

# ANNUAL REPORT 2018-2019

38th  
AGM



**HEADWAY**  
GIPPSLAND INC.





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Incorporation No. A0027475H

**Front photo:** Ines McCausland, Trafalgar Social Support Group participant.

**Left:** Latrobe Valley Social Support Group participant Tim 'Spud' McMillan and volunteer Jo Jones.

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**Left:** Latrobe Valley Social Support Group participant Tony Hendricks.

**Right:** Headway volunteers Judy Hall, John Gatt and Jo Jones.

# MISSION AND VISION

Headway Gippsland Inc. was established in 1981 and is a not for profit community organisation, assisting people with Acquired Brain Injury and other disabilities, and their families.

## Our Mission Statement

Our mission is to provide exceptional services to individuals with an acquired brain injury (ABI) and/or other disabilities to enable participation in all aspects of community life.

## Our Vision

Our vision is a society inclusive for all.

## Our Values

- The person comes first
- Support carers
- Empower participants
- Inclusion
- Strive for excellence
- Achieve outcomes
- Respect
- Share our knowledge

## Our Philosophy

- 1 People with disabilities are individuals who have the inherent right to respect, for their human worth and dignity.
- 2 People with disabilities and their families have the same rights and responsibilities as all members of society.
- 3 Services provided for people with disabilities should respond to the need of the individual and support them to attain their full potential in their physical, social, emotional, cognitive, cultural and spiritual development and an optimum quality of life.





# Services

Participants who are eligible for the National Disability Insurance Scheme can exercise choice and control over the services they receive. Headway Gippsland Inc. is a leading provider of services under the NDIS scheme and is able to support participants to live the life they choose. A range of supports are offered including:

- One on one support
- Social support activities
- Community access
- Support coordination to implement participant plans
- Plan management as a financial intermediary
- Short stay trips
- Skills development
- Social evenings

## Social Support Services

Social Support Programs promote the development and maintenance of appropriate social skills. The service provides social and recreational activities in five locations across Gippsland, one day per week.

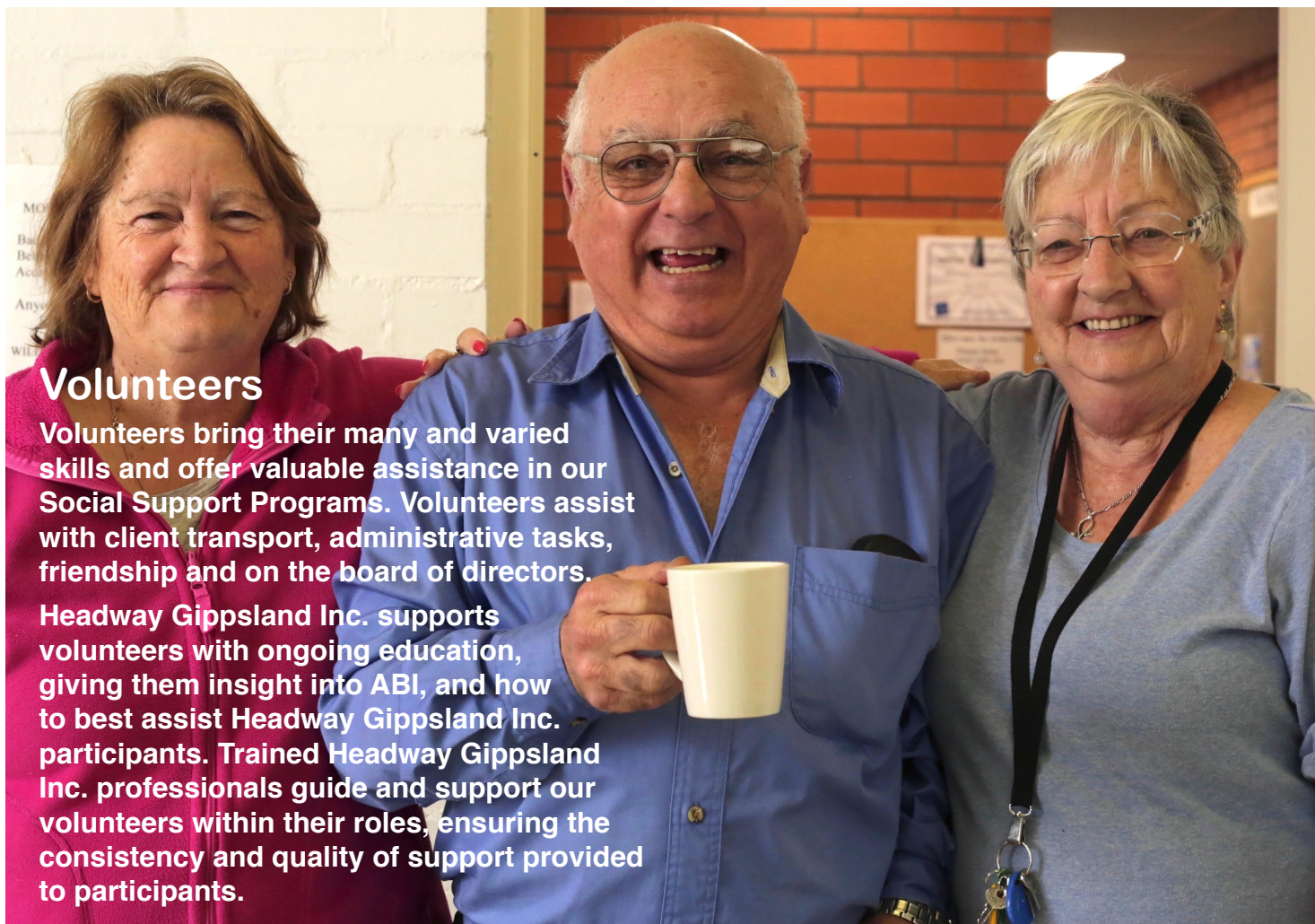
## Carer Support

Carer Support Groups provide compassion, empathy and problem solving to family carers across Gippsland. There are Carer Support Groups who meet regularly with guest speakers, pampering days, outings and respite. Carers receive peer support from members who have experienced similar problems.

## Volunteers

Volunteers bring their many and varied skills and offer valuable assistance in our Social Support Programs. Volunteers assist with client transport, administrative tasks, friendship and on the board of directors.

Headway Gippsland Inc. supports volunteers with ongoing education, giving them insight into ABI, and how to best assist Headway Gippsland Inc. participants. Trained Headway Gippsland Inc. professionals guide and support our volunteers within their roles, ensuring the consistency and quality of support provided to participants.



**BOARD OF DIRECTORS**  
**Annual General Meeting**  
**Agenda**

<b>Meeting:</b>	Board of Directors	<b>Date:</b>	Monday, 28 October 2019
<b>Meeting No.:</b>	01/2019	<b>Time:</b>	1.00pm
<b>Chair:</b>	Maxine Davies	<b>Venue:</b>	Trafalgar Community Centre

**MEMBERS IN ATTENDANCE:**

Maxine Davies	Board Director/Chair
Debbra O'Keefe	Board Director/Secretary
Edwin Vandenberg	Board Director/Treasurer
Susan Waller	Board Director
Robert Clough	Board Director
Peter Clement	Board Director
Bryan Leaf	Board Director

**APOLOGIES:**

Michelle Meggetto	Social Support Coordinator
Felicity Di Toro	Previous Board Director
Melina Bath	MP
Darren Chester	MP
Gary Blackwood	MLA

**IN ATTENDANCE:**

Jenelle Henry	General Manager
Lora Moulton	Minute Taker



Agenda No.	Subject
	<b>Official Welcome &amp; Acknowledgement</b> 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. Presented by Maxine Davies.
	<b>Attendance &amp; Apologies</b> Presented by Maxine Davies.
	<b>Confirmation Of Previous Minutes</b> <i>Motion: That the minutes of the previous Annual General Meeting, held on Monday, 8 October 2018, be accepted (see attached).</i> Moved: Seconded:
	<b>Chairperson &amp; General Manager's Reports</b> Chairperson's Report, presented by Maxine Davies. General Manager's Report, presented by Jenelle Henry. Annual Report, presented by Jenelle Henry.
	<b>Annual Financial Report</b> Presented by Edwin Vandenberg. <i>Motion: That the annual financial report for the year ended 30 June 2019 be accepted (see attached).</i> Moved: Seconded:
	<b>Appointment Of Positions</b> External Auditor: Minute Taker: Lora Moulton
	<b>Election Of Board Of Directors</b> Ballot if required.
	<b>Presentations</b> <ul style="list-style-type: none"> <li>• Guest Speaker, Heather Lawson</li> <li>• Acknowledgement of staff and volunteers</li> </ul>

	<b>Meeting Closed</b>
Date:	
Time:	
Chair:	Maxine Davies
Signature:	
Date Signed:	



## MINUTES – Annual General Meeting 2018

Meeting:	AGM 2018	Meeting No.:	
Time:	1.10pm	Date:	8 October 2018
Venue:	Trafalgar Community Centre	Chair:	Maxine Davies

Agenda No.	Subject	Action Officer
1.	<p><b><u>Official Welcome</u></b></p> <p>Board Chair, Maxine Davies welcomed Members, Management and guests to the Annual General Meeting of Headway Gippsland Inc. Maxine also extended her sympathy to life member Thelma Kingwill on the loss of her partner Laurie during the year. Maxine also read out the apologies that had been received.</p> <p><b><u>Acknowledgement of Traditional Owners</u></b></p> <p>Maxine Davies acknowledged the Traditional custodians of the land we are meeting on today, the Gunnai Kurnai people, and paid respect to their Elders past and present.</p>	
2.	<p><b><u>Attendance and Apologies</u></b></p> <p><b>2.1 Guest</b> Phillip Drummond (Manager of the Bendigo Community Bank in Trafalgar)</p> <p><b>2.2 Attendance</b> Maxine Davies, Debra O’Keefe, Susan Waller, Peter Clement Robert Clough, Jenelle Henry, Nicky Levey, Nuray Ardolli, Dianne Mumford, Colin Matthies, David Barnes, Pat Moutafis, John Page, Gail Page, Heather Hughes, Jean Wouters, Sam Grima, Tim McMillan, Carren Sanderink, Ty Morsink, Frank Falzon, Ann Horner, Paul Bur, Adrian Conyers, Melissa Matthews, Ines McCausland, Les Hecker, John Gatt, Judy Hall, Darren Pickett, Andrew Rieniets, Sandra Van Dufflen, Graham Rees, Veronica Elston, , Ines McCausland, David Garnepudi, Torina Johnston, Bill Francis, Ann Horner, Stacey Lincoln, Lisa Kuhne, Shirley Cowling, Phillip Drummond.</p> <p><b>2.3 Apologies</b> Edwin Vandenberg, Debbie Knight(Interchange), Darren Chester MP, Blackwood MP, Russell Northe MP, Felicity Di Toro, Michelle Meggetto, Glenn Kimm, Judi Griffith , Amparo Miller, Adrienne Rieniets, Emer Boyle, Lyndon Bate, David Barnes, Sam Grima, Thelma Kingwill, John Marotta, Colin Mathies, Trevor Campbell, Darrell Wouters, Sarah Waardenberg, Jim Goss, Joyce Goss, Michelle Olsen, Kerryn Vaughan</p>	




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3.	<p><b><u>Confirmation of Minutes of Previous AGM</u></b></p> <p><b>Resolution:</b> That the Minutes of the Annual General Meeting held on 23 October 2017 be accepted.</p> <p><b>Moved:</b> Maxine Davies                      <b>Seconded:</b> Jean Wouters <b>Resolution voted and carried</b></p>	
4.	<p><b><u>Reports</u></b></p> <p><b>4.1 Chairperson's Report</b> Maxine Davies thanked the Board, The staff, the participants and volunteers for their efforts and commitment throughout the year. Maxine spoke as reported in the booklet, a very exhausting year with the implementation of the National Disability Insurance Scheme.</p> <p><b>4.2 General Manager's Report</b> Jenelle Henry spoke from her report, welcoming new staff member Lisa Kuhne and she felt it had been the biggest year of her life. Jenelle praised the Board members of our organisation for being very responsive and decisive in management which had a flow on effect in administrative areas. With the introduction of the NDIS, Headway is receiving applications from many new people with a lot more administrative tasks. We currently have 118 participants for Plan Management, 40 participants requesting Support Co-ordination as well. Our Annual Meeting attendance is smaller this year. People with disability have a lot to offer within our organisation and the general community. The year has been most stressful but enjoyable.</p> <p>A special thankyou to Shirley Cowling who is a wonderful volunteer and has worked hard over many years to produce a respite house for all of our participants.</p>	
5.	<p><b><u>Annual Financial Report (for year ended 30 June 2018)</u></b></p> <p><b>5.1 Annual Financial Report – year ended 30 June 2018</b> The General Manager advised that Board Treasurer, Michelle Olsen, was not available for this meeting to present the financial report. If any person has any questions regarding the report, Jenelle would be happy to seek answers and advise them accordingly.</p> <p><b>Resolution:</b> That the Audited Financial Statements of Headway Gippsland for the year ended 30 June 2018, as circulated, be received and accepted.</p>	



	<p>Moved: Maxine Davies      Seconded: Tim McMillan Resolution voted and carried</p>	
6.	<p><b><u>Appointment of External Auditor</u></b></p> <p>The Headway Board requested approval to delay the appointment of external auditor until prior to the next external audit in 2019</p> <p><b>Resolution:</b> That the members of Headway Gippsland Inc. agree to delayed appointment of external until prior to the next external audit in 2019</p> <p>Moved: Tim McMillan      Seconded: Dianne Mumford Resolution voted and carried</p>	
7.	<p><b><u>Acceptance of Annual Report</u></b></p> <p><b>Resolution:</b> That Annual Report on the business of Headway Gippsland for the year ended 30 June 2018, as circulated, be received and accepted.</p> <p>Moved: Jenelle Henry      Seconded: Dianne Mumford Resolution voted and carried</p>	
8.	<p><b><u>Presentations</u></b></p> <p><b>8.1 Phil Drummond Bendigo Bank</b> Phil Drummond presented Headway Gippsland with a cheque for \$11000 for the continuation on the My Story Project as he found the personal stories presented by participants of the project very emotional and inspiring. He also felt that these stories would broaden the general communities understanding of people with disabilities. These funds would enable individuals to be guest speakers across the region to bring awareness of people with disabilities to other community groups. Phil also proposed a challenge to the Trafalgar Social Support group member to raise \$300 and the Bendigo Bank would match this amount to enable the repair of the billiard table felt that had been accidentally ripped. Paul Bur and Bill Francis personally thanked Phil Drummond and the Bendigo Bank for their support.</p> <p><b>8.2 Certificates of Appreciation for Volunteers</b></p>	




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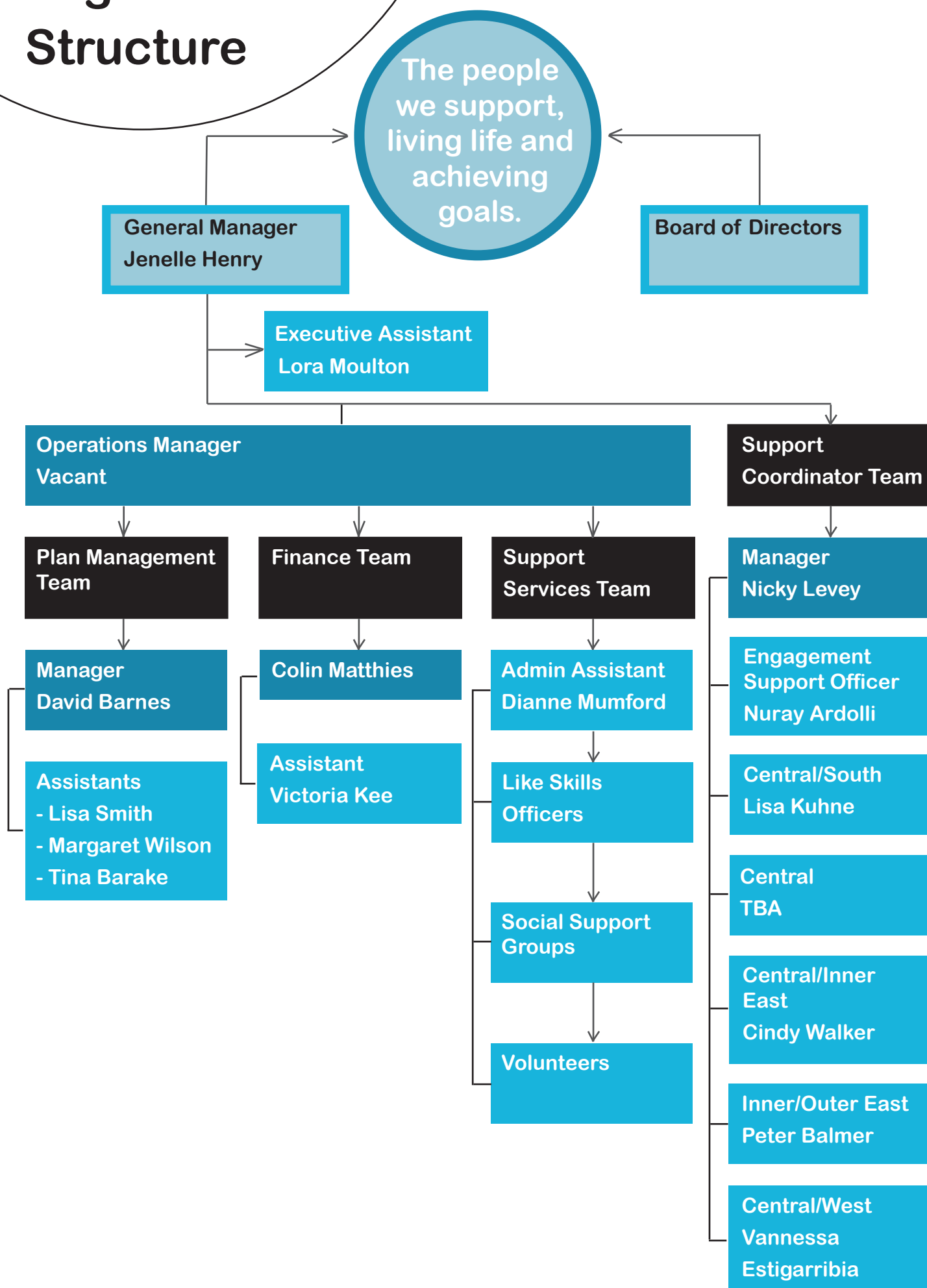
	<p>The General Manager Jenelle Henry thanked volunteers and presented certificates to the following volunteers:</p> <p>Heather Hughes -Warragul Social Support          Colina Braniff -Morwell Social Support(not present)          John Gatt -Morwell, Trafalgar and Warragul Social Support          Robyn Roulston -Warragul Social Support(not present)          Joanne Watt - Warragul Social Support(not present)          Judy Hall - Trafalgar and Morwell Social Support</p> <p><b>8.2 Certificates of Appreciation for Staff Members</b>          Kerry Vaughan – 5 years          John Page – Retiring after 14 years of supporting our clients and Jenelle expressed her thanks and would welcome John back at any time.</p> <p><b>8.3 Acknowledgements</b>          Jenelle Henry acknowledged the Board Leadership of the Chair, Maxine Davies, and thanked her for strong support with a presentation of a gift.</p>							
9.	<p><b>Declaration of Positions Vacant/Election of Directors</b>          Phillip Drummond, Branch Manager Bendigo Bank, Trafalgar and District Branch, declared 1 position vacant on the Board of Directors.</p> <table> <tr> <th><u>Name</u></th><th><u>Term</u></th><th><u>Nomination</u></th></tr> <tr> <td>Michelle Olsen</td><td>1 year</td><td>D.Mumford 2<sup>nd</sup> D. Pickett</td></tr> </table> <p>No further nominations received, so duly elected.</p>	<u>Name</u>	<u>Term</u>	<u>Nomination</u>	Michelle Olsen	1 year	D.Mumford 2 <sup>nd</sup> D. Pickett	
<u>Name</u>	<u>Term</u>	<u>Nomination</u>						
Michelle Olsen	1 year	D.Mumford 2 <sup>nd</sup> D. Pickett						
10	<p><b><u>Guest Speaker Michelle Possingham Lifeline Gippsland.</u></b>          Michelle spoke of Mental Health day on the 10<sup>th</sup> October and that Lifeline usually received calls for support during times of crisis for people. This could be due to relationship problems, loss of employment, grief or “just doing it tough”.          Lifeline is here to increase the community’s resilience as currently 7 people per day are committing suicide.          Lifeline also operates the National Crisis Line where 30 people are manning the phones and they have to deal with some really tough calls.          We would actually like to support people before the crisis hits rather than after.          The main message is to look after yourself, attend social groups and be part of the community, even if it’s just going to the football.          It is easy to ask “RUK” (Are you okay) and if they say No- what do you do? – Just be there and listen to them and encourage the person to seek professional help. This may be from a doctor, counsellor, or a mental health service but encourage them to take action and follow up with the person.</p>							



	<p>person to seek professional help. This may be from a doctor, counsellor, or a mental health service but encourage them to take action and follow up with the person.          Call 000 if you think the situation is dangerous.          Lifeline has community programs and offer positions not just in the phone rooms, we vet our volunteers and have information sessions as well as an interview process.          Michelle then took questions from the floor.          Jenelle thanked Michelle for attending and presented a small gift of appreciation.</p>	
11.	<p><b>Closure of the Meeting</b>          The Chair declared the meeting closed at 2.30pm          Confirmed          Chairperson: <i>M E Davies</i>          Date: <i>20/1/2019</i></p>	



# Organisational Structure





## Board of Directors

Chairperson Maxine Davies  
Treasurer Edwin Vandenberg  
Secretary Debbra O'Keefe  
Members Susan Waller  
Peter Clement  
Robert Clough  
Bryan Leaf

**Left:** Latrobe Valley Social Support Group participant Michelle Aldwell.

**Right:** Support worker Emer Boyle.

# Staff

## General Manager

Jenelle Henry

## Finance Officer

Colin Matthies

## Support Ability

David Barnes and  
Lora Moulton

## Administration

Dianne Mumford

## Executive Assistant

Lora Moulton

## Support Coordination Manager

Nicky Levey

## Support Coordinators

Nuray Ardolli,  
Vannessa  
Estigarribia, Lisa  
Kuhne, Cindy  
Walker and Peter  
Balmer

## Plan Management Leader

David Barnes

## Plan Management Assistants

Lisa Smith,  
Margaret Wilson  
and Tina Barake

## Social Support Program Coordinators

Nuray Ardolli  
and Emer Boyle  
(Trafalgar)

Michelle Meggetto  
and Janet De  
Corrado (Warragul)

Lyndon Bate  
and Pat Moutafis  
(Wonthaggi)

Glenn Kimm and  
Amparo Miller  
(Latrobe Valley)

Melanie Kirkpatrick  
(Bairnsdale)

## Life Skills Officers 2018-2019

Jim Hurdstrom

Annie Keating

Janette Luke

Bryley Mackinlay

George Manis

Briana Pattle

Gavin Proctor

Kerryn Vaughan

Lee Wells

Lateesha Aitken

Kally Alexandrou

Lynda Becker

Sharon Bullard

Tony Colvin

Jade Downey

Maryanne Downey

Jodie Creed

Angela Duffy

Dianne Martin

Peter Molnar

Robyn Morecroft

Susan O'Connor

Veronika  
Panasewycz

Michael Sinclair

Katie Sinnott

Jocelyn Spithoven

Greg Watts

Rod Harris

Janet Luke

Emer Boyle

Pat Moutafis





# A snapshot of the Strategic Plan 2018-2021

## Mission

Our mission is to provide exceptional services to individuals with an ABI and/or other disabilities to participate in all aspects of community life.

### 1 Sustainability What will success look like

- Diverse revenue streams
- We are profitable and in existence
- Outgrown our current premises

### 2 Participants What will success look like

- Our clients/participants are happy
- They are highly satisfied with the service they receive
- We have a greater number of participants/clients
- We have a greater diversity in the people utilising our services
- Our services are highly sought after
- We have a diverse range of services to offer participants

### 3 Partnerships What will success look like

- We have valued partnerships
- We are valued partners
- We work in collaboration with a wide variety of community groups across the region

### 4 Organisational capability What will success look like

- We recruit highly trained staff
- We have the right mix of people in the organisation
- We have the right mix of people with the right skills
- We have the right staff with the right values
- Our staff feel valued and respected



**Pictured:** Valley Social  
Support Group participant  
Robert Thatcher.



# A message from the Chairperson

**This has been a most amazing year for Headway Gippsland Inc. I must extend the gratitude of the Board of Directors for the dedication and hard work of our exceptional staff.**

We have grown at a great rate and it has, of course, been very difficult for our staff. But they have stepped up and grown our business to a standard and size that we previously did not imagine possible.

Our wonderful General Manager Jenelle Henry will no doubt give you facts and figures regarding our growth in her report, so I will not go into them, but we are now running offices in Stratford, Newborough and Trafalgar, and hope to extend even more.

The Board of Directors has worked on our Strategic Plan and are making decisions on how and where to extend our reach, however, we still have minimal numbers and we are

constantly seeking new members to help take us into a very promising future.

I am looking forward to a fantastic future for Headway Gippsland Inc.

**Maxine Davies | Chairperson**



**Pictured:** Participants Tim 'Spud' McMillan and Paul Bur.



# General Manager

**The year of 2018/19 has been a fantastic year for Headway Gippsland Inc. It has been somewhat of a ride – through the unknown – as we entered into the world of the NDIS, full on.**

All involved in the organisation have seen it grow from strength to strength, take on new challenges and embrace the NDIS. The scheme has presented many challenges we continue to take on but we are grateful for the opportunity to work in this new and exciting space for disability services. It has been a year of attempting to interpret information, a year of building relationships with many new participants and their families and a year of never-ending possibilities.

We have seen many new and varied organisations join the sector, and we feel the sector is richer for this. We believe this will only positively effect the lives of those with disabilities and their families.

**People with disabilities remain at the forefront of everything we do. We have taken enormous pleasure in the continued growth of our business by providing support valued by those with disabilities, their families, carers and key stakeholders.**

We have seen great successes for individuals in receipt of the NDIS and there are others we have been left wondering about. We have taken on new service types and grown our service offerings during 2018/19, and we plan to continue to expand next year and grow our office spaces.

Our staffing base has continued to grow, and we have found ourselves with more administration staff than we initially thought would be required under the NDIS. We have constantly found ourselves challenged for office space, and even opened a small office in Stratford. The year 2019/20 will see us looking again at office space as we push ourselves into other parts of Gippsland. We have been using spaces at Newborough, Trafalgar and Stratford, with a fourth expected in the near future.

We have attempted to ensure all of our

information continues to evolve, and we have been thinking hard about what really matters to those with NDIS plans, ensuring we align our practices to achieve maximum benefit to participants.

We increased our number of life skills officers, which for a small organisation is going to require some thought on how we use IT as we grow into the future. We will be engaging with consultants in the latter half of 2019 about this.

**I am excited by the coming years, and the growth and challenges we look forward to taking on as we strive to create an organisation that is purposeful and provides real outcomes for people.**

I am very thankful to the hardworking staff, both in the offices and out and about in the community. I am thankful to all our volunteers, whether in support groups or on the board.

With growth has emerged a new set of challenges for staff who have had to change and adapt. It is to all these individuals that, collectively, we have continued to build an organisation that has gone from strength to strength. My sincere thanks and appreciation. I thank the board for their belief and support, and I know they are bursting with pride at how far this organisation has come and are excited about where it is headed.

Next year will allow us to explore new possibilities with better understanding of the NDIS.

I am, as always, truly indebted to an amazing team of individuals at Headway Gippsland Inc.



**Jenelle Henry | General Manager**

# Business Development Manager

**Here we are again! The year has again passed in lightning speed, and has seen many of the roles at Headway change quite a lot, including my own.**

With NDIS in full rollout mode in Inner Gippsland and rolling out in Outer Gippsland since January 2019, there has been incredible growth for Headway.

We opened our Stratford base in February 2019, increasing our visibility in Outer Gippsland and allowing participants and families another option.

The demand in the support coordination increased dramatically over this financial year. Growing from two part-time staff who also had other roles (myself and Nuray) to then adding Lisa part-time in July 2018, Cindy part-time in November 2018 and then Lisa moved to full-time in April 2019. At this point all staff at capacity, with a waiting list growing.

We are incredibly grateful that so many people, existing participants and new, chose to come to Headway for their supports. We continue to pride ourselves on a quality service and one that is directed by the person and their family.

My role over the year has moved from Business Development Manager, into support coordination, and into the management of the support coordination team.

**I truly think one of our great advantages is our flexibility, and the way our staff 'roll with the changes' – we embrace change and take on the new challenges.**

Our ultimate aim is always to provide the best service we can for the people we support. After all, without you, there would be no Headway.

Thank-you so much to all of the incredible staff at Headway, there have been changes and challenges, but there has been such growth and development. Thank you to the social support group coordinators, assistants and volunteers for leading your groups through this time with much less input from myself, you've done an amazing job with the groups who are made up of a mixture of HACC and NDIS funded places. To all of the support staff out there in the field working one-on-one with participants and families – thank-you for the passion you bring to your roles and the support you give to participants and families.

Thank-you to our General Manager Jenelle, whose role has also changed dramatically and who has to be across so many and varied areas. She navigates us through the continually changing landscape that is NDIS.

**Thank you to the Board of management for being there and backing us, your belief in us has driven Headway to continue to operate and grow into the future.**

And lastly but most importantly, thank you to all the participants and families who have chosen to purchase their supports through Headway, as mentioned above, you are the reason we are here and the reason we strive to provide the best service we possibly can. Thank you.

**Nicky Levey | Business Development Manager**



# Plan Manager

## A Year of Extraordinary Growth

The plan management service of Headway Gippsland Inc. was just six months old as we entered the financial year. The team comprised one part-time resource, three days per week. We began the year with 45 NDIS plans signed up for financial management. For those unfamiliar with the service, it involves those plan recipients who have elected to have a financial intermediary assist with the processing and payments of invoices for their approved supports. It starts with a meeting or a phone discussion and progresses to a signed service agreement and schedule of supports for the duration of the plan. Most plans are for 12 months but about 5 per cent of participants started on two-year plans.

As the number of participants seeking our plan management service grew rapidly, so the team developed to support the growth.

David increased his role to four days per week, and then full-time from January 2019. Tina joined the team in October working three shortened days, which became four regular days from February. Next was Margaret, newly from Yarrawonga, who joined in April at four days per week. Most recently Lisa (often referred to as Lisa 2, because Lisa Kuhne was already a staff member) joined the team for three shortened days per week – emergency relief we thought, but demand has already made this regular.

### **The reason for this staffing growth was the strong and unpredicted demand for our services.**

From January, we started to experience repeat sign-ups as participants received their second plans. By June 30, we were re-signing as many existing participants and new participants.

A large percentage of the NDIS money paid to us is to pay providers who have invoiced us for their services. In line with our growing number of participants, there is a corresponding increase in the number of invoices to be processed.

**customer service ethic that the team lives and breathes that we have 99 per cent plus retention rate with second plans.**

This team has become expert in all areas of NDIS pricing and the nuances of dealing with participant expectations and provider demands.

This small team delivers a big service but only does so with the great support of all the other administrative functions at Headway. The invoices are received, processed, checked and paid in a timely way with the full support of Jenelle, Dianne, Colin and Victoria. A big thank-you to Jenelle, and the directors of Headway Gippsland Inc. for supporting the strong and unpredictable growth of this and other services.

### **What does the year ahead hold for plan management?**

### **There are no signs of any slowdown in the growth of participants seeking our plan management service.**

We will need to stay determined to deliver the best possible outcomes for NDIS participants and the providers who support them. We will need new technology to ensure we can manage the demand successfully and we will need to be mindful of the increasing demands the NDIS commission will place through their quality and safeguards standards.

All in all, it should be another exciting, successful year as plan management matures and assists more Gippsland community members to use their NDIS plans and achieve their goals.



**David Barnes | Plan Manager**



# Support Coordination Team

## Support coordination and the growth in this area has taken us by surprise.

From our humble beginnings of two part-time support coordinators at the start of this financial year, to one full-time and three part-time by the end – delivering nearly 450 hours of support coordination each month – the team pulled together to offer the best possible service.

As with any new role, the team has been learning and adapting to changes as we go, attending training, reading, networking and trying to keep across the changes as they happen, and they happen often!

Of course, there have been challenges, but there have also been many stories of success.

### One of these has been Nicole.

Nicole came to Headway after having an NDIS plan for six months without using any of her funding or even receiving her transport allowance. She was feeling isolated, lonely and confused about what to do.

With the help of her Headway support coordinator, Nicole has been able to access the community and is receiving her transport allowance. She has even made some beautiful friendships with other Headway participants, who she joins for activities like Yoga.

It's stories like these that spur us on and show us an NDIS plan with help to coordinate supports can have an incredible effect on someone's connectedness and sense of belonging. Thanks so much to Nicole and her family for allowing us to share your story.

A huge thank-you to participants and families for choosing Headway. We will continue to ensure that it's ultimately you who drives the provision of your services.

**- Support Coordination Team**



## Kristeen's story

Kristeen came to Headway with her NDIS plan. She was wanting to build her self-confidence, reduce her behaviours of risk and wanted to learn how to read and write to support her son with his homework. Kristeen felt isolated in her home, has severe anxiety of being around people and does not access the community alone.

Since receiving the support from Headway, Kristeen has a support worker two days a week and has ventured away from her local area on day trips, weekend getaways and is planning another weekend away.

Kristeen reported back from a day trip to Melbourne, saying there were many people about and she had to hold

her worker's hand but she enjoyed the day and had fun. That's what it's all about – having equal opportunity to experience activities the regular person has, with the supports to make it possible.

Today, Kristeen has reduced her behaviours of risk and has even written down her personal story with very little assistance from her support worker.

### A snippet from Kristeen's story...

**“most of all the need to be heard, need to be healed ... my time has come for change, there will be no more pain. My world is not black now the shadow has gone.”**

I congratulate Kristeen and repeatedly state how proud I am of her and how far she has come. I also congratulate her support worker for their additional effort to assist her to achieve her goals.

**- Nuray Ardolli**



**Top:** Participant Nicole Fincher.

**Bottom:** Participant Kristeen Mornay.



# Bairnsdale

**The Bairnsdale Social Support Group this year has been an ever-changing group of returning regulars who transitioned in and out of the group for different reasons.**

All have enjoyed each others' company and look forward to catching up weekly to socialise.

All the participants are of a similar age group and most still reside together in supported accommodation. Group activities this year have emphasised on catering to the needs and interests of participants while enabling opportunities for independence, enjoyment and connecting with others.

**As a whole, the group listens to each other and each week we try and capture an activity which is a goal of one of the participants.**

Some of the group's favourite activities include a lunch outing at one of the local cafes. Dining out at the neighbourhood house is a monthly favourite. It is only \$5 for a three-course meal catered by the local neighbourhood house which rescues surplus food from across the retail network. The house volunteers then cook it up and the meals are sensational. Participants have met other local residents at this monthly activity and everyone now knows staff, customers and volunteers on a first-name basis which has been great for cognitive function.

This year again, by far the most requested is community access activities such as barbecues and picnics held at local parks and rivers and fishing in the warmer months. Our regular haunts are Raymond Island, which also is lovely for a short stroll and koala counting and even a go at metal detecting. Nicholson River has an undercover area for days of inclement weather and has a great grassy space for a touch of lawn bowls or our newest outdoor activity, croquet. Ball games as a whole are loved by all. Shooting hoops, lawn bowls and tennis have been a win and a lot of fun whilst keeping fit. The local library room is still a great facility to

use on our centre-based activities days where we learnt a number of new board games which included Trionimos and Cluedo (Cluedo was a hard one to navigate as a group). We usually only spend a couple of hours in the room as a couple of the participants aren't big board game or craft enthusiasts and we found games followed by lunch and an activity seemed to be enough variety and therefore able to keep everyone's differing attention span happily engaged. The local art gallery is a perfect interesting afternoon filler!

Moving forward with the Bairnsdale Social Support Group I believe the key to keeping people engaged and happy in the group will be by keeping activities for the participants affordable. Another key to success will be involving activities which allow participants to meet people, make new friends and stay connected to the community whilst staying mentally and physically active.

**Melanie Kirkpatrick**  
**Social Support Coordinator**  
**Bairnsdale Social Support Group**



**Pictured:** Bairnsdale Social Support Group participant Samantha Holtman.



# Trafalgar

## Wow, where has the year gone?

The Trafalgar Social Support Group has had a few things happening over the year. One of the immediate goals of the group after last year's AGM with the generous donation from the Bendigo Bank was to get the pool table repaired. The group member's identified the table as an important asset to them and rallied together to collect the funds to match Bendigo Bank's donation. The pool table was repaired and a new plaque has been made.

Renaming of the group, what renaming you ask? Headway Gippsland Inc. management suggested new names for our social support groups at a coordinator's meeting and a few potential names were selected. Most groups liked their names selected, however, because we are very different, the Trafalgar group decided they wanted to pick a different name, which was OK. After some discussion and a reasonable list of names the group agreed to be called The Magnificent Minions. The Magnificent Minions were so excited, the group had tops made with their names on the



front and a Minion  
verse on the  
back with a  
picture.  
The

group  
members  
wear them with  
great pride.

The Minions said they "enjoyed so many activities and had good times that they can't judge them all".

The majority of the Minions agreed the biggest

## The Magnificent Minions

highlights were day trips to various places. They especially liked visiting Philip Island and Arthurs Seat where they all rode on the chair lifts which were safe and accessible for all. The Minions also enjoyed local trips and activities at Yallourn North where they enjoyed karaoke, dancing and lunch. The Minions received some great new supplies they all love but most of all the Minions love the parachute. They all participate in this activity. It gives the group great joy and flexibility some didn't know they had.



Minions have had heaps of fun and laughter with a variety of activities, including weekly quizzes. Create-a-word is still a weekly activity that continues with great interest from members; members feel it encourages their memory skills and assists with the development of new knowledge and helps confirm their thoughts or understanding.

Feedback from the participants was sought about what they most enjoyed about the group for the past year. It was broken down like this.

## Statements by Minions on their highlights...

"Just coming to the group."

"Socialising."

"Love the group. Wouldn't drive the distance otherwise."

"It's meeting people like the ones in the group."

"Friendships."

"I know I belong somewhere."

"What a great family."



**Left:** The t-shirt for The Magnificent Minions.

**Top Right:** Trafalgar Social Support Group participant Ty Morsink.

**Middle:** Participant Paul Bur.

**Bottom right:** Trafalgar Social Support Group Coordinator Nuray Ardolli.

Ten pin bowling, pool, cooking, gentle exercise, bus trips and croquet – just to mention a few – are some of the other favourites. Headway Gippsland Inc. also received some grant money which was used to purchase a new wheelchair with a power pack that is working very well to better assist the participants in activities while keeping the staff and volunteers safe.

Minions coordinator Nuray Ardolli would like to say a special thank-you to Emer Boyle and all staff that support the group and of course to the volunteers John Gatt and Judy Hall, and to the Headway Gippsland Inc. team at the Newborough office for all your support.

**Nuray Ardolli**  
**Social Support Coordinator**  
**The Magnificent Minions**





# Warragul

## Warragul Westerners

### The Warragul Social Support Group is a wonderful mix of individuals.

I enjoy watching their friendships grow and observing how every week they all learn a little bit more about each other, providing each other with support when needed. There is a lot of good-natured humour bandied around this group!

Our mornings are a familiar routine of hot drinks and a special morning tea donated by Aperloos Bakery. Thank-you Jenny for this. The room is set up with a large communal table where we enjoy catching up with friends and sharing interesting and often funny stories from over the week. We often discuss food, cooking, wine, current affairs, holidays and weekend plans.

Every week we have Trev's Trivia. Some weeks we shine at trivia and thankfully when we hit the difficult questions Trevor offers excellent clues to help us over the line.

The year seems to have flown and we continue to offer planning days where group members outline activities they would like to undertake such



as community access outings, guest speakers, cooking ideas, arts and crafts and games. These ideas really are the backbone of our timetable and the source of power behind everything the group undertakes. Group members are the drivers of what we do and staff continue to do

their best to ensure that as many of these ideas as possible are crammed into our plans.

Each member has an individualised plan that makes certain they are in control of their choices. The plans offer choice around access, opportunities, pathways, interaction and

involvement and they identify opportunities to access the supports and services they require to achieve their goals at Headway. These plans are reviewed annually and offer members opportunities to continue to steer this path or change directions.

At the start of the year, the office purchased craft stock for the group, games, cards and an iPad. This has enabled us to incorporate technology into the program, utilising the Mindfulness app, music and a large range of word games – which have become very addictive! We thank the staff for purchasing these new items. There are even more items on the plan for later this year.

We have had some great community access outings, which often include morning teas and lunches. We have enjoyed train travel to various locations such as Moe, Drouin, Yarragon and the art gallery at Morwell. We have visited places for brunch, played ten pin bowling, croquet and enjoyed the community garden and venues at Warragul and Yallourn North.

**“Friends are like walls.  
Sometimes you lean on them  
and sometimes it's good just  
knowing they are there.”**

**– author unknown**

We have also had an interesting range of guest speakers and demonstrations on a variety of topics such as cancer screening. We have been busy cooking pizzas, souvlakis, apple crumble and scotch eggs.

At the end of 2018 we had a fantastic end of year break up at Parnassus where we were totally spoilt with a stunning venue and a very filling lunch. It was a terrific way to celebrate all that the group is. We have booked this venue again for 2019.

We have celebrated during Brain Injury Awareness Week, NAIDOC Week and National Volunteer Week and on other special dates.

To tell the story of what we have achieved over the last few years, we are planning to





have on families, carers and individuals.

**The My Voice education sessions will offer future leaders, industry workers and health professionals a unique insight into our members and the important stories they have to share.**

A huge thank-you to our volunteers John, Heather and Robyn who assist in the smooth running of the program. Without this force of vibrant, enthusiastic and generous people, the efficiency and busyness of the day would be greatly diminished. We also had a student, Jorja, this year and the group had lots of sage advice to share with her during her time with us. Thank-you also to Janet for all her support to everyone in the group and myself, for her stories, knowledge and musical talents!

The rest of the year is booked up with plenty of plans we are eager to take on together.

**Michelle Meggetto**  
**Social Support Coordinator**  
**Warragul Westerners**

scrapbook our photos into annual albums. We have been busy printing all our photos from the last four years to get this project underway.

Many of our members have entered the second stage of their My Voice presentations and have been spending time deciding what they would like to focus on in their ABI journey. Some have plans to tell these stories to students and medical professionals. We look forward to hearing these and commend their generosity in spreading the word about the effect ABI can

**Left:** Participant Joan Humphrey.

**Top:** Participant Steve Wilson and volunteer John Gatt.

**Bottom:** Participants Trevor Buckton and Barbara Stoneman.







**The South Coasters group has moved to a new location after about 15 years at the tennis club.**

We received a warm welcome and assistance from Wonthaggi Senior Citizens when we moved there last November. The tennis club was really good to us but it was time to change.

Participants say the new site is “100 per cent better. It’s close to the shops, has much better toilet facilities and the main room is nice and friendly, a decent size”.

We would like to welcome new participants including Luke and Nicole. They are settling in well and we all appreciate their involvement in the group.

The Wonthaggi group wore hats made and decorated by the participants to promote Headway Gippsland Inc. and ABI awareness. The group was well received by shop owners and turned heads in the street.

### **Some activities participants enjoyed**

**Combined Christmas lunch at the Darnum Hotel to catch up with members of Headway Gippsland Inc**

**Visits to Phillip Island, art galleries, shopping centres, music quizzes - “that got my mind going”**

**A highlight for one member was an impromptu visit to Cape Paterson to witness the hailstones.**

On a beautiful sunny September day we visited the McClelland Sculpture Park and Gallery near Frankston. We started with a drink at the cafe which looked out over the gardens, which we later ventured into to admire the sculptures.

After driving through lush dairy country and forest to the coast at Walkerville North, we had lunch at a picnic location next to the caravan park. There were views across the bay to Wilsons Promontory and friendly rosellas that came to share lunch.

Art has been a major activity enjoyed by the group. The group received another grant and are working towards an exhibition of their works. “You can be in your own world when painting.”



One poignant moment during the year was during the week of the Christchurch killings. We set up the new Sony speaker and played *Morning Has Broken* in memory of the service in Christchurch.

**Lyndon Bate**  
**Social Support Coordinator**  
**South Coasters**

**Left:** Participant Nicole Fincher

**Right:** Coordinator Pat Moutafis and participant Nicole Fincher.



# Latrobe Valley

**It has been exciting this year to welcome a number of new participants into our group.**

Old and new participants have integrated well with our current programs which focus on allowing an individual, person-centered approach by encouraging personal choices and goals, and also community integration, connection and inclusion.

Our participants have a diverse range of skills and our program planning caters for all needs and ensures inclusion.

**“No matter how inclusive we are working towards being, we can always do better.”**

**- Victoria McGovern**

This is what we have strived for this year. Our program strives for doing *with*, not doing *for*.

With most of the participants on NDIS they have expressed a number of concerns regarding the services they are allowed, affordability and transport.

One-on-one



**Left:** Participant Leigh Wells.

**Right:** Latrobe Valley Social Support Group coordinator Glenn Kimm.

## Valley Venturers

time is given by staff at these times to alleviate their fears and point them in the right direction by contacting their NDIS support coordinator.

During NAIDOC Week a participant, Sam, wished to donate a portrait of an Aboriginal elder to the Gathering Place. On the day we enjoyed sketching, a meal which was provided by Indigenous members and officially handing over the portrait. All staff, volunteers and participants had a wonderful time.

A new participant, Leigh, wished to join in a craft session that was supplied by a staff member from Bunnings. The Morwell store also supplied all the material and plants required. The staff member taught us how to make hanging baskets for plants. Leigh was very proud of the outcome and was excited to take them home for his wife. He said he really enjoyed the activity.

Our programs would be difficult to run without the help of our wonderful volunteers, and we appreciate their individual skills, input and time. Also, I would like to thank Amparo for her support at all times. Together with the participants we make an awesome team and everyone enjoys themselves every week.

**Glenn Kimm**  
**Social Support Coordinator**  
**Valley Venturers**





# My Voice

**In 2017, Headway received funding from LCHS to establish a program that would give people with ABI a way of telling their story.**

The My Voice program was set up with eight participants who met weekly for eight weeks and wrote their story. Their stories told how they acquired their ABI, what challenges they faced, and how they overcame them.

They talked about their strengths, how they contribute within the community, and how they would like to be seen as valuable citizens. This was extremely successful.

In this financial year, Headway received funding from Bendigo Bank Trafalgar to have the stories printed, and to facilitate a program that gave opportunities for these participants to share their stories in person with community groups. This program is called My Voice.

In April 2019 the group got together, facilitated by Kerryn Vaughan, and fine-tuned their stories into individual presentations. Each person then

nominated the type of group they would like to share their story with, some being school groups, some being community groups such as Rotary, it was their choice.

By the end of June 2019, Keryn had shared her story with the senior students at St Mary's Primary School in Newborough.

The students and teachers were extremely interested in Keryn's story, and quite surprised at how independent Keryn is despite her mobility and speech challenges. The talk was very successful and raised much awareness about ABI and disability in general.

**Keryn was treated as a bit of a 'rockstar' by the students and teachers, and was left feeling empowered and encouraged to continue sharing her story.**

With more talks planned, the My Voice program will continue to roll out over the coming months. Thank-you to Bendigo Bank Trafalgar for enabling the participants to share their stories through this program. Thank-you to the participants for sharing your personal experiences to raise awareness and understanding within the community.

**Kerryn Vaughan**  
**Facilitator**  
**My Voice**

**Left:** My Voice program participant Keryn Smith.

**Right:** Kerryn Vaughan.





**TO THE COMMITTEE MEMBERS OF THE  
HEADWAY GIPPSLAND INC**

***Scope***

We have audited the Financial Statements, consisting of income and expenditure statements and associated schedules of the HEADWAY GIPPSLAND INC for the year ended 30 June 2019.

The members of the Association are responsible for the preparation and presentation of the financial statements and the information contained therein. We have conducted an independent audit of the financial statements in order to express an opinion on them to the members.

Our audit has been conducted in accordance with Australian Auditing Standards to provide reasonable assurance as to whether the accounts are free of material misstatement. Our procedures included examination, on a test basis, of evidence supporting the amounts and other disclosures in the financial statements, and the evaluation of accounting policies and significant accounting estimates. These procedures have been undertaken to form an opinion as to whether, in all material respects, these financial statements are presented fairly in accordance with Australian Accounting Standards and other professional reporting requirements, so as to present a view of the entity which is consistent with our understanding of its financial position and the results of its operation.

The audit opinion expressed in this report has been formed on this basis.

***Auditor's responsibility***

Our responsibility is to express an opinion on the financial report based on our audit. We have conducted our audit in accordance with Australian auditing standards. Those standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance that the financial report is free from material mis-statement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material mis-statement of the financial report that presents fairly in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of the accounting policies used and the reasonableness of accounting estimates made by the members as well as evaluating the overall presentation of the financial report. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.



***Independence***

In conducting our audit, we have complied with the independence requirements of the Australian professional accounting bodies.

***Opinion***

In our opinion, the financial report of HEADWAY GIPPSLAND INC gives a true and fair view of the HEADWAY GIPPSLAND INC financial position as at 30 June 2019, and of its financial performance and its cash flows for the year then ended on that date and complies with Australian accounting standards to the extent described in the financial reports.

***Basis of accounting and restriction on distribution***

Without modifying our opinion, we draw attention to the financial report, which describes the basis of accounting. The financial report has been prepared for the purpose of fulfilling the members financial reporting responsibilities under the constitution and the *Associations Incorporation Reform Act 2012*. As a result, the financial report may not be suitable for another purpose.

**GIPPSLAND ACCOUNTING & FINANCIAL SERVICES**

Certified Practising Accountants



**JOHN MECKLENBURGH CPA**

6A Victoria St, Warragul  
[reception@gafs.com.au](mailto:reception@gafs.com.au)  
03 5622 1947

GIPPSLAND  
ACCOUNTING  
AND FINANCIAL SERVICES

**Headway Gippsland Inc**  
**ABN 16 523 652 920**  
**Statement of Financial Performance**  
**For the year ended 30 June 2019**

	Note	2019 \$	2018 \$
Revenues from ordinary activities		1,999,113.43	1,119,590.03
Depreciation and amortisation expenses		(29,870.80)	(33,718.00)
Other expenses from ordinary activities		(1,746,365.23)	(1,174,876.36)
<b>Profit from ordinary activities before income tax</b>		<b>222,877.40</b>	<b>(89,004.33)</b>
Income tax revenue relating to ordinary activities			
<b>Net profit attributable to members of the association</b>		<b>222,877.40</b>	<b>(89,004.33)</b>
<b>Items recognised directly in equity:</b>			
Net increase in Asset Revaluation Reserve		101,050.40	
<b>Total revenues, expenses and valuation adjustments attributable to members of the association and recognised directly in equity</b>		<b>101,050.40</b>	
<b>Total changes in equity of the association</b>		<b>323,927.80</b>	<b>(89,004.33)</b>
Opening retained profits		794,325.93	883,330.26
Net profit attributable to members of the company		222,877.40	(89,004.33)
<b>Closing retained profits</b>		<b>1,017,203.33</b>	<b>794,325.93</b>

The accompanying notes form part of these financial statements.



**Headway Gippsland Inc**  
**ABN 16 523 652 920**  
**Income and Expenditure Statement**  
**For the year ended 30 June 2019**

	2019 \$	2018 \$
<b>Income</b>		
Assessable government industry payments	5,909.09	
HACC Funding	186,814.12	240,651.87
DHS Funding	65,101.70	233,711.53
NDIS Packages	1,551,287.10	251,902.02
Grants & Submissions	11,300.00	37,578.27
Other Funding	153,679.12	315,895.24
Client Contributions	10,436.45	12,776.83
Dividends - Franked	45.00	45.00
Interest received	12,537.31	12,380.14
Donations	1,049.00	13,356.50
Commission Income	554.54	774.54
Membership Income	400.00	518.09
Total income	1,999,113.43	1,119,590.03
<b>Expenses</b>		
Accountancy	27,796.39	25,698.68
Advertising & promotion	7,872.20	3,175.98
Audit fees	3,000.00	10,580.00
Bank fees & charges	596.17	238.27
Board/ Governance Expenses	1,483.37	7,073.29
Cleaning & rubbish removal	3,326.21	2,170.00
Client Services	29,847.97	111,609.13
Computer Support	26,304.39	11,733.76
Consultants fees	20,593.73	12,055.00
Depreciation - Plant	29,870.80	33,718.00
Donations		123.64
Electricity	2,991.33	1,545.87
Hire/ Rent of plant & equipment		6,216.05
Insurance	3,243.34	2,928.87
M/V commercial - Other	4,110.21	
Postage	1,072.15	926.04

The accompanying notes form part of these financial statements.

**Headway Gippsland Inc**  
**ABN 16 523 652 920**  
**Income and Expenditure Statement**  
**For the year ended 30 June 2019**

	2019 \$	2018 \$
Printing & stationery	7,913.15	4,155.90
Rates & land taxes	1,742.86	1,740.43
Rent on land & buildings	3,460.91	4,167.27
Repairs & maintenance	9,987.39	2,211.86
Replacements	2,765.63	
Staff amenities	1,539.57	1,042.65
Staff training	7,661.80	7,893.86
Storage	713.04	298.24
Subscriptions	834.54	910.91
Superannuation	117,322.21	74,820.46
Telephone	12,486.45	12,819.50
Wages	1,419,125.68	856,901.22
Workcover	28,574.54	11,839.48
Total expenses	1,776,236.03	1,208,594.36
<b>Profit from ordinary activities before income tax</b>	<b>222,877.40</b>	<b>(89,004.33)</b>
Income tax revenue relating to ordinary activities		
<b>Net profit attributable to the association</b>	<b>222,877.40</b>	<b>(89,004.33)</b>
<b>Items recognised directly in equity:</b>		
Net increase in Asset Revaluation Reserve	101,050.40	
<b>Total revenues, expenses and valuation adjustments attributable to the association and recognised directly in equity</b>	<b>101,050.40</b>	
<b>Total changes in equity of the association</b>	<b>323,927.80</b>	<b>(89,004.33)</b>
Opening retained profits	794,325.93	883,330.26
Net profit attributable to the association	222,877.40	(89,004.33)
<b>Closing retained profits</b>	<b>1,017,203.33</b>	<b>794,325.93</b>

The accompanying notes form part of these financial statements.



**Headway Gippsland Inc**  
**ABN 16 523 652 920**  
**Statement of Financial Position as at 30 June 2019**

	Note	2019 \$	2018 \$
<b>Assets</b>			
<b>Current Assets</b>			
Cash assets		802,288.38	634,254.23
Receivables		222,383.06	46,594.67
Other financial assets		500.00	500.00
Other		63,173.50	
<b>Total Current Assets</b>		<b>1,088,344.94</b>	<b>681,348.90</b>
<b>Non-Current Assets</b>			
Property, plant and equipment		522,640.82	396,064.02
<b>Total Non-Current Assets</b>		<b>522,640.82</b>	<b>396,064.02</b>
<b>Total Assets</b>		<b>1,610,985.76</b>	<b>1,077,412.92</b>
<b>Liabilities</b>			
<b>Current Liabilities</b>			
Payables		340,455.47	142,668.82
Financial liabilities		7,976.43	18,390.00
Current tax and payroll liabilities		10,687.81	7,939.85
Provisions		75,058.43	62,881.43
<b>Total Current Liabilities</b>		<b>434,178.14</b>	<b>231,880.10</b>
<b>Non-Current Liabilities</b>			
Provisions		58,553.89	51,206.89
<b>Total Non-Current Liabilities</b>		<b>58,553.89</b>	<b>51,206.89</b>
<b>Total Liabilities</b>		<b>492,732.03</b>	<b>283,086.99</b>
<b>Net Assets</b>		<b>1,118,253.73</b>	<b>794,325.93</b>
<b>Members' Funds</b>			
Reserves		101,050.40	

The accompanying notes form part of these financial statements.

**Headway Gippsland Inc**  
**ABN 16 523 652 920**  
**Statement of Financial Position as at 30 June 2019**

	Note	2019 \$	2018 \$
Retained profits		1,017,203.33	794,325.93
<b>Total Members' Funds</b>		<b>1,118,253.73</b>	<b>794,325.93</b>

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The accompanying notes form part of these financial statements.



**Headway Gippsland Inc**  
**ABN 16 523 652 920**  
**Detailed Statement of Financial Position as at 30 June 2019**

	2019 \$	2018 \$
<b>Current Assets</b>		
<b>Cash Assets</b>		
Cash At Bank - Bendigo Bank	252,073.28	96,475.70
Bendigo Bank Term Deposit	546,232.25	535,070.85
Cash on hand	3,982.85	2,707.68
	<u>802,288.38</u>	<u>634,254.23</u>
<b>Receivables</b>		
Trade debtors	222,383.06	46,594.67
	<u>222,383.06</u>	<u>46,594.67</u>
<b>Other Financial Assets</b>		
Shares in other companies	500.00	500.00
	<u>500.00</u>	<u>500.00</u>
<b>Other</b>		
Short term deposits	150.00	
Prepayments	63,023.50	
	<u>63,173.50</u>	
<b>Total Current Assets</b>	<u>1,088,344.94</u>	<u>681,348.90</u>

The accompanying notes form part of these financial statements.

**Headway Gippsland Inc**  
**ABN 16 523 652 920**  
**Detailed Statement of Financial Position as at 30 June 2019**

	2019 \$	2018 \$
<b>Non-Current Assets</b>		
<b>Property, Plant and Equipment</b>		
Buildings - At cost		307,749.60
Buildings - Independent value	408,800.00	
Plant & equipment - At cost	126,653.36	109,424.26
Less: Accumulated depreciation	(104,454.71)	(96,418.45)
Motor vehicles - At cost	167,572.79	130,404.69
Less: Accumulated depreciation	(75,930.62)	(55,096.08)
	522,640.82	396,064.02
<b>Total Non-Current Assets</b>	<b>522,640.82</b>	<b>396,064.02</b>
<b>Total Assets</b>	<b>1,610,985.76</b>	<b>1,077,412.92</b>
<b>Current Liabilities</b>		
<b>Payables</b>		
<b>Unsecured:</b>		
Trade creditors	210,763.26	14,464.72
Fund Received In Advance	129,692.21	128,204.10
	340,455.47	142,668.82
<b>Financial Liabilities</b>		
<b>Unsecured:</b>		
ATO Account	7,976.43	18,390.00
	7,976.43	18,390.00
<b>Current Tax Liabilities</b>		
GST payable control account		369.16
Superannuation Payable	10,687.81	7,570.69
	10,687.81	7,939.85

The accompanying notes form part of these financial statements.

**Headway Gippsland Inc**  
**ABN 16 523 652 920**  
**Detailed Statement of Financial Position as at 30 June 2019**

	2019 \$	2018 \$
<b>Provisions</b>		
Provision For AL & PL	75,058.43	62,881.43
	75,058.43	62,881.43
<b>Total Current Liabilities</b>	<b>434,178.14</b>	<b>231,880.10</b>
<b>Non-Current Liabilities</b>		
<b>Provisions</b>		
Provision For LSL	58,553.89	51,206.89
	58,553.89	51,206.89
<b>Total Non-Current Liabilities</b>	<b>58,553.89</b>	<b>51,206.89</b>
<b>Total Liabilities</b>	<b>492,732.03</b>	<b>283,086.99</b>
<b>Net Assets</b>	<b>1,118,253.73</b>	<b>794,325.93</b>
<b>Members' Funds</b>		
<b>Reserves</b>		
Assets revaluation reserve	101,050.40	
Accumulated surplus (deficit)	1,017,203.33	794,325.93
<b>Total Members' Funds</b>	<b>1,118,253.73</b>	<b>794,325.93</b>

The accompanying notes form part of these financial statements.



**Headway Gippsland Inc**  
**ABN 16 523 652 920**  
**Statement of Cash Flows**  
**For the year ended 30 June 2019**

	2019 \$	2018 \$
<b>Cash Flow From Operating Activities</b>		
Receipts from customers	1,810,742.73	1,094,874.76
Payments to Suppliers and employees	(1,589,330.12)	(1,071,673.91)
Interest received	12,537.31	12,380.14
Dividends received	45.00	45.00
Net cash provided by (used in) operating activities (note 2)	<u>233,994.92</u>	<u>35,625.99</u>
<b>Cash Flow From Investing Activities</b>		
<b>Payment for:</b>		
Payments for property, plant and equipment	(54,397.20)	(5,403.64)
<b>Proceeds from disposal of:</b>		
Proceeds from sale of property	(1,000.00)	
Net cash provided by (used in) investing activities	<u>(55,397.20)</u>	<u>(5,403.64)</u>
<b>Cash Flow From Financing Activities</b>		
Repayment of borrowings	(10,413.57)	(5,137.85)
Net cash provided by (used in) financing activities	<u>(10,413.57)</u>	<u>(5,137.85)</u>
Net increase (decrease) in cash held	168,184.15	25,084.50
Cash at the beginning of the year	<u>634,254.23</u>	<u>609,169.73</u>
Cash at the end of the year (note 1)	<u><u>802,438.38</u></u>	<u><u>634,254.23</u></u>

The accompanying notes form part of these financial statements.

**Headway Gippsland Inc**  
**ABN 16 523 652 920**  
**Statement of Cash Flows**  
**For the year ended 30 June 2019**

	2019	2018
<b>Note 1. Reconciliation Of Cash</b>		
For the purposes of the statement of cash flows, cash includes cash on hand and in banks and investments in money market instruments, net of outstanding bank overdrafts.		
Cash at the end of the year as shown in the statement of cash flows is reconciled to the related items in the balance sheet as follows:		
Cash At Bank - Bendigo Bank	252,073.28	96,475.70
Bendigo Bank Term Deposit	546,232.25	535,070.85
Cash on hand	3,982.85	2,707.68
Short term deposits	150.00	
	<u>802,438.38</u>	<u>634,254.23</u>

**Note 2. Reconciliation Of Net Cash Provided By/ Used In Operating Activities To Net Profit**

Operating profit (loss) after tax	222,877.40	(89,004.33)
Depreciation	29,870.80	33,718.00
Changes in assets and liabilities net of effects of purchases and disposals of controlled entities:		
(Increase) decrease in trade and term debtors	(175,788.39)	(12,290.13)
(Increase) decrease in prepayments	(63,023.50)	742.73
Increase (decrease) in trade creditors and accruals	196,298.54	(1,004.03)
Increase (decrease) in other creditors	1,488.11	114,740.10
Increase (decrease) in employee entitlements	12,177.00	(14,072.57)
Increase (decrease) in sundry provisions	10,094.96	2,796.22
<b>Net cash provided by operating activities</b>	<u><b>233,994.92</b></u>	<u><b>35,625.99</b></u>

The accompanying notes form part of these financial statements.

**Headway Gippsland Inc**  
**ABN 16 523 652 920**  
**Notes to the Financial Statements**  
**For the year ended 30 June 2019**

**Note 1: Statement of Significant Accounting Policies**

The financial report is a general purpose financial report that has been prepared in accordance with Accounting Standards and other authoritative pronouncements of the Australian Accounting Standards Board and the requirements of the Associations Incorporation Reform Act 2012.

The financial report covers Headway Gippsland Inc as an individual entity. Headway Gippsland Inc is an association incorporated in Victoria under the Associations Act 2012.

The financial report has been prepared on an accruals basis and is based on historical costs and does not take into account changing money values or, except where stated, current valuations of non-current assets. Cost is based on the fair values of the consideration given in exchange for assets.

The following is a summary of the material accounting policies adopted by the economic entity in the preparation of the financial report. The accounting policies have been consistently applied, unless otherwise stated.

**Income tax**

The income tax expense (income) for the year comprises current income tax expense (income) and deferred tax expense (income).

Current income tax expense charged to profit or loss is the tax payable on taxable income. Current tax liabilities (assets) are measured at the amounts expected to be paid to (recovered from) the relevant taxation authority.

Deferred income tax expense reflects movements in deferred tax asset and deferred tax liability balances during the year as well as unused tax losses.

Current and deferred income tax expense (income) is charged or credited directly to equity instead of profit or loss when the tax relates to items that are credited or charged directly to equity.

Except for business combinations, no deferred income tax is recognised from the initial recognition of an asset or liability where there is no effect on accounting or taxable profit or loss.

Deferred tax assets and liabilities are calculated at the tax rates that are expected to apply to the period when the asset is realised or the liability is settled and their measurement also reflects the manner in which the committee expects to recover or settle the carrying amount of the related asset or liability. With respect to non-depreciable items of property, plant and equipment measured at fair value and items of investment property measured at fair value, the related deferred tax liability or deferred tax asset is measured on the basis that the carrying amount of the asset will be recovered entirely through sale. When an investment property that is depreciable is held by the association in a business model whose objective is to consume substantially all of the economic benefits embodied in the property through use over time (rather than through sale), the related deferred tax liability or deferred tax asset is measured on the basis that the carrying amount of such property will be recovered entirely through use.

Deferred tax assets relating to temporary differences and unused tax losses are recognised only to the extent that it is probable that future taxable profit will be available against which the benefits of the deferred tax asset can be utilised.

Current tax assets and liabilities are offset where a legally enforceable right of set-off exists and it is intended that net settlement or simultaneous realisation and settlement of the respective asset and liability will occur. Deferred tax assets and liabilities are offset where: (a) a legally enforceable right of set-off exists; and (b) the deferred tax assets and liabilities relate to income taxes levied by the same taxation authority on either the same taxable entity or different taxable entities where it is intended that net settlement or simultaneous

The accompanying notes form part of these financial statements.



**Headway Gippsland Inc**  
**ABN 16 523 652 920**  
**Notes to the Financial Statements**  
**For the year ended 30 June 2019**

realisation and settlement of the respective asset and liability will occur in future periods in which significant amounts of deferred tax assets or liabilities are expected to be recovered or settled.

**Inventories**

Inventories are measured at the lower of cost and net realisable value. Costs are assigned on a first-in first-out basis.

**Property, Plant and Equipment**

Each class of property, plant and equipment is carried at cost or fair value less, where applicable, any accumulated depreciation.

**a) Property**

Freehold land and buildings are measured on the fair value basis, being the amount for which an asset could be exchanged between knowledgeable willing parties in an arm's length transaction. It is a policy of Headway Gippsland Inc to have an independent valuation every three years, with annual appraisals being made by the directors.

The revaluation of freehold land and buildings has not taken account of the potential capital gains tax on assets acquired after the introduction of capital gains tax.

**b) Plant and equipment**

The carrying amount of plant and equipment is reviewed annually to ensure it is not in excess of the recoverable amount from those assets. The recoverable amount is assessed on the basis of the expected net cash flows that will be received from the assets employment and subsequent disposal. The expected net cash flows have not been discounted to present values in determining the recoverable amounts.

**c) Depreciation**

The depreciable amount of all fixed assets including buildings and capitalised leased assets, but excluding freehold land, is depreciated on a straight line basis over their useful lives to Headway Gippsland Inc commencing from the time the asset is held ready for use. Properties held for investment purposes are not subject to a depreciation charge. Leasehold improvements are depreciated over the shorter of either the unexpired period of the lease or the estimated useful lives of the improvements.

**Leases**

Leases of fixed assets, where substantially all the risks and benefits incidental to the ownership of the asset, but not legal ownership, are transferred to Headway Gippsland Inc are classified as finance leases. Finance leases are capitalised recording an asset and a liability equal to the present value of the minimum lease payments, including any guaranteed residual value.

Leased assets are depreciated on a straight line basis over their estimated useful lives where it is likely that ownership of the asset will be obtained or over the term of the lease. Lease payments are allocated between the reduction of the lease liability and the lease interest expense for the period.

Lease payments under operating leases, where substantially all the risks and benefits remain with the lessor, are charged as expenses in the periods in which they are incurred.

Lease incentives under operating leases are recognised as a liability. Lease payments received reduce the liability.

**Investments**

Shares in listed companies held as current assets are valued at those shares' market value at each balance date. The gains or losses, whether realised or unrealised, are included in profit from ordinary activities before income tax.

The accompanying notes form part of these financial statements.

**Headway Gippsland Inc**  
**ABN 16 523 652 920**  
**Notes to the Financial Statements**  
**For the year ended 30 June 2019**

Non-current investments are measured on the cost basis. The carrying amount of non-current investments is reviewed annually to ensure it is not in excess of the recoverable amount of these investments. The recoverable amount is assessed from the quoted market value for listed investments or the underlying net assets for other non-listed investments.

The expected net cash flows from investments have not been discounted to their present value in determining the recoverable amounts.

**Employee entitlements**

Provision is made for the liability for employee entitlements arising from services rendered by employees to balance date. Employee entitlements expected to be settled within one year together with entitlements arising from wages and salaries, annual leave and sick leave which will be settled after one year, have been measured at their nominal amount. Other employee entitlements payable later than one year have been measured at the present value of the estimated future cash out flows to be made for those entitlements. Contributions are made by Headway Gippsland Inc to an employee superannuation fund and are charged as expenses when incurred.

Headway Gippsland Inc does not record, as an asset or a liability, the difference between the employer established defined benefit superannuation plan's accrued benefits and the net market value of the plans assets.

Headway Gippsland Inc operates an ownership-based remuneration scheme, details of which are provided in the Notes to Accounts. Profits or losses incurred by employees, being the difference between the market value and the par value of the shares acquired, are not recorded as remuneration paid to employees.

**Cash**

For the purpose of the statement of cash flows, cash includes cash on hand and in all call deposits with banks or financial institutions, investments in money market instruments maturing within less than two months, net of bank overdrafts.

**Comparative Figures**

Where required by Accounting Standards comparative figures have been adjusted to conform with changes in presentation for the current financial year.

**Revenue**

Revenue from the sale of goods is recognised upon the delivery of goods to customers.

Interest revenue is recognised on a proportional basis taking in to account the interest rates applicable to the financial assets.

Dividend revenue is recognised when the right to receive a dividend has been established. Dividends received from associates and joint venture entities are accounted for in accordance with the equity method of accounting.

Revenue from the rendering of a service is recognised upon the delivery of the service to the customers.

All revenue is stated net of the amount of goods and services tax (GST).

**Change in Accounting Policy**

There has been no changes to Accounting Policies during the financial year.

The accompanying notes form part of these financial statements.

**Headway Gippsland Inc**  
**ABN 16 523 652 920**  
**Notes to the Financial Statements**  
**For the year ended 30 June 2019**

	2019	2018
<b>Note 8: Cash assets</b>		
Bank accounts:		
Cash At Bank - Bendigo Bank	252,073.28	96,475.70
Bendigo Bank Term Deposit	546,232.25	535,070.85
Other cash items:		
Cash on hand	3,982.85	2,707.68
	<b>802,288.38</b>	<b>634,254.23</b>
<b>Note 9: Receivables</b>		
<b>Current</b>		
Trade debtors	222,383.06	46,594.67
	<b>222,383.06</b>	<b>46,594.67</b>
<b>Note 11: Other Financial Assets</b>		
<b>Current</b>		
Shares in other corporations - at cost:		
- Listed on a prescribed stock exchange	500.00	500.00
	500.00	500.00
	<b>500.00</b>	<b>500.00</b>
<b>Note 13: Other Assets</b>		
<b>Current</b>		
Short term deposits	150.00	
Prepayments	63,023.50	
	<b>63,173.50</b>	
<b>Note 14: Property, Plant and Equipment</b>		
Buildings:		
- At cost		307,749.60
- At independent valuation	408,800.00	
	408,800.00	307,749.60
Plant and equipment:		
- At cost	126,653.36	109,424.26
- Less: Accumulated depreciation	(104,454.71)	(96,418.45)
	22,198.65	13,005.81
Motor vehicles:		
- At cost	167,572.79	130,404.69
- Less: Accumulated depreciation	(75,930.62)	(55,096.08)
	91,642.17	75,308.61
	<b>522,640.82</b>	<b>396,064.02</b>

The accompanying notes form part of these financial statements.



**Headway Gippsland Inc**  
**ABN 16 523 652 920**  
**Notes to the Financial Statements**  
**For the year ended 30 June 2019**

	<b>2019</b>	<b>2018</b>
<b>Note 16: Payables</b>		
Unsecured:		
- Trade creditors	210,763.26	14,464.72
- Other creditors	129,692.21	128,204.10
	340,455.47	142,668.82
	<b>340,455.47</b>	<b>142,668.82</b>
<b>Note 19: Provisions</b>		
<b>Current</b>		
Provision for AL & PL*	75,058.43	62,881.43
	<b>75,058.43</b>	<b>62,881.43</b>
<b>Non Current</b>		
Provision for LSL	58,553.89	51,206.89
	<b>58,553.89</b>	<b>51,206.89</b>
* Aggregate employee entitlements liability	75,058.43	62,881.43
There were 58 employees at the end of the year		

The accompanying notes form part of these financial statements.

**Headway Gippsland Inc**  
ABN 16 523 652 920  
**Statement by Members of the Board**  
**For the year ended 30 June 2019**

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In the opinion of the Board the Statement of Financial Position, Statement of Financial Performance, Statement of Cash Flows and Notes to the Financial Statements:

1. Presents fairly the financial position of Headway Gippsland Inc as at 30 June 2019 and its performance for the year ended on that date in accordance with Australian Accounting Standards, mandatory professional reporting requirements and other authoritative pronouncements of the Australian Accounting Standards Board.
2. At the date of this statement, there are reasonable grounds to believe that the association will be able to pay its debts as and when they fall due.

The Board is responsible for the reliability, accuracy and completeness of the accounting records and the disclosure of all material and relevant information.

This statement is made in accordance with a resolution of the Board and is signed for and on behalf of the Board by:

4 October, 2019

MAXINE DAVIES chair B.O.M.  
M E Davies  
DEBRA O'KEEFE SECRETARY B.O.M.  
D O'Keefe

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The accompanying notes form part of these financial statements.

# Donations or In Kind Support

Name	Amount	Allocation
Anne Horner/Sam Grima	\$30.00	General
Marie Hall	\$75.00	General
Lyndon Bate	\$90.00	General
Dianne Mumford	\$200.00	Meal Vouchers Traf SS
Joyce/Jim Goss	Raffle Prizes	Christmas Raffle
Yarragon Lions Club	\$500.00	Respite House
Maxine Davies	Raffle Prizes	Christmas Raffle
Steamatic Golf Day	\$384.00	General
Gippsland Solar	\$400.00	Solar Panels
Baw Baw Shire	Reduced Rental	Social Support Trafalgar
Latrobe City	Free Rental	Social Support Latrobe Valley
Bendigo Bank	\$12,000.00	My Voice
Jo Jones	Weekly Volunteer	Valley
John Gatt	Weekly Volunteer	Valley, Warragul and Trafalgar
Heather Hughes	Weekly Volunteer	Warragul
Joanne Watt	Occasional Volunteer	Warragul
Judith Hall	Weekly Volunteer	Valley and Trafalgar





## **CERTIFICATE *of* REGISTRATION**

*This is to certify that*

### **Headway Gippsland Inc**

ABN 16 523 652 920

30 Monash Road Newborough Victoria 3825, AUSTRALIA

*Operates a service delivery system that complies with the requirements of*

### **National Standards for Disability Services**

*For the following scope*

### **Disability Services**

**Certificate number 451NSD2**

Originally Issued	29 August 2016
Current Issue	25 May 2018
Expires	24 May 2021

  
David Hamer  
Managing Director



Registered by: HDAA Australia Pty Ltd (ACN 134 482 625) Unit 4 12 Endeavour Boulevard North Lakes QLD 4509 Australia and subject to the HDAA Service Agreement and Conditions for Certification. This certificate remains the property of HDAA Australia Pty Ltd and must be returned to HDAA upon its request. Refer to Certificate Schedule Ref. 451NSD2 for full scope detail. To verify that this certificate is current please contact HDAA on [info@hdau.com.au](mailto:info@hdau.com.au).





**HEADWAY**  
GIPPSLAND INC.