

BOARD OF DIRECTORS Bi-Monthly Meeting Minutes

Meeting:	Board of Directors	Date:	Thursday, 27 June 2024
Meeting No.:	3/2024	Time:	5.30pm
Chair:	Phil Drummond	Venue:	The Courthouse Restaurant, Warragul

Members In Attendance:

Phil Drummond	Board Director/Chair
Leisa Harper	Board Director/Secretary
Edwin Vandenberg (via telephone)	Board Director
Emma Vandenberg (via Microsoft Teams)	Board Director
Gary Dore	Board Director

Others In Attendance:

Jenelle Henry	Chief Executive Officer
Lora Moulton	Executive Assistant (& Minute Taker)

Apologies:

Robyn George	Board Director/Treasurer
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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>

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2.	<p>Appointment Of Positions</p> <p>Time Keeper: Lora Moulton Minute Taker: Lora Moulton</p>
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, 18 April 2024, be accepted.</p> <p>Appendix 4a</p> <p>Moved: Choose an item. Seconded: Choose an item.</p>
5.	<p>Matters For Board Discussion & Decision</p> <p><i>Welcomed our new member, Kate Yeowart.</i></p> <p><u>5.1 Action List Review</u></p> <p>Appendix 5a</p> <p>Items in this document were reviewed, after not being looked at in the preceding meetings due to the comprehensive revisions being made to the overall risk list. This included providing essential background details for the benefit of the newly appointed Board member, Kate Yeowart, for her understanding of the ongoing projects.</p>

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Agenda No.	Subject
	<p data-bbox="288 651 756 685"><u>5.2 Audit & Risk Subcommittee</u></p> <p data-bbox="288 701 453 734"><u>Appendix 5b</u></p> <p data-bbox="288 750 1453 981">The Audit & Risk Subcommittee convened on the 4th June to deliberate on the organisation's risk framework. The committee's discussion primarily focused on the financial aspects of the risk matrix. There was a consensus that the current levels of financial risk might not be pertinent to Headway. Given the budget and the fact that it is operating at a deficit, a more conservative approach was proposed. The Board discussed this and agreed adjusting the lower threshold of financial risk from \$50,000 to \$25,000 and the catastrophic level from \$500,000 to \$250,000 would be more suitable.</p> <p data-bbox="288 1003 1453 1099">The current risk of operating at a deficit was acknowledged. A suggestion was made to split the term deposit into multiple accounts with staggered maturities, ensuring funds are accessible when needed.</p> <p data-bbox="288 1122 1453 1420">Further discussions included the review of the risk document in upcoming meetings, reviews of NDIS, and anticipation for future assessments. The subcommittee also reviewed insurance renewal options. After discussions between Gary and JH, and receiving quotes from two different brokers, the recommendation was to maintain the current insurance policy. However, it was noted that exploring the policy's limitations before the next renewal would be beneficial. A concern was raised about the procurement of a single quote from each broker, the reason for this was that each broker was only able to find one provider. This highlighted the need for a broker capable of providing multiple quotes for comparative analysis, if possible</p> <p data-bbox="288 1442 1337 1503">The next meeting of the Audit & Risk Subcommittee is scheduled for this coming Thursday.</p> <p data-bbox="288 1570 756 1603"><u>5.3 Governance Subcommittee</u></p> <p data-bbox="288 1619 1422 1821">The Governance Subcommittee has convened twice to address a substantial agenda. The initial meeting in May laid the groundwork for reviewing two key remuneration policies, the CEO's contract and position description, followed by the constitution. This comprehensive review necessitated a follow-up meeting in mid-June, where the aforementioned policies and the employment model were looked at. The subcommittee presented two draft documents, which are now accessible in the Board portal.</p> <p data-bbox="288 1843 1453 1973">Consultations with Caitlin from Full Circle HR and Jenelle have resolved several queries and provided necessary advice. An inquiry prompted a discussion about the potential inclusion of a new clause; however, the exact wording remains to be finalised, also noted that the topic is currently irrelevant due to the absence of a surplus.</p> <p data-bbox="288 1995 1453 2092">The reference to fiscal years 24/25 in the documents was noted, and suggestion that the new arrangements should be anchored to a fixed date, specifically 1 July. The precise language for this adjustment is still under consideration.</p>

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	<p>A concern was raised about a missing element in the documents, which is believed to have been amended. Leisa will verify this change. There was a query regarding the necessity of formatting the documents prior to their adoption. The subcommittee proposed that the board approve these two policies, with Lora providing administrative support for formatting. The subcommittee has commenced work on the next item on their agenda.</p> <p>Motion: That the board accept these two policies, with admin assistance from Lora to format.</p> <p>Moved: Leisa Harper</p> <p>Seconded: Emma Vandenberg</p> <p><u>5.4 Remuneration Policies</u></p> <ul style="list-style-type: none"> • Executive Remuneration Policy • Employee Remuneration Policy <p>Discussed above.</p> <p><u>5.5 Strategic Planning</u></p> <p>Appendix 5c</p> <p>The initial draft of the Strategic Plan submitted by Jenny from Non Profit Training was reviewed. While acknowledging the comprehensive nature of the draft, there was a shared sentiment that the plan requires further creative input to truly reflect Headway's need for reinvention. The Board agreed that the strategic plan is a crucial element in this transformation, yet it must also remain attainable without imposing an excessive workload.</p> <p>Discussion held around the suggestion that Board members take time to individually review the draft, annotate with comments, and prepare for a thorough discussion at the meeting in September. This approach aims to refine the Strategic Plan well in advance of the Annual General Meeting (AGM) scheduled for October. This discussion resulted in the suggestion of an additional workshop, which Leisa offered to facilitate. The aim would be to collaboratively refine the Strategic Plan, incorporating both longstanding and fresh perspectives. Given the uncertain trajectory of the NDIS and the necessity for diversified income streams to sustain operations over the next 1 to 5 years, the Board recognised the urgency of this endeavour. The current constitution was identified as a limiting factor, necessitating amendments to enable progress. This workshop has been scheduled for 5.30pm on 15 August, at the Morwell office.</p> <p>The Board meeting that was scheduled for this date has now been moved to 5.30pm on 22 August and will take place at The Courthouse Restaurant in Warragul. Lora to distribute invitations for both.</p>

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	<p>Board members to review the Strategic Plan draft prior to the 15 August workshop.</p> <p><u>5.6 Property at Welshpool</u></p> <p>Appendix 5d</p> <p>The Board provided a comprehensive background to the new Board member regarding the property at Welshpool. Despite Headway holding an 80% ownership stake, we do not have control over the property. The 20% co-owner is noted for her dedication to supporting individuals with disabilities and prefers a hands-on approach to management.</p> <p>The Board had previously hoped to arrive at a resolution without forcing proceedings. However, as all other strategies have been exhausted, the following options were considered:</p> <ul style="list-style-type: none"> • The co-owner sell or transfer her share to the organisation. • Sell our share to the co-owner. • Force a sale of the property through legal action, which would involve taking the case to the Victorian Civil and Administrative Tribunal (VCAT). <p>The Board resolved to initiate sales proceedings and Richard from B D Legal will be instructed to commence the process.</p> <p>Motion: Contact Richard at B D Legal to begin sales proceedings.</p> <p>Moved: Edwin Vandenberg</p> <p>Seconded: Leisa Harper</p> <p><u>5.7 Property at Catherine Street, Morwell</u></p> <p>The Board considered the potential of the Catherine Street property to expand service offerings. After inspections by staff and Board members, the possibility of relocating the SC team from the Newborough office to Catherine Street was discussed. A 12-month lease offer has been extended and accepted, pending final Board approval.</p> <p>The property is recognised for its readiness, being neat, tidy, and adaptable to various uses. It presents numerous opportunities, albeit constrained by available time, resources, and staffing. The consensus is that the property represents a worthwhile venture, posing less risk compared to other real estate endeavours previously considered.</p> <p>JH advocates for the property's acquisition, citing its comparative advantages and lower associated risks. Past efforts to secure suitable buildings have been met with challenges, and this property is seen as a viable option that aligns with the organisation's needs.</p> <p>Gary proposed engaging with local council authorities to ascertain any potential restrictions or requirements. Concurrently, Jenelle recommended that B D Legal be</p>

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	<p>consulted to provide legal insights into the acquisition process. These steps are deemed crucial in informing the organisation’s strategic planning.</p> <p>The Board agreed to postpone further planning and decision-making regarding the property until the necessary information is obtained. Gary has been tasked with initiating contact with the council to understand the limitations related to council regulations, zoning, and legal considerations.</p> <p>The Board will reconvene in August to review the findings and make informed decisions on the future of the Catherine Street property."</p> <p><u>5.8 Draft Budget (2024/25)</u></p> <p>Appendix 5e</p> <p>Appendix 5f</p> <p>Jenelle presented the draft budget, outlining the current financial projections and allocations. Edwin highlighted that the strategic planning meeting could substantially impact the budget, suggesting the potential for revisions. Notably, SC (Support Coordination) and PM (Plan Management) have remained unchanged for four years, in the NDIS Price Guide. There is an expectation that an increase in these areas would lead to notable adjustments in the overall budget.</p> <p>Mention was also made of other budgetary items, including insurance, the Employee Assistance Program (EAP) provider, and Workcover, noting that no significant increases have been projected in these areas at this time. The draft budget does not account for new positions or unforeseen expenses, maintaining a conservative stance in anticipation of the forthcoming NDIS Price Guide.</p> <p>Given the absence of the new NDIS Price Guide, the draft budget is based on cautious estimates, with the understanding that it will be subject to review and possible amendment upon the release of the updated guide.</p> <p>Motion: To adopt the draft budget.</p> <p>Moved: Leisa Harper</p> <p>Seconded: Phil Drummond</p> <p><u>5.9 Membership</u></p> <p>Appendix 5g</p> <p>The Board deliberated on the strategic direction regarding membership growth. The discussion centred on whether to actively pursue an increase in membership or maintain the status quo. It was proposed that any decision on this matter be deferred until after the completion of the constitutional changes.</p>

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	<p>The value proposition for members was also examined, prompting a review of what the organisation currently offers its members. The Board agreed to revisit this topic post-constitutional amendment to ensure alignment with the updated framework.</p> <p>A point of order was raised concerning the eligibility of employees for membership. Phil expressed uncertainty over whether the constitution permits employee membership, noting that Jenelle and Wendy are currently members. This should be investigated to clarify the constitutional stance on employee membership.</p> <p>The Board unanimously supported the motion to extend life membership to Maxine Davies in recognition of her years of dedicated service. This honour is to be formally presented at the upcoming Annual General Meeting (AGM).</p> <p>Motion: To extend life membership to Maxine Davies.</p> <p>Moved: Leisa Harper</p> <p>Seconded: Phil Drummond</p> <p><u>5.10 Board Performance Assessment</u></p> <p>Appendix 5h</p> <p>An oversight was noted regarding the omission of the Board Performance Assessment from the current meeting's agenda. Lora has been tasked with ensuring that this assessment is included in the agenda for the subsequent meeting."</p>
6.	<p>CEO Report</p> <p><u>6.1 Report</u></p> <p>Appendix 6a - CEO report</p> <p>Appendix 6b - Brevity reports (to follow)</p> <p>Motion: That the CEO Report be accepted.</p> <p>Moved: Leisa Harper</p> <p>Seconded: Kate Yeowart</p>

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7.	<p>Financial Report</p> <p><u>7.1 Balance Sheet</u></p> <p>Appendix 7a - Balance Sheet (collapsed) - May 2024</p> <p><u>7.2 Budget vs Actual</u></p> <p>Appendix 7b - Budget vs Actual (summary) - April 2024</p> <p>Appendix 7c - Budget vs Actual (summary) - May 2024</p> <p>Motion: That the Financial Report be accepted.</p> <p>Moved: Gary Dore</p> <p>Seconded: Leisa Harper</p>
8.	<p>Other Business</p> <p><u>Internal Audit Cycle</u></p> <p>The Board discussed the review process for the engagement of auditors and the appropriate frequency for such reviews. It was agreed that a three-year cycle is optimal for assessing the effectiveness and performance of the auditors. The Risk & Audit Committee has been tasked with initiating this review process in preparation for the 2025 audit.</p>
9.	<p>Board Correspondence</p> <p>Nil</p>

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10.	<p>Next Board Meeting</p> <p>Date: Thursday, 22 August 2024</p> <p>Time: 5.30pm</p> <p>Venue: The Courthouse Restaurant, Warragul</p>

Meeting Closed	
Date:	Thursday, 27 June 2024
Time:	7.31pm
Chair:	Phil Drummond
Signature:	
Date signed:	

Item No.	Minutes Date	Topic	Due	Who	Action Item	Comments	Status	Status Date
15	24-Aug-23	Constitutional changes		All Board members	Commit to reviewing constitution and further changes.		In Progress	27-Jun-24
32	18-Apr-24				New policies, strategic & business plans, business opportunities - to be further discussed and itemised on this list.		Not Started	27-Jun-24

Not Started
 In Progress
 Completed

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1
34

Board Of Directors - Chief Executive Officer Report

Submitted By: Jenelle Henry

Position: Chief Executive Officer

Meeting Date: Thursday, 22 August 2024

1. Headway Team

Following our recent discussion, we will maintain the current reporting headlines until we implement new reporting mechanisms outlined in our strategic plan. In the interest of efficiency and clarity, this report will be concise, focusing on key highlights and strategic updates. Please note that additional detailed information is provided in the attached documents.

2. Financials

Please find the June/July Profit and Loss Statement and Balance Sheet attached for your review. Phil and Robyn may provide further commentary as needed.

The July financial statements have been reconciled and forwarded for independent auditing. Overall, the results reflect a solid performance given the current market conditions, the evolving landscape, and the recent changes in NDIA regulations. Although our profitability is slightly down compared to last year, this outcome is commendable considering the increasing competition from unregistered providers and the broader market challenges.

The rise in unregistered providers, now totaling 150,000 nationally compared to 16,000 registered providers, has significantly impacted our market dynamics. The price differential between registered and unregistered providers for one-on-one service delivery remains unchanged, leading many to forego registration. This scenario has placed pressure on our pricing structure, making it difficult to maintain profitability amidst rising operational costs.

Despite these challenges, I am exceptionally proud of how our organisation and the Board have navigated this tumultuous year. Our ability to hold our own in this competitive environment is a testament to our resilience and strategic acumen.

3. Incidents/Complaints/Quality & Safeguarding

- WorkCover Claim for 2021
The WorkCover claim from 2021 has escalated to a serious injury claim. The Board Chair has been briefed on this matter by the CEO. As previously communicated, there are no additional updates at this time. We continue to monitor the situation closely and will provide further information as it becomes available.
- WorkCover Claim for 2024
The WorkCover claim related to the recent fall is progressing well. All necessary supports have been put in place, and we anticipate an expected return to work within the next four weeks. We are ensuring that all required measures are adhered to and will keep the Board informed of any significant developments.

Board Of Directors - Chief Executive Officer Report

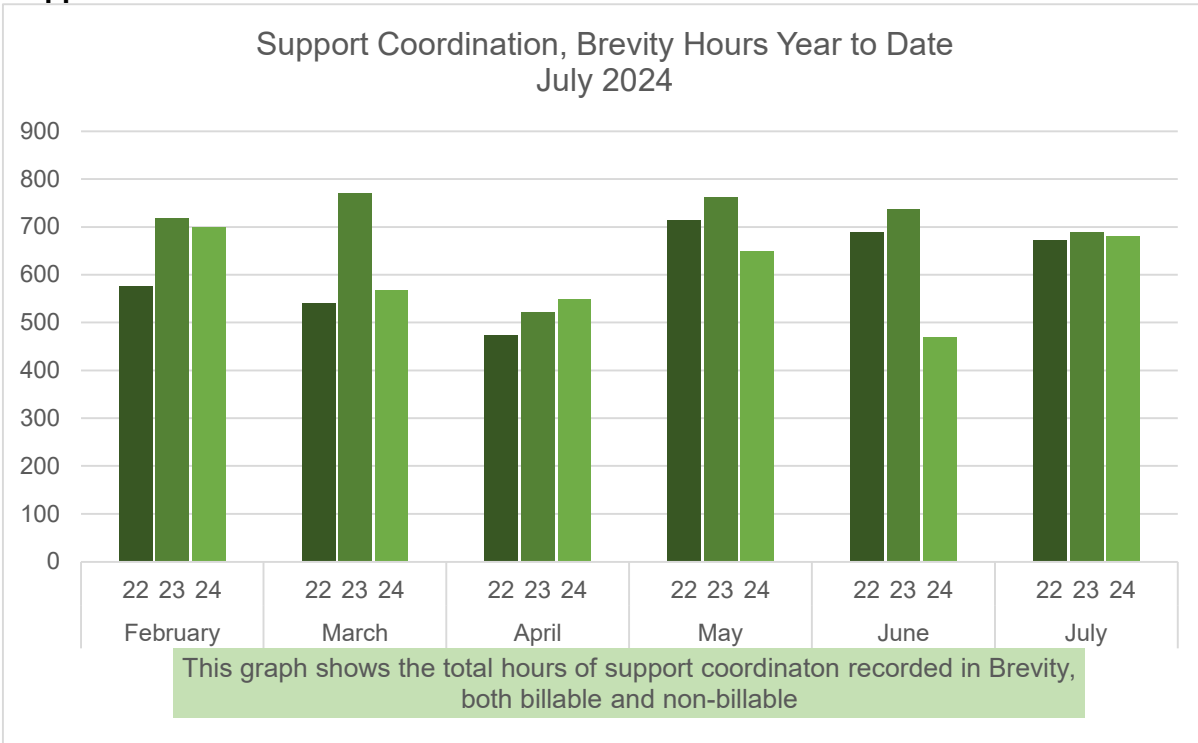
4. General Updates.

- Correspondence to Shirley Regarding Welshpool
A formal correspondence has been sent to Shirley concerning Welshpool. Please refer to Appendix 8.2a for the detailed communication.
- Brevity Reporting on Program Areas
A summary of the reporting on program areas has been included in this report for your review. For a detailed breakdown, please see Appendix 6.1b.
- Vacant Marketing Position
We are currently assessing the vacant marketing position. We will gain further insights into this role and its strategic importance following the upcoming planning night.
- Updated Profit and Loss for Financial Year
The Budget vs Actual statement for the financial year has been updated to reflect the known pricing arrangements from the NDIA. Please review Appendix 6.1c for the revised financial details.
- Constitutional Changes & AGM
Updates on constitutional changes and arrangements for the upcoming Annual General Meeting (AGM) will be provided in due course.
- Grant Application
A grant application has been submitted to the TAC for Virtual Reality Headsets to Enrich Group Participation Experiences, completed in July.

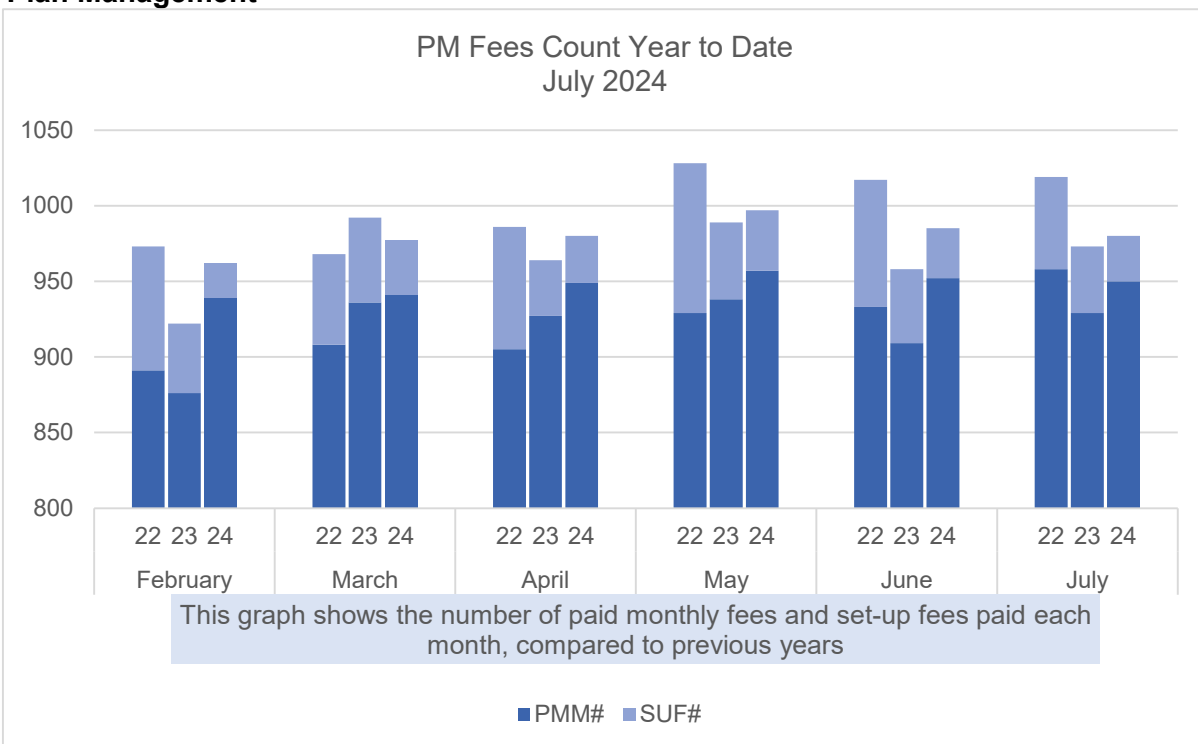
Warm regards

Jenelle Henry
Chief Executive Officer

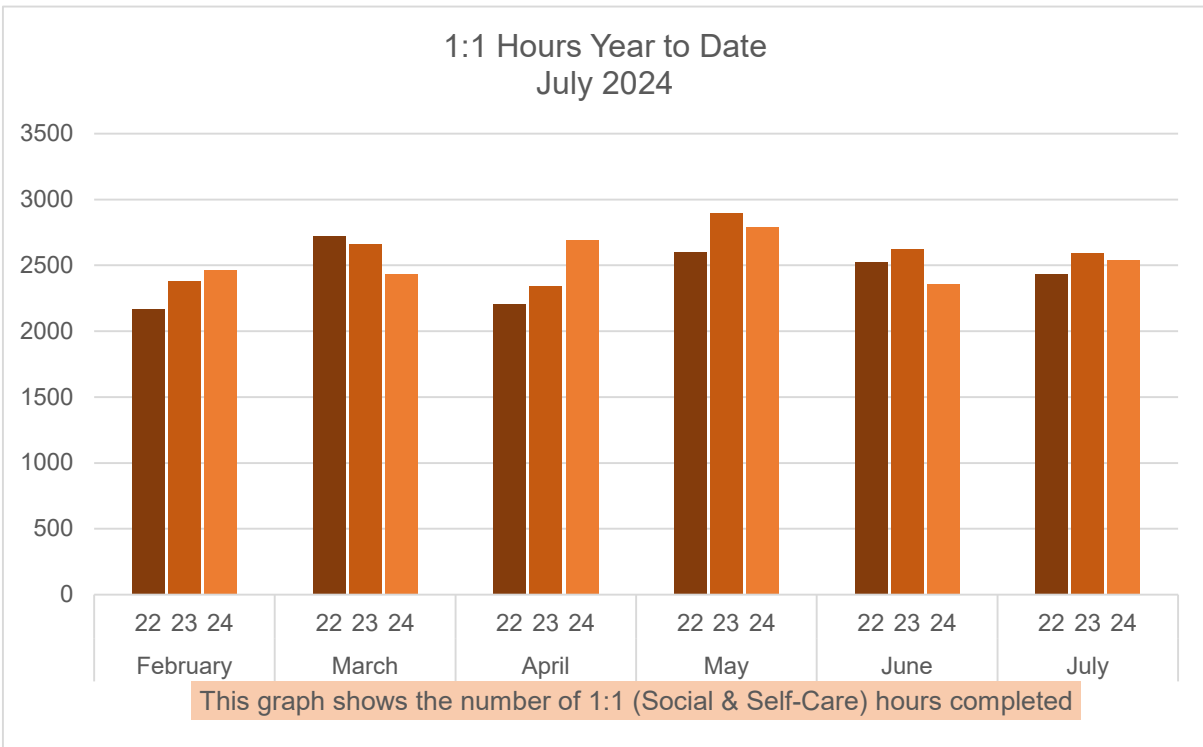
Support Coordination



Plan Management



1:1



	Actual	2023/24	2024/25						
	To	Budget	Budget	Admin	Staff OH	Plan	S/Coord	NDIS	SSG
INCOME									
1 HACC Funding									
1 HACC Volunteer Co-ordination									
HACC Volunteer Co-Ord	0.00	0.00	0.00						
Total 1 HACC Volunteer Co-ordination	0.00	0.00	0.00						
2 HACC Service System Resourcin									
CHSP Service System Development									
HACC Service System Res									
Total 2 HACC Service System Resourcing									
3 HACC Volunteer Co-Ord Other									
HACC Vol Co-ord Other									
Total 3 HACC Volunteer Co-Ord Other									
4 HACC Planned Activity Group									
CHSP Planned Activity Group									
HACC SSG									
Total 4 HACC Planned Activity Group									
5 HACC Minor Capital Grant									
6 HACC Assessment									
7 HACC Service Development PYP									
Total 1 HACC Funding									
2 DHS Funding									
DHS Independent Living									
CHSP Independant LT									

	Actual	2023/24	2024/25	Admin	Staff OH	Plan	S/Coord	NDIS	SSG
	To	Budget	Budget						
DHS Ind Living Training									
Total DHS Independent Living									
DHS Own Home Respite									
CHSP Respite (RT)									
DHS Admin Fee									
DHS SOC's Funding									
Total DHS Community Based Respite									
DHS Individual Support Packages									
CHSP ISP									
DHS Individual Support Packages									
Total DHS Individual Support Packages									
Total 2 DHS Funding									
3NDIS Packages									
NDIS Plan Man Fees	883,215.00	1,180,703.00	1,227,078.60			1,227,078.60			
NDIS Plan Management Set Up Fee	80,775.00	105,952.00	111,528.00			111,528.00			
NDIS Packages Income	1,915,881.00	2,592,490.00	2,737,989.77					2,737,989.77	
NDIS SSG Income	96,686.00	127,710.00	108,000.00						108,000.00
NDIS Support Co_Ord Fee	501,217.00	728,018.00	676,946.40				676,946.40		
Home Care Income	7,778.00	17,136.00	30,240.00					30,240.00	
Total 3NDIS Packages	3,485,552.00	4,752,009.00	4,891,782.77						
Client Contributions									
Client Contributions Latrobe	2,028.00	1,500.00	3,200.00						3,200.00
Client Contributions Trafalgar	1,601.00	2,500.00	2,500.00						2,500.00
Client Contributions Warragul	660.00	1,500.00	0.00						0.00
Client Contributions Wonthaggi	1,592.00	1,800.00	2,000.00						2,000.00
Sponsorships/Fundraising	0.00	200.00	200.00	200.00					
Total Client Contributions	5,881.00	7,500.00	7,900.00						
Other Funding									

	Actual	2023/24	2024/25						
	To	Budget	Budget	Admin	Staff OH	Plan	S/Coord	NDIS	SSG
Wage Subsidy	0.00	0.00	0.00						
TAC Ins SSG	0.00	0.00	0.00						
TAC Contracts	0.00	0.00	0.00						
Welshpool House Income	0.00	500.00	500.00					500.00	
Communiy Based Practice Program	500.00	500.00	0.00	0.00					
Grants Traineeships	2,727.00	3,000.00	0.00	0.00					
Total Other Funding	3,227.00	4,000.00	500.00						
Other income									
Dividends	75.00	50.00	75.00	75.00					
Donations	1,880.00	2,500.00	2,500.00	2,500.00					
Interest	45,637.00	124,000.00	126,000.00	126,000.00					
Memberships	82.00	200.00	200.00	200.00					
Profit on Sale of Equipment	1,836.00	1,836.00	0.00	0.00					
Total Other income	49,510.00	128,586.00	128,775.00						
Total Income	3,544,170.00	4,892,095.00	5,028,957.77	128,975.00	0.00	1,338,606.60	676,946.40	2,768,729.77	115,700.00

EXPENSES

Administration

Accounting/Bookkeeping	20,622.00	28,000.00	30,000.00	15,000.00		15,000.00			
Accounting Finance Contract	1,350.00	5,000.00	5,000.00	5,000.00					
Advertising General	763.00	2,000.00	2,000.00	2,000.00					
Advertising Marketing & Coms	40.00	0.00	5,000.00	5,000.00					
ABI Specialised Network Support			10,000.00	10,000.00					
Auditors Financial	3,600.00	4,000.00	4,000.00	4,000.00					
Bank Fees & Charges	3,845.00	4,500.00	4,500.00	4,500.00					
Consultants									
HR & IR Contract	3,205.00	20,000.00	12,000.00	12,000.00					
Quality Audit Consultant	5,000.00	10,000.00	8,000.00	8,000.00					

	Actual	2023/24	2024/25						
	To	Budget	Budget	Admin	Staff OH	Plan	S/Coord	NDIS	SSG
Total Consultants	8,205.00	30,000.00	20,000.00						
Governance Expenses									
AGM Expenses	776.00	2,000.00	1,000.00	1,000.00					
Board Meetings Expense/Catering	850.00	2,000.00	2,000.00	2,000.00					
Catering Other Meetings etc		500.00	500.00	500.00					
Governance Training		5,000.00	5,000.00	5,000.00					
Total Governance Expenses	1,626.00	9,500.00	8,500.00						
Insurance									
Insurance Prof Ideminity etc	16,497.00	22,000.00	26,000.00	26,000.00					
Insurance Drouin	2,139.00	2,000.00	2,500.00			1,250.00	250.00	750.00	250.00
Insurance Morwell	505.00	3,000.00	1,500.00				1,500.00		
Insurance Newborough	3,188.00		2,000.00				2,000.00		
Insurance Trafalgar	252.00	300.00	300.00				300.00		
Insurance Welshpool	-1,652.00	1,500.00	1,500.00					1,500.00	
Total Insurance	20,929.00	28,800.00	33,800.00						
Legal Fees	720.00	3,000.00	3,000.00	3,000.00					
Postage Moe	2,438.00	3,000.00	3,000.00	3,000.00					
Printing & Stationery	5,518.00	8,000.00	8,000.00	8,000.00					
Storage of Documents	677.00	800.00	800.00	800.00					
Subscriptions/Memberships	1,489.00	4,000.00	7,500.00	7,500.00					
Client Services									
Accommodation Welshpool		200.00	200.00					200.00	
Activities LV SSG	2,310.00	3,200.00	3,200.00						3,200.00
Activities Trafalgar SSG	1,707.00	2,000.00	2,400.00						2,400.00
Activities Warragul SSG	1,528.00	2,000.00	0.00						0.00

	Actual	2023/24	2024/25						
	To	Budget	Budget	Admin	Staff OH	Plan	S/Coord	NDIS	SSG
Activities Wonthaggi SSG	2,200.00	3,500.00	3,500.00						3,500.00
Client Services NDIS Packages	391.00	500.00	500.00					500.00	
Total Client Services	8,136.00	11,400.00	9,800.00						
Maintenance Repairs									
Maint Computer Software/Website	46,150.00	60,000.00	62,000.00	62,000.00					
Maint Service Office Equip	176.00	1,000.00	1,000.00	1,000.00					
Maint Service Minor Office Equip		500.00	0.00	0.00					
Maint Drouin Office	10,809.00	6,000.00	6,000.00			3,000.00	600.00	1,800.00	600.00
Maint Morwell Office Repairs/Clean	3,325.00	3,000.00	4,200.00			1,890.00	1,890.00	0.00	420.00
Maint Newborough Office	2,596.00	5,000.00	5,000.00				5,000.00		
Maint Trafalgar Office		500.00	500.00	500.00					
Maint Welshpool House		0.00	500.00	500.00					
Total Maintenance Repairs	63,056.00	76,000.00	79,200.00						
Rent									
Rent Drouin Office	22,483.00	27,000.00	30,000.00			15,000.00	3,000.00	9,000.00	3,000.00
Rent LV SSG		1,000.00	1,000.00						1,000.00
Rent Morwell	36,282.00	45,000.00	50,000.00			22,500.00	22,500.00	0.00	5,000.00
Rent Trafalgar Office	550.00	500.00	500.00	500.00					
Rent Warragul SSG	1,100.00	1,200.00	0.00						0.00
Rent Wonthaggi SSG	1,126.00	1,600.00	1,600.00						1,600.00
Total Rent	61,541.00	76,300.00	83,100.00						
Salaries Wages & Overheads									
Salary and Wages.									
Salaries & Wages Admin	1,071,100.00	1,450,621.00	1,543,630.00	571,494.00		325,778.00	498,063.00	146,060.00	2,235.00
Salaries & Wages Admin(on Call \$150)			7,800.00	7,800.00					
Salaries & Wages Admin(on Call \$100)			3,900.00	3,900.00					

	Actual	2023/24	2024/25						
	To	Budget	Budget	Admin	Staff OH	Plan	S/Coord	NDIS	SSG
Salaries & Wages NDIS	1,222,485.00	1,659,568.00	1,761,382.00					1,761,382.00	
Salaries & Wages SSG	70,264.00	114,957.35	86,607.00						86,607.00
Salaries & Wages Homecare	4,329.00	10,080.00	21,600.00					21,600.00	
Annual leave	130,140.00	153,530.00	161,887.00	52,613.28		32,377.40	48,566.10	17,807.57	10,522.66
Annual leave extra on call		20,000.00	20,000.00	20,000.00					
Personal leave	30,033.00	40,051.94	37,316.00	12,127.70		7,463.20	11,194.80	4,104.76	2,425.54
Long Service Leave	23,098.00	53,015.00	53,816.00	10,225.04		6,457.92	9,686.88	25,293.52	2,152.64
Redundancy	26,227.00	26,238.91	0.00	0.00					
Staff Amenities	10,301.00	15,000.00	15,000.00	2,850.00		1,800.00	2,700.00	7,050.00	600.00
Staff Recruitment	5,705.00	5,000.00	3,000.00	570.00		360.00	540.00	1,410.00	120.00
Staff Training Meetings & Wages	15,358.00	20,000.00	20,000.00	3,800.00		2,400.00	3,600.00	9,400.00	800.00
Staff Conferences	6,758.00	5,000.00	8,000.00	8,000.00					
Staff EAP	4,650.00	6,000.00	5,000.00	5,000.00					
Superannuation	276,145.00	379,894.00	412,945.00	82,589.00		49,553.40	74,330.10	189,954.70	16,517.80
Workcover Premium	102,513.00	123,689.00	130,923.00	24,875.37		15,710.76	23,566.14	61,533.81	5,236.92
Sleep Over Allowances NDIS	400.00	2,000.00	2,000.00					2,000.00	
Total Salaries & Wages Overheads	2,999,506.00	4,084,645.19	4,294,806.00						
Telephone Allowances									
Telephone Allow Admin	3,009.00	5,000.00	5,000.00	5,000.00					
Telephone Allow Wonth SS	190.00	240.00	240.00						240.00
Total Telephone Allowances	3,199.00	5,240.00	5,240.00						
Telephone Costs									
Telephone Office Drouin	2,920.00	3,500.00	4,000.00			2,000.00	400.00	1,200.00	400.00
Telephone Office Morwell	9,760.00	17,000.00	14,000.00			6,300.00	6,300.00	0.00	1,400.00
Telephone Office Newborough	120.00	1,400.00	1,400.00				1,400.00		
Telephone Office Trafalgar	593.00	500.00	500.00	500.00					
Total Telephone	13,393.00	22,400.00	19,900.00						
Travel Allowance									

	Actual	2023/24	2024/25						
	To	Budget	Budget	Admin	Staff OH	Plan	S/Coord	NDIS	SSG
Travel Admin plus Vehicle Allowance	53,080.00	78,000.00	72,000.00	20,880.00		7,920.00	38,160.00	3,600.00	1,440.00
Travel Allow LV SSG	151,987.00	100.00	100.00						100.00
Travel Allow Traf SSG		100.00	100.00						100.00
Travel Allow Warragul SSG		100.00	100.00						100.00
Travel Allow Wonthaggi SSG		100.00	100.00						100.00
Travel Allow NDIS		202,606.00	213,116.39					213,116.39	
Total Travel Allowance	205,067.00	281,006.00	285,516.39						
Utilities Costs									
Drouin Council Rates	895.00	1,200.00	1,200.00			600.00	120.00	360.00	120.00
Drouin Electricity	1,325.00	1,400.00	1,600.00			800.00	160.00	480.00	160.00
Drouin Gas	1,023.00	1,000.00	1,600.00			800.00	160.00	480.00	160.00
Drouin Rates-Water	1,509.00	1,000.00	1,200.00			600.00	120.00	360.00	120.00
Rates Council Morwell	1,155.00	5,000.00	5,000.00			2,250.00	2,250.00	0.00	500.00
Electricity Morwell	3,378.00	5,000.00	4,000.00			1,800.00	1,800.00	0.00	400.00
Rates - Water Morwell	0.00	1,500.00	1,500.00			675.00	675.00	0.00	150.00
Rates - Council Newborough	901.00	500.00	1,000.00				1,000.00		
Electricity Newborough	885.00	1,000.00	1,200.00				1,200.00		
Rates - Welshpool House	1,821.00	1,800.00	1,800.00				1,800.00		
Rates - Water Newborough	712.00	1,500.00	1,500.00				1,500.00		
Total Utilities	13,604.00	20,900.00	21,600.00						
Motor Vehicle									
MV Fuel (5)	976.00	2,500.00	1,500.00	300.00		150.00	1,050.00	0.00	0.00
MV Rego Ins (5)	3,179.00	4,600.00	3,400.00	680.00		340.00	2,380.00	0.00	0.00
MV Rego Reg (5)	1,219.00	1,600.00	2,000.00	400.00		200.00	1,400.00	0.00	0.00
MV Repairs (5)	2,102.00	4,500.00	2,500.00	500.00		250.00	1,750.00	0.00	0.00
Total Motor Vehicle	7,476.00	13,200.00	9,400.00						
COS Program Recovery	33,547.00	34,000.00							
Depreciation	13,770.00	18,000.00	20,000.00	20,000.00					

	Actual	2023/24	2024/25						
	To	Budget	Budget	Admin	Staff OH	Plan	S/Coord	NDIS	SSG
Total Expense	3,494,117.00	4,773,691.19	4,973,662.39	1,040,904.39	0.00	525,225.68	772,912.02	2,480,942.75	153,677.56
Net Surplus/(Deficit)	50,053.00	118,403.81	55,295.38	-911,929.39	0.00	813,380.92	-95,965.62	287,787.02	-37,977.56
				55,295.38					
DROUIN DISTRIBUTION	various		100.0%			50.0%	10.0%	30.0%	10.0%
NEWBOROUGH OFFICE	SC		100.0%				100.0%		
MORWELL OFFICE	various		100.0%			45.0%	45.0%		10.0%
ANNUAL AND PERSONAL	as per FT, PT staff		100.0%	32.5%		20.0%	30.0%	11.0%	6.5%
LSL	all staff		100.0%	19.0%		12.0%	18.0%	47.0%	4.0%
SUPERANNUATION	all staff		100.0%	20.0%		12.0%	18.0%	46.0%	4.0%
VEH ALLOW	4 admin staff		100.0%	29.0%		11.0%	53.0%	5.0%	2.0%
VEHICLES 5 VEHICLES	users		100.0%	20.0%		10.0%	70.0%		

Balance Sheet

Headway Gippsland Inc

As at 30 June 2024

Account	30 June 2024	31 May 2024	30 Jun 2023
Assets			
Bank	658,991.61	710,321.57	826,625.38
Current Assets	2,459,955.16	2,433,630.05	2,177,527.04
Fixed Assets	598,938.15	598,938.15	612,872.08
Total Assets	3,717,884.92	3,742,889.77	3,617,024.50
Liabilities			
Current Liabilities	300,067.46	264,156.16	280,500.40
Total Liabilities	300,067.46	264,156.16	280,500.40
Net Assets	3,417,817.46	3,478,733.61	3,336,524.10
Equity			
Contributed Equity:Distribution of capital profi	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	81,293.36	142,209.51	283,048.27
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	1,582,472.31
Total Equity	3,417,817.46	3,478,733.61	3,336,524.10

Balance Sheet

Headway Gippsland Inc

As at 31 July 2024

Account	31 July 2024	30 June 2024	30 Jun 2023
Assets			
Bank	761,312.39	658,991.61	658,991.61
Current Assets	2,530,972.22	2,459,955.16	2,459,955.16
Fixed Assets	598,938.15	598,938.15	598,938.15
Total Assets	3,891,222.76	3,717,884.92	3,717,884.92
Liabilities			
Current Liabilities	440,777.30	300,255.24	300,255.24
Total Liabilities	440,777.30	300,255.24	300,255.24
Net Assets	3,450,445.46	3,417,629.68	3,417,629.68
Equity			
Contributed Equity:Distribution of capital profit	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	32,815.78	81,105.58	81,105.58
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	1,946,626.16	1,865,520.58	1,865,520.58
Total Equity	3,450,445.46	3,417,629.68	3,417,629.68

Budget Vs Actual - Summary

Headway Gippsland Inc

For the month ended 30 June 2024

Account	Actual	Budget	Variance (%)	YTD Actual	YTD Budget	Variance (%)	Full Year Budget
Trading Income							
NDIS Services	362,267.86	390,060.00	-7.13%	4,757,703.72	4,752,009.00	0.12%	4,752,009.00
Client Services	439.00	636.00	-30.97%	8,001.95	7,500.00	6.69%	7,500.00
Other Funding	0.00	0.00	0.00%	0.00	500.00	-100.00%	500.00
Other Income							
Other income:Dividends	0.00	0.00	0.00%	75.00	50.00	50.00%	50.00
Other income:Donations	1,050.00	70.00	1400.00%	3,930.22	2,500.00	57.21%	2,500.00
Other income:Interest	249.16	200.00	24.58%	124,003.60	124,000.00	0.00%	124,000.00
Other income:Memberships	18.18	0.00	0.00%	99.99	200.00	-50.01%	200.00
Wage Subsidy Admin Staff	0.00	0.00	0.00%	2,727.27	3,000.00	-9.09%	3,000.00
Other Income - Community Based Practice Program	0.00	0.00	0.00%	500.00	500.00	0.00%	500.00
Profit on Sale of Motor Vehicle and Equip	0.00	0.00	0.00%	1,836.61	1,836.00	0.03%	1,836.00
Total Other Income	1,317.34	270.00	387.90%	133,172.69	132,086.00	0.82%	132,086.00
Total Trading Income	364,024.20	390,966.00	-6.89%	4,898,878.36	4,892,095.00	0.14%	4,892,095.00
Gross Surplus	364,024.20	390,966.00	-6.89%	4,898,878.36	4,892,095.00	0.14%	4,892,095.00

Operating Expenses

Accounting/Bookkeeping	2,072.72	2,337.00	-11.31%	27,439.98	28,000.00	-2.00%	28,000.00
Finance Contract	0.00	3,650.00	-100.00%	1,350.00	5,000.00	-73.00%	5,000.00
Advertising & Marketing	261.00	174.00	50.00%	1,064.33	2,000.00	-46.78%	2,000.00
Auditors	0.00	0.00	0.00%	3,600.00	4,000.00	-10.00%	4,000.00

Account	Actual	Budget	Variance (%)	YTD Actual	YTD Budget	Variance (%)	Full Year Budget
Bank Fees & Charges	431.11	375.00	14.96%	5,187.63	4,500.00	15.28%	4,500.00
Client Services	760.54	1,170.00	-35.00%	10,586.31	11,400.00	-7.14%	11,400.00
Consultants	993.75	13,180.00	-92.46%	11,983.76	30,000.00	-60.05%	30,000.00
Depreciation	0.00	1,500.00	-100.00%	13,770.54	18,000.00	-23.50%	18,000.00
Governance Expenses	2,522.18	647.00	289.83%	7,811.86	9,500.00	-17.77%	9,500.00
Insurance	5,403.20	1,837.00	194.13%	32,939.90	28,800.00	14.37%	28,800.00
Legal Services	0.00	0.00	0.00%	720.00	3,000.00	-76.00%	3,000.00
Maintenance Repairs	5,900.56	6,359.00	-7.21%	85,847.78	76,000.00	12.96%	76,000.00
Postage General	136.36	250.00	-45.46%	3,187.62	3,000.00	6.25%	3,000.00
Printing & Stationery:Printing Stat Office Supplies	529.69	674.00	-21.41%	6,814.94	8,000.00	-14.81%	8,000.00
Rent	6,648.10	6,000.00	10.80%	81,485.44	76,300.00	6.80%	76,300.00
Salary & Wage Overheads	127,599.98	72,141.00	76.88%	914,304.59	849,419.00	7.64%	849,419.00
Salary & Wages	245,237.21	248,873.00	-1.46%	3,239,723.78	3,245,226.00	-0.17%	3,245,226.00
Storage of Documents	76.56	74.00	3.46%	903.91	800.00	12.99%	800.00
Subscriptions/Memberships	0.00	0.00	0.00%	1,489.91	4,000.00	-62.75%	4,000.00
Telephone Allowance	333.82	444.00	-24.82%	4,339.66	5,240.00	-17.18%	5,240.00
Telephone	1,559.84	1,896.00	-17.73%	17,960.27	22,400.00	-19.82%	22,400.00
Travel Allowance	21,830.38	22,124.00	-1.33%	283,834.91	281,006.00	1.01%	281,006.00
Utilities	2,043.94	1,632.00	25.24%	18,495.65	20,900.00	-11.50%	20,900.00
Vehicle Expenses	599.41	1,111.00	-46.05%	9,194.81	13,200.00	-30.34%	13,200.00
Recovery of unspent 2019/20 'CoS Program'	0.00	0.00	0.00%	33,547.42	34,000.00	-1.33%	34,000.00
Total Operating Expenses	424,940.35	386,448.00	9.96%	4,817,585.00	4,783,691.00	0.71%	4,783,691.00
Net Surplus/(Deficit)	(60,916.15)	4,518.00	-1448.30%	81,293.36	108,404.00	-25.01%	108,404.00

Budget Vs Actual - Summary

Headway Gippsland Inc

For the month ended 31 July 2024

Account	Actual	Budget	Variance (%)	YTD Actual	YTD Budget	Variance (%)	Full Year Budget
Trading Income							
NDIS Services	357,982.55	385,458.00	-7.13%	357,982.55	385,458.00	-7.13%	4,891,783.00
Client Services	511.00	656.00	-22.10%	511.00	656.00	-22.10%	7,900.00
Other Funding	0.00	0.00	0.00%	0.00	0.00	0.00%	500.00
Other Income							
Other income:Dividends	0.00	0.00	0.00%	0.00	0.00	0.00%	75.00
Other income:Donations	0.00	1,800.00	-100.00%	0.00	1,800.00	-100.00%	2,500.00
Other income:Interest	12,872.48	10,500.00	22.60%	12,872.48	10,500.00	22.60%	126,000.00
Other income:Memberships	0.00	0.00	0.00%	0.00	0.00	0.00%	200.00
Other Funding Workcover Reimb	1,710.00	0.00	0.00%	1,710.00	0.00	0.00%	0.00
Total Other Income	14,582.48	12,300.00	18.56%	14,582.48	12,300.00	18.56%	128,775.00
Total Trading Income	373,076.03	398,414.00	-6.36%	373,076.03	398,414.00	-6.36%	5,028,958.00
Gross Surplus	373,076.03	398,414.00	-6.36%	373,076.03	398,414.00	-6.36%	5,028,958.00

Operating Expenses

Accounting/Bookkeeping	2,895.46	2,500.00	15.82%	2,895.46	2,500.00	15.82%	30,000.00
Finance Contract	0.00	0.00	0.00%	0.00	0.00	0.00%	5,000.00
Advertising & Marketing	0.00	582.00	-100.00%	0.00	582.00	-100.00%	7,000.00
Auditors	0.00	0.00	0.00%	0.00	0.00	0.00%	4,000.00
Bank Fees & Charges	489.62	375.00	30.57%	489.62	375.00	30.57%	4,500.00
Client Services	1,231.91	798.00	54.37%	1,231.91	798.00	54.37%	9,800.00

Account	Actual	Budget	Variance (%)	YTD Actual	YTD Budget	Variance (%)	Full Year Budget
Consultants	1,431.25	1,000.00	43.13%	1,431.25	1,000.00	43.13%	20,000.00
Depreciation	0.00	1,666.00	-100.00%	0.00	1,666.00	-100.00%	20,000.00
Governance Expenses	0.00	623.00	-100.00%	0.00	623.00	-100.00%	8,500.00
Insurance	3,130.90	2,166.00	44.55%	3,130.90	2,166.00	44.55%	33,800.00
Legal Services	0.00	0.00	0.00%	0.00	0.00	0.00%	3,000.00
Maintenance Repairs	5,898.18	6,556.00	-10.03%	5,898.18	6,556.00	-10.03%	79,200.00
Postage General	272.72	250.00	9.09%	272.72	250.00	9.09%	3,000.00
Printing & Stationery:Printing Stat Office Supplie	526.98	666.00	-20.87%	526.98	666.00	-20.87%	8,000.00
Rent	7,198.10	7,966.00	-9.64%	7,198.10	7,966.00	-9.64%	83,100.00
Salary & Wage Overheads	65,865.33	68,856.00	-4.34%	65,865.33	68,856.00	-4.34%	869,887.00
Salary & Wages	227,609.59	263,453.00	-13.61%	227,609.59	263,453.00	-13.61%	3,424,919.00
Storage of Documents	80.48	66.00	21.94%	80.48	66.00	21.94%	800.00
Subscriptions/Memberships	0.00	0.00	0.00%	0.00	0.00	0.00%	7,500.00
Telephone Allowance	333.82	436.00	-23.44%	333.82	436.00	-23.44%	5,240.00
Telephone	1,548.12	1,656.00	-6.51%	1,548.12	1,656.00	-6.51%	19,900.00
Travel Allowance	21,142.36	21,964.00	-3.74%	21,142.36	21,964.00	-3.74%	285,516.00
Utilities	213.13	3,448.00	-93.82%	213.13	3,448.00	-93.82%	21,600.00
Vehicle Expenses	392.30	782.00	-49.83%	392.30	782.00	-49.83%	9,400.00
ABI Specialised Network Support	0.00	0.00	0.00%	0.00	0.00	0.00%	10,000.00
Total Operating Expenses	340,260.25	385,809.00	-11.81%	340,260.25	385,809.00	-11.81%	4,973,662.00
Net Surplus/(Deficit)	32,815.78	12,605.00	160.34%	32,815.78	12,605.00	160.34%	55,296.00

Subject: FW: Pederson Street, Welshpool

From: Chris Drenen <chris.drenen@bdlegal.com.au>
Sent: Tuesday, July 30, 2024 11:36 AM
To: Jenelle Henry <j.henry@headwaygippsland.org.au>
Subject: RE: Pederson Street, Welshpool

Hi Jenelle,

Shirley responded this morning with "Please note I will be down at Welshpool finishing off the works this week as mentioned previously and will be in touch accordingly."

As you pointed out, Shirley is very good at deflecting. The process for the sale of the property has commenced. It is up to Shirley whether she agrees or whether a VCAT application is necessary.

I will provide a further update when I receive further contact.

Regards

Chris Drenen
Partner



commercial & legal solutions

Warragul 80 Albert Street, Warragul VIC 3820	Traralgon 24 Hotham Street, Traralgon VIC 3844
T 03 5176 1000 PO Box 580 Traralgon VIC 3844	

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Professional Standards Legislation

TRANSFERRING FUNDS - SECURITY WARNING

To reduce the risk of **cyber fraud**, prior to transferring any funds, please **verify** any email (including attachments) received from us which provides payment directions **by first calling our office on 03 5176 1000** to verify the authenticity of the email, and the account details provided.

This email and any attachments are confidential and may be subject to legal professional privilege.
If you are not the intended addressee of this email, any use, copying or dissemination of it and any attachments is prohibited.
If you have received this email in error, please notify me and delete all copies of it and any attachments.

Edwin Vandenberg	Emma Vandenberg	Gary Dore	Leisa Harper	Marianne Fontaine	Phil Drummond	Robyn George
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Section 1

1.	The agenda of Board meetings is well planned, so that we are able to get through all necessary Board business.	4	n/a	n/a	4	5	3	4
2.	It seems like most Board members come to meetings prepared.	4	n/a	n/a	5	5	2	3
3.	We receive written reports to the Board in advance of our meetings.	4	n/a	n/a	4	5	4	4
4.	All Board members participate in important board discussions.	4	n/a	n/a	5	5	2	3
5.	We do a good job encouraging and dealing with different points of view.	5	n/a	n/a	4	4	5	4
6.	We all support the decisions we make.	5	n/a	n/a	5	4	4	4
7.	Our Board meetings are always interesting.	3	n/a	n/a	5	4	3	4
8.	Our Board meetings are frequently fun.	4	n/a	n/a	4	4	3	2
	My Overall Rating	Very good	n/a	n/a	Very good	Excellent	Good	Very good

Questions: 1 - Strongly Disagree, 2 - Disagree, 3 - Neutral, 4 - Agree, 5 - Strongly Agree

Overall Rating: Poor, Satisfactory, Good, Very Good, Excellent

Edwin Vandenberg	Emma Vandenberg	Gary Dore	Leisa Harper	Marianne Fontaine	Phil Drummond	Robyn George
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Section 2

1.	I am aware of what is expected of me as a Board member.	4	n/a	n/a	5	4	4	4
2.	I have a good record of meeting attendance.	5	n/a	n/a	5	4	5	4
3.	I read the minutes, reports and other materials in advance of our Board meetings.	4	n/a	n/a	5	5	5	3
4.	I am familiar with what is in the organisation's Rules Of The Association and governing policies.	4	n/a	n/a	4	4	4	2
5.	I frequently encourage other Board members to express their opinions at Board meetings.	5	n/a	n/a	4	4	4	4
6.	I am encouraged by other Board members to express my opinions at Board meetings.	5	n/a	n/a	4	4	4	4
7.	I am a good listener at Board meetings.	4	n/a	n/a	4	5	4	4
8.	I follow through on things I have said I would do.	4	n/a	n/a	4	5	4	3
9.	I maintain the confidentiality of all Board decisions.	5	n/a	n/a	5	5	5	4
10.	When I have a different opinion than the majority, I raise it.	4	n/a	n/a	5	4	4	4

Edwin Vandenberg	Emma Vandenberg	Gary Dore	Leisa Harper	Marianne Fontaine	Phil Drummond	Robyn George
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	My Overall Rating	Very good	n/a	n/a	Very good	Excellent	Very good	Good
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Questions: 1 - Strongly Disagree, 2 - Disagree, 3 - Neutral, 4 - Agree, 5 - Strongly Agree

Overall Rating: Poor, Satisfactory, Good, Very Good, Excellent

Edwin Vandenberg	Emma Vandenberg	Gary Dore	Leisa Harper	Marianne Fontaine	Phil Drummond	Robyn George
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Section 3

1.	The Board has discussed the role and responsibilities of the Chair.	5	n/a	n/a	5	5	2	2
2.	The Chair is well prepared for Board meetings.	5	n/a	n/a	5	5	4	4
3.	The Chair helps the Board stick to the agenda.	5	n/a	n/a	5	5	4	4
4.	The Chair ensures that every Board member has an opportunity to be heard.	4	n/a	n/a	5	5	4	4
5.	The Chair is skilled at managing different points of view.	4	n/a	n/a	5	4	4	4
6.	The Chair helps the Board work well together.	4	n/a	n/a	5	4	4	4
7.	The Chair demonstrates good listening skills.	5	n/a	n/a	5	5	4	4
	My Overall Rating	Very good	n/a	n/a	Excellent	Excellent	Very good	Excellent

Questions: 1 - Strongly Disagree, 2 - Disagree, 3 - Neutral, 4 - Agree, 5 - Strongly Agree

Overall Rating: Poor, Satisfactory, Good, Very Good, Excellent

Edwin Vandenberg	Emma Vandenberg	Gary Dore	Leisa Harper	Marianne Fontaine	Phil Drummond	Robyn George
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Section 4

Strengths	Please share up to three aspects that you believe exemplify the strengths of our Board.	Assets Financial and budgetary oversight Attitude of the board to keep building an even better organisation	n/a	n/a	Financial information is reviewed with robust questioning and supportive commentary Robust conversations Directors seek to understand and ask good questions	1. Financial stability and oversight 2. Communication 3. United in a common purpose namely improving quality of life and increase opportunities for people living with Acquired brain injuries and/or other disabilities	Members are keen to support people with disabilities and contribute to their community.	diverse skills regionally spread out good communication
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Edwin Vandenberg	Emma Vandenberg	Gary Dore	Leisa Harper	Marianne Fontaine	Phil Drummond	Robyn George
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<p>Areas For Improvement</p>	<p>The second section invites you to highlight up to three areas where you see opportunities for growth.</p>	<p>Determining an investment strategy in line with organisational strategy to determine the future viability of the organisation into the future.</p>	<p>n/a</p>	<p>n/a</p>	<p>Appreciate the challenges with this- it would be handy to have the papers a little earlier but there may be operational reasons why we don't have them. Only a minor request.</p> <p>Ongoing development of the constitution will enable further opportunities for committees etc</p>	<p>1. Make it more enticing for new board members to join and to have a sitting board member representing clients with ABI at all times.</p> <p>2. Diversification</p> <p>3. Make all areas of governance more transparent</p>	<p>Stronger focus on governance is required. Stronger focus on strategy is required especially given pending changes to the NDIS.</p>	<p>ongoing mentoring/check ins of new board members to ensure they know what is expected of them and their role.</p>
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Allied Health
Professions
Australia



CEOCollab



Disability
Intermediaries
Australia



MEDIA RELEASE

12 July 2024

Disability sector organisations raise the alarm on NDIS market failure

An alliance of peak bodies and organisations across Australia representing all parts of the disability services sector is calling on the NDIA and government to take urgent and immediate action to ensure services for people with disability can continue, as evidence mounts of a catastrophic market failure in the NDIS.

Withdrawal of services will most affect participants who have the greatest need for supports - those with complex, high-intensity or behavioural support needs and those in regional and remote Australia.

Following the recent announcement of a totally inadequate Annual Pricing Review by the National Disability Insurance Agency (NDIA), provider representative organisations are raising the alarm that providers of quality and responsive disability services are already reaching breaking point.

Since the pricing announcement an increasing number of providers are saying that they will not be able to continue providing supports to people with disability.

The wellbeing and safety of people with disabilities must come first but inadequate funding for quality services is putting this at risk.

Quality providers are committed to ensuring services remain available to people with disabilities but can no longer afford to subsidise the costs. Financial reserves, often built up over decades with the support of local communities, are dwindling as providers struggle to make ends meet.

The NDIA's approach to pricing is undermining the ability of registered providers to deliver quality, sustainable disability services and is undermining NDIS reform.

The organisations called for immediate steps to address the crisis in the disability service sector, including:

- Increase prices for support coordination (level 2 and 3) and therapy at least in line with wage increases in the Disability Support Worker Cost Model

- Reinstatement of high intensity payments for behaviour support
- Implement a loading for all registered providers of at least 1 per cent

These first steps are essential to getting the NDIS on the pathway towards a financially sustainable model of service provision.

Statements attributable to supporting organisations:

- **National Disability Services (NDS)** CEO Laurie Leigh said “We knew the impact of the Annual Pricing Review would hit the sector hard, but the feedback we’ve received from providers shows that it’s been catastrophic. NDS has been overwhelmed with providers saying they are reconsidering their future in the sector.”
- **Disability Intermediaries Australia (DIA)** CEO Mr Jess Harper said “The NDIA’s Pricing decision is simply indefensible. Keeping price limits fixed for half a decade despite inflation, award wage increases, and operating cost pressures is irresponsible and reckless. This pricing decision has already resulted in the closures of safe, quality, and skilled service providers.”
- **Allied Health Professions Australia (AHPA)** CEO Bronwyn Morris-Donovan said “We know that our speech pathologists, occupational therapists and many other types of allied health professionals are deeply committed to supporting NDIS participants to live the best lives they possibly can – to the extent of personally absorbing some of the costs the NDIS refuses to pay for and the increased expenses due to the cost of living. But after five years of not even so much as indexation of therapy support pricing against inflation, our sector has reached breaking point.”
- The **CEO Collab** is extremely concerned by the recent Annual Price Review, seeing this as a major loss for participants and registered providers, and forcing many reputable providers to cease services. We call for the reinstatement of the high intensity payment for participants with complex behaviour and the 1% temporary loading.

For media enquiries please contact Caroline Fleming at Good Talent Media 0452 504 402

WEB SUMMARY: The disability services sector is calling on the NDIA and government to take urgent and immediate action to ensure services for people with disability continue

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