

ANNUAL REPORT

2021 | 2022



*Gellibrand
Support Services*

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Gellibrand Support Services acknowledges the traditional custodians of the land on which we work, and we pay our respects to Aboriginal Elders past and present. We acknowledge the impacts of colonisation on Aboriginal and Torres Strait Islander people including the experiences of the Stolen Generation. We recognise the resilience, strength and pride of the Aboriginal community.

We embrace diversity in all its forms, and respect everyone's strengths and contributions irrespective of ability, gender, ethnicity, culture, religious beliefs, sexual orientation and political views.

Gellibrand Support Services also gratefully acknowledge the contribution of the many people and agencies whose generosity, knowledge, skill, expertise and lived experience have contributed significantly to our work. We are particularly grateful to the people living with disability who choose us as their service provider, and their families – all of whom never cease to inspire and teach us, from the depths of their own rich and amazing life experience.

This publication contains photos of people who are deceased.

SERVICES



SUPPORT ACCOMMODATION (SIL & SDA)

Gellibrand provides Supported Independent Living (SIL) and Specialist Disability Accommodation (SDA) services for people with disabilities. SIL is the service Gellibrand provides to support people to live as independently as possible within their home. SDA is the physical bricks & mortar building approved by the NDIA. Gellibrand's SIL options are customised to the person's needs, giving individuals the stability and support to pursue their goals.

SUPPORT COORDINATION

Support Coordination is provided to support individuals to navigate the NDIS so that they can get the most out of any funding. Gellibrand's team of experienced Support Coordinators are trained and knowledgeable about the NDIS. They can assist individuals to:

- Find and engage with service providers.
- Coordinate between multiple services.
- Ensure goals are being met.
- Resolve issues with service delivery.
- Assist individuals to understand the NDIS so they can act independently.

INDIVIDUAL SUPPORT PACKAGES (ISP)

Our Individual Support Packages (ISP) are tailored around the individual's needs and goals so that they can live the life they want. This flexible 1:1 support is built on a collaborative foundation to find the right combination of people and supports. ISP can offer assistance in areas such as capacity building, social & community participation, assistance with daily activities, family respite and more.

MEANINGFUL ACTIVITIES IN PARTNERSHIP (MAP)

MAP is a flexible support service that provides an opportunity for people to engage in activities that interest them. MAP seeks to put more choice and control back into the hands of the participants by facilitating their ideas and interests in a flexible, relaxed, fun, and social environment. MAP offers a growing variety of programs that include photography, arts & crafts, cooking, literacy, gardening, bowling and more.

SHORT TERM ACCOMMODATION (RESPITE)

Previously referred to as Respite, our Short Term Accommodation options allow for those times when a participant requires temporary supports that are different than their usual arrangements. This support may include short stays in a single unit, group-based accommodation or facilitate the purchase of additional in-home support from our trained team members. Whether it is planned ahead of time or due to an urgent need, we are able to facilitate a fast and flexible intake process to help support participants as they need.



OUR TEAM

ADMINISTRATION MANAGERS

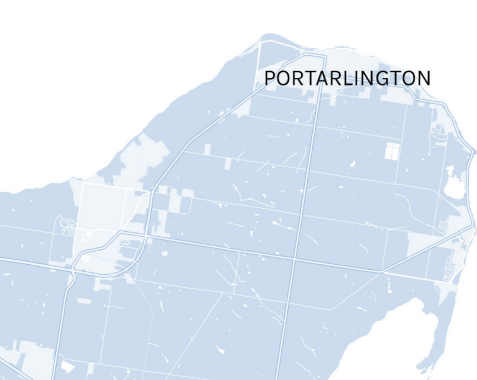
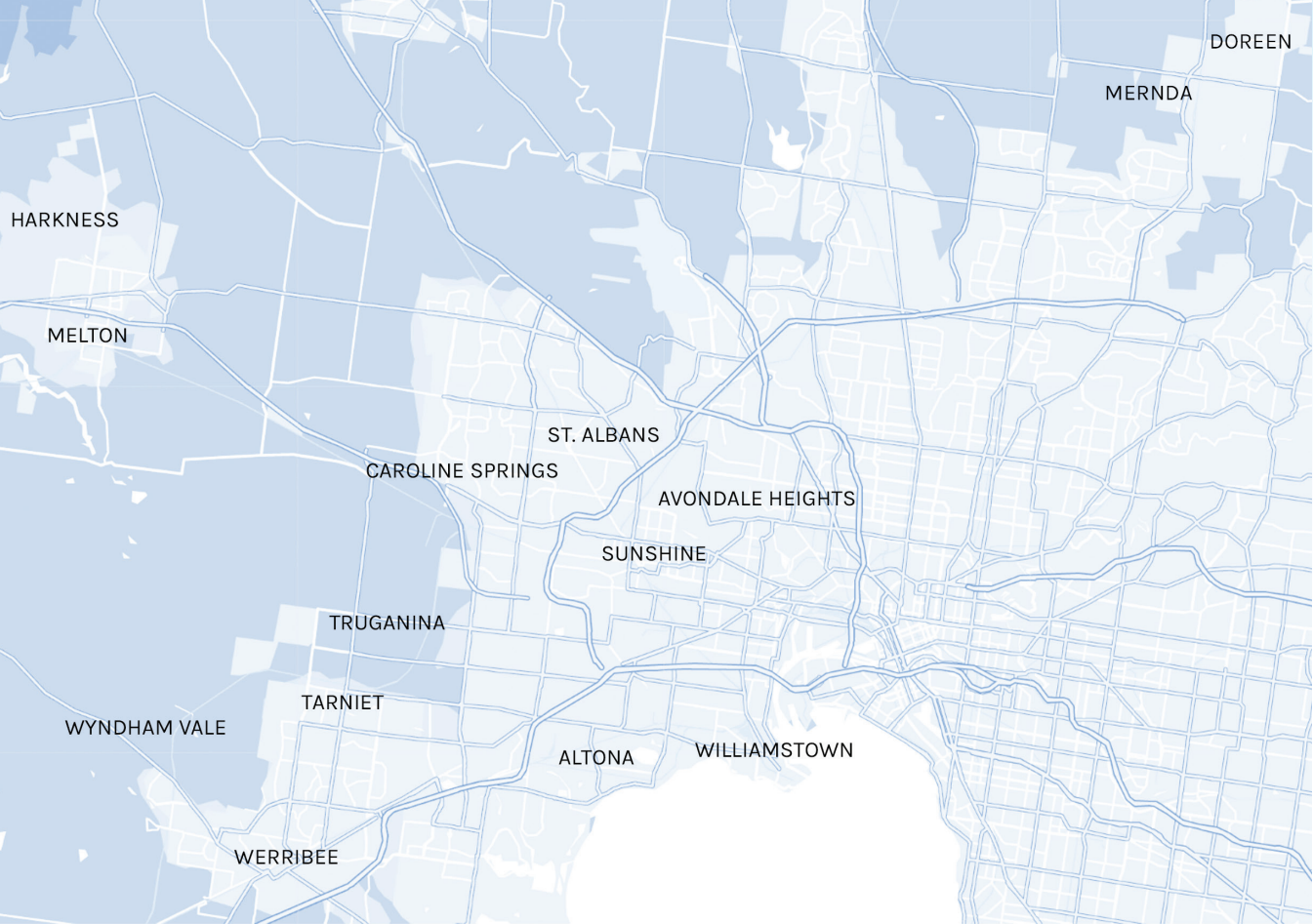
- Business Manager— Justin Sacco
- Chief Executive Officer — Matthew Hoyle
- Claiming Manager — Benjamin Ma
- ComCrew Manager— Deepak Verma
- Complaints Officer — Margaret Given
- Customer Wellbeing Manager — Margaret Given
- Fleet & Facilities Manager — Justin Sacco
- Management Accountant — Waqas Ahmad
- OH&S Manager—Edwin Bobadilla
- Support Coordination Manager — Johann Nacianceno
- Strategy & Risk Manager — Darren Leech

SERVICE SITE MANAGERS

- 06 Clifton — Romel Cartas
- 10 Clifton —Roula Chalouhi
- 17 Hanmer — Johann Nacianceno
- 19 Hanmer — Ruby Gallina
- Alice Fraser Centre — Margaret Given
- Alfred — Ben Jordan
- Brooksby — Edwin Bobadilla
- Domenico — Anuj Malik
- Eppalock — Miley Verma
- Honey Grove — Roula Chalouhi
- Hosking — Ruby Gallina
- ISP — Subin Cherian
- Jenny Burbidge Centre — Margaret Given
- Linnet — Jodie Taylor
- Long Forest — Benjamin Ma
- Mary Burbidge Hub — Justin Sacco
- MAP — Jodie Taylor
- Medfield — Bianca Moverley
- Respite — Bianca Moverley
- Stanhope — Anuj Malik
- Stonecrop — Ben Jordan
- Tower — Justin Sacco
- Willow — Romel Cartas

OUR LOCATIONS

At the time of publishing this annual report, there are currently 21 active service sites with a few that will open in the near future. The majority of the service sites are situated all throughout the West but also operating in Ballarat, Haddon, Doreen and Portarlington.





WE'RE PASSIONATE ABOUT PUTTING PEOPLE FIRST

This article was shared from The Age Digital Edition 23/06/2022

A Melbourne service provider tailors its supports to ensure a rich experience for clients.

In 1979, Mary Burbidge, a doctor, and Alice Fraser, along with a group of involved families, set up two houses in Williamstown, with assistance from Rotary, to support people with disabilities. They set in train the development of an organisation that has changed the lives of many people over many years.

Gellibrand, a community not-for-profit organisation, supports people with a range of physical, neurological and intellectual disabilities, most of whom receive NDIS funding.

We will support any person as long as we can meet their needs in the way they prefer," says customer wellbeing manager Margaret Given. "If we can't, we will help them find the right service. Our clients range from people who are non-verbal and rely on us for all their day-to-day activities, to those who have a job and need only intermittent support.

We are passionate about putting people first. Our drive is to help people get the outcomes they want.

Gellibrand has 21 houses of shared accommodation and 167 clients receiving various levels of assistance including supported accommodation, community participation, day service, support coordination and respite supports.

Clients and their support staff can also take a break in the beach house at Portarlington, which was given to Gellibrand by Mary Burbidge, and at a newly acquired holiday house in Ballarat.

Like many similar organisations, Gellibrand is experiencing staff shortages, but CEO Matthew Hoyle says that when hiring staff, it is not about qualifications.

For us, it is all about attitude," he says. "We find people with the right attitude and then train them for the skills that they need.

Gellibrand employs people from many diverse backgrounds, with varying beliefs, interests, life experience and ages. I think the youngest is 17 and the oldest is 68 years of age.

We have people who were engineers, photographers, chefs and hairdressers. We have corporates who say, 'I've done business for 30 years. Now I want to work directly with people and feel like I am making a difference in a person's life', he says.

This variety increases the richness of the experience for our clients.



Given says the work can be very rewarding and there is a high level of responsibility in delivering high-quality and thoughtful care. We need a range of people, because it is important to match the interests and personality of the support worker with that of the client, she says.

Hoyle says support workers, clients and their families coped brilliantly with the restrictions and requirements of COVID-19, but there are continuing challenges in making disability support work effective and attractive.

It's an ongoing and difficult battle to maintain funding, he says. Clients and their families are just trying to have their needs met. They can only use their funding to buy services; it's not money that they put in the bank. Families and clients should not have to battle for their supports and services.

We're looking forward to a scheme that supports people equitably.

Another area of concern, says Given, is making a system that is flexible and easily accessible for everyone.

A lot of families who are looking after a person with a disability are older. The current system is difficult for them to navigate. It feels as if this situation could be avoided with a more simplified system, she says.

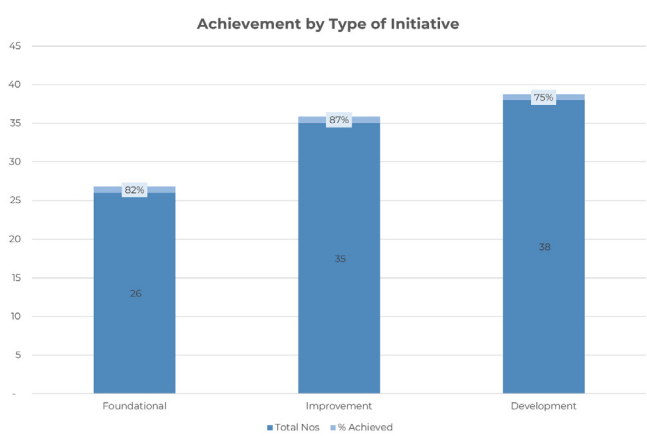
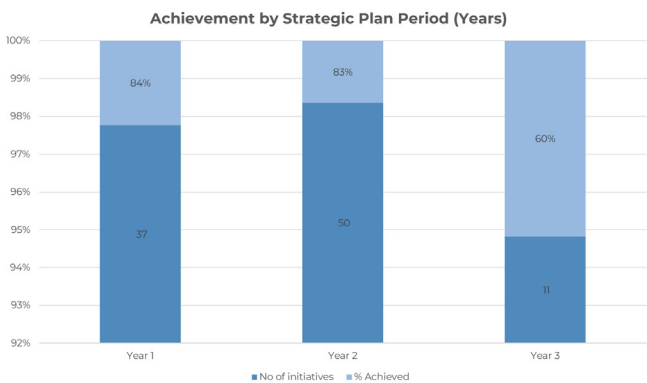
STRATEGIC PLAN

MARGARET GIVEN

It has been a difficult but amazing three years. Gellibrand had big dreams when we wrote our Strategic Plan 2020-2023. At the time we did not anticipate a global pandemic and being locked down for what felt like an eternity. We took the approach of go hard or go home. We wanted to and committed to, achieving so much.

As it turns out, the global pandemic did not seem to slow us down. We have 99 initiatives of which we achieved 81 and we are not yet done. Given the restrictions it was a great effort by all the people involved. I will not list all the initiatives but things such as having everything in order to pass an audit was essential. I am pleased to report we achieved that and received our accreditation under the NDIA. Gellibrand also undertook works on a few of the sites and focused a lot on expanding our services through the growth corridors in the west (Ballarat and Melton). We did some exciting work getting us more connected to families through our new family portal, just now being rolled out; we fully revamped our complaints process to ensure it was at a professional standard, and really made sure that complaints were fully addressed. We purchased a new holiday home for the clients and invested in a new Customer Relationship Management System to better manage client and stakeholder data. It was indeed a busy and productive three years, in spite of COVID lockdown.

The Strategic Plan is an important part of the work we do as it pushes us forward. That forward motion often results in better client outcomes and other unforeseen, or seen, outcomes. The achievements in this Strategic Plan have certainly delivered benefits. Clients can now go on more holidays to multiple locations, investment in the CRM means that less time is spent administratively, leading to more client facing time; and families can now get access to real time updates about their family member through the family portal. With a new complaints process, families get clear answers in relation to what may have lead to an incident and real actions for implementation to prevent recurrence. We now head into 2023 processing what our new Strategic Plan might look like and what we might achieve in the next three years.



PRESIDENT'S REPORT

ELENA ASHLEY

In this commemorative edition to Mary Burbidge of the Annual Report I'm going to indulge myself with sharing two memories of Mary. Firstly, I attended the 2017 AGM to see if I wanted to join the Committee. While others actively engaged with me, questioning my motives & skills, Mary stood back and watched, I suspect giving time for both of us to assess if it was a good match. We decided it was.

And in 2021, I received a phone call from Mary. She let me know that she was very ill & wanted me to be Gellibrand's next President. I felt honoured & nervous. Knowing that Mary thought I could do it gave me confidence; so, I nominated. Typical Mary: taking responsibility for putting the required supports in place, while looking for ways to help others grow.

Vale – Mary Burbidge, you will always remain a compelling role model for presidents of anything.

Thank you to my fellow Committee of Management members for your active contribution in how best to support Matthew Hoyle (CEO), Margaret Given (Customer Wellbeing Manager) and the rest of the Gellibrand team. I would like to give a special mention to Des McGowan for stepping up as Acting Treasurer, following Luke Hockey's resignation from that role due to family circumstances, which eventually led to his resignation from the Committee.



Despite COVID's disruptions and inconsistent government restrictions, the Committee were able to visit Hanmer Street, Williamstown and admire the renovations and growing community garden – thanks to Margaret Given's planning, and the logistical support of Daniel Saad and others to make it all work. I'd also like to give a shout out to Matthew Cartas & Ri-an Pineda for their kitchen efforts at committee meals. It is wonderful to receive such welcoming attention and get a chance to say hello to more Gellibrand people. It is a highlight to be part of the family.

Other highlights have been presentations to the Committee of Management from Justin Sacco on the cluster coordinators, Deepak Verma on Gellibrand's response to cybersecurity, as well as Johann Nacienceno and Deepak Verma's assistance in envisaging what Gellibrand might look like in 2040. I've read the managers' thoughts on the topic since and am pleased we agree on the key priorities. This is a great start to the new strategic plan we'll collectively be developing in 2023.

As the current strategic plan winds down, I'd like to commend everyone in Gellibrand for making most of it reality despite the unforeseen COVID – what an achievement!

Thanks also to Waqas Ahmad's finance team, who have provided the risk and finance information the Committee of Management needs, despite system upgrades.

Lastly, thank you to Matthew Hoyle for his outstanding enthusiasm and determination to keep Gellibrand clients front and centre, in line with the 'Gellibrand Way'.

As we look forward to the festive season, I hope you all stay well and safe – and have a happy new year!



CHIEF EXECUTIVE OFFICER'S REPORT

MATTHEW HOYLE

What a year it has been. As with many years, we have seen some great wins and also some great losses. I would like to firstly thank every person who has been there for the wins and the losses. You make the wheels of Gellibrand turn and the good ship Gellibrand sail in the direction needed at whatever time it needs it. Without you, and you know who you are, Gellibrand would not be Gellibrand and the clients would not receive the level of service they do.

One of the losses this year, was our most staunch, loyal and passionate supporter, Dr Mary Burbidge. I will try to honour Mary, whilst respecting her humility. Mary was a confidant, mentor and supporter of me in my role for the last 33 plus years. The chats, the wisdom, the laughs, and encouragement cannot be measured or captured. Mary never asked for anything in return, except that we keep the clients front and centre and remember why Gellibrand exists. I had the privilege to read and enjoy Mary's books and her stories and to also spend much time with her husband Andrew. These are times that for me, will always be valued and remembered as the best of times at Gellibrand. The legacy Mary left will remain well into our future as the basis on which we move forward but keep who we are.



It was a difficult year for clients passing away. Kerrie, Kerrie-Anne, Gabby and Luana. It is never easy for families, clients or team members when this happens. I would like to thank families for their support of clients and team members in the wake of their own grief, and team members for their support of each other and the clients. The clients who pass away never really leave us, their impact on Team Members and the friends and family they leave behind is immeasurable.

However, like I said, with the losses there were also some wins. Clients got out and about and back into the community. So many events held, so much work done both behind the scenes and at those events. To those who made the events happen for clients, thank you very much. Phillip Island, the biggest and most mind-boggling event; 40 clients, 15 team members and the road trip of all road trips! Then there was Kryal Castle, Caldermeade Farm, Birdworld and Serendip Sanctuary. The clients definitely are back out and about enjoying life, which post COVID, I could not be happier about.

The opening of The Mary Burbidge Hub, in honour of Dr Mary Burbidge, such a great win. This space has been so well enjoyed by clients with so many events; regular discos,



our day service (MAP) running from there; training and recruitment, ISP and SIL clients using it to hang out on weekends. One of my greatest joys this year was being able to show Mary around this space before she passed away. She was completely in awe of the space and the vision we had for it. She was, as always, fully behind it, understanding what it would mean for clients. She would be thrilled if she could see it now.

We bought a holiday house. This meant we had a house in the bush and as a result of the generosity of Mary a house by the sea, donated to us by Mary. Our newest holiday house is in Haddon, near Ballarat. Renovations are underway to make the bathrooms wheelchair accessible and the installation of a new kitchen. I look forward to seeing this come online in time for the New Year 2023. This will be a wonderful resource for client events and holidays.

Of course, all the usual functions have continued. Managing the day to day financials, rostering, managing OHS and complaints. For those who have lodged complaints, I would like to thank you for bringing your concerns to our attention. Gellibrand remains committed to continuous improvement and as such, all feedback is valuable.



Gellibrand remains in a strong financial position. I would like to thank all those who assist us in this; both internal and external. Your contribution is invaluable and supports us to make sure the clients are living their best lives.

Last but certainly not least; to all our Team Members who show up everyday to ensure the clients receive the supports they deserve; my enormous thanks go to you. Without Team Members, Gellibrand does not function and the clients could not get the outcomes they do, and Gellibrand would not be the thriving organisation that it is.

Please stay safe over the Christmas New Year period.

Cheers, Matthew



ACTING TREASURER'S REPORT

DES MCGOWAN

I am pleased to present the audited financial statements for the year ended 30 June 2022.

During the year, Gellibrand provided significant budget allocation to ensure the health & safety of clients and staff during and after the COVID-19 lockdown. The budget was used for additional staffing, COVID tests, isolation facilities, and providing technology to accurately record data for compliance and controls.

Gellibrand's financial focus for the year included efficient management of the operating budget, implementing the initiatives from the three-year strategic plan, expenditure on infrastructure and sustainable initiatives.

Gellibrand's independent auditors, Collins & Co Audit Pty Ltd, audited the financial accounts and certified these to be true and fair. Gellibrand has a consistent process for review of its financial accounts consisting of review by the Finance Sub-committee and the Committee of Management.

2021-22 operations returned a surplus of \$1.39 million or 6.5% of revenue. The comparative surplus for the previous year was \$0.73 million or 3.8% of revenue. Included in 2021-22 revenue was \$0.69 million in funding from NDIA to reimburse Gellibrand's COVID-19 related expenditure.

REVENUE

The total revenue for the year was \$21.4 million and the comparative figure for the previous year was \$19.1 million, a growth of 12%.

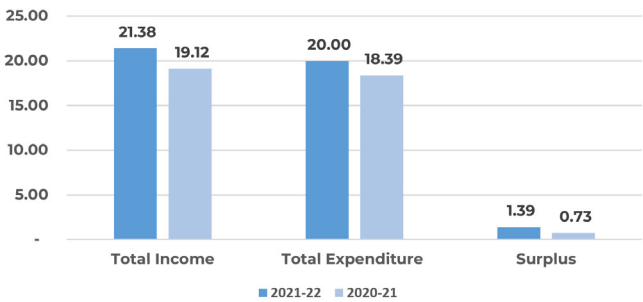
The primary source of revenue during the year was NDIS packages for clients.

EXPENDITURE

The total expenditure of Gellibrand for the year was \$20 million, representing an increase of 8.7% from the previous year. The revenue increase for the same period was 12%.

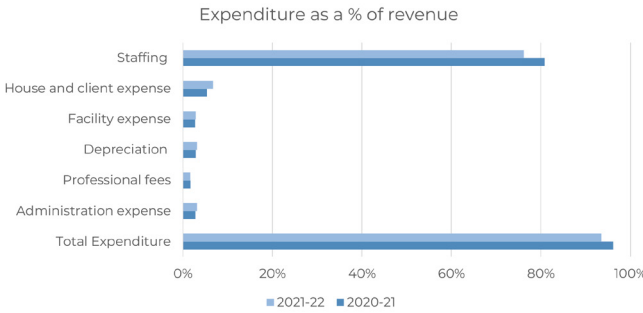
The graph shows total revenue/income, total expenditure and surplus for 2021-22 comparative to the previous year.

2022 results compared to 2021 (Amounts in \$M)



EXPENDITURE MANAGEMENT

Gellibrand has monitored and managed its operating expenditure by the optimum deployment of staff and resources to benefit clients. This is demonstrated by the graph below.



CAPITAL EXPENDITURE

During the year, Gellibrand invested \$1.6 million in capital expenditure; significant expenditures included the purchase of a property at Haddon VIC, launch of the new site, ‘Mary Burbidge Hub’ at Truganina, implementation of a CRM system, upgrade of IT security capability, in addition to regular purchase/replacement of computers, equipment, and motor vehicles.

WORKING CAPITAL

After paying for the above capital expenditure, the cash and bank balances stood at \$5.4 million as of 30 June 2022, compared to \$5.6 million for the previous year. The net working capital, i.e., the amount of funds available for operations (current assets less current liabilities), was \$3.1M compared to \$3.2M in the previous year.

Gellibrand’s liquidity ratio (current ratio), i.e., the ability to pay wages and other supplier dues, is strong. The benchmark is one, and Gellibrand’s current ratio is 1.88 times compared to 2.1 times for the previous year.

EQUITY

Gellibrand’s Equity (assets minus liabilities) as of 30 June 2022 was \$12.3M compared to \$10.9M the previous year. A healthy equity position allows the Committee of Management to allocate funds to enhance facilities and resources and grow Gellibrand services to be of value to the community.

Please refer to the attached audited financial statements for a detailed review of the results.

I want to thank the Committee of Management and the Finance Committee for their support to the finance team, the management team for their resilience and support during this challenging year, and the entire finance team for keeping up with the excellent work.

I want to also thank the Gellibrand families for their continued support and commitment to our operations and our funders NDIA and DFFH for the prompt allocation and disbursement of funding to Gellibrand during 2021-22.





A LIFE DEVOTED TO CARING FOR FAMILY AND OTHERS

This article was shared from The Age 16/06/2022

Dr Mary Burbidge was an exceptional woman – keen bird watcher, general practitioner, disability specialist and advocate, local councillor, mother, sister, nanna, writer, inventor, environmentalist, smart, funny, kind, generous and much more.

She was born Mary Stewart, the middle child of five to Nancy and Bob Stewart. At Spotswood Primary, she was awarded a scholarship and at Footscray High School was head prefect and student of the year. While still in high school, she met Andrew Burbidge, son of the local minister, the love of her life; they married in 1969 and enjoyed 51 happy years together. They had three children: Anthony, who Mary persuaded Andrew to permanently foster; Jenny, who had a profound physical and intellectual disability; and Joanna.

At an early age, Mary decided to become a general practitioner, achieving many high grades and awards in her studies at the University of Melbourne. In 1972, she became the first resident medical officer at Williamstown Hospital, doing surgery, anaesthetics, delivering babies, casualty work and inpatient care before she moved to a general practice in Williamstown, where she worked part-time, serving the Williamstown community for the next 43 years.

When her children were small, Mary established a toy library at Outlets, a Neighbourhood House in Newport. She and some helpers ran the toy library one afternoon a week for years. Mary also ran parent effectiveness training courses at Outlets, joined its thriving netball competition and served as a member of the Outlets committee for more than 40 years.

In the late '70s, the Williamstown Rotary Club decided to fund two residential homes for adults with an intellectual disability, to be built next to Williamstown railway station.

Mary was invited to join the planning committee. The organisation grew from Urimbirra (two staffed units in Williamstown) into Gellibrand Support Services, a large and thriving community support organisation for people with disabilities in the western region, and Mary remained on the committee through all its vicissitudes and iterations, much of the time as president. It was her favourite committee because of its client welfare focus. Such was her love of, and commitment to, Gellibrand Support Services, that she bequeathed to them a beach house in Portarlington, to be available to residents and workers for relaxation and respite.

Mary was persuaded to stand as a Labor candidate for the south ward of Williamstown City Council in 1981 and served two terms. She did not think she was a very good councillor as public speaking was not her forte, but she did consider that she had made one really effective speech, which was at a hostile public meeting about a plan to keep the rates down by filling the quarries at Newport with garbage.

Mary had a vision of how the area could be, a tranquil haven with lakes and forest and wildlife, a treasure for future generations. She and fellow councillor Geraldine Schutt defied their colleagues and voted against the Labor caucus to defeat the garbage tip proposal, nearly getting themselves kicked out of the party for this heinous crime. They were successful in their proposal and Newport Lakes today is exactly as she imagined it. She loved the lakes so much that she sold her home in Williamstown and built a new house opposite the reserve. From her verandah, she was able to watch the birds through her binoculars and see people wandering around and enjoying themselves. She went on many birdwatching walks and continued to work with the Friends of Newport Lakes. This beautiful, peaceful place in the middle of suburbia is Mary's legacy to the people of the local area.



2 FEBRUARY, 1948 — 25 APRIL, 2022

In 1986, Mary started working with the Guardianship and Administration Board, established to legally protect the personal and financial affairs of people with disabilities. She enjoyed helping to set up the new organisation and working with a great team of fellow board members, specialist doctors, lawyers, social workers and community activists, making decisions to ensure the protection of vulnerable people.

After finishing up with the GAB, Mary became a senior lecturer at the newly established Developmental Disability Centres at Melbourne and Monash universities, where medical students were to be educated on the care of people with disabilities. Mary considered herself an uninspiring teacher, but the job also involved research, running clinics for people with developmental disabilities, and working with a bright, multidisciplinary team to develop teaching material, and she really enjoyed those aspects. Mary's research passion became the development of patient-held medical records for people with disabilities and she spoke at international conferences about her research; however, the health records never became widely used – computer records won the day.

Mary was also a prolific writer, handwriting a diary every day since 1990, some of which was turned into a book, *Jenny's Story* – a mother's diary, published in 1996. In the early '90s, Mary and two friends started the Williamstown Writers; this group is still going strong, with Mary and Helene Richards working together as co-ordinators until recently. The group published several anthologies and won some Fellowship of Australian Writers (FAW) Community Writing awards. Mary wrote articles that were published in various medical journals, and a book of her short stories, *No Tomorrow and assorted yesterdays*, was published in 2014. Her writing style was unique, revealing her warmth, her sometimes acerbic sense of humour and her acute observation of people and places.

After Jenny's death and the publication of her book, Mary offered to sponsor (and judge) the Jenny Burbidge Short Story Award as part of the FAW annual awards. The submitted stories were to look at aspects of living with a disability and Mary enjoyed reading the entries each year. This award was taken on as part of the Williamstown Literary Festival in 2020.

Mary also started up street parties in Laverton Street in the 1980s and hosted Christmas carols around the piano every year. A lover of music, she taught herself to play the flute and gained a lot of pleasure from being involved in various choirs and musical productions over the years.

She and Andrew were contributing, well-loved members of St Stephens Uniting Church all their lives. They gave refuge in their home to refugees and other people in need of accommodation, and supported many charitable organisations, with Oxfam being a particular passion. For many years Mary supported Kenga, a child she met while on a bird-watching trip through Kenya, helping with the establishment of a school in the area and providing books and uniform for many of the local children.

As well as caring about others, Mary spent much of her life caring for her family. Her daughter Jenny required special care until her death at the age of 21. In his later years, her husband Andrew, suffered the devastating impact of post-polio syndrome, which meant he needed Mary's help with every aspect of daily living. She also cared lovingly for both her mother and mother-in-law towards the end of their lives.

Despite Mary's many achievements and accolades, she will be best remembered not for what she did, but for who she was. For her kind heart, her compassion, her generosity, not only with money but also time, her infectious laughter, her spirit, her acceptance of everyone and her loving nature. She will be greatly missed by all her family, but especially her daughter Joanna and her grandchildren Tiago, Eliza and Saskia.

Jo Burbidge is Mary Burbidge's daughter and Helene Richards was a friend.

THANK YOU MARY

MARGARET GIVEN

Where does one start when one tries to capture a 40 year immeasurable contribution?

The answer is you start at the beginning, and you try to capture everything between the start and the end and accept that it will never be enough. Nonetheless, in doing so you try to capture, and hope that you come somewhere near, identifying the contributions, memories, good times, struggles, and most importantly, the legacy that happened between the start and the end. In this dedication to the life work and contribution of Dr Mary Burbidge to Gellibrand Support Services we will endeavour to do that.

Mary was one of the founding members of Gellibrand Support Services along with Alice Fraser. Mary was instrumental in raising the funds required for Gellibrand (known as Urimbirra), to become what it is today. Mary never wavered in the support and enthusiasm that she had for Gellibrand and especially for the team members on the ground. Her respect and belief in Matthew Hoyle over so many years was particularly strong; built on a joint belief that clients always came first; should always get the best service possible; and that there is always room to go bigger and better in the pursuit of quality outcomes for clients.

Mary was a doctor to a lot of the older clients at Gellibrand, but she was always more than a doctor. Mary came to client Christmas functions and she bought the music, the dance and the laughter. Most people from the early days will remember Mary always came to house parties with flute in hand and a kind word to share with the clients and a song to sing.

I myself have wonderful memories of Mary and will be forever indebted to her for giving me my start at Gellibrand and in management. Mary was on my interview panel and looked past my lack of management and leadership skill; she saw the passion in me to work with people with disabilities to have the best life possible. From that belief has been 25 years of amazing experiences at Gellibrand and 25 wonderful years with Mary. Always encouraging, always championing Gellibrand's latest adventure (what Mary saw them as) we saw them as growth opportunities.

The last of these was the vision of the Mary Burbidge Hub, named in Mary's honour. When the concept was pitched to the Committee, Mary was straight out of the blocks, talking about all it could be used for and what a wonderful opportunity it would be for so many clients. She took a factory and in her mind in a moment it began a real functioning space where clients would have fun, learn and

come together to see friends and develop friendships. That's just how Mary was, she saw the vision before it became reality and championed it, every step of the way. Mary was so excited about the space and was humbled it would be named in her honour. Mary's humility was second to none, but she agreed it would be okay to have a place for clients named after her. We are so grateful. The Mary Burbidge Hub is everything we all thought it would be and more and Mary's passion for the project certainly pushed us along.

Mary believed in Gellibrand, its clients, its vision, its passion and its team. From year one to year forty it never wavered. There will never be anyone like Mary. One who gave so much to the community. Bird lover, writing lover, great outdoors lover and staunch supporter and friend to people with intellectual disabilities. You set the tone from the start Mary and it is a tone, a legacy, that will endure for always. Clients come first; no if's, no but's.

Thank you for all you have left us Mary, a dedication to community service second to none; a standard of care expected for clients; memories of times that seem so long ago now and a legacy that means clients will always come first.



LETTER FROM TEAM MEMBER DI HUYNH

Hello Margaret,

I have received lots of positive feedback from Allied Health practitioners visiting the Mary Burbidge Hub, that I thought I would pass it on, as I too am super proud of the Mary Burbidge Hub and take great pride in showing off what we have to offer.

I had a few Occupational Therapists and Behaviour Specialists say that they have noticed a dramatic improvement in their client's engagement and mood since moving to the Mary Burbidge Hub. So much so, that the Occupational Therapist & the Behaviour Specialist have reduced the frequency of their visits because they witnessed the clients enjoying the activities, gaming and sporting equipment available and significant space to explore.

Some positive comments include: "This is one of the best centres we have seen", "Your Team is wonderful with the clients", "The sporting activities on offer are incomparable", "The big TV looks so good", "He seemed so at home here and I have never seen him so engaged with so many activities".

Thank you again for providing us with this wonderful centre and as a team member at MAP I'm so proud to be able call it ours.

Regards,
Di Huynh

IN MEMORIAM

ROULA CHALOUHI, AMELA OMERCEVIC, ANDREW SABA, BIANCA MOVERLEY & MARGARET GIVEN

KERRIE RUSSELL

Gellibrand was greatly saddened by the passing of our client Kerrie on August 7, 2022. Kerrie, who was in her early sixties, had significant health issues which ultimately led to her passing.

Gellibrand recognises the supports that her family and her support coordinator provided and would like to thank everyone who worked with her.

With persistence and patience, she demonstrated her determination to get exactly what she wanted. Kerrie always amused people with her bold personality. She was caring and would think outside the box to find ways to show her love and affection towards the people close to her. Kerrie's most important part of life was her family, she loved them and they loved her too. Kerrie will be sadly missed by the Gellibrand Team and very much by her family. A twenty year relationship that was much enjoyed, appreciated and will be remembered for many years to come.



KERRIE-ANNE DUFF

On September 7, 2022 Gellibrand lost one of our beloved clients Kerrie-Anne Duff. Despite the short time Kerrie-Anne had been with us, she quickly fitted right in and made Springlake a great place to be. Kerrie-Anne had some health struggles but was always ready to offer a kind word or gesture to those around her.

Kerrie-Anne was fun, bright, caring and very generous. She always ensured that everyone at the house was comfortable and well looked after; buying chocolates, food and other gifts at any opportunity.

The most important part of life for Kerrie-Anne, was her children. She loved them unconditionally, as they did her too. They were her bubbas even though they were all grown up. A generous spirit, gone too soon, but who touched so many.

Gellibrand would like to thank both the family of Kerrie and the family of Kerrie-Anne for their unwavering support of the teams who supported the two ladies and Gellibrand as an organisation.



GABBY FOSITA

Gellibrand supported Gabby through Support Coordination and respite for just over four months. During this time, she showed us her cheeky and caring personality. Gabby loved nothing more than to listen to rap music (IceCube) and to be with her family.



LUANA ROSS

Gellibrand was greatly saddened by the passing of our client Luana on November 2, 2022. Luana was in her early sixties and was living with dementia.

Anyone who met Luana quickly learned that there are always laughs to be shared. It was impossible to spend time with her without enjoying a gut-busting laugh at some point in the conversation. Luana was known for her quick-witted and hilarious jokes. Her deep laugh and kind eyes warmed the room and brought life into the most boring daily activities. Luana brought a smile to any person she crossed paths with. Through the ups and downs of life, we will keep on smiling in her honour. A short fifteen years of fun, laughs and always a question about if your brakes were okay as you were ending a shift.

Luana you were wonderful and we are grateful to have had some many years to enjoy all you had to offer. To Luana's family, there are sometimes no words, thank you for staying the path, your support and belief that we had Luana and we would look after her always, never waived.



IF YOU CAN MAKE IT THROUGH THE NIGHT THERE'S A BRIGHTER DAY

TRI-DUY NGUYEN

(LANGUAGE & CONTENT WARNING: READER BEWARE)

You know what? I guess you can say today (2022) is a brighter day, but that wasn't always the case, I'll explain later it will make sense I promise.

I've been at Honey Grove coming up nine years, the service manager at Honey Grove, Roula, asked me to write an article on behalf of Honey Grove, ok but she said take out all the bad words and censor the bad shit out, but then I wouldn't be true to myself. I can't help it, that's the way I talk (~.*)!

Would you believe me if I told you I have a phobia of white people? Let me take u back to 1994. I was in grade four still in primary school. One time after school I was outside on the side street waiting for my mum to pick me up. A white kid snatched my beanie off my head my mother knitted me that beanie, I had to get it back! I asked him three times nicely to give it back, the mother fucker told me to fuck off. At the time my English wasn't the best but I understood what the f word meant. What was I meant to do? I couldn't go home losing the beanie. My mum would whoop my ass for losing it. I thought I'll show the white kid some "Asian pride", and go Jackie Chan on his ass.

There was a huge scuffle. We're wrestling onto the street, of course the cops rolled up and all four doors opened. Four huge Aussie cops come rushing to separate us, one cop grabbed me by the neck, another one grabbed me by the ear and ripped out my earring clean off. The other cops told the white kid and I quote "kid u did nothing wrong. u can go home"!

However, for me because I'm Duy they threw me in the back of the cop van, drove me back to the station. I was trying to explain to them while waiting for my mum to pick me up. I didn't want her to worry, she knows zero English. While I was explaining this to the cop he didn't like it very much, the more I was talking the more he beat the fuck out of me with the Yellow Pages book. I'm thinking wtf? It can't be like this, I thought this was Australia, if this is how it's going be then FUCK THIS PLACE! Take me back to Asia.

Ever since that day at the cop station I guess that's how I developed my phobia of white people. Everywhere I go I see white people, I constantly think they're out to get me. I don't know I'm weird like that. Well I'm Duy. I'm a really simple guy, I don't care if your black white yellow blue or pink as long as your nice to me, I'll be nice to you.

Fast forward two decades later, I'm in my 20's and on top of the world, filthy rich, counting cards, cheating at the casino, naturally I wanted to enjoy the finer things in life. Girls, drugs & alcohol, fast cars, thinking I'm invincible, living the thug life. Not long after that, the fast life caught up with me, I had a stroke. Such is life, it is what it is, now I find myself in Gellibrand, I think it was late 2013.

Well, you remember earlier when I said "FUCK THIS PLACE! Take me back to Asia". Well, I take that back because there's no other country I'd rather be than in Australia. I know for a fact there's no service like Gellibrand in Vietnam. Fuck me, these are the cards I've been dealt, I'm playing the hand as best I could.

Then the NDIS comes around. I remember doing the plan meeting, I had to write in the section "what are your future goals?" I didn't know what the fuck to write in that so I just wrote "whatever". I reluctantly said that I'd like to find a job thinking nothing will come of it, A couple years and three managers later not one of them noticed what I wrote about getting a job. Well now its 2021 and we have a new manager, Roula. She noticed and saw what I wrote for my future goals. She asked if I was being serious and what job field would I like to work in? At first, I sarcastically told her working in some office licking stamps, I want the least amount of responsibility as possible. Well of course she didn't believe me, I wouldn't believe me either.

Eventually I told her I like working with computers. She said to leave it with her, she would talk to the IT manager Deepak and Matthew. In my head I'm thinking nothing will come of it and she's talking shit. A few weeks later to my big fucking surprise she said she lined up a job interview with Deepak working in Comcrew. Only days later I find out that I will be starting the 1st of July! Fuck me, that means I will be working with white people! You remember my phobia right? I just knew I had to face my fears and not be a pussy, I thought "I can't let Roula down, she put her name on the line for me!"

This is the part where the title makes sense "If u can make it through the night there's a brighter day". Come June 30th, I'm lying in bed at night and can barely sleep, I'm sweating bullets. I'm paranoid as fuck thinking the white man is going to eat me alive.

July 1st, the doorbell rings and the taxi is here. The whole ride over to Gellibrand I'm saying in my head loudly "Roula, Deepak and Mathew I'm sure there were others as well that put their name on the line for me, JUST DON'T FUCK IT UP". I can hear Roula's voice in my head "don't do stupid shit", I can't promise that I won't, but I'll promise I'll try not to.

As I go through the front door, (keep in mind my anxiety and phobia has reached max level), they had given me my own mechanical table and laptop to work with. Every single person was smiling and so welcoming, everyone was so nice and friendly, of course my favourite white boy Justin was there. I don't know if he was rostered on working that day or if he was just popping in for moral support, either way it meant the fucking world to me! Even just showing me around, it all calmed my nerves and anxiety down really good.

It's time to put in the work. I'm thinking how good is this, change of scenery from Honey Grove, it was such a nice distraction from the other shit in life. I think it was the 1st time in 9 years that I felt human! I even forgot about my wheelchair, when I noticed I'm here, working just like everybody else. Eventually I would meet Matthew, Margaret and Deepak, it was so fucking awesome. Everyone was so nice I couldn't believe it! Even Phil and the tall blonde woman was so friendly and nice.

Even during the shift Margaret still had my back when she stopped Roula from bothering me and stopped her from taking photos and shit.

Finally the four hour shift was over short 'n sweet, and I'm still alive. I didn't get eaten by the white man. I guess I was stressing for no fucking reason.

In closing, I know there were plenty of people that made it possible for me to go to work. You guys know who you are, there's no fucking way I can pay u back but my plan is to show you that I understand, you guys are APPRECIATED!



THE PHILLIP ISLAND DAY TRIP

CONSTANDINO KTORIDES

The COVID-19 pandemic progressively surrendered its ominous effects on the Australian social fabric and in its wake brought steadfast optimism for a possible major attraction. All the resources of the Customer Wellbeing Team were put into action. This ranged from organising travel to finding an ideal attraction to mark the occasion of celebrating a reunion of our Gellibrand clients. The Customer Wellbeing Team seized the opportunity to stage the grand event in the splendour surroundings of a day excursion to Phillip Island.

On 13 August 2022, the excursion commenced from Gellibrand's Withers St office. A continuous convoy of vehicles arrived in the form of two chartered coaches and what seemed like an endless stream of Gellibrand vehicles.

The first destination on the Phillip Island itinerary was the Chocolate Factory. The clients found themselves in a world of chocolates in the form of a series of immersive experiences. Each step into the Chocolate Factory was dedicated to another aspect of the unassuming cocoa bean made apparent in different types of machines with switches. The clients pushed the levers of these machines to fashion their chocolate chef-d'oeuvre.

The second destination on the itinerary was equally a wondrous experience. Our clients were accompanied to the Watermark Restaurant to savour a buffet lunch consisting of the executive chef's stimulating menu of regional fresh produces. The clients were enticed by Mexican vegetable chilli bean con carne right through to Cajun-spiced crispy chicken wings flavoured with taco seasoning and Texas barbeque sauce. To further enhance their experience the clients were encountered with a panoramic view across Westernport Bay presented as picturesque rolling hills and a limitless ocean.

The third destination on the itinerary was the Koala





Conservation Reserve. Here the clients viewed in admiration the wonders of nature; sighting koalas, wallabies, and birdlife in their respective habitats.

The fourth destination was the majestic event of the Penguin Parade. The clients were immersed in viewing from platforms and boardwalks the lingering ‘Antarctic Journey’ of a procession of diminutive penguins wobbling along the southern coast ocean to burrow at night in their respective colonies.

The final destination was travelling away from Phillip Island to McDonald’s on the Bass Highway for dinner. Here the clients seized the occasion to share an assortment of experiences they had on Phillip Island. While savouring the sumptuous banquets of McDonald’s some clients could be overheard reiterating the sensations and curiosities of the Chocolate Factory and all its immeasurable offerings. Other clients were captivated by the Koala Conservation Reserve and the natural attractiveness that the surroundings were able to convey as new experiences. But most clients were equally mesmerized by the parade of penguins returning from the ocean to retire for the night in the sanctuary of their colonies.

Gellibrand is once again in the process of fashioning other experiences this time in the form of the Christmas party at the Melbourne Showgrounds. But the details of that experience have to wait.



THE LESSONS I'VE LEARNED

MARGARET GIVEN



It is hard to believe that it was back in 1994 that I started work with Gellibrand Support Services. Back then of course it was known as Urimbirra and it was just two houses in Williamstown and I was the three-hour reliever. They were the cottage parent days. I was lucky enough to return in 1997 to become the cottage parent of 17 Hanmer. This meant that I worked from six o'clock Sunday evening until six o'clock Friday evening, with a three-hour break during the day. I lived on site full time, including the weekends. To "knock off" you just closed the door! It was definitely a different time back then, I took my cat to work, wore my moccasins and often saw the clients off to work in the morning still wearing my pyjamas. That's just what we did! Things such as Occupational Health and Safety and external audits were not a thing. We were accountable to the Department of Health & Human Services (now DFFH), but it was a very different world. Was it better? Absolutely in some ways, yes, in others not at all.

It has been quite the journey for many of us who have been in disability over multiple decades. We have seen clients move from institutions; we saw people with disabilities being supported to develop social roles and the introduction of what was known as normalisation (which was just how we support people with disabilities to live the same lives as the rest of the community). Now of course we take the path of the NDIS. Some things however, have not changed. I woke up one day with a vision of my life dedicated to serving people with disabilities. That was back in 1992. I took that challenge and I ran with it and I have never looked back.

Every day I wake up with a renewed passion and enthusiasm to go and do the best I can to support those who rely on me to do so. This has not changed. The people I support are also the people who I take with me through my life and teach me constantly about how to provide the best supports, and also just about life, that hasn't changed either. The clients who I have been privileged to spend so much time with have taught me so much and given me so much. The lessons I learn from each of the people that I spend time with continue to build me to be a better and better support person. I'd like to share some of those learnings with you.





Maria: Never underestimate a person who is non-verbal, and never listen to people who tell you you will never amount to anything.

Colin: Sometimes life is tough, so grab the little things and enjoy them.

Lorna: Always laugh at yourself and make sure you enjoy good food.

Lisa: Ultimately at the end of the day I'm just a big softy.

Karen: Everyone deserves to live their best life and at times we have to fight for it, but it's worth the fight

Kerrie-Ann: It's never too hard to be generous. Give much, expect little.

Craig: Connection matters, history with a person matters, it's all about relationships

Sammy: You can start with a trip to the supermarket and it can open up a whole world to you and that we must find the "play" in every day.

Duy: Stay the path. Respect a person long enough and they will learn to respect themselves and it will take them to great things.

Kaylene & Kerrie: Live life on your terms, don't ever compromise what is important to you.

Damian: We need to live life to its fullest every day, drive the race car, go to the pub, embrace family, love your mum!

Michaela: A smile can change a person's day, that telling someone without words they matter, is powerful.

Luana - there is nothing better than messing with those around you in order to enjoy a laugh together.

Martin - some connections we have just don't need to be explained, we just enjoy the goodness they bring



So many clients over the years. Many of whom are no longer with us. The biggest lesson I have taken from those clients who are not here anymore is that, when they are no longer here, I must get up the next day and keep going; that there is always someone who needs support, who needs me and their other support staff to turn up and keep doing the job. It is a privilege to do the job I do. It is humbling that families trust Gellibrand with their family members and that they believe in what we do. Gellibrand is not a perfect service, not sure that exists, but we show up every day and we do the best we can to meet the expectations and keep the trust that has been placed in us.

To the clients of Gellibrand, I say thank you. For the laughs, the relationships, the lessons and for allowing us the privilege to be part of your life.



CLIENT SURVEY SUMMARY

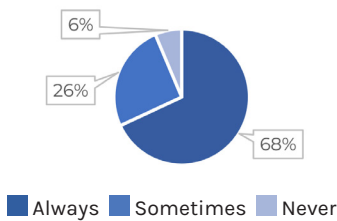
BETHANY GOLDSMITH & CHRISTIAN BULAON

Surveys for this report were administered in October of 2022. Service Managers were asked to assign Team Members at their sites to provide any support the clients needed to complete the survey. Participation by clients was optional. The number of survey responses from this year's client survey (n=51) was higher than 2021 (n=32).

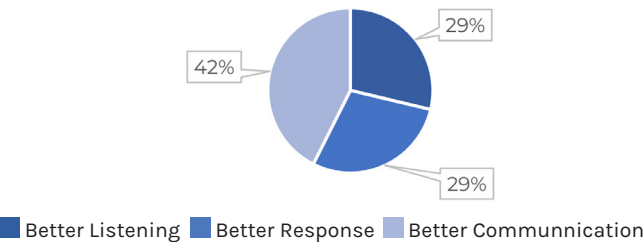
On the whole, respondents were positive about the service they receive from Gellibrand. Only four questions elicited positive responses below 80%, they were:

- 1. "When you complain about something, does Gellibrand listen and respond?" (Always: 68%);
- 2. "Does Gellibrand listen and work with you to give you the support you want?" (Always: 76%);
- 3. "When you go out, are you able to able to go when and where you like?" (Always: 70%);
- 4. "Do you get along with the other clients you receive support with?" (Always: 62%).

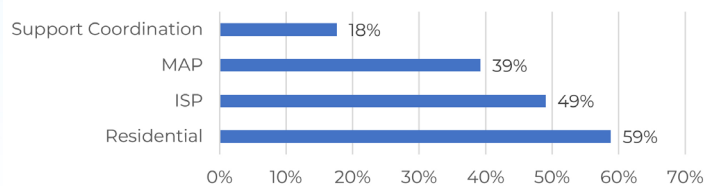
When you complain, does Gellibrand listen and respond?



How could we do a better job when you have a complaint

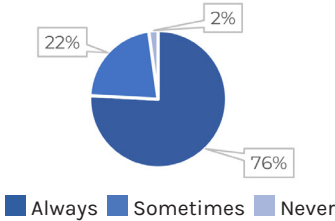


Which services do you get from Gellibrand?

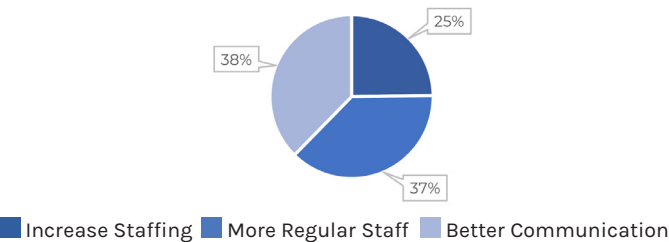


The number of clients who reported that Gellibrand always listened and responded when they complained about something increased from 54% in 2020 to 68% in this survey. 28% of the clients who said that Gellibrand did not always listen or respond to their complaints provided additional feedback when asked how Gellibrand could do a better job in this area. Responses fell into three categories broad categories; Better Communication (42%), Better Listening (29%) and Better Response (29%). Specific comments included: "Keep asking to be heard and get a response", "Team member (needs) to provide options on how to help", "More clear communication", "I have complained about things at MAP but no one listened". It is suggested that a refresher training for the Team Members about recognising and responding to client complaints may address the areas of improvement clients identified.

Does Gellibrand work with you to give you the support you want?

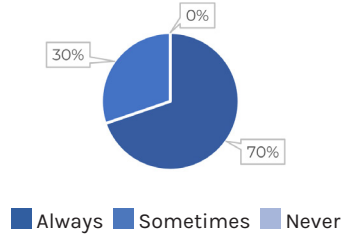


How could we do better at working with you?

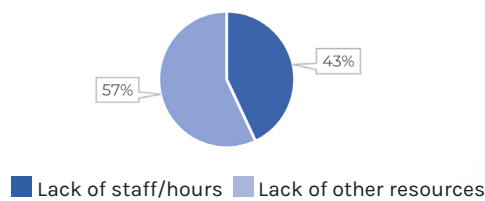


There was a marked increase in the number of clients reporting that Gellibrand always worked with them to give them the support they want, from 69% in 2020 to 76% in this survey. 31% of clients who thought Gellibrand could improve in this area provided additional information about how we could improve. These comments fell into 3 broad categories: Increase staffing levels (33%), Have more regular staff (42%) and Improve communication (25%). Actual comments included; "Understand that I want regular staff in the house more than standby people...", "Listening to me", "More communication regarding any changes like new staff joining my ISP team", "Regular team members", and "...I would like staff to spend more time with me". Staffing levels at each site, and the size of regular teams, was greatly reduced during the period of Covid lockdowns. Gellibrand has begun increasing staffing levels once again as Covid restrictions have eased and risks have reduced. It is hoped that these changes will have a positive impact, especially for those clients who commented that Gellibrand would improve with more staffing.

When you want to go out, are you able to go where and when you like?

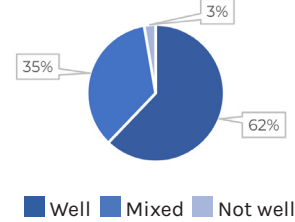


What stops you from being able to go out where and when you like?



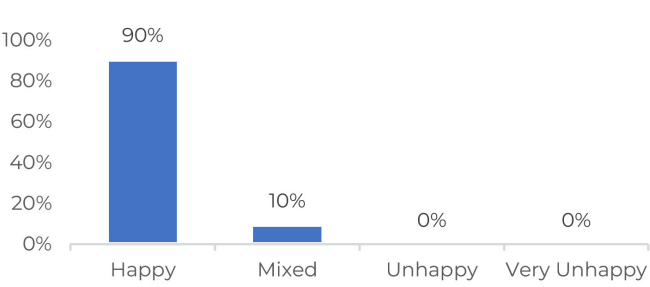
Clients were asked if they have the resources they needed to access the community as they wished, 70% of the clients who responded said that they always did. This was an increase from 48% in 2020 and 59% in the 2019 survey. 69% of respondents who indicated they did not feel that they could always go out when and where they wanted provided comments when they were asked to identify their barriers. This year, none of the comments mentioned Covid. They fell into two broad categories; Lack of staff/hours (43%) and Lack of other resources (57%). Specific comments included: "I don't like the site van, it's too small to hard to sit down and get out", "Sometimes I can't go out as there isn't enough cars", "Sometimes not enough cars at MAP", "Not enough ISP hours", "Sometimes not enough time or kilometres allowance" and "Increase 1:1 support by my support coordinator".

Do you get along with the other clients you receive support with?



Of the clients who said they received some of their supports in a group setting, most (62%) reported that they got along well with the other clients they were supported with, 35% reported mixed relationships with the people they receive support with, whilst only one respondent (3%) reported that they did not get on well with the other people they received support with. These results mirror the results from the previous survey.

Overall, how happy are you with the service Gellibrand provides?



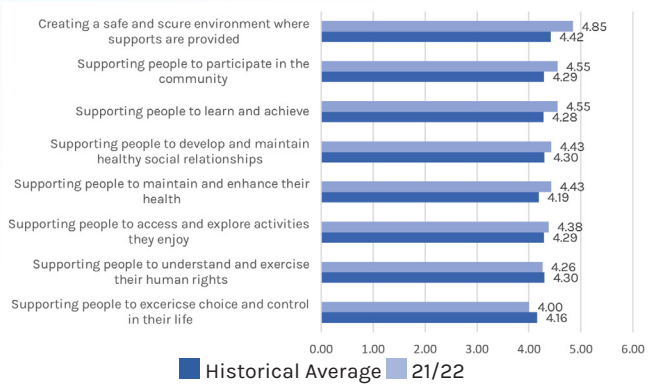
Most clients (90.47%) indicated that they were at happy with the service Gellibrand provides, this was up from 80% in 2020 and 86% in 2019. Clients were also offered the opportunity to tell us what they thought Gellibrand could do to improve its service. Specific suggestions included: "Support me to go out more", "Clear communication, flag the changes", "Would like more exercise programs", "Weekend Map", "Like more of the extra events like Morning Melodies. Would like more if possible", "Having regular team members to ensure consistency", "Maybe listen to me more." "Staff to spend more time with me".

STAKEHOLDER SURVEY SUMMARY

BETHANY GOLDSMITH & CHRISTIAN BULAON

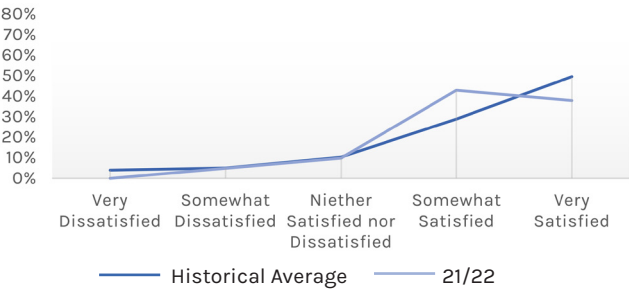
The responses rate to the 2021-2022 External Stakeholders Survey (36%) was slightly higher than the response rate to the 2020 survey (33%), but was still down on the response rate in 2019 (38%). The survey asked those outside Gellibrand who care for and support our clients to let us know their opinions of the support we provide, and their experiences in interacting and communicating with us. It is divided into two broad categories of questions: Supports and Communication. The 2021-2022 survey also included a section asking for feedback on our response to the Covid-19 outbreak.

Comparison of 2021-2022 Satisfaction with Supports to Historical Satisfaction with Supports

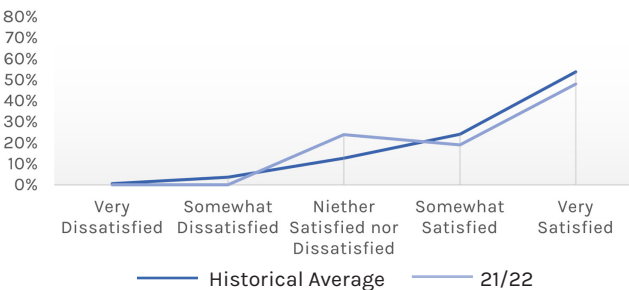


Most areas of Satisfaction with Supports scored above historic averages, and all remained at or above the "satisfied" rating level of 4. There were only two areas which recorded mean scores below the historical average. These were: "Supporting people to understand and exercise their human rights" (M=4.26) and "Supporting people to exercise choice and control in their life" (M=4.00). Whilst the difference between the historical average and the 2021/2022 averages is small, the two areas are related so it is important for managers to consider what may be impacting on these measures.

Supporting people to exercise choice and control in their life

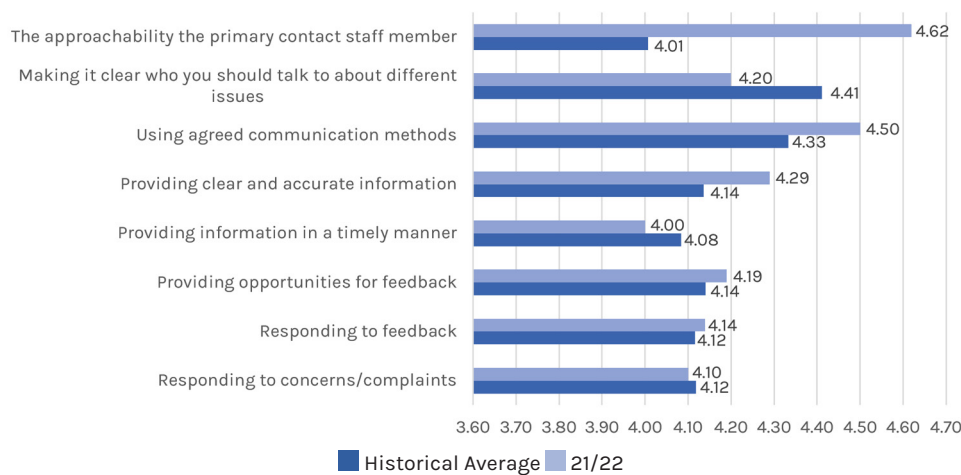


Supporting people to understand and exercise their human rights



Examining the spread of responses to these two areas shows that whilst levels of satisfaction are noticeably lower than the historical average, levels of dissatisfaction are marginally lower as well.

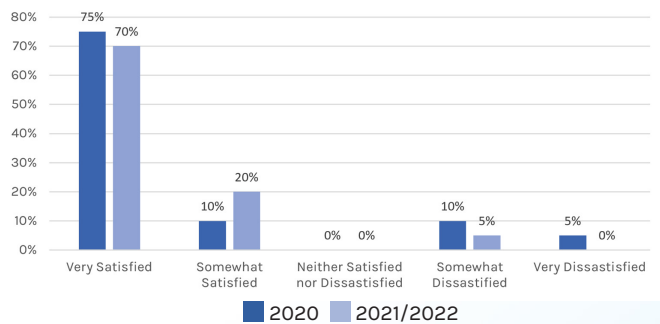
Comparison of 2021-2022 Satisfaction with Communication to Historical Satisfaction



Four areas of Communication recorded average ratings more than 0.1 outside the historical average. Three of these areas recorded an increase in satisfaction, and one recorded a decrease. The area "Making it clear who you should talk to about different issues" recorded the biggest decline in satisfaction, slipping back to an average satisfaction score of 4.20 after recording an increase to 4.61 in 2020, and below the historical average of 4.41 for this area. The area "The approachability the primary contact staff member" gained a major increase 4.62 which is an increase of more than 0.5 from the historical average of 4.01.

On the whole, communication ratings remained positive; and the comments reflected this, with (62%) of those who provided comments on Gellibrand’s communication offering praise. Of those who provided feedback suggesting ways to improve communication 25% suggested improving the quality of communication, whilst 13% suggested improving the speed of responses. Actual comments included: "Still waiting on a response to recent emails. We received a telephone call last week and was told an email for a meeting would be sent. Still waiting"; "Very happy with primary contact. Listens to, attends to and follows up issues or concerns. He is always prompt, courteous and helpful", "Phone and email contact has proved very efficient and more than satisfactory in the past. Gellibrand Supports Services representatives acknowledge same with consideration, respect and in a timely manner", "Yes, I wish I could vote 10 instead of 5" and "Communications with Gellibrand organisationally is very poor and reactive".

2021 - 2022 COVID Response



As can be seen in the chart above, 95% of respondents reported a level of satisfaction with Gellibrand’s COVID response, with 70% reporting that they were Very Satisfied Comments relating to this included:

"Excellent in what would have been very difficult circumstances within the community and always the needs of their clients and staff first and foremost. Thank you very much!"

"Excellent in keeping clients safe"

"My family member gave the impression of being informed of any necessary action, feeling informed safe and secure during implementation of the necessary restriction. Every care was taken to provide appropriate activities and keep family up to date and in touch. Thank you"

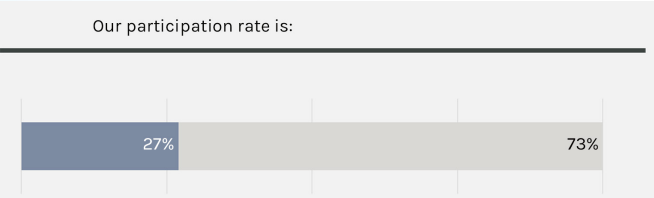
"I was phoned by Gellibrand last Tuesday 29/3 and told the Carer who worked with him the day before h pad tested positive on a RAT that morning. I have appreciated the response since this matter came to our attention and the plans that I know have been put into place if Tom’s health deteriorated".

TEAM MEMBER ENGAGEMENT SURVEYS SUMMARY

BETHANY GOLDSMITH

PARTICIPATION

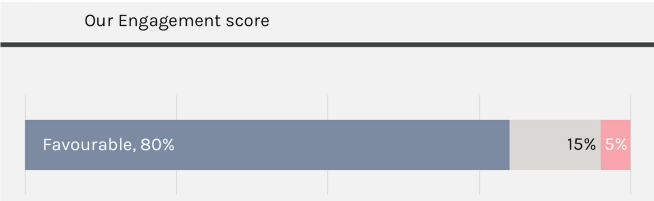
On average, less than a third of Team Members responded to invitations to complete engagement surveys. Whilst it is not realistic to aim for 100% participation in an optional survey, getting responses from a majority of Team Members would ensure a more indicative sample. Continuing to engage with Team Members, encouraging them to take part and sharing results with them may help to increase the response rate.



ENGAGEMENT

Engagement is a measure of people’s engagement and commitment to the organization and its goals. An employee’s engagement has been shown through multiple studies to be positively correlated with their performance. 80% of employees gave responses which indicated favorable levels of engagement, whilst 5% gave responses which indicated unfavorable levels of engagement

Engagement can be distilled into subfactors for greater insight. These subfactors are actionable by managers, and provide direction on where best to focus efforts to improve employee engagement. By lifting engagement levels, we can positively impact employee performance, innovation and retention. As can be seen below, Team Members rated Gellibrand higher on factors relating to alignment with culture and values, and lower on factors related to leadership.

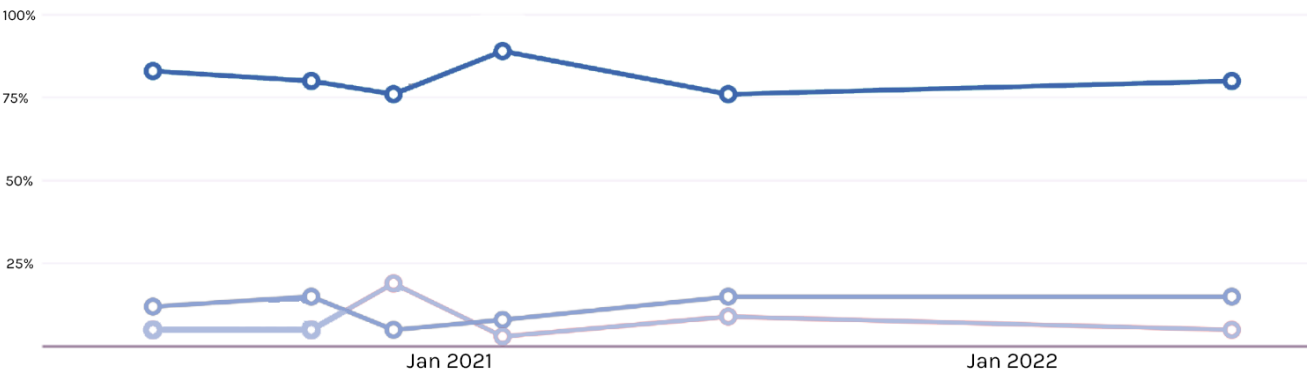


Factor	Score
Alignment	87
Enablement	82
Engagement	80
Development	76
Leadership	73

OVERALL ENGAGEMENT TREND

Overall Engagement remained within the bounds of previous results, with favorable engagement at 80%.

Engagement Trend March 2020 - March 2022



STRENGTHS

Enablement	I know what I need to do to be successful in my role	94%
Alignment	Gellibrand's commitment to social justice is genuine (e.g. human rights, equality and inclusion)	92%
Alignment	Gellibrand values diversity and draws on differences as strength	92%

WEAKNESSES

Development	My manager regularly make time to talk with me about my progress at work.	59%
Leadership	The managers at Gellibrand keep people informed about what is happening	60%
Engagement	I rarely think about looking for a job at another company	68%

OPPORTUNITIES

These are the areas identified by Culture Amp with the most potential for positive change. Action in these three areas will provide the most impact on overall Team Member Engagement and performance.

Leadership	The managers at Gellibrand keep me informed about what is happening	60%
Alignment	The support, feedback and acknowledgement I receive from my managers is based on our Values in Action	76%
Enablement	At Gellibrand we act on promising new or innovative ideas	76%

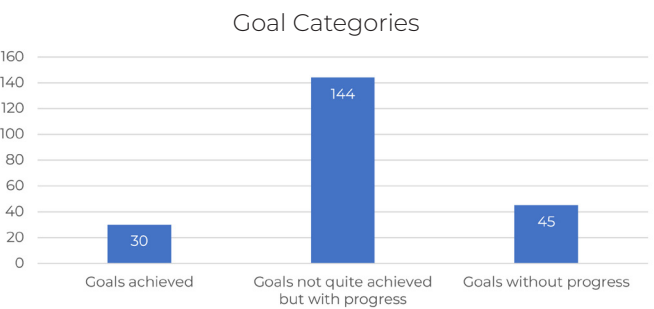


PROGRESSIVE GOAL REPORT

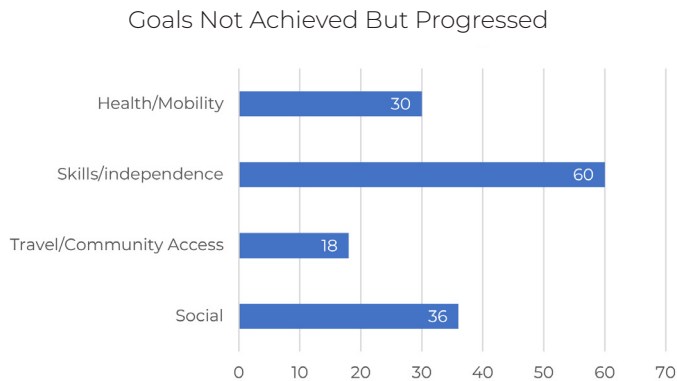
CHRISTIAN BULAON

Progressive Goal report is a report Gellibrand Support Services sends to families quarterly. It consists of Client's Goals, progression, strategies and challenges for achieving these goals. Unfortunately, in this period, most of the goals were not achieved due to COVID 19 restrictions being implemented. However, Gellibrand is looking forward for the progression of the goals in the next 12 months moving forward, as COVID 19 restrictions have now been eased, which will allow us to better support the clients with achieving their goals.

In this report we will be detailing the Gellibrand client goals into three different categories during the time period of 2021 to 2022. The categories consist of Goals achieved, Goals not quite achieved but have progress and goals without progress as can be seen in the graph below. The Gellibrand clients have a total of 219 goals, with 30 goals being achieved, 144 goals not quite achieved but are in progress and 45 goals without any progress. Among the 219 goals achieved we categorized them into general subcategories that we noticed were prevalent in each progressive report. These subcategories are Social, Travel/Community Access, Skills/Independence and Health/Mobility.

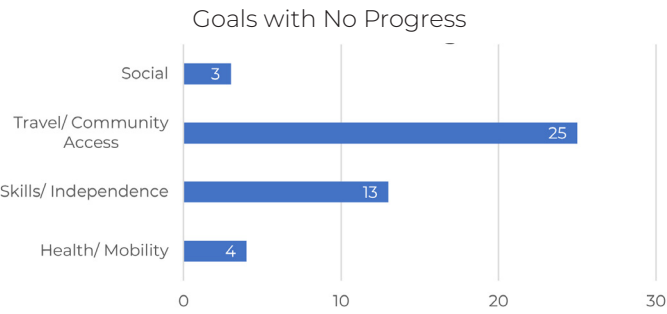


A total of 30 client goals were achieved in Gellibrand. In the social subcategory we included client's goals that related to improving their social lifestyles and skills. The Travel/Community Access subcategory consisted of client's goals relating to travelling to different locations, attend specific events and improving community access skills. The Skills/Independence subcategory are associated with the goals the client had in relation to improving overall independence and general living skills. The Health/Mobility section were client's goals in which to improve their general health and increase their mobility. Of these categories, both the Social and Skills/Independence categories tied with having 9 goals achieved, while the Health/Mobility category tallied 8 goals achieved and the Travel/Community Access category amounting to 4 goals achieved.





The goals that were not quite achieved but had progress amounted to 144 goals in total. Most of these goals related to gaining/maintaining skills and independence which tallied to 60 goals. The second highest amount of goals not quite achieved yet, fit into the Social category totalling to 36 goals and involved goals such as maintaining social contacts and visiting family and friends. Improving Health/Mobility amounted to 30 goals, these goals are related to maintaining good physical and mental health by attending specialist appointments and exercises. Lastly, goals related to accessing the community and Travelling/Community Access added up to 18 goals.



For the goals reported to have no progress, a total of 45 goals were found. Most of these goals fell into the Travel/Community Access subcategory and involved goals such as going for a holiday, visiting family and attending different events. These goals proved to be a challenge especially during this time period as COVID 19 restrictions were in place for most of 2021 leading into 2022. The second highest category with no progress is the Skills/Independence category involving goals related to clients wanting to develop new skills to either enhance their independence at home or to learn new skills relating to hobbies such as driving and communicating. Thirdly, there were 4 Health/Mobility related goals linked with improving physical health and mobility that had no progress. Lastly, there were 3 Social goals that had no progress, this involved attending different social events which again the clients were unable to achieve due to COVID 19 restrictions.

In a nutshell, it is evident that there are more goals with no progress than goals that were achieved. This is largely due to COVID 19 restrictions during this time period that prevented clients from accessing the community, day placement programs and other social events. However, Gellibrand is making great progress with most of the goals having some progression from the last time period.

We are hopeful of a year free of lockdowns and therefore lots of opportunities for adventures such as Phillip Island in order to report more achieved goals for 2023.

COMMITTEE OF MANAGEMENT

ELENA ASHLEY - PRESIDENT

Tell us about yourself.

I grew up in the western suburbs & I've worked in the non-profit sector for 20 years, mainly in strategic planning, governance and operations roles.

How many years have you been on the Committee?

I attended the 2017 AGM, and was warmly welcomed by everyone I met & have been on the Committee ever since.

Why did you choose to join the Committee?

I grew up in Medfield Avenue, Avondale Heights & lived around the corner from Hanmer Street, Williamstown - having witnessed first-hand how Gellibrand staff demonstrate the Gellibrand Way, it was the logical organisation to contribute my governance skills to.

What is it that you hope to achieve for the clients by being on the Committee?

Wouldn't it be great if Gellibrand was around to make a difference for another 40 years? Our clients deserve the same rights and treatment as every other member of our community & I'd like to ensure the systems are in place to support Gellibrand to continue to deliver its client-centred services.

DES MCGOWAN - ACTING TREASURER

Tell us about yourself.

I am retired and live in Avondale Heights. My wife and I have three married adult children and seven beautiful granddaughters. My working life embraced public service roles, private sector, self employment and a start-up company which employed 60 staff across Australia. I was fortunate to work across Australia, New Zealand, extensively across Asia and project work in Europe and Canada/USA.

How many years have you been on the Committee?

I have been on the Committee for two years. It has been an incredibly rewarding two years.

Why did you choose to join the Committee?

My initial exposure to Gellibrand Support Services came about through looking for an organisation to work with a family member with special needs. My wife and I had been very supportive of Gellibrand before she was asked to join the Committee. She served on the Committee for seven years and encouraged me to join after she retired from the Committee. Her enthusiasm and acknowledgement for the amazing client work done by Gellibrand meant that I was very keen to join the Committee.





Being on the Committee of Management has provided me with many insights into the amazing work that Gellibrand undertakes to support its clients.

One strong example was supporting Gellibrand as it worked magnificently during the very challenging and demanding environment created by the Covid pandemic.

All of our work on the Committee is directed to ensuring that Gellibrand is always best positioned to deliver the best services and support possible for our clients.

I would like to mention an amazing Committee leader, Mary Burbridge, who passed away this year. Mary was a long-time inspirational President of Gellibrand CoM with incredible generosity of spirit across many local community groups.

The Gellibrand CoM really is an amazing not-for-profit Board staffed by very committed and selfless volunteers.

What is it that you hope to achieve for the clients by being on the Committee?

I see the biggest challenge for Gellibrand CoM in the short-medium term is to develop a new 3 year strategic plan together with the goals and plans that support that plan. Developing that new strategic plan will include all of Gellibrand’s stakeholders.

That comprehensive process will commence early in 2023 and will be vital in ensuring that Gellibrand has a strong sustainable future to deliver the best services that our clients need and deserve. I look forward to being involved in that process.

Apart from that I look forward to supporting the CoM in building our social media profile, future-proofing our risk management and developing our first Governance Framework.



CHRIS MEEHAN

Tell us about yourself.

Thirty plus years in the corporate world left me well fed but painfully short of life skills and a feeling of low social awareness. I am pleased that my time at Gellibrand has given me ample opportunity to "fill in the gap".

How many years have you been on the Committee?

I joined the committee one year ago at the 2021 AGM.

Why did you choose to join the Committee?

I have thoroughly enjoyed working in the real world at Gellibrand both full time and then part time and having had many interactions with Committee of Management members, I wanted to continue my association as a Committee of Management member myself.

What is it that you hope to achieve for the clients by being on the Committee?

As the world moves inexorably on, I'd like to be part of the continuing Committee of Management drive to maintain the Gellibrand Way whereby we do the best we can ensure great client outcomes.



GEORGE SMARAGDAS

Tell us about yourself.

I live in Point Cook with my young family.

I am a passionate Collingwood supporter.

I work as the Operations Manager for a Fire Protection Company.

How many years have you been on the Committee?

I have been an ordinary member on the Committee for the past 12 months.

Prior to that I worked at Gellibrand for over eleven years both as a Support Worker and in the Finance Team.

I first started working at Hanmer Street in the mid 1990's.

Why did you choose to join the Committee?

I wanted to continue my association with Gellibrand as a member of the committee.

What is it that you hope to achieve for the clients by being on the Committee?

I believe the Committee is focused on Client welfare and I want to be part of this well into the future.

It is pleasing to see that Gellibrand has embraced so many business initiatives and is on a sustainable growth path.

FIONA MCHUGH

Tell us about yourself.

I'm an optimistic realist, (sometimes fun) loving (often tired) mum, wife, sister, daughter and friend. I'm a hard worker and in my down time love to travel with my family in the caravan. I'd eat chips, cheese and prawns (obvs not together) every day and over many years I've mastered making a meal in 30min with whatever is in the fridge. I'm a semi talented tennis player, I oscillate wildly between more sensible and informative programs such as the 7.30 report and Insight and then happily binge Real Housewives of Beverly Hills. I have been within the risk, governance and HSE industry for over 20 years. In that time I've worked in health, disability, manufacturing and public transport sectors. I really enjoy being a Committee Member at Gellibrand and I'm keen on making a positive difference.

How many years have you been on the Committee?

I have been on the Committee for 2 years.

Why did you choose to join the Committee?

I chose to join the Gellibrand CoM as I felt I could provide a positive difference with my skill set, I respect and align with the Gellibrand way and I also wanted to represent the interests of clients and their families as I also have a family member that is a resident and benefits from the care and devotion that Gellibrand offers.

What is it that you hope to achieve for the clients by being on the Committee?

I hope to actively contribute and achieve ongoing improved systems and governance. In the short to medium term I hope to influence some greater innovative branding/marketing to ensure everyone is aware what Gellibrand is and what our point of difference is compared to other service providers.

ACKNOWLEDGMENTS

Gellibrand would like to congratulate these team members on this remarkable milestone they have achieved. Gellibrand truly appreciate all their hard work, dedication and amazing supports they provide to the clients.

MARGARET GIVEN	25 YEARS
CHRIS MEEHAN	20 YEARS
JASON SNOOKES	15 YEARS
DEEPAK VERMA	15 YEARS
ADRIANA TSUZAKI	10 YEARS
SUBIN CHERIAN	10 YEARS
JOHN KALKA	10 YEARS
KANE JOHNSON	10 YEARS
COLLEEN WHITFIELD	10 YEARS
CATO MA	10 YEARS
ROULA CHALOUHI	10 YEARS
GREG FRANZKE	5 YEARS
IRENE PARAMENA	5 YEARS
ROMEL CARTAS	5 YEARS
CHUCK EJIOGU	5 YEARS
TARIRO MHENDE	5 YEARS
MICHELLE TYQUIN	5 YEARS





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