

BOARD OF DIRECTORS

Bi-Monthly Meeting

Agenda

Meeting:	Board of Directors	Date:	Thursday, 19 October 2023
Meeting No.:	5/2023	Time:	5.30pm
Chair:	Phil Drummond	Venue:	Boardroom, Morwell office

Members In Attendance:

Phil Drummond	Board Director/Chair
Robyn George	Board Director/Treasurer
Edwin Vandenberg	Board Director
Emma Vandenberg	Board Director
Gary Dore	Board Director
Leisa Harper	Board Director

Apologies:

Marianne Fontaine	Board Director
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In Attendance:

Jenelle Henry	Chief Executive Officer
Lora Moulton	Executive Assistant

Agenda No.	Subject
1.	<p>Acknowledgement</p> <p>I acknowledge the traditional custodians of the land we are meeting on today, the Gunnai Kurnai people, and pay my respects to their Elders, past present and emerging.</p>
2.	<p>Appointment Of Positions</p> <p>Time Keeper: Lora Moulton Minute Taker: Lora Moulton</p>

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Agenda No.	Subject
3.	<p>Declaration Of Conflict Of Interest</p> <p>Nil</p>
4.	<p>Confirmation Of Previous Minutes</p> <p>Motion: That the minutes of the previous meeting, held on Thursday, 24 August 2023, be accepted.</p> <p>Appendix A</p> <p>Moved: Choose an item. Seconded: Choose an item.</p>
5.	<p>Matters For Board Discussion & Decision</p> <p><u>5.1 Action List Review</u> Review and discuss the progress of items on the Action List.</p> <p>Appendix B</p> <p>Motion: Moved: Choose an item. Seconded: Choose an item.</p> <p><u>5.2 Risk Register</u> Updated, ready for discussion at next meeting.</p> <p><u>5.3 New Board Members & Nomination Forms</u> Discussion.</p> <p><u>5.4 New Memberships</u></p> <p><u>5.5 Constitutional Change</u> Outcome and process.</p> <p><u>5.6 Welshpool Property</u></p>

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Agenda No.	Subject
	<p>Correspondence received from Richard at B D Legal, advice regarding next step.</p> <p><u>5.7 Emergency & Disaster Management Plan</u></p> <p>Appendix C</p> <p>To be reviewed.</p>
6.	<p>CEO Report</p> <p><u>6.1 Report</u></p> <p>Appendix D</p> <p>Motion: That the CEO Report be accepted. Moved: Choose an item. Seconded: Choose an item.</p>
7.	<p>Financial Report</p> <p><u>7.1 Balance Sheet</u></p> <p>Appendix E</p> <p>September 2023</p> <p><u>7.2 Profit & Loss</u></p> <p>Appendix F</p> <p>August 2023</p> <p>Appendix G</p> <p>September 2023</p> <p>Motion: That the Financial Report be accepted. Moved: Choose an item. Seconded: Choose an item.</p>

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Agenda No.	Subject
8.	<p>Other Business</p> <p>Nil</p>
9.	<p>Board Correspondence</p> <p>Nil</p>
10.	<p>Next Board Meeting</p> <p>Date: Thursday, 23 November 2023 Time: 5.30pm Venue: to be decided</p>

Meeting Closed	
Date:	Thursday, 19 October 2023
Time:
Chair:
Signature:	n/a
Date signed:	n/a

Internal/ External	Risk Type	Risk/Event	Cause	Current Controls	Likelihood	Severity	Rating (L+S)	Risk Treatments/Strategies Required	Owner	Status
External	Service Delivery/ Quality	Loss of funding	Changing environment in the Disability sector /Government policy change/NDIS	Internal audit	3	3	High	Document processes to meet funding requirements Network meeting attendance Contracts/suppliers and partnerships register NDIS registration completed and approved	Board CEO	Not Started
External	Compliance	Loss of funding	Unable to maintain external certification	Internal audit	3	3	High	Ensure procedure framework in place and reviewed though internal audit. Internal audits of service delivery External certification	CEO Operations Manager	Not Started
External	Reputation/ Brand	Loss of reputation	Legal Action against Service	Current insurance maintained: - Public and Products Liability - Commercial contents - Professional indemnity	2	3	High	Documented procedures and reporting processes in place Police and Working with Children card checks monitoring in place and evidence of currency	Board CEO	Not Started
Internal	Reputation/ Brand	Loss of reputation	Allegation of abuse and neglect	Documented procedures and reporting processes in place Police checks monitoring in place and evidence of currency	2	4	High	NDIS working screening / appropriate screening of applicants/ appropriate supervision	Board CEO	Not Started
Internal	Compliance	Breach of the code of conduct	Staff do not understand/adhere to Code of conduct	Induction Staff handbook	2	2	Medium	Documented procedure in place Evidence that staff have read and understood the code of conduct	CEO Operations Manager	Not Started
External	Fire/Theft	Building Destroyed/major damage to Headway Gippsland property	Internal or external factors	Current insurance maintained: - Public and Products Liability - Commercial contents - Professional indemnity	1	3	High	Offsite information backup Offsite records storage	Board CEO	Not Started
Internal	IT	Loss of data/information/compliance	Internal or external factors	Document control processes in place and monitored through internal audit/ Implementation of IT policy	3	2	Medium	Back up procedure now include in the QMS	CEO	Not Started
External	Funding	NDIS funding is insufficient to ensure that OHS assessment are carried out on all clients	Lack of funding provided under the new scheme. Look at ways staff can complete these within client billable hours time.	New proforma developed , will be added to the induction process . So all staff are familiar with this expectation of the job and how to fill out the forms how to report any hazards, how to alert the office to any potential issues or hazards.	3	3	Medium	provide input into costing restructures/highlight inadequacies of the scheme to relevant govt department	General Manager	Not Started

Internal/External	Risk Type	Risk/Event	Cause	Current Controls	Likelihood	Severity	Rating (L+S)	Risk Treatments/Strategies Required	Owner	Status
External	Funding	Payment in arrears for work performed	Ensure enough funds are available within everyday operating to meet commitments /Invoicing to occur simultaneously to service provision	Funds moved to increase cash in everyday acct	3	3	High	Funds moved as per minutes of board meeting on the 30/11/17	Board CEO Financial Controller	Not Started
External	CRM system	Portal being unavailable due to outages	Ensure enough funds are available within everyday operating	Funds moved to increase cash in everyday acct	3	3	High	Funds moved as per minutes of board meeting on the 30/11/17	Board Financial Controller General Manager	Not Started
external	Documentation	Internal forms do not accurately capture risk associated with working with particular individuals, such as a history of violent or aggressive behaviours, involvement with the crime justice system or mental health services. Client behaviour support plans		Intake forms currently being reviewed to ensure that as much information that is pertinent to providing staff with a safe working environment is obtained	3	3	High		General Manager Operations Manager	Not Started
Internal	Management of cash flow	HG offers the right mix of services in order to ensure profitability and a financially sustainable future with well managed cash reserves	Budget meetings ongoing , as block funding is reduced assessments to be made on budget analysis as to what funding will replace this . Ares for new growth to be sought.	Continue to expand service delivery into east Gippsland/ look at ways to grow services in south Gippsland	2	2	Low	network meetings, build relationships with external provider	Board Of Management CEO Finance	Not Started
internal/ext ernal	0.202	programs provided by Headway do not suit the market place/ participants choice	Headway does not deliver programs that consumers are seeking /Look at the Social support groups	Seek feedback from participants on a regular basis about programs of choice	2	2	Low	Looks at cost effective ways to encourage participants to provide feedback on services and programs delivered	General Manager	Not Started
Internal	Recruitment	Inability to attract and recruit staff	People available within the workforce choosing to work for themselves utilising own ABN	Ensure the organisations pay rates are competitive / Bonus . Ensure organisation can offer other benefits such as Salary packaging	2	2	Medium	Attend work expos/ publish and build good news stories on workplace and achievement of participants	General Manager Operations Manager	Not Started
external	Employment conditions	Fair work casual conversion to permanent	Having Staff as permanent part time with cancelled shifts / client choice	Organisation has salary packaging to all staff / flexibility of rosters	2	2	Medium	Ability to find fair and reasonable alternatives for shifts for those staff affected by client cancellations	General Manager	Not Started
internal	Loss of staff	Inability to retain staff causing participants to be dissatisfied with staff changes	Staff coming to HG with the intent of developing relationships in order to establish own Business	Contract restraint of trade	2	2	Medium			Not Started

Internal/ External	Risk Type	Risk/Event	Cause	Current Controls	Likelihood	Severity	Rating (L+S)	Risk Treatments/Strategies Required	Owner	Status
external	IT extortion	Loss of data, financial risk to Headway	Data breach could be physical, financial, emotional or reputational and cause disruption of services for participants	2 factor authentication, alerts on external emails	3	4	High	Maintain strict protocols for staff with access to server .	General Manager	Not Started

Board Of Directors - Action List

Business Arising/Action Items From Minutes



Minutes Date	Topic	Due	Who	Action Item	Comments	Status	Status Date
16-Feb-23	Board Roles	next meeting	Edwin	Contact Robyn regarding requirements of Treasurer role		Completed	24-Aug-23
14-Jun-23	Resignation Of Bryan Leaf	next meeting	Lora	Purchase/arrange card, gift voucher and letter for Bryan.		Completed	24-Aug-23
14-Jun-23	Resignation Of Bryan Leaf	next meeting	Jenelle & Lora	Meet with Richard from B D Legal to ensure the correct wording for the email to be sent to financial members for voting.		Completed	24-Aug-23
14-Jun-23	Resignation Of Bryan Leaf	next meeting	Board members	Consider potential new members.		In Progress	24-Aug-23
10-Aug-23	Compliance	next meeting	Board members	Complete self assessment.		In Progress	24-Aug-23
24-Aug-23	Welshpool property	next meeting	Jenelle	Contact B D Legal to act on our behalf, per minutes.		Not Started	24-Aug-23
24-Aug-23	Sale of trailer	next meeting	Jenelle	Offer to be made to Gippsland Pride Initiative of \$2,000 + GST, per minutes.		Not Started	24-Aug-23
24-Aug-23	Constitutional changes		All Board members	Commit to reviewing constitution and further changes.		Not Started	24-Aug-23
24-Aug-23	Constitutional changes		Jenelle	Contact Richard from B D Legal, to draft a document to go to financial members ASAP, as believe it needs to go out prior to AGM.		In Progress	24-Aug-23

Board Of Directors - Action List

Business Arising/Action Items From Minutes



Minutes Date	Topic	Due	Who	Action Item	Comments	Status	Status Date
24-Aug-23	Board skills matrix	next meeting	Jenelle	Obtain current document from Jenny from Not For Profit Training and circulate to Board members.		Not Started	24-Aug-23
24-Aug-23	Financial audit	next meeting		Seek guidance from financial auditors regarding contingent liabilities and write offs.		Not Started	24-Aug-23
24-Aug-23	Employee bonuses	next meeting		Once financial audit has been completed, Board to discuss and decide on employee bonuses.		Not Started	24-Aug-23
24-Aug-23	Employee bonuses	next meeting		Edwin to investigate policy regarding staff bonuses.		Not Started	24-Aug-23
24-Aug-23	Self-evaluation	next meeting	All Board members	Complete Part 1 of the Self-Evaluation		In Progress	24-Aug-23
24-Aug-23	Planning Work & Next Steps	08-Oct-23	All Board members	Complete last pages of discussion paper and bring to Planning meeting.		Not Started	24-Aug-23

Not Started
In Progress
Completed

8
4
10



Emergency and disaster management plan

Headway Gippsland

Date: 9/08/2023

This plan is approved by the CEO and the Executive team and is valid for 12 months

Person responsible: Jenelle Henry	Date last updated: 9/08/2023
Contact details j.henry@headwaygippsland.org.au phone 0459 168 545	
Where this plan is currently available <i>Q;M:S – Master Documents - Forms</i>	



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Plan Storage

Type	Location	Person responsible	Version Update Confirmation
Hwgsbs01, hwgserver, hwgserver2	<i>Q:\5-Master Documents - Forms</i>	<i>Ed Comp</i>	
Hard Copy	<i>CEO's office 16 Sinclair St Drouin</i>	<i>CEO</i>	



GOV – Emergency and Disaster Management Plan

Statement of objectives

This plan has been developed to ensure that Headway Gippsland is able to continue to provide essential services during emergencies that would otherwise impact service delivery. This plan outlines the risks faced by clients if supports are interrupted, as well as the responsibilities of the governing body, staff and volunteers.

This plan covers the following essential items:

- Operational context,
- Business and service continuity,
- Insurance and data security,
- Emergency actions,
- Communication,
- Evacuation procedures,
- Team role and responsibilities,
- Recovery plan, and
- Review.

Interruption to Headway Gippsland's services can have a serious impact on clients and stakeholders, and therefore preparedness for emergency and disaster is a top priority.



GOV – Emergency and Disaster Management Plan

Headway Gippsland's operational context

Headway Gippsland provides the following services to our community:

- *assistance with daily life, transport, access community, social support groups, support coordination & plan management*

Our clients consist of the following key cohorts/groups:

- *People with a disability age range between 0- 65*

Other providers in our service area could provide the following alternative services in an emergency:

- *Aruma, Interchange, Your Own Way*

If our organisation could not provide its services, our client cohorts/groups would be impacted as follows:

- *Clients would be without support to provide personal care, attend appointments and ensure they have medications and food*
- *Providers of support unpaid*
- *Coordinating of supports, Ensuring essential services remain in place, Coordinating Plan Reviews, Assisting at point of crisis*

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Business and Service Continuity

Current essential operational requirements	Resources required to maintain operations	Back up/alternative options	Personnel responsible
Office location(s) Monday – Friday 9.00am – 5.00pm www.headwaygippsland.org.au	<i>219 Princes Drive Morwell Ph 5127 7166</i> <i>30 Monash Way Newborough</i> <i>16 Sinclair St Drouin Ph 5625 5220</i>	<i>Staff are able to work from home Staff are able to work from other offices, on a rotating basis across Gippsland with a cloud-based server</i>	
Critical office infrastructure	<i>I.T system and access to the CRM via the cloud is vital for service delivery</i>	<i>CRM is cloud based, access to the portal for client services can be accessed from anywhere Main server is based in Morwell and can be accessed via other offices also. Mobile phones and email remain a viable option for communication</i>	

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Staffing requirements – admin	<i>Administration would be required to direct queries to other departments across the organisation</i>	<i>Phone system can be routed to other offices or mobiles if required</i>	
Staffing requirements – service delivery	<p><i>A minimum of 1 Intake and 1 coordinator for rostering purposes would be required</i></p> <p><i>20 Life Skills Officers required to maintain services across the region</i></p> <p><i>3 Plan Managers</i></p> <p><i>1 Finance Manager</i></p> <p><i>4 Support coordinators</i></p>	<i>Rotating available staff and outsourcing if required</i>	

Essential services

Headway maintains an At Risk Register. As part of Intake and Assessment clients identified as at Risk as part of a disaster are identified and will have an individual management plan available in their client records.

The risk assessment process identifies service users who may need assistance in an emergency.

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For example those who :

- Have a medical condition which requires medical management plan (for example asthma)
- Have a vision, hearing or ambulatory impairment
- Use a wheelchair or scooter
- Require support with nutrition and / or hydration
- Are isolated

The organisation has identified through risk assessment that the following emergencies are likely to affect facilities/ sites of service users

Current essential services/supports provided	Training/skills required	Current arrangements	Back-up options
<i>Assistance with Daily life Grocery shopping Transporting to appointments Meal preparation</i>	Minimum Cert 3 Disability or Individual Support	<i>Showering and assistance to get dressed support workers accompany individuals to the supermarket and prepare their meals for them at home Appointments with GP's, OT's and other therapists</i>	<i>Arrange home delivery of groceries and medication Arrange delivery of pre prepared meals Set up Zoom meetings for GPs</i>



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<p>Support Coordination – especially coordination for people who have multiple providers in place / rosters to be monitored etc</p>	<p>Minimum Cert 4 Disability and/or relevant experience</p>	<p>Coordinating supports and services to ensure essential supports remain in place. Coordinating plan reviews, assisting with points of crisis</p>	<p>Can all be done remotely via zoom/phone, with only essential in person visits if needed for certain participants</p>
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Emergency action plan

Emergency contacts:

Policy/Fire/Ambulance	000
SES	132 500
Poisons Info Line	13 11 26
Lifeline	13 11 14
Beyond Blue	1300 22 46 36
National Telephone Interpreter Service	1800 131 450
State Emergency Services (floods and storms)	132 500
Headway On Call	0448 432 007
Employee Assistance Program- Lifeworks	1300 361 008



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Emergency Kit Checklist

Standard Portable First Aid Kit	
Torch with replacement batteries	
Pens, Markers, Paper	
Whistle	
Hand sanitiser	
Office keys located in Key lock at exterior of each office	

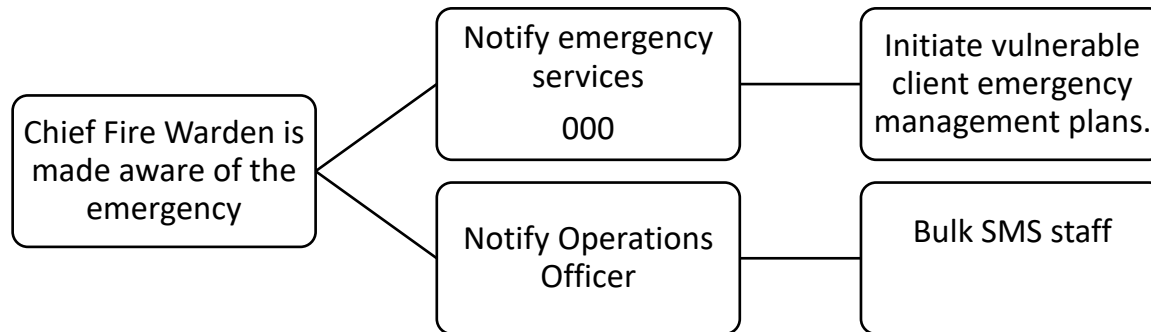


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Communication plan:

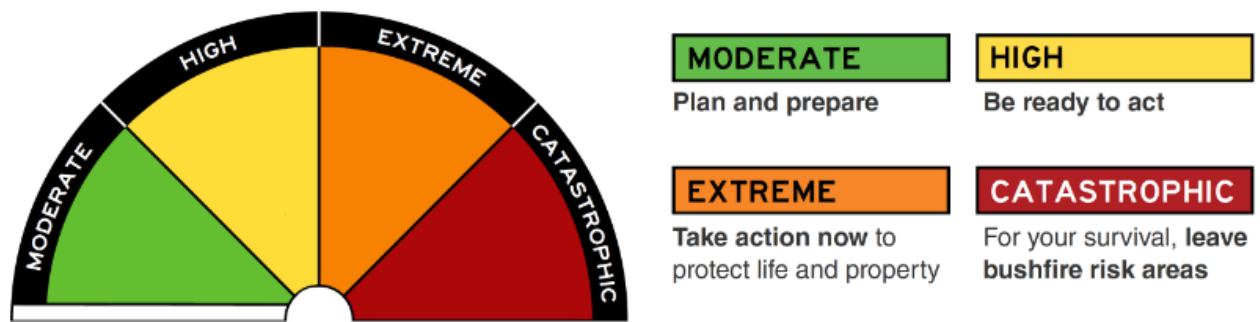
Internal and external stakeholders that will need to be notified	Contact details	Method for communication	Key messaging	Person responsible
<p><i>Participants</i></p> <p><i>Next of Kin / Nominees</i></p> <p><i>External Support Coordinators</i></p>	Located on CRM	<p><i>Email</i></p> <p><i>Phone</i></p>	<p>Staff and client safety and wellbeing remain a priority for <i>Headway Gippsland</i></p> <p>We will continue to update you as the situation evolves.</p> <p>You can refer to <i>[our website]</i> for further updates.</p>	<p>j.henry@headwaygippsland.org.au or authorised delegate</p>
<p><i>Headway Staff / Volunteers</i></p>	Located on CRM	<p>Email</p> <p>Phone</p> <p>Bulk messaging from CRM</p>		<p>j.henry@headwaygippsland.org.au or authorised delegate</p>
<p><i>NDIA</i></p>	<p>1800 800 110</p> <p>enquiries@ndis.gov.au</p>	<p>Email</p> <p>Phone</p>		<p>j.henry@headwaygippsland.org.au or authorised delegate</p>

INCIDENT MANAGEMENT TEAM ROLES and RESPONSIBILITIES



FIRE RISK RATINGS

The new Fire Danger Ratings



There are four levels of fire danger in the new system:

- **Moderate** - Plan and prepare
- **High** - Be ready to act
- **Extreme** - Take action now to protect your life and property
- **Catastrophic** - For your survival, leave bushfire risk areas

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Evacuation procedures

Emergency	Outline of procedures	Evacuation point/address	Supporting documentation
Fire	<ul style="list-style-type: none"> • Call 000 for emergency services. • Alert people in the immediate vicinity and request assistance. • Report the emergency immediately to Jenelle Henry CEO. / Wendy Matthews General Manager • Extinguish the fire if it can be undertaken safely. • Follow the procedure for on-site evacuation. • Evacuate to the points as identified • Check that all staff and visitors are accounted for. • Brief emergency services upon arrival and then follow the instructions of the Fire Brigade. • <p>If a fire occurred in a participants house, the staff should immediately remove themselves and the participant from the area where safe to do so</p>	<p>219 Princess Drive Morwell or Church Lane Morwell</p> <p>30 Monash Way Newborough</p> <p>16 Sinclair Street Drouin</p>	<p>All Evacuation plans are located in our QMS</p> <p>QMS/ Master documents - Forms</p>
Bushfire:	<ul style="list-style-type: none"> • Call 000 for emergency services • Report the emergency immediately to 	<p>219 Princess Drive Morwell or Church Lane Morwell</p>	

GOV – Emergency and Disaster Management Plan

Emergency	Outline of procedures	Evacuation point/address	Supporting documentation
	<p><i>Jenelle Henry. CEO / Wendy Matthews General Manager</i></p> <ul style="list-style-type: none"> • <i>Determine appropriate response strategy in consultation with emergency services.</i> • <i>If evacuation is required and time permits before you leave:</i> <ul style="list-style-type: none"> ○ <i>Make sure you close all doors and windows.</i> ○ <i>Turn off power and gas if applicable</i> • <i>Check that all staff and visitors and contractors are accounted for.</i> • <i>Listen to TV or local radio on battery-powered sets for bushfire/weather warnings and advice.</i> 	<p><i>30 Monash Way Newborough</i></p> <p><i>16 Sinclair Street Drouin</i></p>	
Intruder	<ul style="list-style-type: none"> • <i>Call 000 for emergency services and seek and follow advice.</i> • <i>Report the emergency immediately to Jenelle Henry, CEO / Wendy Matthews General Manager.</i> • <i>Do not do or say anything to the person to encourage irrational behaviour.</i> 	<p><i>219 Princess Drive Morwell or Church Lane Morwell</i></p> <p><i>30 Monash Way Newborough</i></p> <p><i>16 Sinclair Street Drouin</i></p>	

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Emergency	Outline of procedures	Evacuation point/address	Supporting documentation
	<ul style="list-style-type: none"> • <i>Initiate action to restrict entry to the building if possible and confine or isolate the threat from building occupants.</i> • <i>Determine whether evacuation or lock-down is required in consultation with Police where possible.</i> • <i>Evacuation only should be considered if safe to do so.</i> 		
<p>Bomb or substance threat</p>	<ul style="list-style-type: none"> • <i>Call 000 for emergency services and seek and follow advice.</i> • <i>Report the threat to Jenelle Henry C.E.O / Wendy Matthews General Manager</i> • <i>Do not touch any suspicious objects found.</i> • <i>If a suspicious object is found or if the threat specifically identified a given area, then evacuation may be considered:</i> 	<p><i>219 Princess Drive Morwell or Church Lane Morwell</i></p> <p><i>30 Monash Way Newborough</i></p> <p><i>16 Sinclair Street Drouin</i></p>	<p><i>Evacuation plans in each office</i></p>

GOV – Emergency and Disaster Management Plan

Emergency	Outline of procedures	Evacuation point/address	Supporting documentation
	<ul style="list-style-type: none"> • <i>If appropriate under the circumstances, clear the area immediately within the vicinity of the object of staff.</i> • <i>Ensure staff that have been evacuated are moved to a safe, designated location</i> 		
Power outage	<ul style="list-style-type: none"> • <i>Call 000 for emergency services if required and follow advice.</i> • <i>Evacuate the premises if needed or assist individuals in darkened work areas to move to safe locations.</i> • <i>Locate the source of the power outage and report the outage to Power Provider</i> • <i>Implement backup power sources if available.</i> • <i>Once power returns, recover and restart systems, re-establish network connections.</i> • <i>Check with building facilities personnel on the cause of the outage and determine remedial actions to prevent future reoccurrence.</i> • <i>Call electrician</i> 		

GOV – Emergency and Disaster Management Plan

Emergency	Outline of procedures	Evacuation point/address	Supporting documentation
Severe weather event	<ul style="list-style-type: none"> • <i>Call 000 if emergency services are needed and follow advice.</i> • <i>Report the emergency immediately to Jenelle Henry C.E.O / Wendy Matthews General Manager</i> • <i>Before the storm, store or secure loose items external to the building, such as outdoor furniture and rubbish bins.</i> • <i>Disconnect electrical equipment – cover and/or move this equipment away from windows.</i> • <i>Secure windows (close curtains & blinds) and external doors. If necessary, tape windows and glass entrances. Utilise boards and sandbags if required.</i> • <i>Instigate a lockdown.</i> 		
Pandemic	<ul style="list-style-type: none"> • <i>Ensure person who tests positive to a serious infectious disease is sensitively informed and immediately isolated or sent home.</i> 		

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Emergency	Outline of procedures	Evacuation point/address	Supporting documentation
	<ul style="list-style-type: none"> • <i>Ensure all people are wearing appropriate PPE.</i> • <i>CEO to notify appropriate Health Providers .</i> • <i>Evacuate non-essential people from the workplace.</i> • <i>Activate outbreak management plan.</i> • <i>Distribute the plan to all relevant stakeholders.</i> • <i>Release an initial communication to clients, staff, family and any other key stakeholders.</i> • <i>Implement contact tracing and monitoring of all clients.</i> • <i>Adjust the roster as relevant and source and induct a workforce if workforce disruptions occur.</i> • <i>Implement cohorting /zoning at the workplace to manage infections.</i> • <i>Support staff and clients who are isolating.</i> 		
Flood	<ul style="list-style-type: none"> • <i>Call 000 if emergency services are needed and follow advice.</i> • <i>Report the emergency immediately to</i> 		

GOV – Emergency and Disaster Management Plan

Emergency	Outline of procedures	Evacuation point/address	Supporting documentation
	<p><i>Jenelle Henry C.E.O / Wendy Matthews General Manager</i></p> <ul style="list-style-type: none"> • <i>Before the flood secure loose objects.</i> • <i>Disconnect electrical equipment – turn off electricity, gas and water mains.</i> • <i>Contact State Emergency Services</i> • <i>Leave sandbags across doorways and over drainage holes and in toilets to prevent backflow.</i> • <i>Follow expert advice and leave immediately when told to evacuate. Take your emergency kit with you.</i> • <i>Support other staff and residents to evacuate the premises.</i> • <i>Obey any road closure signs and be careful at crossings and floodways as river levels may rise rapidly. Do not drive into water of unknown depth and current.</i> 		

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Emergency plan drill schedule

Emergency drill:	Frequency:	Position/person responsible	Identified individuals requiring evacuation assistance
<p><i>[fire - review evacuation information and responsibilities with management, staff and clients. Ensure all individuals are aware of where to go during an emergency and how to get there.</i></p> <p><i>Script to announce and implement an emergency: “We have an _____ emergency. Please proceed to your nearest exit.</i></p>	<p><i>6 monthly</i></p>	<p><i>Morwell Office Dianne Mumford [Chief fire warden]</i></p> <p><i>Ben Munro (Deputy Fire Warden) [Emergency response team]</i></p> <p><i>Newborough office Tiana Arnold</i></p> <p><i>Drouin Office Andrea McVicar</i></p>	

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Emergency kit

Object	Last reviewed date	Person responsible
Emergency and recovery contacts	10/08/2023	OHS & Quality Coordinator
Insurance documents	10/08/2023	C.E.O
Floor plan	10/08/2023	Admin in each office
First aid kit	26/05/2023	Admin in each office
Evacuation Kit	16/08/2023	Admin in each office

GOV – Emergency and Disaster Management Plan

Team role and responsibilities

Role	Responsibilities	Person Responsible	Contact details
<i>Disaster coordinator</i>	<ul style="list-style-type: none"> - <i>Ensure staff education session on emergency and disaster management plan</i> - <i>Provide copies of plan to stakeholder groups</i> - <i>Lead annual review of the plan</i> - <i>Implement emergency and disaster management plan as needed</i> 	<i>Jenelle Henry C.E.O</i>	5625 5520
<i>First aid officer</i>	<ul style="list-style-type: none"> - <i>Attend first aid training courses as needed</i> - <i>Administer first aid support in an emergency</i> - <i>Assist relevant staff to attend first aid training courses</i> 	<p><u>Morwell</u> Amy Comber Lisa Patching</p> <p><u>Newborough</u> Tiana Arnold</p> <p><u>Drouin</u> Jenelle Henry</p>	<p>5127 7166</p> <p>0407 359 501</p> <p>56255220</p>



GOV – Emergency and Disaster Management Plan

<p><i>Chief fire warden</i></p>	<ul style="list-style-type: none"> - <i>Communicate procedures to all staff</i> - <i>Supervise and action emergency evacuation procedures</i> - <i>Conduct fire drills</i> 	<p><i>Morwell Dianne Mumford Newbororough Tiana Arnold Drouin Andrea McVicar</i></p>	<p><i>5127 7166</i></p> <p><i>0407 359 501</i></p> <p><i>5625 5520</i></p>
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General emergency response

- 1 • Call 000
- 2 • State type and scale of emergency
- 3 • State facility name and location
- 4 • Number of casualties if applicable
- 5 • Hazards that may be involved such as chemicals or fuel
- 6 • Specific access location on site e.g specific street access or side entrances
- 7 • Provide contact name and phone number
- 8 • Answer all questions and follow instructions given by the operator
- 9 • Do not hang up until instructed

GOV – Emergency and Disaster Management Plan

Recovery plan

Damage	Impact to business	Action/ recovery steps	Actioned by	Estimated completion
[Flood] Document damage, take photos with date and time stamp for insurance claims	<ul style="list-style-type: none"> • Significant disruption to staff rosters and client service delivery • All work triaged and managed via geographical clusters • Staff unable to return home and require accommodation at work • Food shortages • Supply chain issue including medical supplies 	<p>Contact your home/property insurance</p> <p>Clean up: Wash hands regularly with soap and water, use electricity safely in wet areas (raise cords off damp floors, etc.), dress appropriately (long pants, long sleeved shirts, gloves, durable boots)</p> <p>General clean up:</p> <ul style="list-style-type: none"> • Shovel out mud, wash away mud from hard surfaces 		Select date

GOV – Emergency and Disaster Management Plan

	<ul style="list-style-type: none"> • Essential services only • Property damage • Electricity and telco supply 	<ul style="list-style-type: none"> • Scrub surfaces with hot water and heavy-duty detergent • Disinfect with chlorine bleach • Dry ceilings or walls, porous materials must be thrown away • Take furniture, rugs, bedding outside to dry • Remove mould if possible 		
				11/08/2023

GOV – Emergency and Disaster Management Plan

Insurance

Type of insurance	Cover	Contact details
<i>Allianz</i>	<i>Employee No 6311890</i> <i>See- Attached</i>	03 92343285
<i>Business Insurance</i>	<i>Ansvar- See Attached</i>	1300 650 540

Data security

Information type	Information back-up procedures	Frequency	Who's responsible
<i>CRM data with client contacts and emergency details</i> <i>Financial records</i>	<i>Main server is backed up daily at Morwell</i> <i>Cartridge is returned and swapped with Ed Comp</i>	<i>Daily back ups at Morwell server</i> <i>Ed Comp cartridges swapped weekly</i>	



GOV – Emergency and Disaster Management Plan

Review of the emergency and disaster management plan

Date this plan has been reviewed and approved by the governing body: 09/08/2023

Outcomes from latest review: Updated all emergency numbers, updated fire warden and first aid officers at the Newborough and Drouin offices

Date this plan was last tested by the governing body: N/A

Actions made to amend the plan: N/A

Attachments can be found in QMS – Master Documents – Folder Emergency and Disaster Management plan.

Attachments are as follows:

Motor Vehicle Insurance

Householders' Insurance

Office Insurance

Workcover Insurance

Board Of Directors - Chief Executive Officer Report

Submitted By: Jenelle Henry

Position: Chief Executive Officer

Meeting Date: Thursday, 19 October 2023

1. Headway Team

Updates/Changes

Except for the Support Coordination team all is well and stable.

Our inability to find and recruitment suitable people for our vacant Support Coordination roles has left us with needing to make the difficult to decision to let some of our current participants go and assist them to transition to new service providers.

We haven't been accepting any new referrals for the past five months so this will stay closed.

2. Financials

- August/September financials
- August/September Profit & Loss (collapsed)
- September Balance sheet

Although the profit and loss look good this is largely due to our inability to recruit to positions and they are vacant for extended periods or the length of time experienced in getting working screening checks through the system.

3. Incidents/Complaints/Quality & Safeguarding

The Board needs to conduct a review on its own performance and included in this a review of the board skills matrix.

Risk Register updated by CEO and taken to Executive team for discussion.

4. General Updates

We continued our planning journey during the month working out the best way forward to undertake a new venture.

We have considered that the scheme is going to change, and we don't necessarily know what these changes are going to be.

We have thought long and hard about venturing outside of the scheme.

Board Of Directors - Chief Executive Officer Report

We are continually thinking of how to use/invest the surplus that we have managed to save over the past four to five years.

We have held concerns for support coordination for the past two years and the overwhelming stress that this places on the organisation.

The implications for the organisation when Support coordination doesn't go well the impact that has on other parts of the business.

assessment of our vulnerabilities.

The gig economy and the impacts for an organisation like ours.

The ability for staff to privately run own NDIS business.

The growth and growth on non-registered privately run NDIS business.

Rules and registration requirements under quality and safeguards.

Jenelle Henry

Chief Executive Officer

Balance Sheet

Headway Gippsland Inc

As at 30 September 2023

Account	30 Sep 2023	31 Aug 2023	30 Jun 2022
Assets			
Bank	988,337.41	893,935.63	838,214.07
Current Assets	2,158,764.24	2,242,259.01	1,913,038.47
Fixed Assets	607,123.54	608,919.43	645,653.90
Total Assets	3,754,225.19	3,745,114.07	3,396,906.44
Liabilities			
Current Liabilities	304,116.42	288,420.66	343,430.61
Total Liabilities	304,116.42	288,420.66	343,430.61
Net Assets	3,450,108.77	3,456,693.41	3,053,475.83
Equity			
Contributed Equity:Distribution of ca	996,653.22	996,653.22	996,653.22
Contributed Equity:Movement 1	(395,250.32)	(395,250.32)	(395,250.32)
Current Year Earnings	113,584.67	120,169.31	58,017.62
Asset Revaluation Reserve	651,668.80	651,668.80	651,668.80
Opening Bal Equity	217,931.82	217,931.82	217,931.82
Retained Earnings	1,865,520.58	1,865,520.58	1,524,454.69
Total Equity	3,450,108.77	3,456,693.41	3,053,475.83

Budget Vs Actual - Summary

Headway Gippsland Inc

For the month ended 31 August 2023

	ACTUAL	BUDGET	VARIANCE (%)	YTD ACTUAL	YTD BUDGET	VARIANCE (%)	FULL YEAR BUDGET
Trading Income							
NDIS Services	403,916.94	401,990.00	0.48%	806,504.79	800,980.00	0.69%	5,103,404.00
Client Services	836.00	632.00	32.28%	1,481.00	1,264.00	17.17%	7,600.00
Other Funding	-	-	-	-	-	-	500.00
Other Income	370.78	325.00	14.09%	42,855.27	42,950.00	-0.22%	123,450.00
3NDIS Services Support Co-ord Specialist	-	-	-	-	-	-	137,221.00
Wage Subsidy Admin Staff	1,500.00	6,000.00	-75.00%	1,500.00	6,000.00	-75.00%	12,000.00
3NDIS Services NDIS Home Care	-	-	-	-	-	-	15,300.00
Total Trading Income	406,623.72	408,947.00	-0.57%	852,341.06	851,194.00	0.13%	5,399,475.00
Gross Profit	406,623.72	408,947.00	-0.57%	852,341.06	851,194.00	0.13%	5,399,475.00
Other Income							
Profit on Sale of Motor Vehicle and Equip	1,836.61	-	-	1,836.61	-	-	-
Total Other Income	1,836.61	-	-	1,836.61	-	-	-
Operating Expenses							
Accounting/Book keeping	2,127.28	2,333.00	-8.82%	4,963.64	4,666.00	6.38%	28,000.00
Finance Contract	-	-	-	-	-	-	5,000.00
Advertising & Marketing	210.82	166.00	27.00%	442.01	332.00	33.14%	2,000.00
Auditors	-	-	-	-	-	-	4,000.00
Bank Fees & Charges	490.59	375.00	30.82%	912.21	750.00	21.63%	4,500.00
Client Services	850.68	930.00	-8.53%	2,062.22	1,860.00	10.87%	11,400.00
Consultants	5,270.00	-	-	5,490.00	-	-	30,000.00
Depreciation	1,859.37	2,833.00	-34.37%	3,789.26	5,666.00	-33.12%	34,000.00
Governance Expenses	322.70	623.00	-48.20%	322.70	1,246.00	-74.10%	9,500.00
Insurance	1,283.78	1,833.00	-29.96%	3,116.78	3,666.00	-14.98%	28,800.00
Legal Services	-	-	-	-	-	-	3,000.00
Maintenance Repairs	5,535.24	5,748.00	-3.70%	14,828.29	15,496.00	-4.31%	73,000.00
Postage General	327.27	250.00	30.91%	695.88	500.00	39.18%	3,000.00
Printing & Stationery:Printing Stat Office Supplies	497.36	666.00	-25.32%	1,171.18	1,332.00	-12.07%	8,000.00
Rent	6,435.37	6,000.00	7.26%	13,870.74	13,300.00	4.29%	76,300.00
Salary & Wage Overheads	66,485.61	71,860.00	-7.48%	137,905.27	149,720.00	-7.89%	904,249.00
Sleepover Allowance:Sleep	-	166.00	-100.00%	-	332.00	-100.00%	2,000.00

	ACTUAL	BUDGET	VARIANCE (%)	YTD ACTUAL	YTD BUDGET	VARIANCE (%)	FULL YEAR BUDGET
Over Allowances NDIS							
Salary & Wages	253,158.70	283,734.00	-10.78%	491,784.39	556,468.00	-11.62%	3,684,570.00
Storage of Documents	74.09	66.00	12.26%	150.65	132.00	14.13%	800.00
Subscriptions/Memberships	-	-	-	-	-	-	4,000.00
Telephone Allowance	333.82	436.00	-23.44%	667.64	872.00	-23.44%	5,240.00
Telephone	1,525.41	1,864.00	-18.16%	3,643.91	3,728.00	-2.26%	22,400.00
Travel Allowance	21,461.02	26,915.00	-20.26%	44,573.34	53,830.00	-17.20%	343,366.00
Utilities: Morwell Water Rates	-	125.00	-100.00%	-	250.00	-100.00%	1,500.00
Utilities	3,290.61	1,463.00	124.92%	3,428.38	2,926.00	17.17%	17,600.00
Vehicle Expenses	62.12	1,099.00	-94.35%	189.87	2,198.00	-91.36%	13,200.00
Total Operating Expenses	371,601.84	409,485.00	-9.25%	734,008.36	819,270.00	-10.41%	5,319,425.00
Net Profit	36,858.49	(538.00)	-6,951.02%	120,169.31	31,924.00	276.42%	80,050.00

Budget Vs Actual - Summary

Headway Gippsland Inc

For the month ended 30 September 2023

	ACTUAL	BUDGET	VARIANCE (%)	YTD ACTUAL	YTD BUDGET	VARIANCE (%)	FULL YEAR BUDGET
Trading Income							
NDIS Services	375,953.29	400,990.00	-6.24%	1,182,458.08	1,201,970.00	-1.62%	5,103,404.00
Client Services	738.00	632.00	16.77%	2,219.00	1,896.00	17.04%	7,600.00
Other Funding	-	-	-	-	-	-	500.00
Other Income	369.28	525.00	-29.66%	43,224.55	43,475.00	-0.58%	123,450.00
3NDIS Services Support Co-ord Specialist	-	-	-	-	-	-	137,221.00
Wage Subsidy Admin Staff	-	6,000.00	-100.00%	1,500.00	12,000.00	-87.50%	12,000.00
3NDIS Services NDIS Home Care	108.14	1,530.00	-92.93%	108.14	1,530.00	-92.93%	15,300.00
Other Income - Community Based Practice Program	500.00	-	-	500.00	-	-	-
Total Trading Income	377,668.71	409,677.00	-7.81%	1,230,009.77	1,260,871.00	-2.45%	5,399,475.00
Gross Profit	377,668.71	409,677.00	-7.81%	1,230,009.77	1,260,871.00	-2.45%	5,399,475.00
Other Income							
Profit on Sale of Motor Vehicle and Equip	-	-	-	1,836.61	-	-	-
Total Other Income	-	-	-	1,836.61	-	-	-
Operating Expenses							
Accounting/Book keeping	2,454.54	2,333.00	5.21%	7,418.18	6,999.00	5.99%	28,000.00
Finance Contract	750.00	2,000.00	-62.50%	750.00	2,000.00	-62.50%	5,000.00
Advertising & Marketing	-	166.00	-100.00%	442.01	498.00	-11.24%	2,000.00
Auditors	-	4,000.00	-100.00%	-	4,000.00	-100.00%	4,000.00
Bank Fees & Charges	427.95	375.00	14.12%	1,340.16	1,125.00	19.13%	4,500.00
Client Services	553.69	930.00	-40.46%	2,615.91	2,790.00	-6.24%	11,400.00
Consultants	220.00	-	-	5,710.00	-	-	30,000.00
Depreciation	1,795.89	2,833.00	-36.61%	5,585.15	8,499.00	-34.28%	34,000.00
Governance Expenses	-	623.00	-100.00%	322.70	1,869.00	-82.73%	9,500.00
Insurance	1,120.58	1,833.00	-38.87%	4,237.36	5,499.00	-22.94%	28,800.00
Legal Services	-	-	-	-	-	-	3,000.00
Maintenance Repairs	7,375.59	5,748.00	28.32%	22,203.88	21,244.00	4.52%	73,000.00
Postage General	109.09	250.00	-56.36%	804.97	750.00	7.33%	3,000.00
Printing & Stationery:Printing Stat Office Supplies	801.80	666.00	20.39%	1,972.98	1,998.00	-1.25%	8,000.00
Rent	6,435.37	6,000.00	7.26%	20,306.11	19,300.00	5.21%	76,300.00

	ACTUAL	BUDGET	VARIANCE (%)	YTD ACTUAL	YTD BUDGET	VARIANCE (%)	FULL YEAR BUDGET
Salary & Wage Overheads	86,448.48	71,860.00	20.30%	224,353.75	221,580.00	1.25%	904,249.00
Sleepover Allowance: Sleep Over Allowances NDIS	-	166.00	-100.00%	-	498.00	-100.00%	2,000.00
Salary & Wages	244,189.27	283,734.00	-13.94%	735,973.66	840,202.00	-12.41%	3,684,570.00
Storage of Documents	76.56	66.00	16.00%	227.21	198.00	14.75%	800.00
Subscriptions/Memberships	(9.09)	-	-	(9.09)	-	-	4,000.00
Telephone Allowance	333.82	436.00	-23.44%	1,001.46	1,308.00	-23.44%	5,240.00
Telephone	1,525.41	1,864.00	-18.16%	5,169.32	5,592.00	-7.56%	22,400.00
Travel Allowance	23,960.41	26,915.00	-10.98%	68,533.75	80,745.00	-15.12%	343,366.00
Utilities: Morwell Water Rates	-	125.00	-100.00%	-	375.00	-100.00%	1,500.00
Utilities	1,838.91	1,463.00	25.69%	5,267.29	4,389.00	20.01%	17,600.00
Vehicle Expenses	3,845.08	1,099.00	249.87%	4,034.95	3,297.00	22.38%	13,200.00
Total Operating Expenses	384,253.35	415,485.00	-7.52%	1,118,261.71	1,234,755.00	-9.43%	5,319,425.00
Net Profit	(6,584.64)	(5,808.00)	13.37%	113,584.67	26,116.00	334.92%	80,050.00