



Annual Report 2017

Gellibrand
Support Services



Annual Report 2017

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President's Report

It is a privilege to present the President's annual report for Gellibrand support Services for 2017. In so doing I would like to acknowledge the commitment, hard work and good counsel of our immediate past President, Mr Mario Siles, who had to stand down due to the twin pressures of his growing family and the demands of work. Mario served on the GSS Committee of management for seventeen years in all, with three as Treasurer and the last twelve as President. His contribution has been of great significance.

We also said goodbye, from a Committee point of view, another long serving and dedicated member who was exceptional in her intense focus on the well-being of our Clients. She was also a committed fund raiser.

During the year Gellibrand also lost our Founding Committee member, with the passing of Alice Fraser. Alice was the ultimate true believer who had wonderful rapport with the community at large and energetically applied her craft skills to assist in fund raising over more than twenty five years.

Life goes on and we warmly welcome two new members of the Committee, Sarah Connolly and Joe Morrison and we look forward to a long association with both of them. Sarah and Joe expressed interest in joining the Committee and were invited to do so after a thorough selection process, so we feel confident that they bring needed skills and qualities to the team.

Gellibrand again managed to achieve a modest surplus for the 2016/17 year. This should not be underestimated in the health sector environment where limited funding always applies and it is an on-going struggle to maintain optimum service to our Clients. The Treasurer's report

provides comprehensive details of all financial activities.

The Committee has spent time this year reviewing strategies and determining the best management model for moving ahead and has produced a new 3 year Strategic Plan 2017-20. This exercise was informed by our own internal expertise, by discussion with the Department of Health and Human Services following their recent review and by the need to structure ourselves to embrace the National Disability insurance Scheme, due for roll-out in October 2018.

I would like to acknowledge the strong ongoing commitment of the CEO and the management team to Gellibrand and its Clients. I also have appreciated the dedication of the Committee throughout the year and their willingness to embrace the sectoral and organisational changes that are currently before us.

I wish everyone associated with Gellibrand, the staff, Clients and their families and Committee members a safe and happy conclusion to this year and a peaceful Christmas and I look forward to working together in 2018.

Mary Burbidge
Acting 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.

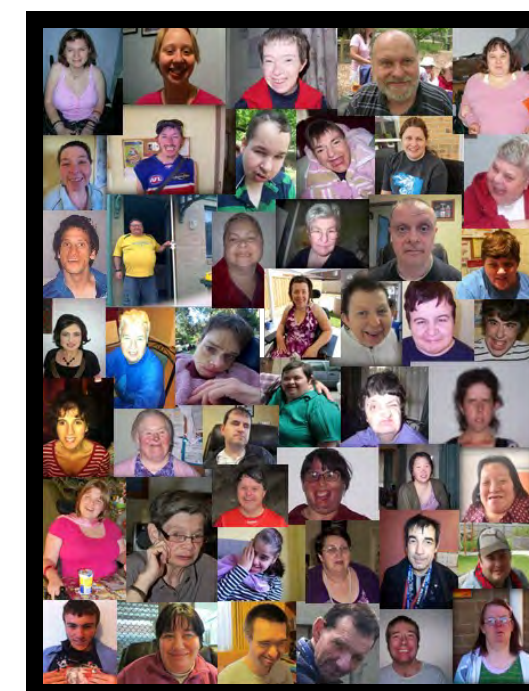
What do we do?

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.

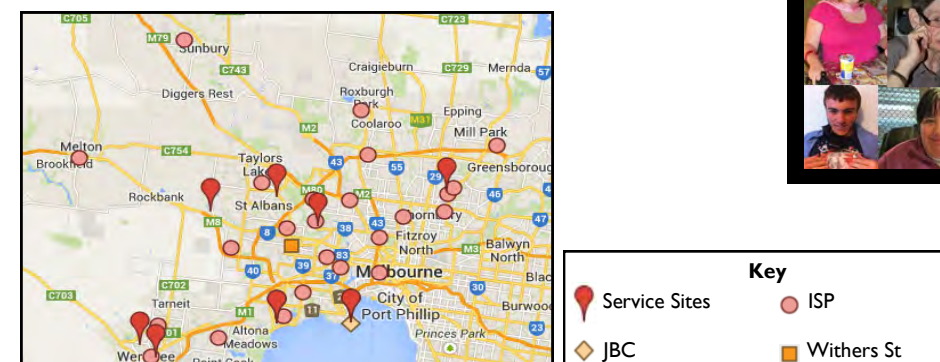
How do we do it?

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

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.



In Memoriam –Two Gellibrand legends

Alice Fraser



Alice joined the Committee way back in 1986 when Gellibrand was known as Urimbirra. She remained on the Gellibrand Committee until 2010.

In November 2008 Alice was unanimously elected as our inaugural Founding Member. This was in recognition of her long, loyal and tireless service to Gellibrand Support Services.

Alice passed away during the year. She retained a close interest in all things Gellibrand right to the end and is very fondly remembered.

Colin Dyett



Gellibrand was saddened to learn of Colin's passing.

Colin was a residential client of Gellibrand for 27 years, all spent at 17 Hanmer Street, and impressed team members with his adherence to routine and his close interest in any coming events that took his fancy.

Colin was larger than life in many ways. Although he cut an imposing figure he was generally a gentle giant who enjoyed a relatively sedentary life style.

Overall Colin made an indelible impact on Gellibrand and, in his own inimitable way, made an enormous contribution to how we organize our business.

We remember him fondly.

CEO Report

Gellibrand has continued to progress as an organisation in the 16/17 year. In this time, Gellibrand has continued to grow in knowledge and experience. With the NDIS upon us, Gellibrand has been working with a consultancy firm to ensure our service is compliant in all areas, and ready for the NDIS. This has been a helpful process, with SAI global just recently again passing us in all areas of compliance and confirming the quality of our support to clients.

As part of our review by the consultants, we decided to put a stronger backbone into the organisation, with a restructure implemented that has been focused on ensuring clients and families get the best that Gellibrand has to offer. This has included implementing a business manager position, a customer well-being manager position, and two cluster coordinator positions. These positions formalise roles that managers were already doing within the organisation, which gives a clearer line of communication and authority within the organisation, to ensure best outcomes for clients. In the time that the new model has been in place we have seen clear improvements in the performance of the organisation.

Being a human services organisation, we are very much at the forefront of the joys and pains in life, and unfortunately Gellibrand has experienced some pain this year. Two team members passed away, as well as one recent ex-team member, within the 12 months. This naturally has had an impact on an organisation that is by its very nature a caring and supportive organisation. I would like to take the opportunity to thank everyone for their support of each other, in what has been a challenging year for us.

The past year has seen us very much focused on taking Gellibrand into the world of the NDIS. There has been very many different focal points for the organisation in relation to the NDIS, with focus needed in administration, with team members, with clients, and with families. Gellibrand has done significant research into how technology can assist in relation to administration, with the first steps being a new phone system for the organisation, and a new database and rostering system which ties into the NDIS. With this infrastructure in place we will explore how handheld devices (mobile phones and tablets) can assist our clients and families, and team members, in providing the best service possible.

For people that know us, our clients are the purpose of our organisation. In relation to clients and the upcoming transition to the NDIS, we have a very clear mantra – Maximise Outcomes... Limit Change. We will be looking to

roll into the NDIS with a "business as usual" approach. As an organisation, we are already focused on keeping the clients in the driver's seat. With the NDIS, we will keep this focus, but with even more choice available to clients. After a year of working with consultants, it is clear that Gellibrand is not needing any significant change or major revamp of services to meet the requirements of the NDIS, just a gentle ongoing shift to involve the families more, and ensure clients remain "in charge". Gellibrand is currently very focused on supporting our families to through the move across to the NDIS, and we will continue to support families as we can.

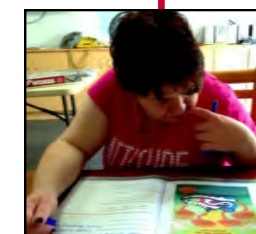
Due to the NDIS, all of our service sites are being assessed by DHHS and upgraded where deemed necessary. The works include an array of identified upgrades, from fixing front door entries to widening bathroom doors and fixing bathroom floors, to improving kitchens. Gellibrand has always maintained its properties in good shape, but it is great to see the houses being maintained in tiptop shape.

Gellibrand also did a number of upgrades in the last financial year. Homes that are well maintained and comfortable for the people who live in them continues to be a strong focus for Gellibrand. As such, we continue to upgrade and improve the houses as we see the need. This financial year we achieved the following:

- Linnet St: Kitchen renovation, painting of sensory room and main living area
- Rankin St: Front garden landscaping
- Honey Grove: Vinyl floor replacement and painting (1 bedroom), new soft fall pathway & associated landscape works. (DHHS funded),
- Willows St: Bathroom renovation
- Tower Rd: Replacement of the front fence and bathroom renovation
- Ann St: New fence for unit 2
- Medfield: Unit 2 bathroom renovation

Gellibrand has worked closely with DHHS in many areas this year. We have worked together to improve our service; our vacancies have been filled in a positive way and there has been a general sense of working collaboratively. It is great that we have been able to achieve good outcomes in partnership with DHHS this year.

S. Matthew Hoyle
CEO





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Treasurer's Report

Financial Performance – Overview for 2016/17

Gellibrand Support Services Inc.

Treasurer's Report 2016/17

The 2016/17 Financial year has been a learning experience for all involved and a pleasure to be a part of the Committee of Management (COM) at Gellibrand for another year. It has also been great to watch everyone grow and develop into a COM that can hold us in great stead for the National Disability Insurance Scheme (NDIS). We certainly have our work cut out to have the organisation in the best possible position for the 2nd half of 2018 but I believe we are well on track.

The departure of our amazing president Mario Siles has been a great lost to the COM but Mary Burbidge has done a fantastic job since taking over the Presidency. It has also been great to have some new faces on the COM which keeps the enthusiastic vibe at our monthly board meetings. 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 personally thank each of the COM for their support and assistance throughout the year. It certainly does make the role more enjoyable and rewarding.

The finance department have done an amazing job in the last 12 months, Carine Moriniere (Finance Manager) leading the way. They have been able to implement systems and processes to make the treasurers role an enjoyable part of the organisation. We certainly have a lot of work to do to be in the best possible position for the NDIS however I have complete confidence we are well on the way.

I would like to thank Roland Naufal from Disability Services Consulting for his help with the board and our CEO Matthew Hoyle. It has been great to have someone with his expertise help us and push us in the right direction. We have learnt a lot and are looking forward to learning a lot more as we get our teeth into NDIS. It was great to see Roland's friendly face at the family day on the 5th of November 2017; I certainly got a lot out of it from the family's point of view.

The 2016/17 Financial Year was a great result considering the changing market, net profit of \$62,765 compared to our budgeted Net Profit of \$41,117. The Net Profit margin for the year was 0.83% compared to our budget of 0.60%. This was a slight improvement on 2015/16 Financial Year which showed a net profit of \$34,927. We continue to have growth at Gellibrand with our revenue increasing 8.89% from the previous year, fantastic result.

The Department of Health and Human Services (DHHS) grants continue to be Gellibrand's main source of funding representing 91.87% of the total revenue and 91.05% in 2016. We are heavily reliant on DHHS however this will change significantly over the coming years due to NDIS. 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 8.53% in 2016 to 7.66% in 2017. 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. See Chart overleaf.



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Strategic Plan Update/Gellibrand's Newest Clients

Our Vision

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

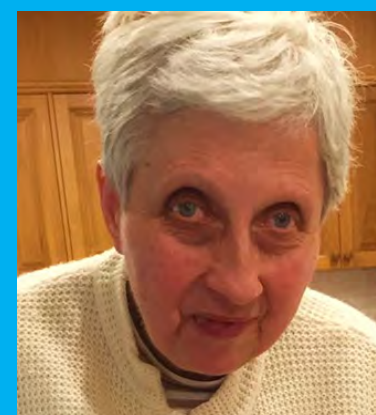
Our Mission

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

Gellibrand is pleased to welcome new clients



Connie Messina
Eppalock



Sally Lloyd
Eppalock



Zenny Spiridis
Linnet St

Bridgit Purcell has moved to 19 Hanmer Street





Strategic Plan Update

Our History

In the 1970's two respite centres, "Urimbirra" were built in Williamstown as and shortly after, "Crana" opened in Altona as a supported accommodation unit for adults with Cerebral palsy. Gellibrand grew from the passion of the family and community members of the two services who saw the need for services whose philosophy is to advocate for people with a disability to have the right to wellbeing, identity and opportunities.



In 1999 Gellibrand Residential Service was created, named in recognition of the close ties the organisation held with Melbourne's western electorate region where Crana and Urimbirra are located. It grew rapidly, expanding to other areas of Melbourne's west.

In 2008 the name Gellibrand Support Services was adopted to reflect the growth of services. As the organisation grew, Gellibrand's administrative office was moved out of Williamstown and into the current and larger office in Sunshine.

Gellibrand continues to seek opportunities to grow, upholding its original philosophy in the advent of the change and challenges of the NDIS.

Strategic Outcomes

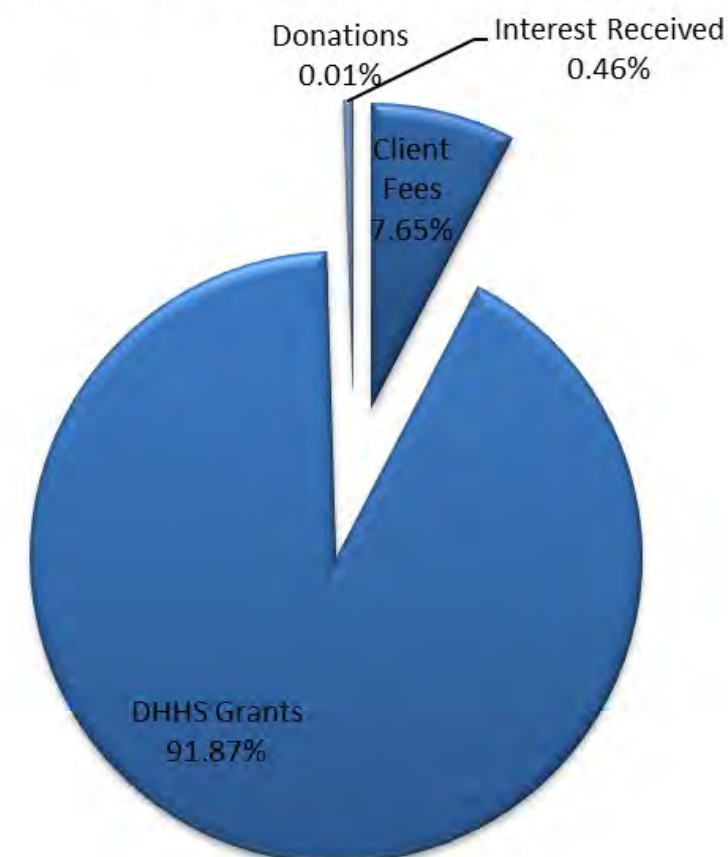
Clients and families delighted with our service	Financially viable	Motivated and skilled staff
<ul style="list-style-type: none"> Services that Gellibrand deliver are valued for the: <ul style="list-style-type: none"> Care we provide Quality of our Services Comfort and safety Connections we create Everyone is important and valued, and this is demonstrated through: <ul style="list-style-type: none"> Opportunities for families and clients to contribute to the direction of the organization The culture of respect and dignity Being responsive and listening to feedback Gellibrand adapts to the changing environment by building on our strengths which includes our: <ul style="list-style-type: none"> Long standing relationships with families and clients Tailored direct support to people with disabilities and their families Accessibility across all levels of the organization 	<ul style="list-style-type: none"> Sensible and organic growth for Gellibrand will be achieved but only where it: <ul style="list-style-type: none"> Adds value for our clients Refreshes who we are Maintains and improves our financial position Builds on our existing strengths and capability Will be a valuable contribution to the broader community Gellibrand remains effective and responsive to emerging demands by: <ul style="list-style-type: none"> Having efficient systems and processes in the delivery of service Having highly effective change management and on-going service delivery Maintaining the capacity to respond quickly and be a nimble organization 	<ul style="list-style-type: none"> Gellibrand's management structure serves the needs of the organization by: <ul style="list-style-type: none"> Being vertical in accountability Being flat in communication Keeping service delivery close to decision making Gellibrand's workforce can deliver on the organization's mission by: <ul style="list-style-type: none"> Providing opportunities for people to grow within their role and across the organization Encouraging the flexibility of the workforce by being responsive and inclusive Ensuring on-going skill development is a focus for all employees



Treasurer's Report

Financial Performance – Overview for 2016/17

Gellibrand Revenue 2016/17



The expenses for the 2016/17 have stayed on par with budget and 2015/16 financial year as a percentage of revenue (as you can see below). There has been a slight increase in Salary Expenses from 82.46% to 83.29%, 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. See chart overleaf.

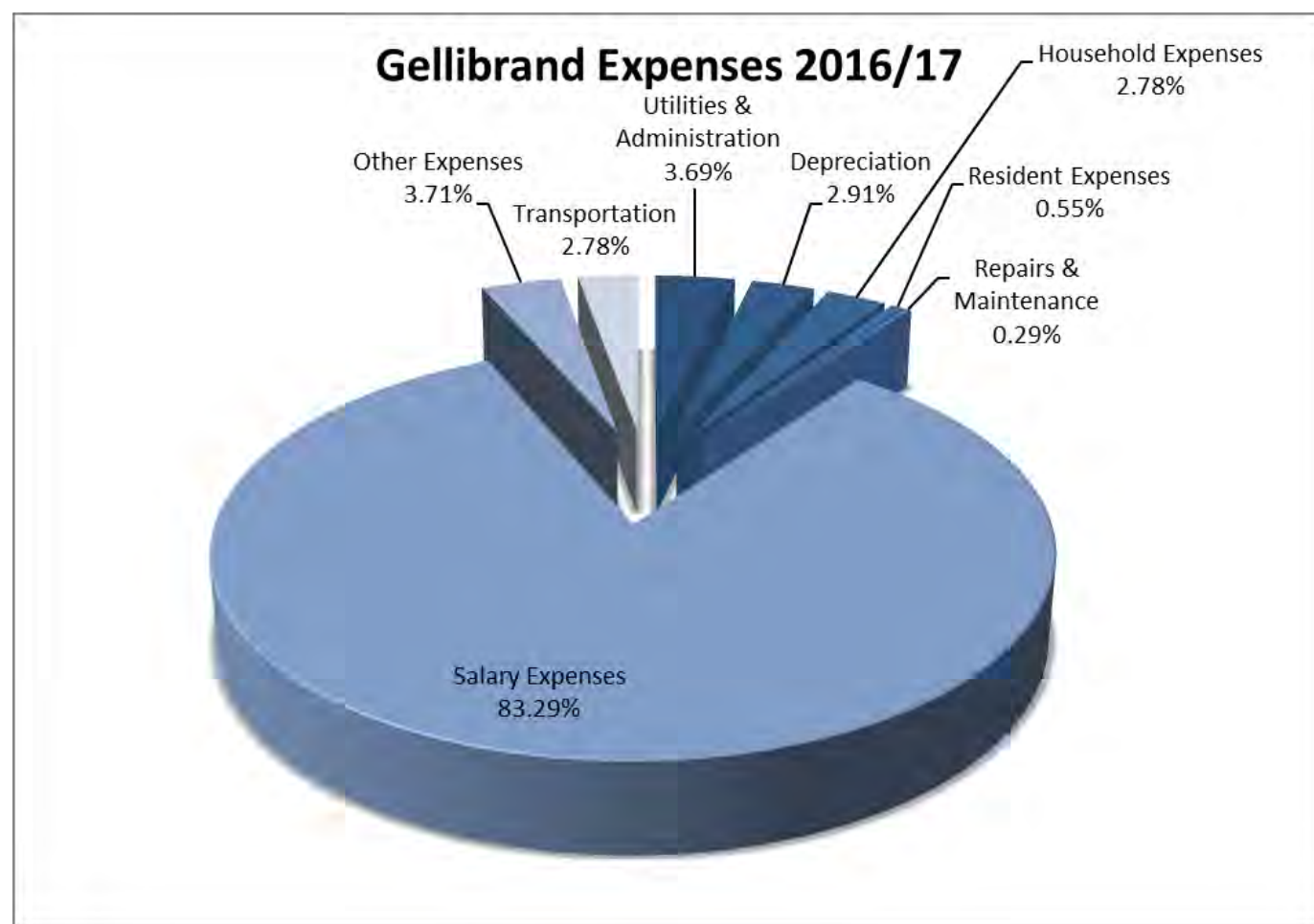
Cash flow continues to be very strong allowing Gellibrand to be in a very strong position if any opportunities do arise and in preparation for NDIS. The cash of the business rose from \$1,879,932 to \$2,479,390 an increase of \$599,458, the surplus funds continue to be set aside in term deposits.

The organisation is in a very strong position with our working capital ratio at 2.10 which is our ability to pay our short-term debts when they fall due. We believe as mentioned above with NDIS in the pipe we need to continue to make sure we maintain a strong working capital level.



Treasurer's Report

Financial Performance – Overview for 2016/17



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:

- The introduction of the new NDIS model
- Continuous improvement of corporate governance policies and procedures
- Increase our service to our clients and families and the ability to reach new clients through NDIS

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

Thank you

Thomas Elford

Treasurer



National Disability Insurance Scheme (NDIS) Some Thoughts on its implications

When faced with the question “you’ve heard of the NDIS, right?” do you nod knowingly but inside be hoping that the conversation stops before you have to answer any further questions? I can assure you that you are not alone. The NDIS has some fabulous ambitions. People with a disability having access to all the necessary supports and resources, building capacity within families and helping people achieve their goals is a truly fabulous objective. But what does it all really mean?

For our clients the NDIS means there is a focus on making sure they are receiving all the reasonable and necessary supports to achieve their goals. In the long term they will have regular reviews of the funding that they are receiving. This funding will be individualised and provide more flexibility. It will be aimed at increasing capacity not only in the person, but also for their family and the other people around them. In the short term it is a world with more questions than answers. What if I am over 65? What if I don’t have a family to do my planning with me? Can I still live in the house I have lived in for 20+ years? Who will be supporting me?

For the families of our clients it means taking a crash course in funding and planning, and playing a role that they might not necessarily have before. Being able to be involved in the life of their family is a wonderful thing, being consulted and having the secure knowledge that they are receiving the supports they need will be really comforting. However navigating the complexities and bureaucracy of funding and plan management, and having the responsibility of that can also be something that is incredibly daunting even for service providers. This isn’t something that the NDIS planners are always taking into account when requesting that families take full responsibility for determining their family members NDIS plan. Gellibrand hopes to help our current families and any new families that are navigating the system, and are encouraging people to contact us if they need any further support or information.

For Gellibrand it means a significant time of change and uncertainty. It means finding efficiencies, changing financial structures and understanding new language and systems that aren’t necessarily completed or understood in the field. The NDIS is being created, amended and reviewed as it is rolled out. The rules today, might not necessarily be the rules tomorrow. The main questions right now is how we will be who we have always been, adapt and not only survive the NDIS, but also thrive? How do we make sure that our staff are well trained and supported, our clients are happy and engaged and our systems are efficient enough? I have no doubt these questions will be answered as we work through the process.

What I do know in these initial stages is that the NDIS has had some side effects that we weren’t expecting. When I sit in a room with the management team, the families of our clients, or team members and we all want to face the challenge together, I know that the flip side of this is going to be better than before. We will be stronger and more connected, we will be more knowledgeable and better equipped to access resources. Change is always difficult, but if we can focus on the positives and take a collaborative approach I have no doubt that Gellibrand will be able to continue to think outside the box and provide real meaningful support for years to come.

Rebecca Brissett

Honey Grove Manager



Annual Report 2017

Auditor's Report

**MICHAEL KIERNAN
& ASSOCIATES**

ACCOUNTANT FCPA

14 September 2017

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 2017.

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 2017.

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

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HERBERT VIC 3015
TEL 9314 5011
FAX 9314 4774
578 ELAC SHAW ROAD
ALTONA NORTH
VIC 3207 136 000

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Statement of Surplus or Deficit

For the year ended 30th June 2017**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**

2017 \$	2016 \$
6,949,712	6,325,131
578,878	592,627
1,100	125
7,529,690	6,917,883
34,970	26,650
0	2,670
34,970	29,320
7,564,660	6,947,203
62,727	40,631
88,936	87,868
32,403	36,221
21,497	19,280
75,433	74,385
8,065	7,179
46,910	36,711
208,434	201,050
128,151	77,116
21,628	36,541
41,626	83,072
6,248,379	5,699,833
0	0
43,994	51,792
51,333	50,561
208,529	219,675
213,895	190,361
7,501,895	6,912,276
62,765	34,927
0	0
62,765	34,927

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

The full accounts are available upon request.



Annual Report 2017

Statement of Financial Position

For the year ended 30th June 2017

	2017		2016	
	\$		\$	
Current Assets				
Cash in banks and on hand	2,429,390		1,879,932	
Account Receivables	45,185		62,952	
Other Debit Accounts	6,464		7,817	
Total current assets		2,481,039		1,950,701
Non Current Assets				
Property Plant & Buildings	1,885,599		2,016,566	
Furniture & Fittings,	76,657		70,998	
Computers	38,473		52,782	
Motor Vehicles	267,743		311,428	
Total Non Current Assets		2,268,472		2,451,774
TOTAL ASSETS		4,749,511		4,402,475
Current Liabilities				
Trade Creditors and Other Payables	374,898		411,621	
Provisions	807,629		330,469	
Total Current Liabilities		1,182,527		742,090
Non Current Liabilities				
Property Provision	1,316,059		1,396,630	
Provision Long Service Leave	449,902		525,497	
Total Non Current Liabilities		1,765,961		1,922,127
TOTAL LIABILITIES		2,948,488		2,664,217
NET ASSETS		1,801,023		1,738,258
Equity				
Accumulated Retained Earnings	1,801,023		1,738,258	
Capital Reserve Fund	0		0	
Total Equity		1,801,023		1,738,258

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

The full accounts are available upon request.



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Cash Flow

As at 30th June 2017

	2017		2016	
	\$		\$	
	Inflows (Outflows)		Inflows (Outflows)	
Cash Flows from Operating Activities				
Rent, Grants and Operations	7,528,590		6,917,758	
Donations	1,100		125	
Interest Received	34,970		26,650	
ISP Provision Received	401,565		0	
Payments to Suppliers and General Expenses	(7,301,230)		(6,492,150)	
Net Cash Inflow/(Outflow) from Operating Activities		664,995		452,383
Cash Flows from Investing Activities				
Payment for Property, Plant and Equipment		(115,537)		(241,276)
Proceeds from Sale of Property, Plant and Equipment		0		35,300
Net Cash Inflow/(Outflow) from Investing Activities		(115,537)		(205,976)
Cash Flows from Financing Activities				
Proceeds from Borrowings				
Net Cash Flows from Financing Activities				
Net Increase/(Decrease) in Cash and Cash Equivalents		549,458		246,407
Cash Held at the Beginning of the Financial Year		1,879,932		1,633,525
Cash and Cash Equivalents at End of Financial Year				
		2,429,390		1,879,932

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

The full accounts are available upon request.