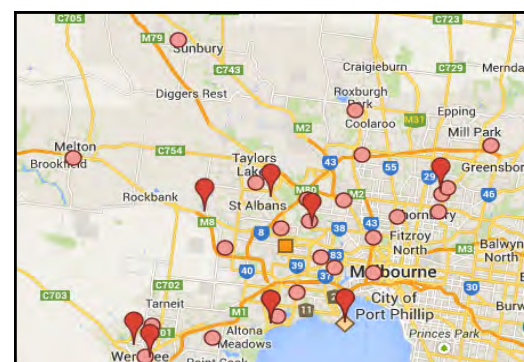
What do we do?

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.

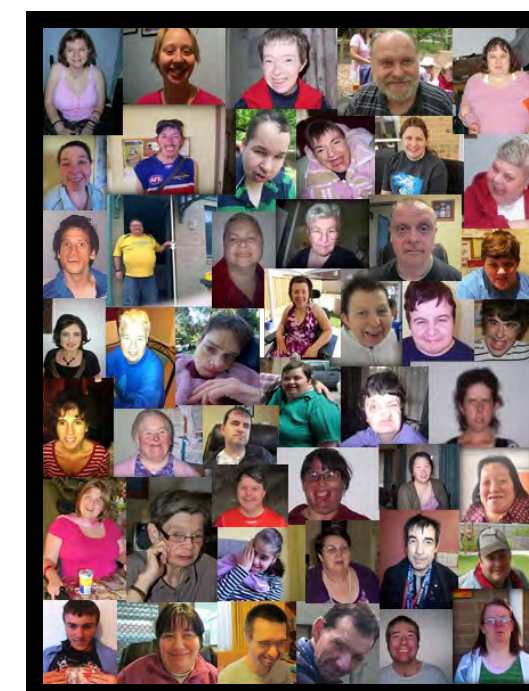
How do we do it?

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

Where do we do it?



Why 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.





In Memoriam

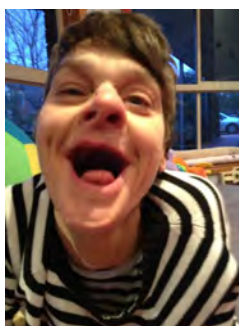
Lisa Kemp, Roberto Bidese and Sonia Szatkiewicz

Lisa

Lisa was a pivotal part of the Eppalock community for many years. She really seemed to enjoy the extensive range of sensory gear on hand at Eppalock. Lisa interacted with all team members, especially the regulars, showing her appreciation with her trademark broad grin, by how her eyes could hold so much expression and by how she shared joy with you with her hearty belly laugh.

Lisa was well loved by all she came in contact with but by none more so than her truly remarkable mother. Val has wonderful qualities of loyalty, a truly caring nature, a tremendously positive outlook on life in general and obviously had a deep love for Lisa. Val is also stylish and vivacious and Withers Street often benefited from her monthly visits to pay the rent, always on time, always the correct amount and always done cheerfully.

We know that Lisa deserves to be in a better place and are confident that she is now enjoying peace and tranquillity. Vale Lisa

**Roberto**

Roberto was seemingly only at Gellibrand when his devoted dad, Marchello, absolutely needed some recharge time. Team members who worked with Roberto quickly came to understand the great bond that he had with his father, who with great drive, dedication, patience and skill cared for Roberto selflessly for many decades.



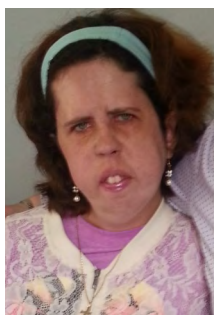
But a shift with Roberto provided an insight into the man himself. Roberto was always keen to explore Williamstown as much as time would allow. He was very, very cooperative on "the outward nine" but never seemed anywhere near as keen on the "back nine".

If the weather was inclement Roberto liked to flick through magazines, arrange his large collection of model cars, engage in indoor basketball or just chill out. Roberto's smile was unforgettable. Vale Roberto

Sonia

Sonia was a foundation resident of Medfield and so completed fifteen years there and got to know the Avondale Heights community well. She was not a demanding client at all and seemed to be able to relate well to her housemates and team members alike. Sonia did like to keep up with all that was going on at Medfield and at Gellibrand more widely. She loved a chat and was a good conversationalist.

Sonia seemed to enjoy stints on the Client Committee and was quietly forceful in her views. She kept herself as active as possible and seemed to really enjoy the various social events she attended. Sonia will be sadly missed by all she came into contact with. Vale Sonia



CEO Report

The 2015-2016 year has been extremely challenging on a number of levels but Gellibrand has, I believe, come out stronger as a result of meeting the external demands placed on us.

Financially, as foreshadowed in last year's report, we recorded a return to modest surplus, after the substantial deficit of last year. This was pleasing and was achieved through applying additional focus on operating costs, especially in the key areas of consumables and wages. It remains very difficult to balance client choice and service levels against the background of restricted funding. This is a fact of life within the disability sector.

Gellibrand continued to work closely with DHHS both in managing some complaints and securing minor works funding for a couple of sites. It is great to continue to build and strengthen such partnerships. This year also saw Gellibrand work closely with the DHHS in relation to conducting a review of our service. It is always helpful to have an organisation examined with fresh eyes. Gellibrand now has an action plan in place as a result of the review and we look forward to implementing some new processes in the coming year. As a service we continue to improve and welcome opportunities such as the review to assist with continuing to provide quality services.

Gellibrand has been focused on our strategic plan, and even with other pressures, we have stayed committed to progressing the items in the plan. This plan includes developing in the areas of family communication, technology enhancement, marketing and administrative competence within the very large scheme of the NDIS. The NDIS is a reality for all stakeholders at Gellibrand, and accordingly, we remain extremely focused on preparing the organisation, the

clients and all our stakeholders involved in this new disability support structure.

Gellibrand was saddened during the year by the passing of Lisa Kemp, Kathy Sharp, Roberto Bidese and Sonia Szatkiewicz, all long term clients who leave lasting fond memories

It was also sad to say goodbye to Kathy Kelly and Kerrie Russell, who, after very long term stays at Gellibrand, both reached a stage in life where it became necessary to move to alternative accommodation.

In line with the, albeit slow, rollout of the National Insurance Disability Scheme (NDIS), Gellibrand has appropriately adjusted our Strategic Plan to reflect its ultimate implementation. We are confident that the growth in both Meaningful Activities in Partnership (MAP) and Individual Support Packages (ISP) are ideal lead-ins to the NDIS which is due to take full effect in our region in 2018.

I take this opportunity to again thank our hard working and dedicated staff who have such a positive influence on our client's lives.

Matthew Hoyle
Chief Executive Officer





Annual Report 2016

Treasurer's Report

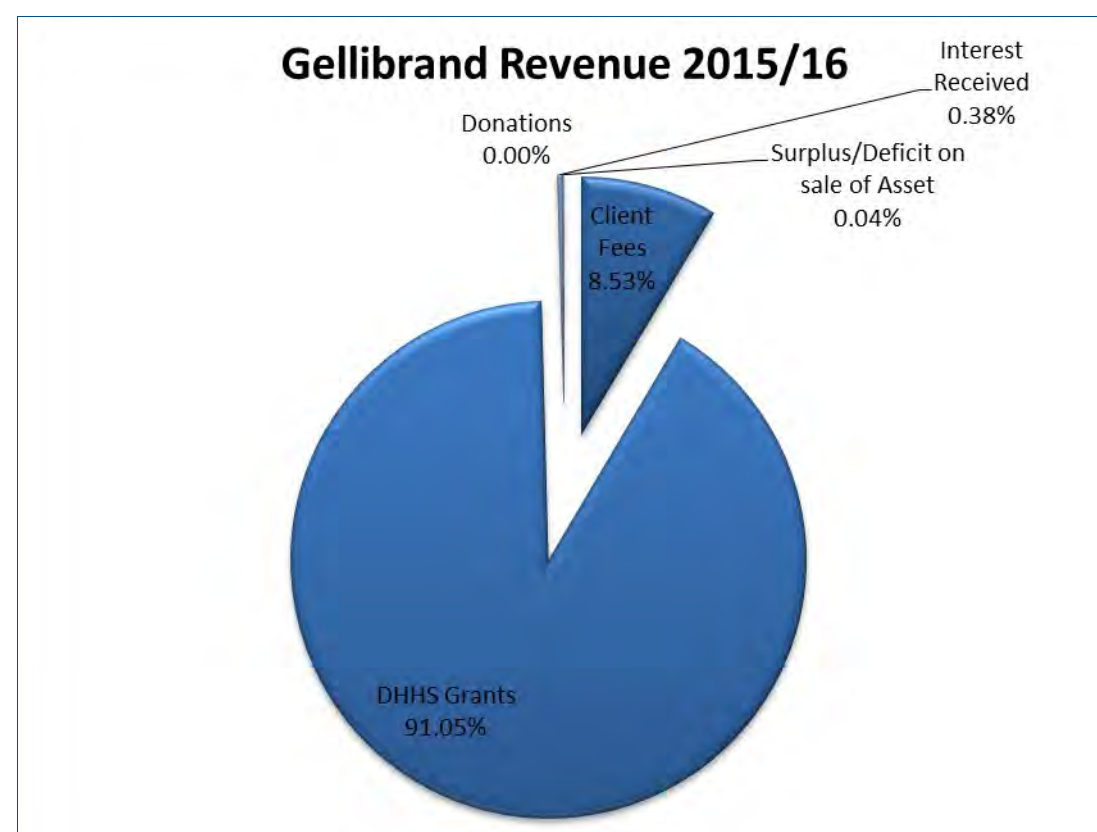
Financial Performance – Overview for 2015/16

It has been an interesting year at Gellibrand Support Services Inc. for everyone on the Committee of Management (COM) and involved in the organisation. We have had some ups and downs and some significant challenges to overcome but we have all galvanised together to continue to make Gellibrand Support Services Inc. a better organisation and the future continues to be very exciting. We continue to improve the governance of Gellibrand striving to be a great organisation.

With the introduction of National Disability Insurance Scheme (NDIS) in 2018, the finance department will play an extremely important and pivotal role ensuring our financial viability. We, therefore, need to make sure we are continuing to work on our systems and processes to allow a smooth transition. In assisting with making the transition happen as smoothly as possible we have already had the opportunity to have some great support from Roland Naufal from Disability Services Consulting and we look forward to working with them more in the future.

I would like to thank all the COM for their service and assistance throughout the year, without their help we would not have had a functioning COM. I also would like to thank each of the COM for their support and assistance throughout the year; it certainly does make the job more enjoyable and rewarding. The positive feeling in the last couple of months has been a joy to be a part of; it has made the trip down the highway very exciting to get stuck into the next challenge that awaits. I would also like to thank Carine Moriniere (Finance Manager) for her hard work. Her return in October 2016 was very well received. I would also like to thank Simone Jensen and the rest of the financial department who filled in for Carine while she was on maternity leave. It was a difficult time but did provide the finance department with an opportunity to explore and understand more fully our systems and processes so that they can support Carine more meaningfully.

The 2015/16 Financial Year was a reasonable one showing a net profit of \$34,927 compared to our budgeted net Profit of \$65,437 pulling up \$33,181 short. The Net Profit margin for the year was 0.50% which is 0.50% lower than what we were aiming for. This was a significant improvement on 2014/15 Financial Year after producing a loss of \$189,366. We have continued to monitor the level of wages to revenue and we have continued to keep this in check with the growth of Gellibrand which was 2.17% from the previous year.



Annual Report 2016

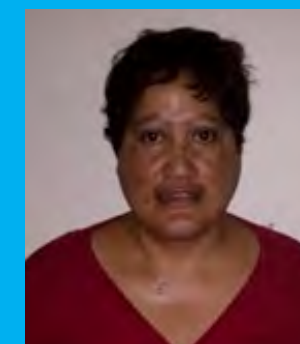
Gellibrand's Newest Clients

Gellibrand is pleased to welcome this year's new clients!

17 Hanmer **Andrew Foster, Kate Glenn**
Honey **Susan Thompson**



Kate Glenn



Susan Thompson



Andrew Foster

ISP **Bradley Richardson, Corey Morgan, Suleyman Atapak**
MAP **Mark Hillier, Aristidis Poutselas**

Also the following clients have changed abode during the year:

- Chris Priest has moved from *Linnet* to *17 Hanmer*
- Kate Gleeson has moved from *Willow* to *Medfield*
- Kelly Maskell and two long termers Kerrie Russell and Kathy Kelly have moved on.



Strategic Plan Update

It has been a very busy year for Gellibrand. Planning is an essential part of any organisation's success, Gellibrand is no different. However, even the best laid plans can go awry and there have been a few timelines adjusted through the process. However, we remain ambitious and work on the strategic plan continues to progress as we find ourselves at the pointy end of our three year process, looking to start development of our next Strategic Plan.

The new plan due in 2017, like the current plan, will no doubt have a strong emphasis on the NDIS and how we adapt as a service whilst maintaining our core philosophy of client driven and centred supports. We will look to continue some of our current work into the new Strategic Plan period whilst other items we can happily report have been achieved and have now become part of the organisational structure.

This strategic plan has so far seen us explore new technologies, build understanding of the NDIS, review our payroll system, streamline intake processes for new clients, develop new planning tools for clients, review our financial systems, overhaul our stakeholder data management systems, review and ultimately re-structure our staff training and induction processes and develop and roll out new communication systems. It has been a busy couple of years.

The finance and maintenance team have been busy understanding what service bookings and invoicing looks like under the NDIS. As an organisation we understand the flow of communication in this process is integral to financial success under the NDIS. We have reviewed our invoicing processes and will continue to refine these systems going forward to 2018 to ensure we are well sorted.

We now have a fully revised training program for new team members which appears to be working

well. This program has now been fully implemented with two recruitments and has ensured our training is more consistently implemented. Linked to this work has been work around team culture. It became evident through surveys and feedback that if we wanted to improve organisational culture, we had to improve organisational communication. A Management newsletter is now distributed monthly to all team members, the management team has an email address that team members are encouraged to use to provide feedback and we are continuing to explore other technologies for direct communication between site teams. This year also saw us move into the land of social media. This has been a challenging navigation and we continue to work it through but please do visit our volunteering Facebook page at www.facebook.com/gellibrand.

We are much better placed now for marketing. We would like to thank NAB for their volunteer work in assisting us to develop a marketing plan. This was a significant piece of work that could not have happened without the time and energy provided to us from NAB.

It has been a busy time of growth of ISP & MAP, so the Strategic Plan came at a good time for us to streamline our intake process and be more responsive to service enquires. We now have a dedicated person who filters all enquires, responds, assists families and service users to navigate the systems and then supports them to transition across to their requested service. This point of contact process will be imperative in Gellibrand's success under the NDIS.

So, all in all it has been a busy, but fruitful time. We look forward to moving forward with some of the existing processes not yet complete but also looking to the next 3 years and what new challenges we should be exploring in preparation for what will be a significant change under the NDIS.

Our Vision

A community where individuals are respected, opportunities are explored and choice is promoted.

Our Mission

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.

Our Values

Respect • Care • Safety • Integrity • Accountability

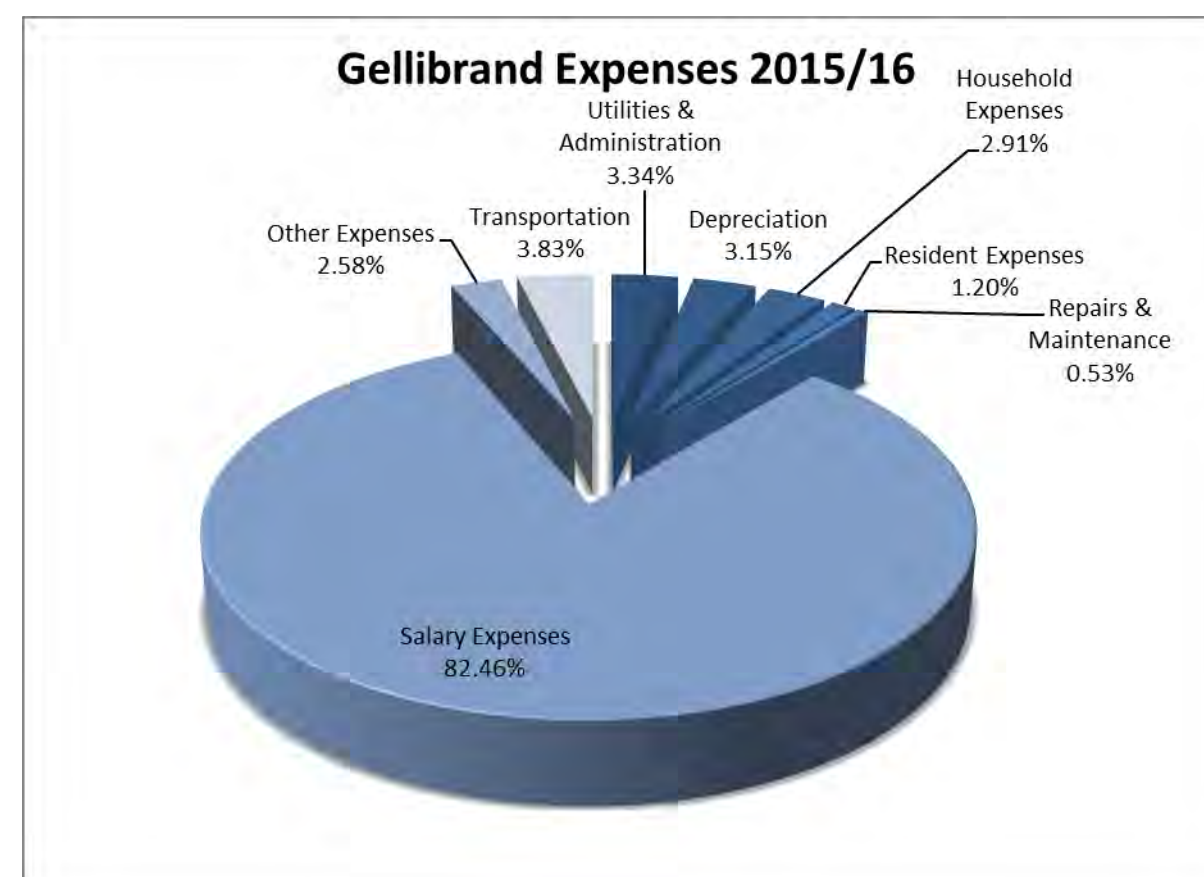


Treasurer's Report

Financial Performance – Overview for 2015/16

The Department of Health and Human Services (DHHS) grants continue to be Gellibrand's main source of funding representing 91.05% of the total revenue and 88.60% in 2015. We are heavily reliant on DHHS and the percentage of revenue, has increased by 2.45% on 2015. We continue to innovate and find new ways to bring in client fees and donations but unfortunately we are finding this very difficult as evident in our client fees and donations which decreased in percentage of income from 10.75% in 2015 to 8.53% in 2016. We are continuing to strive for growth through our strategic plan and we are very optimistic about the future of Gellibrand with the opportunities that will present themselves from NDIS.

The expenses for the 2015/16 have more or less stayed on par with budget and 2014/15 financial year as a percentage of revenue (as you can see below). There has been a slight increase in Salary Expenses from 81.28% to 82.46%, however, we continue to monitor the salary expenses through systems and processes that all our clients at Gellibrand are getting the right amount of support that is required without having oversupply of staff.



It is also worth noting that repairs & maintenance fell from 2.33% of total revenue in 2014/15 to 0.53% in 2015/16. The reason for this is the change in reporting to strengthen our systems, this has come about to keep a running tally for each house for the funds we receive from DHHS for the upkeep of each property. We decided that this should not be expensed every year but should be carried forward so that if there was no repairs or maintenance one year but the next year there was a significant amount of repairs or maintenance a staff member would not be punished for not meeting budget in the following year. This also lines up with the Disability Leasing Model from DHHS.

It was great to see 2015/16 produce a small profit of \$34,927 especially after such a poor financial year last year. Cash flow continues to be very strong allowing Gellibrand to be in a very strong position if any opportunities do arise. The cash of the business rose from \$1,633,525 to \$1,879,932 an increase of \$246,407. These funds continue to be set aside in term deposits for opportunities that may arise in the future and in preparation for NDIS.



Annual Report 2016

Treasurer's Report

Financial Performance – Overview for 2015/16

The organisation is in a very strong position with our working capital ratio at 2.63 which is our ability to pay our short-term debts when they fall due. We believe as mentioned above with NDIS in the pipeline we need to continue to make sure we maintain a strong working capital level.

With some external assistances from Disability Services Consulting, the COM continues to review its corporate governance policies and procedures to ensure it fulfills its obligations and meets client and community expectations. The COM guides and monitors the business affairs of the organization, sets policies, strategic direction, and the annual financial budgets.

Gellibrand faces several upcoming challenges, these consist of:

- Ongoing levels of government funding
- The introduction of the new NDIS model.
- Continuous improvement of corporate governance policies and procedures
- Sourcing external funds from the community to support Gellibrand's capital works program.

We continue to be excited about the future and what it may bring for Gellibrand Support Services Inc.

Thank you

Thomas Elford
Treasurer

Annual Report 2016

Two unforgettable ladies move on



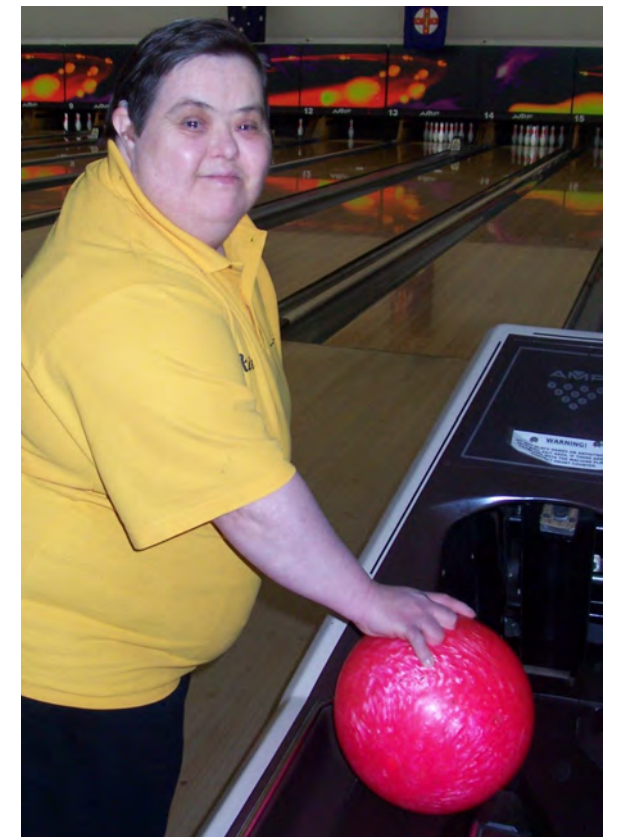
During the year, as they reached another stage in their lives, it was necessary for both Kathy Kelly and Kerrie Russell to move on from their long term stays at Gellibrand.

Kathy moved from Linnet in February and Kerrie from 19 Hanmer in April.

Both ladies are well remembered and missed by all team members (an imposing list) who worked with them in the past.

Kathy liked to sing and play her guitar, was into church and social activities (especially if dancing was involved), seemed to have any number of boy friends, loved routine and was an integral part of Gellibrand for close to thirty years. Kathy also loved reading and was often spotted coming out of libraries carrying a bunch of books.

Kerrie was equally loved by her housemates and team members and also played a key part in the life of Gellibrand for many years. She loved living in Williamstown, chilling out with a coffee with a view of the beach, looking at the shops or just walking around enjoying the surrounds. If Kerrie was happy, which was most of the time, everyone around her seemed to feel a bit better than before. Not everyone can do that.



Kathy

and

Kerrie



Annual Report 2016

Auditor's Report

MICHAEL KIERNAN
& ASSOCIATES

ACCOUNTANT FCPA

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NEWPORT VIC 3015TEL: 9314 6011
FAX: 9314 4774370 BLACKSHAW ROAD
ALTONA NORTH
ABN 82 957 136 008

27 October 2016

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 2016.

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 2016.

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



Annual Report 2016

Statement of Surplus or Deficit

For the year ended 30th June 2016**Revenue from Operating Activities**

DHS Grants

Client Fees

Donations

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

Utilities

Total Expenditure**Surplus/(deficit) for the Year****Other Comprehensive Income****Total Comprehensive Income for the Year**

2016 \$	2015 \$
6,325,131	6,021,450
592,627	722,060
125	8,696
6,917,883	6,752,206
26,650	37,714
2,670	6,679
29,320	44,393
6,947,203	6,796,599
40,631	75,676
87,868	86,673
36,221	35,111
19,280	20,001
74,385	62,544
7,179	6,156
36,711	42,973
201,050	182,994
77,116	87,534
36,711	162,964
83,072	28,441
5,699,833	5,677,951
0	31,501
51,792	50,033
50,561	40,615
219,675	235,564
190,361	159,214
6,912,276	6,985,965
34,927	(189,366)
0	0
34,927	(189,366)

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

The full accounts are available upon request.

For the year ended 30th June 2016

	2016	2015
	\$	\$
Current Assets		
Cash in banks and on hand	1,879,932	1,633,525
Account Receivables	62,952	75,250
Other Debit Accounts	7,817	30,746
Total current assets	1,950,701	1,739,521
Non Current Assets		
Property Plant & Buildings	2,016,566	2,161,615
Furniture & Fittings,	70,998	71,150
Computers	52,782	62,721
Motor Vehicles	311,428	245,966
Total Non Current Assets	2,451,774	2,541,452
TOTAL ASSETS	4,402,475	4,280,973
Current Liabilities		
Trade Creditors and Other Payables	411,621	313,433
Provisions	330,469	297,500
Total Current Liabilities	742,090	610,933
Non Current Liabilities		
Property Provision	1,396,630	1,477,200
Provision Long Service Leave	525,497	489,509
Total Non Current Liabilities	1,922,127	1,966,709
TOTAL LIABILITIES	2,664,217	2,577,642
NET ASSETS	1,738,258	1,703,331
Equity		
Accumulated Retained Earnings	1,738,258	1,703,331
Capital Reserve Fund	0	0
Total Equity	1,738,258	1,703,331

The full accounts are available upon request.

As at 30th June 2016

	2016 \$ Inflows (Outflows)	2015 \$ Inflows (Outflows)
Cash Flows from Operating Activities		
Rent, Grants and Operations	6,917,758	6,743,510
Donations	125	8,696
Interest Received	26,650	37,714
Payments to Suppliers and General Expenses	(6,492,150)	(6,8
Net Cash Inflow/(Outflow) from Operating Activities	452,383	(88,118)
Cash Flows from Investing Activities		
Payment for Property, Plant and Equipment	(241,276)	(157,446)
Proceeds from Sale of Property, Plant and Equipment	35,300	28,250
Net Cash Inflow/(Outflow) from Investing Activities	(205,976)	(129,197)
Cash Flows from Financing Activities		
Proceeds from Borrowings		
Net Cash Flows from Financing Activities		
Net Increase/(Decrease) in Cash and Cash Equivalents	246,407	(217,314)
Cash Held at the Beginning of the Financial Year	1,633,525	1,850,839
Cash and Cash Equivalents at End of Financial Year	1,879,932	1,633,525

The full accounts are available upon request.