

Strategic Plan

2024 to 2024

Mission: Headway Gippsland's mission is to support and empower people with disabilities to live independent, meaningful, and enriched lives.

Values: Respect - Collaboration - Innovation - Diversity - Integrity

Status Legend:	Complete	Ongoing	At Risk
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1. Our Participants

All Gippsland community members have access to an innovative range of person-centred services.

Area	Deliverables	Status	Project Update
Headway Gippsland is recognised as an innovative and expanding service provider that responds to system changes and emerging needs.	Expand services outside of the national Disability Insurance Scheme.		Conduct research to identify gaps and opportunities in the current service landscape.
	Enhance the training, support and development of the workforce to ensure they are well-prepared to meet current and future service needs.		Implement a comprehensive training and development program aligned with industry standards and emerging trends.
			Detail/plan the development of AI training with VR (virtual reality) that supports disability support workers to better understand the needs of those they support.

Status Legend:	Complete	Ongoing	At Risk
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2. Our People

Our people are valued and acknowledged for the skills, knowledge and quality service they deliver.

Area	Deliverables	Status	Project Update
Headway Gippsland is an employer of choice.	Headway Gippsland will enhance training, support and development to ensure the workforce is well prepared to meet both current and future service needs.		Conduct a survey to assess current employee satisfaction and areas for improvement.
	Recognition Program		Review current employee recognition and reward program and utilising feedback to build on current program.
	Career Development		Formal supervision pathway with career progression.

Status Legend:	Complete	Ongoing	At Risk
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3. Our Sustainability

Our effective governance, planning and management attracts ongoing and diverse revenue streams.

Area	Deliverables	Status	Project Update
Diversify with the long term objective of financial sustainability.	Amend the constitution to enable the Vision, Mission and Values to be at the forefront of service design.		Engage legal counsel to review and recommend necessary amendment to the constitution.
	Develop annual statement on target level of reserve prior to development of budget.		Hold a special AGM with the members to gain feedback and support for constitutional change.
Continuous improvement of organisational oversight.	Identify and pursue alternative funding streams beyond traditional sources.		Monitor financial performance and adjust strategies to ensure year on year revenue growth from alternative sources.
	Board succession and development plan is established and evaluated annually.		A Board skills matrix is developed and used to identify existing or emerging gaps in the Board profile. Explore strategies for Board, Chair and Director evaluations. Identify professional development opportunities for the Board and individual members and pursue. Develop a Board recruitment strategy and member on-boarding process.
	Develop dashboard reporting for financials and performance against the strategic plan for efficiency and clarity.		Define reserve level and monitor financial performance against targets.

Status Legend:	Complete	Ongoing	At Risk
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4. Our Community Connectedness

Our community is empowered to proactively contribute to improving the wellbeing of people with a disability and older citizens.

Area	Deliverables	Status	Project Update
Headway Gippsland has a proactive approach to engaging with participants and the wider community.			Maintain a cash reserve equivalent to 6 months of operating
			Contribute to awareness campaigns that strength community understanding of ageing and disability issues.
			Conduct awareness campaigns that highlight the valued contributions of those with different needs in our community.
			Establish and actively collaborate with at least three community organisations.

Board Of Directors - Action List
 Business Arising/Action Items From Minutes



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	17-Oct-24
32	18-Apr-24				New policies, strategic & business plans, business opportunities - to be further discussed and itemised on this list.		In Progress	17-Oct-24

Not Started
 In Progress
 Completed

0
2
34

Board Of Directors - Chief Executive Officer Report

Submitted By: Jenelle Henry
Position: Chief Executive Officer
Meeting Date: Thursday, 28 November 2024

1. NDIS Developments

Recent changes to support categories (items, therapy that could be purchased using NDIS funds) were introduced with a 30-day grace period, which has now concluded. These adjustments have led to some confusion and disagreements among the team regarding the interpretation and application of the new rules. This lack of clarity around what is covered and what is not has unfortunately resulted in frustration among both staff and customers. In particular, the Support Coordination team has borne the brunt of some of these challenges.

I have been collaborating closely with Debbie and our Plan Management team to refine our communication strategy with customers regarding these changes. Despite the difficulty, we remain committed to navigating this transition with as much clarity and support as possible. The past month has been particularly challenging for the entire Headway team as we work to adapt to these ongoing changes.

Bill Shorten has concluded his position and we await information on his replacement.

2. Financial Update

Attached are the profit and loss statements for September and October. While we are slightly behind our projected budget, we are optimistic about the future. The upcoming launch of our VR headsets and the Talent & Art Expo are expected to help attract new participants and generate additional revenue.

We are also confident that our commitment to adhering to the rules with transparency and integrity will further strengthen our reputation as a reliable and ethical service provider.

Marketing and Communications role is vacant.

Appendix 7.1a - Balance Sheet (full) - October 2024

Appendix 7.2a - Budget vs Actual (YTD, detailed) - September 2024

Appendix 7.2b - Budget vs Actual (YTD, detailed) - October 2024

Board Of Directors - Chief Executive Officer Report

3. Incidents, Complaints, Quality & Safeguarding

Gary is undertaking a deeper dive into our WorkCover premiums for 2023/24.

The following are key figures:

- Premium for 2023/24

Based on total remuneration of \$4,160,000 and a premium rate of 3.4783%.

This rate reflects an adjustment for our worse-than-average performance rating (29.03% below industry average).

The resulting premium is \$158,000.

- Premium for 2022/23

Based on total remuneration of \$3,887,493, with a premium rate of 1.9876%, adjusted for our better-than-average performance rating (9.57% better than industry average).

The resulting premium was \$84,000.

- WorkCover Claims

- *2021 Claim*

This has escalated to a serious injury claim, and we are awaiting further updates.

- *2024 Claim*

Positive progress has been made, with the employee beginning a return-to-work program.

4. General Updates

- Welshpool Correspondence

I will provide a verbal update regarding our ongoing communication with Shirley on this matter.

- Talent & Art Expo

We are hosting an event to showcase participant talents, increase visibility, and potentially attract new participants.

This expo will feature the launch of our VR headsets, which we hope will provide valuable exposure for our services.

Board Of Directors - Chief Executive Officer Report

5. Strategic Planning

Attached are the draft updates from our latest strategic planning meeting, including a proposal for an op shop initiative. I am hopeful of discussing the proposal further.

8.1a - DRAFT - Strategic Plan - Nov_24

8.1b - DRAFT - Business Plan - Op Shop - Nov_24

Warm regards

Jenelle Henry

Chief Executive Officer

Balance Sheet

Headway Gippsland Inc

As at 31 October 2024

Accrual Basis

Account	31-Oct-24	30-Sep-24	30-Jun-24	
Assets				
Bank				
Bank Acc Bendigo:BB General Cash Investment	538	538	537	Bank funds
Bank Acc Bendigo:BB Gift Fund Cash Investment	339,168	338,945	338,265	Bank funds
Bank Acc Bendigo:BB Mastercard Account	2,538	516	2,448	Bank funds
Bank Acc Bendigo:BB Operations	211,061	532,998	308,538	Bank funds
Petty Cash LV SSG	373	293	178	Cash funds held by SSG
Petty Cash Trafalgar SSG	49	51	199	Cash funds held by SSG
Petty Cash Wonthaggi SSG	707	469	570	Cash funds held by SSG
SSG Funds Banked:Bank Latrobe V SSG	5,321	4,776	4,760	Banked funds held by SSG groups
SSG Funds Banked:Bank Trafalgar SSG	740	943	2,079	Banked funds held by SSG groups
SSG Funds Banked:Bank Wonthaggi SSG	2,077	2,162	1,418	Banked funds held by SSG groups
Total Bank	562,572	881,690	658,992	
Current Assets				
Accounts Receivable	121,659	148,840	69,631	NDIS and other PMs for services
Debtor Suspense Account	0	(270)	0	
Insurance Paid in Advance	16,431	18,484	24,643	Insurance expensed monthly
Interest Receivable TD	50,532	37,899	0	Interest apportioned monthly
Investments:Bendigo Term Deposit	2,431,085	2,431,085	2,431,085	Bank funds
Investments:Share Investments	500	500	500	Bendigo Bank

Account	31-Oct-24	30-Sep-24	30-Jun-24	
NDIS Clearing - Brevity	(177,543)	(468,505)	(174,693)	Running balance of NDIS PM claims
NDIS Debtor Unbilled	99,299	99,154	102,185	PM billed November 2024
Rental Bond - Drouin Office	2,704	2,704	2,704	Bonds
Rental Bond - Morwell Office	3,750	3,750	3,750	Bonds
Rental Bond - Wonthaggi SSG	150	150	150	Bonds
Workcover paid in Advance	91,980	103,480	0	Workcover expensed monthly
Total Current Assets	2,640,547	2,377,270	2,459,955	
Fixed Assets				
Fixed Assets:Buildings:Buildings - Donated Property	284,000	284,000	284,000	Fixed assets
Fixed Assets:Buildings:Buildings - Newborough	470,000	470,000	470,000	
Plant & Equipment:Furniture & Equipment:Furniture & Equipment Accum I	(205,716)	(205,242)	(204,080)	
Plant & Equipment:Furniture & Equipment:Furniture & Equipment at Cost	228,444	219,246	219,246	
Plant & Equipment:Motor Vehicles:Motor Vehicles Accum Dep	(78,867)	(78,211)	(76,263)	
Plant & Equipment:Motor Vehicles:Motor Vehicles at Cost	107,171	107,171	107,171	
Total Fixed Assets	805,031	796,964	800,073	
Total Assets	4,008,149	4,055,925	3,919,020	
Liabilities				
Current Liabilities				
Accounts Payable	94,641	49,353	74,343	Headway bills only
GST	(3,979)	(951)	(2,400)	ATO
Income in Advance	0	103,646	0	
Payroll Liabilities.:Superannuation Liability	45,480	30,388	28,528	Monthly liability
Provisions:Provision for Annual Leave	158,259	165,139	176,305	Provision adjusted EOY
Provisions:Provision for LSL	14,653	14,653	14,653	Provision adjusted EOY

Account	31-Oct-24	30-Sep-24	30-Jun-24	
Provisions:Provision for Personal Leave	303	3,684	8,826	Provision adjusted EOY
Rounding	0	(1)	0	
Total Current Liabilities	309,357	365,912	300,255	
Total Liabilities	309,357	365,912	300,255	
Net Assets	3,698,792	3,690,013	3,618,765	
Equity				
Asset Revaluation Reserve	856,869	856,869	856,869	
Current Year Earnings	80,027	71,248	77,041	
Retained Earnings	2,761,896	2,761,896	2,684,855	
Total Equity	3,698,792	3,690,013	3,618,765	

Profit & Loss (Budget vs Actual)

Headway Gippsland Inc

For the month ended 30 September 2024

Account	Actual	Budget	Variance (%)	YTD Actual	YTD Budget	Variance (%)	2024/25 Budget
Trading Income							
NDIS SERVICES							
3NDIS Services:NDIS Plan Man Fees	100,565	102,256	-1.65%	299,501	306,768	-2.37%	1,227,079
3NDIS Services:NDIS Plan Man Set Up Fees	13,244	9,294	42.50%	29,044	27,882	4.17%	111,528
3NDIS Services:NDIS Personal Services	188,323	210,600	-10.58%	557,685	631,800	-11.73%	2,737,990
3NDIS Services NDIS Home Care	3,861	2,100	83.87%	9,944	6,100	63.02%	30,240
3NDIS Services:NDIS SSG Income	13,163	8,308	58.44%	33,608	24,924	34.84%	108,000
3NDIS Services:NDIS Support Co_Ord Fee	53,734	53,000	1.38%	166,132	159,000	4.49%	676,946
Total NDIS SERVICES	372,889	385,558	-3.29%	1,095,914	1,156,474	-5.24%	4,891,783
PARTICIPANT CONTRIBUTIONS							
Client Contributions:Client Contributions Latrobe	231	166	39.16%	734	498	47.39%	2,000
Client Contributions:Client Contributions Trafalgar	182	208	-12.50%	459	624	-26.44%	2,500
Client Contributions:Client Contributions Wonthaggi	238	266	-10.53%	701	798	-12.16%	3,200
Client Contributions:Sponsorships/Fundraising	4,000	16	24900.00%	4,000	48	8233.33%	200
Total PARTICIPANT CONTRIBUTIONS	4,651	656	608.99%	5,894	1,968	199.49%	7,900
OTHER FUNDING							
Other Funding:Welshpool House Income	0	0	0.00%	0	0	0.00%	500
Other Funding Workcover Reimb	2,010	0	0.00%	7,140	0	0.00%	0
Total OTHER FUNDING	2,010	0	0.00%	7,140	0	0.00%	500
OTHER INCOME							
Other income:Dividends	0	0	0.00%	0	0	0.00%	75
Other income:Donations	0	63	-100.00%	0	1,926	-100.00%	2,500

Account	Actual	Budget	Variance (%)	YTD Actual	YTD Budget	Variance (%)	2024/25 Budget
Other income:Interest	12,879	10,500	22.65%	38,634	31,500	22.65%	126,000
Other income:Memberships	45	200	-77.28%	45	200	-77.28%	200
Total OTHER INCOME	12,924	10,763	20.08%	38,679	33,626	15.03%	128,775
Total Trading Income	392,474	396,977	-1.13%	1,147,627	1,192,068	-3.73%	5,028,958
Gross Surplus	392,474	396,977	-1.13%	1,147,627	1,192,068	-3.73%	5,028,958

Operating Expenses

ADMINISTRATION

Accounting/Bookkeeping	2,482	2,500	-0.73%	8,273	7,500	10.30%	30,000
Accounting Finance Contract	0	0	0.00%	800	0	0.00%	5,000
Advertising & Marketing:Advertising General	0	166	-100.00%	0	498	-100.00%	2,000
Advertising & Marketing:Marketing & Communication	0	416	-100.00%	0	1,248	-100.00%	5,000
Auditors:Auditors Financial	3,800	4,000	-5.00%	3,800	4,000	-5.00%	4,000
Bank Fees & Charges	406	375	8.16%	1,380	1,125	22.69%	4,500
Legal Services	0	0	0.00%	0	0	0.00%	3,000
Postage General	409	250	63.63%	833	750	11.01%	3,000
Printing & Stationery:Printing Stat Office Supplies	998	666	49.84%	1,949	1,998	-2.48%	8,000
Storage of Documents	80	66	21.94%	239	198	20.63%	800
Subscriptions/Memberships	0	0	0.00%	0	0	0.00%	7,500

CONSULTANTS

Consultants:HR & IR Contract	941	1,000	-5.94%	2,622	3,000	-12.60%	12,000
Consultants:Quality Audit Consultant	0	0	0.00%	0	5,000	-100.00%	8,000
Total CONSULTANTS	941	1,000	-5.94%	2,622	8,000	-67.23%	20,000

GOVERNANCE

Governance Expenses:AGM Expenses	0	0	0.00%	0	0	0.00%	1,000
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Account	Actual	Budget	Variance (%)	YTD Actual	YTD Budget	Variance (%)	2024/25 Budget
Governance Expenses:Board Meetings Expense/Catering	0	166	-100.00%	348	498	-30.13%	2,000
Governance Expenses:Catering Other Meetings etc	0	41	-100.00%	0	123	-100.00%	500
Governance Expenses:Governance Training	0	416	-100.00%	0	1,248	-100.00%	5,000
Total GOVERNANCE	0	623	-100.00%	348	1,869	-81.38%	8,500
INSURANCES							
Insurance Liability Cover	2,053	2,166	-5.22%	6,159	6,498	-5.22%	26,000
Insurance:Insurance Drouin	0	0	0.00%	0	0	0.00%	2,500
Insurance: Morwell	0	0	0.00%	0	0	0.00%	1,500
Insurance:Insurance Building Newborough	0	0	0.00%	0	0	0.00%	2,000
Insurance Trafalgar	0	0	0.00%	0	0	0.00%	300
Insurance:Insurance Building Welshpool	0	0	0.00%	0	0	0.00%	1,500
Total INSURANCES	2,053	2,166	-5.22%	6,159	6,498	-5.22%	33,800
Total ADMINISTRATION	11,169	12,228	-8.66%	26,402	33,684	-21.62%	135,100
PARTICIPANT SERVICES							
Client Services:Accommodation Welshpool	0	0	0.00%	0	0	0.00%	200
Client Services:Activities LV SSG	736	266	176.60%	1,052	798	31.84%	3,200
Client Services:Activities Trafalgar SSG	744	200	271.80%	1,676	600	179.27%	2,400
Client Services:Activities Wonthaggi SSG	244	291	-16.16%	877	873	0.50%	3,500
Client Services:Client Services NDIS Packages	15	41	-62.63%	30	123	-75.82%	500
Total PARTICIPANT SERVICES	1,739	798	117.87%	3,635	2,394	51.83%	9,800
MAINTENANCE/REPAIRS							
EQUIPMENT							
Maint Repairs Computer IT Support	586	0	0.00%	586	0	0.00%	0
Maint Repairs:Computer Software/Website	6,188	5,166	19.78%	15,146	15,498	-2.27%	62,000
Maint Repairs:Office Equip/Minor Purchases	0	83	-100.00%	55	249	-78.09%	1,000
Total EQUIPMENT	6,774	5,249	29.06%	15,787	15,747	0.26%	63,000

Account	Actual	Budget	Variance (%)	YTD Actual	YTD Budget	Variance (%)	2024/25 Budget
BUILDINGS							
Maint Repairs:Drouin Office	425	500	-14.92%	1,762	1,500	17.44%	6,000
Maint Repairs Morwell Office	370	350	5.65%	963	1,050	-8.33%	4,200
Maint Repairs:Building Newborough	283	416	-32.05%	674	1,248	-46.00%	5,000
Maint Repairs:Trafalgar Office	0	41	-100.00%	0	123	-100.00%	500
Maint Repairs:Welshpool House	0	0	0.00%	0	0	0.00%	500
Total BUILDINGS	1,078	1,307	-17.53%	3,398	3,921	-13.33%	16,200
Total MAINTENANCE/REPAIRS	7,852	6,556	19.77%	19,185	19,668	-2.45%	79,200
RENTS							
Rent:Rent Drouin Office	2,349	2,500	-6.06%	7,449	7,500	-0.68%	30,000
Rent:Rent LV SSG	0	0	0.00%	0	0	0.00%	1,000
Rent Morwell Office	4,098	4,166	-1.64%	12,293	12,498	-1.64%	50,000
Rent:Rent Trafalgar Office	0	0	0.00%	550	500	10.00%	500
Rent:Rent Wonthaggi SSG	0	0	0.00%	0	800	-100.00%	1,600
Total RENTS	6,446	6,666	-3.30%	20,292	21,298	-4.72%	83,100
SALARIES AND ONCOSTS							
Salary and Wages.: Administration	107,858	119,640	-9.85%	307,314	358,920	-14.38%	1,555,330
Salary and Wages.: NDIS	127,411	135,490	-5.96%	374,101	406,470	-7.96%	1,761,382
Salaries & Wages:Homecare Services	1,550	1,661	-6.67%	5,334	4,983	7.04%	21,600
Salary and Wages.: Social Support Groups	6,833	6,662	2.56%	19,313	19,986	-3.37%	86,607
Salaries & Wages Overheads:Personal leave	3,337	3,109	7.33%	10,011	9,327	7.33%	37,316
ABI Specialised Network Support	0	0	0.00%	0	0	0.00%	10,000
Salaries & Wages Overheads:Long Service Leave	12,471	13,454	-7.30%	12,471	13,454	-7.30%	53,816
Salaries & Wages Overheads:Staff Amenities	722	1,000	-27.81%	1,702	3,000	-43.25%	15,000
Salaries & Wages Overheads:Staff Recruitment	385	250	54.00%	385	750	-48.67%	3,000
Salaries & Wages Overheads:Staff Training Meetings & W:	940	833	12.81%	4,508	2,499	80.38%	20,000

Account	Actual	Budget	Variance (%)	YTD Actual	YTD Budget	Variance (%)	2024/25 Budget
Salaries & Wages Overheads Staff:Employee Asist Prog	0	0	0.00%	3,000	5,000	-40.00%	5,000
Salaries & Wages Overheads:CEO Conferences	0	666	-100.00%	0	1,998	-100.00%	8,000
Salaries & Wages Overheads:Superannuation	29,364	31,765	-7.56%	86,963	95,295	-8.74%	412,945
Salaries & Wages Overheads:Workcover Medical Costs	0	0	0.00%	855	0	0.00%	0
Salaries & Wages Overheads:Workcover Premium	11,492	10,910	5.34%	34,492	32,730	5.38%	130,923
Salaries & Wages Overheads:Annual leave	14,460	15,157	-4.60%	43,380	45,471	-4.60%	181,887
Salaries & Wages Overheads:Workcover Top Up	2,280	0	0.00%	7,029	0	0.00%	0
Sleepover Allowance:Sleep Over Allowances NDIS	0	166	-100.00%	0	498	-100.00%	2,000
Total SALARIES AND ONCOSTS	319,103	340,763	-6.36%	910,859	1,000,381	-8.95%	4,304,806
TELEPHONES AND ALLOWANCES							
TELEPHONES COSTS							
Telephone:Telephone Internet Drouin	280	333	-15.92%	840	999	-15.92%	4,000
Telephone Internet Office Morwell	1,105	1,166	-5.20%	3,333	3,498	-4.73%	14,000
Telephone Internet Office Newborough	120	116	3.45%	360	348	3.45%	1,400
Telephone:Telephone Office Trafalgar	0	41	-100.00%	0	123	-100.00%	500
Total TELEPHONES COSTS	1,505	1,656	-9.09%	4,533	4,968	-8.76%	19,900
TELEPHONE ALLOWANCES							
Telephone Allowances:Telephone Allow Admin	314	416	-24.56%	941	1,248	-24.56%	5,000
Telephone Allowances:Telephone Allow Wonth SS	20	20	0.00%	60	60	0.00%	240
Total TELEPHONE ALLOWANCES	334	436	-23.44%	1,001	1,308	-23.44%	5,240
Total TELEPHONES AND ALLOWANCES	1,839	2,092	-12.08%	5,534	6,276	-11.82%	25,140
TRAVEL ALLOWANCES							
Travel Allowance:Admin	5,769	5,538	4.17%	17,308	16,614	4.17%	72,000
Travel Allowance: NDIS	16,475	16,393	0.50%	46,943	49,179	-4.55%	213,116
Travel Allowance: SSG	0	33	-100.00%	0	99	-100.00%	400
Total TRAVEL ALLOWANCES	22,245	21,964	1.28%	64,250	65,892	-2.49%	285,516

Account	Actual	Budget	Variance (%)	YTD Actual	YTD Budget	Variance (%)	2024/25 Budget
UTILITIES							
Utilities:Drouin Council Rates	0	100	-100.00%	0	300	-100.00%	1,200
Utilities:Drouin Electricity	151	133	13.29%	520	399	30.31%	1,600
Utilities:Drouin Gas	0	133	-100.00%	493	399	23.45%	1,600
Utilities:Drouin Water Rates	0	100	-100.00%	16	300	-94.60%	1,200
Utilities Morwell Council Rates	0	416	-100.00%	1,134	1,248	-9.12%	5,000
Utilities Morwell Electricity	1,531	1,000	53.14%	1,531	1,000	53.14%	4,000
Utilities: Morwell Water Rates	0	125	-100.00%	382	375	1.89%	1,500
Utilities:Newborough Council Rates	0	83	-100.00%	892	249	258.03%	1,000
Utilities:Newborough Electricity	459	100	358.65%	459	300	52.88%	1,200
Utilities:Newborough Water Rates	0	125	-100.00%	370	375	-1.26%	1,500
Utility Expenses Rates Welshpool House	0	0	0.00%	0	1,800	-100.00%	1,800
Total UTILITIES	2,141	2,315	-7.53%	5,797	6,745	-14.06%	21,600
VEHICLES EXPENSES							
Vehicle Expenses:Motor Vehicle:Fuel MV	136	125	8.46%	449	375	19.77%	1,501
Vehicle Expenses:Motor Vehicle:Insurance MV	0	0	0.00%	5,980	3,400	75.87%	3,400
Vehicle Expenses:Motor Vehicle:Registration MV	408	166	145.48%	408	498	-18.17%	2,000
Vehicle Expenses:Motor Vehicle:Repairs & Maintenance M	0	208	-100.00%	255	624	-59.06%	2,500
Total VEHICLES EXPENSES	543	499	8.83%	7,092	4,897	44.82%	9,401
Depreciation	1,014	1,666	-39.15%	3,109	4,998	-37.79%	20,000
Total Operating Expenses	374,090	395,547	-5.42%	1,066,155	1,166,233	-8.58%	4,973,663
Net Surplus/(Deficit)	18,384	1,430	1185.62%	81,472	25,835	215.35%	55,295

Account	Actual	Budget	Variance (%)	YTD Actual	YTD Budget	Variance (%)	2024/25 Budget
OTHER INCOME							
Other income:Dividends	0	0	0%	0	0	0%	75
Other income:Donations	0	63	-100%	0	1,989	-100%	2,500
Other income:Interest	12,870	10,500	23%	51,503	42,000	23%	126,000
Other income:Memberships	0	0	0%	45	200	-77%	200
Total OTHER INCOME	12,870	10,563	22%	51,549	44,189	17%	128,775
Total Trading Income	508,197	530,430	-4%	1,645,715	1,722,498	-4%	5,028,958
Gross Surplus	508,197	530,430	-4%	1,645,715	1,722,498	-4%	5,028,958

Operating Expenses

ADMINISTRATION

Accounting/Bookkeeping	2,895	2,500	16%	11,168	10,000	12%	30,000
Accounting Finance Contract	0	0	0%	800	0	0%	5,000
Advertising & Marketing:Advertising General	0	166	-100%	0	664	-100%	2,000
Advertising & Marketing:Marketing & Commu	0	416	-100%	0	1,664	-100%	5,000
Auditors:Auditors Financial	0	0	0%	3,800	4,000	-5%	4,000
Bank Fees & Charges	524	375	40%	1,892	1,500	26%	4,500
Legal Services	0	0	0%	0	0	0%	3,000
Postage General	145	250	-42%	977	1,000	-2%	3,000
Printing & Stationery:Printing Stat Office Supp	455	666	-32%	2,421	2,664	-9%	8,000
Storage of Documents	78	66	18%	317	264	20%	800
Subscriptions/Memberships	0	4,000	-100%	0	4,000	-100%	7,500

CONSULTANTS

Account	Actual	Budget	Variance (%)	YTD Actual	YTD Budget	Variance (%)	2024/25 Budget
Consultants:HR & IR Contract	516	1,000	-48%	3,138	4,000	-22%	12,000
Consultants:Quality Audit Consultant	0	0	0%	0	5,000	-100%	8,000
Total CONSULTANTS	516	1,000	-48%	3,138	9,000	-65%	20,000
GOVERNANCE							
Governance Expenses:AGM Expenses	225	0	0%	225	0	0%	1,000
Governance Expenses:Board Meetings Expenses	143	166	-14%	490	664	-26%	2,000
Governance Expenses:Catering Other Meetings	0	41	-100%	0	164	-100%	500
Governance Expenses:Governance Training	0	416	-100%	0	1,664	-100%	5,000
Total GOVERNANCE	368	623	-41%	715	2,492	-71%	8,500
INSURANCES							
Insurance Liability Cover	2,053	2,166	-5%	8,212	8,664	-5%	26,000
Insurance:Insurance Drouin	1,716	2,500	-31%	1,716	2,500	-31%	2,500
Insurance: Morwell	0	1,500	-100%	0	1,500	-100%	1,500
Insurance:Insurance Building Newborough	0	2,000	-100%	0	2,000	-100%	2,000
Insurance Trafalgar	0	300	-100%	0	300	-100%	300
Insurance:Insurance Building Welshpool	0	1,500	-100%	0	1,500	-100%	1,500
Total INSURANCES	3,769	9,966	-62%	9,928	16,464	-40%	33,800
Total ADMINISTRATION	8,749	20,028	-56%	35,156	53,712	-35%	135,100
PARTICIPANT SERVICES							
Client Services:Accommodation Welshpool	0	0	0%	0	0	0%	200
Client Services:Activities LV SSG	96	266	-64%	1,148	1,064	8%	3,200
Client Services:Activities Trafalgar SSG	291	200	45%	1,966	800	146%	2,400
Client Services:Activities Wonthaggi SSG	640	291	120%	1,517	1,164	30%	3,500
Client Services:Client Services NDIS Package	0	41	-100%	30	164	-82%	500

Account	Actual	Budget	Variance (%)	YTD Actual	YTD Budget	Variance (%)	2024/25 Budget
Total PARTICIPANT SERVICES	1,026	798	29%	4,661	3,192	46%	9,800
MAINTENANCE/REPAIRS							
EQUIPMENT							
Maint Repairs Computer IT Support	0	0	0%	586	0	0%	0
Maint Repairs:Computer Software/Website	4,394	5,166	-15%	19,540	20,664	-5%	62,000
Maint Repairs:Office Equip/Minor Purchases	0	83	-100%	55	332	-84%	1,000
Total EQUIPMENT	4,394	5,249	-16%	20,181	20,996	-4%	63,000
BUILDINGS							
Maint Repairs:Drouin Office	626	500	25%	2,388	2,000	19%	6,000
Maint Repairs Morwell Office	397	350	13%	1,360	1,400	-3%	4,200
Maint Repairs:Building Newborough	478	416	15%	1,152	1,664	-31%	5,000
Maint Repairs:Trafalgar Office	0	41	-100%	0	164	-100%	500
Maint Repairs:Welshpool House	0	0	0%	0	0	0%	500
Total BUILDINGS	1,501	1,307	15%	4,899	5,228	-6%	16,200
Total MAINTENANCE/REPAIRS	5,895	6,556	-10%	25,080	26,224	-4%	79,200
RENTS							
Rent:Rent Drouin Office	2,349	2,500	-6%	9,798	10,000	-2%	30,000
Rent:Rent LV SSG	0	0	0%	0	0	0%	1,000
Rent Morwell Office	4,098	4,166	-2%	16,391	16,664	-2%	50,000
Rent:Rent Trafalgar Office	0	0	0%	550	500	10%	500
Rent:Rent Wonthaggi SSG	0	0	0%	0	800	-100%	1,600
Total RENTS	6,446	6,666	-3%	26,739	27,964	-4%	83,100
SALARIES AND ONCOSTS							

Account	Actual	Budget	Variance (%)	YTD Actual	YTD Budget	Variance (%)	2024/25 Budget	
Salary and Wages.: Administration	160,248	179,461	-11%	467,562	538,381	-13%	1,555,330	could be due uptake of AL and no bonuses
Salary and Wages.: NDIS	189,693	203,236	-7%	563,794	609,706	-8%	1,761,382	46k down on budget
Salaries & Wages:Homecare Services	3,219	2,492	29%	8,553	7,475	14%	21,600	
Salary and Wages.: Social Support Groups	10,306	9,993	3%	29,618	29,979	-1%	86,607	
Salaries & Wages Overheads:Personal leave	3,337	3,109	7%	13,348	12,436	7%	37,316	
ABI Specialised Network Support	0	0	0%	0	0	0%	10,000	
Salaries & Wages Overheads:Long Service L	0	0	0%	12,472	13,454	-7%	53,816	
Salaries & Wages Overheads:Staff Amenities	657	1,000	-34%	2,359	4,000	-41%	15,000	
Salaries & Wages Overheads:Staff Recruitment	0	250	-100%	385	1,000	-62%	3,000	
Salaries & Wages Overheads:Staff Training M	196	5,833	-97%	4,813	8,332	-42%	20,000	
Salaries & Wages Overheads Staff:Employee	0	0	0%	3,000	5,000	-40%	5,000	
Salaries & Wages Overheads:CEO Conferen	0	666	-100%	0	2,664	-100%	8,000	
Salaries & Wages Overheads:Superannuation	43,964	47,647	-8%	130,927	142,942	-8%	412,945	
Salaries & Wages Overheads:Workcover Me	0	0	0%	855	0	0%	0	
Salaries & Wages Overheads:Workcover Pre	11,495	10,910	5%	45,987	43,640	5%	130,923	
Salaries & Wages Overheads:Annual leave	14,460	15,157	-5%	57,840	60,628	-5%	181,887	
Salaries & Wages Overheads:Workcover Top	2,880	0	0%	9,909	0	0%	0	
Sleepover Allowance:Sleep Over Allowances	0	166	-100%	0	664	-100%	2,000	
Total SALARIES AND ONCOSTS	440,454	479,920	-8%	1,351,422	1,480,301	-9%	4,304,806	
TELEPHONES AND ALLOWANCES								
TELEPHONES COSTS								
Telephone:Telephone Internet Drouin	280	333	-16%	1,120	1,332	-16%	4,000	
Telephone Internet Office Morwell	1,128	1,166	-3%	4,461	4,664	-4%	14,000	

Account	Actual	Budget	Variance (%)	YTD Actual	YTD Budget	Variance (%)	2024/25 Budget
Telephone Internet Office Newborough	120	116	3%	480	464	3%	1,400
Telephone:Telephone Office Trafalgar	0	41	-100%	0	164	-100%	500
Total TELEPHONES COSTS	1,528	1,656	-8%	6,061	6,624	-9%	19,900
TELEPHONE ALLOWANCES							
Telephone Allowances:Telephone Allow Adm	462	416	11%	1,403	1,664	-16%	5,000
Telephone Allowances:Telephone Allow Won	30	20	50%	90	80	13%	240
Total TELEPHONE ALLOWANCES	492	436	13%	1,493	1,744	-14%	5,240
Total TELEPHONES AND ALLOWANCES	2,020	2,092	-3%	7,554	8,368	-10%	25,140
TRAVEL ALLOWANCES							
Travel Allowance:Admin	8,654	8,308	4%	25,961	24,922	4%	72,000
Travel Allowance: NDIS	23,319	24,590	-5%	70,262	73,769	-5%	213,116
Travel Allowance: SSG	0	33	-100%	0	132	-100%	400
Total TRAVEL ALLOWANCES	31,973	32,931	-3%	96,224	98,823	-3%	285,516
UTILITIES							
Utilities:Drouin Council Rates	0	100	-100%	0	400	-100%	1,200
Utilities:Drouin Electricity	154	133	16%	674	532	27%	1,600
Utilities:Drouin Gas	355	133	167%	848	532	59%	1,600
Utilities:Drouin Water Rates	17	100	-83%	33	400	-92%	1,200
Utilities Morwell Council Rates	0	416	-100%	1,134	1,664	-32%	5,000
Utilities Morwell Electricity	0	0	0%	1,531	1,000	53%	4,000
Utilities: Morwell Water Rates	0	125	-100%	382	500	-24%	1,500
Utilities:Newborough Council Rates	0	83	-100%	892	332	169%	1,000
Utilities:Newborough Electricity	0	100	-100%	459	400	15%	1,200
Utilities:Newborough Water Rates	0	125	-100%	370	500	-26%	1,500

Account	Actual	Budget	Variance (%)	YTD Actual	YTD Budget	Variance (%)	2024/25 Budget
Utility Expenses Rates Welshpool House	1,044	0	0%	1,044	1,800	-42%	1,800
Total UTILITIES	1,570	1,315	19%	7,366	8,060	-9%	21,600
VEHICLES EXPENSES							
Vehicle Expenses:Motor Vehicle:Fuel MV	132	125	5%	581	500	16%	1,501
Vehicle Expenses:Motor Vehicle:Insurance M	0	0	0%	5,980	3,400	76%	3,400
Vehicle Expenses:Motor Vehicle:Registration	0	166	-100%	408	664	-39%	2,000
Vehicle Expenses:Motor Vehicle:Repairs & M	23	208	-89%	279	832	-67%	2,500
Total VEHICLES EXPENSES	155	499	-69%	7,247	5,396	34%	9,401
Depreciation	1,131	1,666	-32%	4,240	6,664	-36%	20,000
Total Operating Expenses	499,419	552,471	-10%	1,565,689	1,718,704	-9%	4,973,663
Net Surplus/(Deficit)	8,779	#####	-140%	80,027	3,794	2009%	55,295

Business Plan

Op Shop - Recycle Me

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The Business

Registration Detail

Business Name: Headway Gippsland Inc.
Date Registered: 8 May 2000
State Registered: Victoria
ABN: 16 523 652 920
ACN: n/a

Licenses & Permits

TBC

Contact Details

Name: Jenelle Henry
Phone: 0400 341 544
Email: j.henry@headwaygippsland.org.au
Address: 16 Sinclair Street Drouin

Online & Social Media Details

Website: www.headwaygippsland.org.au
Facebook: [Headway Gippsland](#)
Instagram: [headwaygippsland](#)

Plan Summary

What Our Business Does

We operate a second-hand shop, offering a range of donated goods including clothing, furniture, and household items to support community initiatives and promote sustainability.

Our Target Market

individuals and families looking for affordable, sustainable shopping options as well as those interested in supporting charitable causes.

Our Unique Selling Point

Every purchase contributes to the long-term financial sustainability of Headway Gippsland Inc., promoting sustainability through recycling and reuse.

Our Business Goals

To establish a successful retail outlet that generates funds for the long-term sustainability of Headway Gippsland Inc., and community initiatives while promoting sustainable shopping practices.

Our Why

We are driven by a passion to support sustainability practising, ensuring the long-term financial sustainability for Headway outside of the NDIS.

Long-term goals; to become a leading second-hand shop in our area, known for exceptional customer service and impactful community contribution, while promoting sustainable practices.

Our Mission

Purpose: We provide affordable second-hand goods to the community while reinvesting profits with an emphasis on showcasing the talents and abilities of those with disabilities, being an inclusion organisation that supports and promotes the rights and values of those with disabilities.

Operations

Products & Services

Product/Service	Description	Price Point
Clothing	Gently used clothing for men, women and children	Starting at \$5 per item
Furniture	Second-hand furniture items including chairs tables etc.	Various
Household /Kitchen wares crockery, cutlery, vases, mugs, glasses etc		Various

Sales & Distribution Channels

Channel	Used For	Details
In-shop sales	Direct customer sales	Shop front
Community events	Promotion and sales	Participate in local events/hold local events

Future

Online shop - expanding reach website to list and sell select items.

Information Management

Investigate the use of Our current CRM and Xero.

Assets

Premise	Lease a building with good foot traffic, close to public transport and road traffic visibility, and parking.
Stock & Inventory	Manage stock and inventory efficiently to ensure sufficient turnover and stock management

Equipment

Equipment	Cost
Point of sale system	Unknown
Furniture for shop/display	\$10,000 (estimates)
Cleaning equipment (washing machines, irons etc.)	\$5,000 (estimate)
Music equipment/ TVs	\$1,000

Key People

Our current capabilities, management, support staff (Life Skills Officers), media, IT and finance.

Role	Skills & Experience
Op Shop Coordinator	Retail management, community connections, visual merchandising experience, working with people with disabilities
Volunteers	Customer service, organisation

The Market

The Problem

Many community members struggle to find affordable, quality second-hand goods, leading to increased financial strain, providing opportunities for people with disabilities to become actively engaged in the local community, opportunities to develop retail skills and experience.

Our Solution

Provide a way for people with disabilities to be actively engaged in meaningful ways and activities, co-design the functions of the op shop with input from those with disabilities.

Provide opportunities to enhance skill development with the intent for long term sustainable employment.

Provide a cost-effective way for community members to recycle and reuse goods.

Contribute positively to the environment through good sustainability practices.

Our Target Market

Individuals aged 18 plus, with various income levels, but directly considering the DSP and those eco-conscious consumers. Target and influence those socially aware community members whose shopping practices are providing a direct impact on those we support.

Advertising & Promotion

Channel	Used For	Details
Social media	Awareness and product engagement	Use of Facebook and Instagram
Local community events	Promotion of shop initiatives	Local events

The Competition

Competition

Competitor Name	Strengths	Weaknesses	What We'll Do Differently
Mawarra (Vintage Vibes)	Community connected, known in the community. Big space and warehouse.		Visual merchandiser skills, launder items.
Australian Red Cross	Value and trust/ support individuals and families. Location.		Visual mechaniser skills, launder items.
Vinnies	Value and trust/ supports individuals and families. Location.		Visual merchandiser skills, launder items.
Salvos	Value and trust, location.		Visual merchandiser skills, launder items.
Olivia's Place	Well supported by local community.		Visual merchandiser skills, launder items.

SWOT Analysis

Strengths	Affordable items, high quality (gently used) vibrant and attractive, using skills in design and deliverables of the items, internal infrastructure already such as payroll, media, IT and finance.
Weaknesses	The ability to attract suitable volunteers, the ability to find a suitable location that can serve a variety of purposes.
Opportunities	Interest in sustainability, the opportunity to provide meaningful employment/opportunities/ skill development for people with disabilities, opportunity to develop a shop/ that is the first of its kind with consideration to sensory issues and mobility impairments.
Threats	Competition, lack of exposure, foot traffic, parking and accessibility, community engagement.

Addressing Weaknesses & Threats

Appropriate insurances, strong policies and procedures, good and open supervision, supportive and inclusive environment.

Risk Management

Risk Assessment

Risk/Impact Description	Likelihood	What We'll Do To Reduce This Risk
Reduced donations	Medium	Launch community engagement initiatives
Waste or inappropriate donations	High	Education, signage

Vandalism or theft	Medium	Surveillance cameras, location, other business open at other times, insurance
Inappropriate use of equipment	Medium	Support, training
Volunteers (finding and keeping)	Medium	Support, recognition and reward

Insurance

Check existing policies add variations and include new as appropriate.

Laws We Will Need To Comply With

Our constitution, charitable guidelines and recommendations, retail laws, OHS laws and award conditions, NDIS pricing and appropriate NDIS registration. GST, local government.

Goals & Actions

Goals For 2025

Goal 1	Find suitable premises to lease.
Goal 2	Recruitment, set up, exposure and marketing
Goal 3	Open and operating building profitability and goods for sale, consignment options for people with disabilities to sell homemade goods

Goals For 2026

Goal 1	Obtain registration to offer employment opportunities.
Goal 2	Develop an appropriate training manual to support growth further.
Goal 3	People with disabilities run business with limited support

The Finances

Start-up needed

Start-up costs

Lease (per annum)	\$35,000
Wages - Op Shop Coordinator (per annum)	\$70,000
IT setup costs (one off)	\$6,000
Other setup costs (one off)	\$25,000
Waste costs/utilities/amenities/IT software charges (per annum)	\$10,000
Total	\$146,000

On going commitment \$115,000 per annum.

Assumption One

Gross sales (weekly) \$1,000	
NDIS supports provided (yearly)	\$64,857

4 hours per day x 5 days per week = 20 hours, @ \$67.56 per hour = \$1,351.20 per week, x 48 weeks per year (this assumption is that the person is charged at a one on one rate with our op shop manager/coordinator), these figures would change significantly if we needed to supply additional staff. Profit of \$8 per hours (\$7,680)	
Yearly sales x 48 weeks shop is open	\$48,000
Total (\$64,857 +\$48,000 = \$112,857)	\$112,857

Assumption Two

Gross sales (weekly) \$1,500	
NDIS supports provided (yearly) 4 hours per day x 5 days per week x 2 persons (this assumption is that the person is charged at a one to two staff rate with our op shop manager/coordinator) these figures would change significantly if we needed to supply additional staff. Service Details: The 04_104_0125_6_1 support item is pivotal for participants requiring assistance to engage in community, social, and recreational activities from Monday to Friday during daytime.	\$64,857
\$1,500 x 48 weeks open per year	\$72,000
Total	\$136,857

Assumption Three

As above but with adding in additional nighttime activities, such as:

- get-togethers
- trivia nights
- fashion nights
- workshops
- DIY
- art shows
- how to workshops?

Spin-Offs

Might include but not limited to:

- Increased exposure, more participants choosing Headway Gippsland Inc., and increase in one-on-one supports.
- Increase in Plan Management service provision, closer connections to community, publicity, greater networking opportunities.

Profit & Loss Forecast

Our forecast profit/loss for the next 3 years:

<i>Income</i>	2025	2026	2027
Gross profit/net sales (goods)	\$48,000	\$72,000	\$96,000
Gross profit staffing (CPI 3%)	\$64,857	\$67,000	\$69,000

Total	\$112,857	\$139,000	\$165,000
<i>Expenses</i>			
Total expenses (CPI 4%)	\$115,000	\$120,000	\$125,000
<i>Net profit/loss</i>	<i>-\$3,000</i>	<i>\$19,000</i>	<i>\$40,000</i>

Board Of Directors Calendar 2025

Month	Meeting Type	Date	Location	Performance & Compliance		Tasks/ Events
				Reports To Board	CEO Performance Indicators	
January	n/a	n/a	n/a			
February	Bi-Monthly	20-Feb, 5.30pm	tbc	- CEO Report - Financial Reports		
March	Planning (with Jenny, Not For Profit Training) - tbc	tbc	Morwell			- Development of Strategic Plan and Business Plan, consultant to be provided
April	Bi-Monthly	17-Apr, 5.30pm	tbc	- Budget presentation - CEO Report - Financial Report		- Budget preparation timetable
May	TBA	9-May, time TBA	TBA			- Constituional review
June	Bi-Monthly	19-Jun, 5.30pm	Morwell	- Budget 2024/25 - CEO Report - Financial Reports		- Risk Register review
July	n/a	n/a	n/a			
August	Bi-Monthly	21-Aug, 5.30pm	tbc	- CEO Report - Financial Report		
September	n/a	n/a	n/a	n/a		

Month	Meeting Type	Date	Location	Performance & Compliance		Tasks/ Events
				Reports To Board	CEO Performance Indicators	
October	AGM & Bi-Monthly	16-Oct, time TBA	tbc	- CEO Report - Financial Report		- AGM and AGM/Board meeting - Board elections - Board nominations - EOFY audited financials confirmation
November	Bi-Monthly	20-Nov, 5.30pm	tbc	- CEO/Financial reports		- Staff bonus and CPI resolutions
December	n/a	n/a	n/a			

Legend	
	Bi Monthly meetings
	Additional meetings
	Audit & Risk Subcommitte meetings
	Governance Subcommittee meetings

Purpose Statement for Headway Gippsland's Constitution

1. To provide services for people with disabilities and Acquired Brain Injuries (ABI) to assist them to live independently to enable fulfilment.
2. Advocate for people with disabilities and ABI.
3. To assist people with disabilities and ABI in identifying their needs.
4. To ensure the financial stability of the organisation.
5. To encourage community connection.
6. Other activities, including commercial and fundraising activities to support our purposes as listed in 1-5 above.

Profit & Loss (Budget vs Actual)

Headway Gippsland Inc

For the month ended 31 October 2024

Account	Actual	Budget	Variance (%)	YTD Actual	YTD Budget	Variance (%)	2024/25 Budget
Trading Income							
NDIS SERVICES							
3NDIS Services:NDIS Plan Man Fees	99,821	102,256	-2%	399,322	409,024	-2%	1,227,079
3NDIS Services:NDIS Plan Man Set Up Fees	12,453	9,294	34%	41,497	37,176	12%	111,528
3NDIS Services:NDIS Personal Services	283,138	315,000	-10%	840,823	946,800	-11%	2,737,990
3NDIS Services NDIS Home Care	4,845	2,200	120%	13,534	8,300	63%	30,240
3NDIS Services:NDIS SSG Income	13,960	12,461	12%	43,598	37,385	17%	108,000
3NDIS Services:NDIS Support Co_Ord Fee	79,458	78,000	2%	240,707	237,000	2%	676,946
Total NDIS SERVICES	493,676	519,211	-5%	1,579,481	1,675,685	-6%	4,891,783
PARTICIPANT CONTRIBUTIONS							
Client Contributions:Client Contributions Latrc	731	166	340%	1,465	664	121%	2,000
Client Contributions:Client Contributions Trafz	107	208	-49%	566	832	-32%	2,500
Client Contributions:Client Contributions Won	238	266	-11%	939	1,064	-12%	3,200
Client Contributions:Sponsorships/Fundraisin	0	16	-100%	4,000	64	6150%	200
Total PARTICIPANT CONTRIBUTIONS	1,076	656	64%	6,970	2,624	166%	7,900
OTHER FUNDING							
Other Funding:Welshpool House Income	0	0	0%	0	0	0%	500
Other Funding Workcover Reimb	576	0	0%	7,716	0	0%	0

3 pay month, 107k down on budget, net 54k service increasing

Account	Actual	Budget	Variance (%)	YTD Actual	YTD Budget	Variance (%)	2024/25 Budget
Total OTHER FUNDING	576	0	0%	7,716	0	0%	500
OTHER INCOME							
Other income:Dividends	0	0	0%	0	0	0%	75
Other income:Donations	0	63	-100%	0	1,989	-100%	2,500
Other income:Interest	12,870	10,500	23%	51,503	42,000	23%	126,000
Other income:Memberships	0	0	0%	45	200	-77%	200
Total OTHER INCOME	12,870	10,563	22%	51,549	44,189	17%	128,775
Total Trading Income	508,197	530,430	-4%	1,645,715	1,722,498	-4%	5,028,958
Gross Surplus	508,197	530,430	-4%	1,645,715	1,722,498	-4%	5,028,958

Operating Expenses

ADMINISTRATION

Accounting/Bookkeeping	2,895	2,500	16%	11,168	10,000	12%	30,000
Accounting Finance Contract	0	0	0%	800	0	0%	5,000
Advertising & Marketing:Advertising General	0	166	-100%	0	664	-100%	2,000
Advertising & Marketing:Marketing & Commu	0	416	-100%	0	1,664	-100%	5,000
Auditors:Auditors Financial	0	0	0%	3,800	4,000	-5%	4,000
Bank Fees & Charges	524	375	40%	1,892	1,500	26%	4,500
Legal Services	0	0	0%	0	0	0%	3,000
Postage General	145	250	-42%	977	1,000	-2%	3,000
Printing & Stationery:Printing Stat Office Supl	455	666	-32%	2,421	2,664	-9%	8,000

Account	Actual	Budget	Variance (%)	YTD Actual	YTD Budget	Variance (%)	2024/25 Budget
Storage of Documents	78	66	18%	317	264	20%	800
Subscriptions/Memberships	0	4,000	-100%	0	4,000	-100%	7,500
CONSULTANTS							
Consultants:HR & IR Contract	516	1,000	-48%	3,138	4,000	-22%	12,000
Consultants:Quality Audit Consultant	0	0	0%	0	5,000	-100%	8,000
Total CONSULTANTS	516	1,000	-48%	3,138	9,000	-65%	20,000
GOVERNANCE							
Governance Expenses:AGM Expenses	225	0	0%	225	0	0%	1,000
Governance Expenses:Board Meetings Expenses	143	166	-14%	490	664	-26%	2,000
Governance Expenses:Catering Other Meetings	0	41	-100%	0	164	-100%	500
Governance Expenses:Governance Training	0	416	-100%	0	1,664	-100%	5,000
Total GOVERNANCE	368	623	-41%	715	2,492	-71%	8,500
INSURANCES							
Insurance Liability Cover	2,053	2,166	-5%	8,212	8,664	-5%	26,000
Insurance:Insurance Drouin	1,716	2,500	-31%	1,716	2,500	-31%	2,500
Insurance: Morwell	0	1,500	-100%	0	1,500	-100%	1,500
Insurance:Insurance Building Newborough	0	2,000	-100%	0	2,000	-100%	2,000
Insurance Trafalgar	0	300	-100%	0	300	-100%	300
Insurance:Insurance Building Welshpool	0	1,500	-100%	0	1,500	-100%	1,500
Total INSURANCES	3,769	9,966	-62%	9,928	16,464	-40%	33,800
Total ADMINISTRATION	8,749	20,028	-56%	35,156	53,712	-35%	135,100
PARTICIPANT SERVICES							

Account	Actual	Budget	Variance (%)	YTD Actual	YTD Budget	Variance (%)	2024/25 Budget
Client Services:Accommodation Welshpool	0	0	0%	0	0	0%	200
Client Services:Activities LV SSG	96	266	-64%	1,148	1,064	8%	3,200
Client Services:Activities Trafalgar SSG	291	200	45%	1,966	800	146%	2,400
Client Services:Activities Wonthaggi SSG	640	291	120%	1,517	1,164	30%	3,500
Client Services:Client Services NDIS Package	0	41	-100%	30	164	-82%	500
Total PARTICIPANT SERVICES	1,026	798	29%	4,661	3,192	46%	9,800
MAINTENANCE/REPAIRS							
EQUIPMENT							
Maint Repairs Computer IT Support	0	0	0%	586	0	0%	0
Maint Repairs:Computer Software/Website	4,394	5,166	-15%	19,540	20,664	-5%	62,000
Maint Repairs:Office Equip/Minor Purchases	0	83	-100%	55	332	-84%	1,000
Total EQUIPMENT	4,394	5,249	-16%	20,181	20,996	-4%	63,000
BUILDINGS							
Maint Repairs:Drouin Office	626	500	25%	2,388	2,000	19%	6,000
Maint Repairs Morwell Office	397	350	13%	1,360	1,400	-3%	4,200
Maint Repairs:Building Newborough	478	416	15%	1,152	1,664	-31%	5,000
Maint Repairs:Trafalgar Office	0	41	-100%	0	164	-100%	500
Maint Repairs:Welshpool House	0	0	0%	0	0	0%	500
Total BUILDINGS	1,501	1,307	15%	4,899	5,228	-6%	16,200
Total MAINTENANCE/REPAIRS	5,895	6,556	-10%	25,080	26,224	-4%	79,200
RENTS							
Rent:Rent Drouin Office	2,349	2,500	-6%	9,798	10,000	-2%	30,000

Account	Actual	Budget	Variance (%)	YTD Actual	YTD Budget	Variance (%)	2024/25 Budget	
Rent:Rent LV SSG	0	0	0%	0	0	0%	1,000	
Rent Morwell Office	4,098	4,166	-2%	16,391	16,664	-2%	50,000	
Rent:Rent Trafalgar Office	0	0	0%	550	500	10%	500	
Rent:Rent Wonthaggi SSG	0	0	0%	0	800	-100%	1,600	
Total RENTS	6,446	6,666	-3%	26,739	27,964	-4%	83,100	
SALARIES AND ONCOSTS								
Salary and Wages.: Administration	160,248	179,461	-11%	467,562	538,381	-13%	1,555,330	could be due uptake of AL and no bonuses
Salary and Wages.: NDIS	189,693	203,236	-7%	563,794	609,706	-8%	1,761,382	46k down on budget
Salaries & Wages:Homecare Services	3,219	2,492	29%	8,553	7,475	14%	21,600	
Salary and Wages.: Social Support Groups	10,306	9,993	3%	29,618	29,979	-1%	86,607	
Salaries & Wages Overheads:Personal leave	3,337	3,109	7%	13,348	12,436	7%	37,316	
ABI Specialised Network Support	0	0	0%	0	0	0%	10,000	
Salaries & Wages Overheads:Long Service L	0	0	0%	12,472	13,454	-7%	53,816	
Salaries & Wages Overheads:Staff Amenities	657	1,000	-34%	2,359	4,000	-41%	15,000	
Salaries & Wages Overheads:Staff Recruitment	0	250	-100%	385	1,000	-62%	3,000	
Salaries & Wages Overheads:Staff Training M	196	5,833	-97%	4,813	8,332	-42%	20,000	
Salaries & Wages Overheads Staff:Employee	0	0	0%	3,000	5,000	-40%	5,000	
Salaries & Wages Overheads:CEO Conferen	0	666	-100%	0	2,664	-100%	8,000	
Salaries & Wages Overheads:Superannuatio	43,964	47,647	-8%	130,927	142,942	-8%	412,945	
Salaries & Wages Overheads:Workcover Me	0	0	0%	855	0	0%	0	
Salaries & Wages Overheads:Workcover Pre	11,495	10,910	5%	45,987	43,640	5%	130,923	
Salaries & Wages Overheads:Annual leave	14,460	15,157	-5%	57,840	60,628	-5%	181,887	

Account	Actual	Budget	Variance (%)	YTD Actual	YTD Budget	Variance (%)	2024/25 Budget
Salaries & Wages Overheads:Workcover Top	2,880	0	0%	9,909	0	0%	0
Sleepover Allowance:Sleep Over Allowances	0	166	-100%	0	664	-100%	2,000
Total SALARIES AND ONCOSTS	440,454	479,920	-8%	1,351,422	1,480,301	-9%	4,304,806
TELEPHONES AND ALLOWANCES							
TELEPHONES COSTS							
Telephone:Telephone Internet Drouin	280	333	-16%	1,120	1,332	-16%	4,000
Telephone Internet Office Morwell	1,128	1,166	-3%	4,461	4,664	-4%	14,000
Telephone Internet Office Newborough	120	116	3%	480	464	3%	1,400
Telephone:Telephone Office Trafalgar	0	41	-100%	0	164	-100%	500
Total TELEPHONES COSTS	1,528	1,656	-8%	6,061	6,624	-9%	19,900
TELEPHONE ALLOWANCES							
Telephone Allowances:Telephone Allow Adm	462	416	11%	1,403	1,664	-16%	5,000
Telephone Allowances:Telephone Allow Won	30	20	50%	90	80	13%	240
Total TELEPHONE ALLOWANCES	492	436	13%	1,493	1,744	-14%	5,240
Total TELEPHONES AND ALLOWANCES	2,020	2,092	-3%	7,554	8,368	-10%	25,140
TRAVEL ALLOWANCES							
Travel Allowance:Admin	8,654	8,308	4%	25,961	24,922	4%	72,000
Travel Allowance: NDIS	23,319	24,590	-5%	70,262	73,769	-5%	213,116
Travel Allowance: SSG	0	33	-100%	0	132	-100%	400
Total TRAVEL ALLOWANCES	31,973	32,931	-3%	96,224	98,823	-3%	285,516
UTILITIES							
Utilities:Drouin Council Rates	0	100	-100%	0	400	-100%	1,200

Account	Actual	Budget	Variance (%)	YTD Actual	YTD Budget	Variance (%)	2024/25 Budget
Utilities:Drouin Electricity	154	133	16%	674	532	27%	1,600
Utilities:Drouin Gas	355	133	167%	848	532	59%	1,600
Utilities:Drouin Water Rates	17	100	-83%	33	400	-92%	1,200
Utilities Morwell Council Rates	0	416	-100%	1,134	1,664	-32%	5,000
Utilities Morwell Electricity	0	0	0%	1,531	1,000	53%	4,000
Utilities: Morwell Water Rates	0	125	-100%	382	500	-24%	1,500
Utilities:Newborough Council Rates	0	83	-100%	892	332	169%	1,000
Utilities:Newborough Electricity	0	100	-100%	459	400	15%	1,200
Utilities:Newborough Water Rates	0	125	-100%	370	500	-26%	1,500
Utility Expenses Rates Welshpool House	1,044	0	0%	1,044	1,800	-42%	1,800
Total UTILITIES	1,570	1,315	19%	7,366	8,060	-9%	21,600
VEHICLES EXPENSES							
Vehicle Expenses:Motor Vehicle:Fuel MV	132	125	5%	581	500	16%	1,501
Vehicle Expenses:Motor Vehicle:Insurance M	0	0	0%	5,980	3,400	76%	3,400
Vehicle Expenses:Motor Vehicle:Registration	0	166	-100%	408	664	-39%	2,000
Vehicle Expenses:Motor Vehicle:Repairs & M	23	208	-89%	279	832	-67%	2,500
Total VEHICLES EXPENSES	155	499	-69%	7,247	5,396	34%	9,401
Depreciation	1,131	1,666	-32%	4,240	6,664	-36%	20,000
Total Operating Expenses	499,419	552,471	-10%	1,565,689	1,718,704	-9%	4,973,663
Net Surplus/(Deficit)	8,779	(22,041)	-140%	80,027	3,794	2009%	55,295