
Board Of Directors - Chief Executive Officer Report

Submitted By: Jenelle Henry
Position: Chief Executive Officer
Meeting Date: Tuesday, 13 June 2023

1. Headway Team

Updates/Changes

As per April report still experiencing a moderately high level of staff turnover, Support Coordination and Plan Management mostly. The most recent resignation from the Support Coordination team indicated joining a friend's business who is providing one on one and support coordination.

Equally our recruitment has been going well and have been filling positions more quickly than in the past.

2. Financials

The financials (April/May) are provided and are positive. Services and services offerings have remained stable and we really look forward to diversifying over the next 12 months.

- April/May Profit and Loss (attached)
- May Balance sheet (attached)

We have increased in one-on-one service delivery but obviously this is off set-in staff wages for the NDIS support work category

Our administration wages are significantly down on what had been anticipated but this is mainly due to the length of time positions have been vacant and our inability at times to recruit to roles, the lag between the person leaving and a new staff starting and then time to add value to the organisation.

- Budget development for 2023/2024 (attached)

It has been a very interesting time developing a budget with a lot of assumptions that are unknown about what will come from the NDIS review being undertaken by Bruce and Lisa.

- Professor Bruce Bonyhady AM
- Ms Lisa Paul AO PSM

This NDIS review report is due to be released in October so without this report and an understanding of where the future of the scheme might land, we had to project our budget on the information that we know and what we currently are delivering and our likely hood to be able continue to deliver this now and into the future.

The NDIS scheme is worth 35 billion dollars and being a part of this scheme allows us as providers to constantly assess what we are delivering and what other opportunities are available.

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The budget:

- has assumed we will reach registration for specialist support coordination so the registration process is currently underway.
- **acknowledges the increase in superannuation from 10.5% to 11.00%**
- **unfortunately, has been hit with a 50% increase in Workcover premium (42% government-imposed increase, 8% for having made a claim in 2021)**
- **allows for wages to increase by 5%**
- is modestly hopeful of increasing overall service delivery

2021/2022 \$4,863,245.00

2022/2023 \$4,951,659.00

2023/2024 \$5,264,194.00

The budget has not accounted for any other new service delivery (except for Specialist Support Coordination) and modest increases in Plan Management and 1:1 service delivery.

[The Albanese government expects to save more than \\$60 billion](#) over the next decade by [cutting the growth rate](#) of the “unsustainable” NDIS by almost half within three years, and pushing it lower after that.

Prime Minister Anthony Albanese revealed in April that the scheme, which will cost \$35 billion this financial year, would cost \$97 billion a year in another decade, up from the most recent forecast of \$89 billion.

Workcover

Unfortunately, our Workcover premium is approximately \$70,000 more than last year with a combination of increases as below and a claim made in the last two years.

Victorian Chamber of Commerce and Industry chief executive Paul Guerra said the 42 per cent increase in premiums would see businesses with a \$2 million payroll contribute \$12,000 more per year, while those with a \$10 million payroll would have to cough up a further \$60,000.

“Every business supports WorkSafe, but there’s no business that should expect to pay a 42 per cent increase in premiums to keep the system alive,” he said.

Excerpt financial review June 2023.

3. Incidents/Complaints/Quality & Safeguarding

An internal audit is scheduled for early August, in preparation for our accreditation audit which will most likely occur toward the end of the year. Everyone has been working really hard on reviewing all our policy and procedures.

We are adding Specialist Support Coordination as a registration category, and are considering SIL/STA/SDA registration (currently working through pros and cons of each option with the Executive team, following Facebook posts and listening to the market).

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4. General Updates

Have spoken to and visited Peter about his inability to stay on as part of the Board Of Directors team. I explained the requirements for the attendance that Peter has just not been able to meet. I also explained that we would welcome his attendance at any team even if he was just to join us for a dinner every now and then. Peter was presented with gift voucher and card and also the details of the Go Fund Me, and Peter was super grateful. Organised with marketing to meet with Peter and do a story on him which has been completed.

Attended the DSC conference, at the conference I was fortunate enough to hear from many speakers but some that you might know are shown below.

- **Dr Ben Gauntlett** - Disability Discrimination Commissioner
- Australian Human Rights Commission
- The Future of the NDIS - Keynote
- **Hon Bill Shorten MP** - Minister for the NDIS and Government Services
- New Directions, the Big Review: Interactive Q&A
- **Lisa Paul & Bruce Bonyhady** - NDIS Independent Review Co-Chairs
- A New Leadership Chapter
- **Kurt Fearnley** - NDIA Board Chair

Overall, the conference was very good, my main takeaway is the concern from all the costs of the scheme and whether it is delivering value for not only the participants but also the tax payer. The two-tiered costs were discussed at length with particular emphasis on allied health professionals. The lack of planning and inconsistency of plan values (\$) is highly concerning.

Other concerns around active support and service provision are not occurring along this vein and people are being left without anything meaningful to do and also the scheme was meant to deliver more integrated service but people with disabilities are becoming more isolated than ever.

Jenelle Henry
Chief Executive Officer