

39th  
AGM

# ANNUAL REPORT 2019-2020



**HEADWAY**  
GIPPSLAND INC.



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# Mission and vision

Headway Gippsland was established in 1981 and is a not-for-profit community organisation, assisting people with acquired brain injury (ABI) and other disabilities, and their families.

## Our mission

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

## Our vision

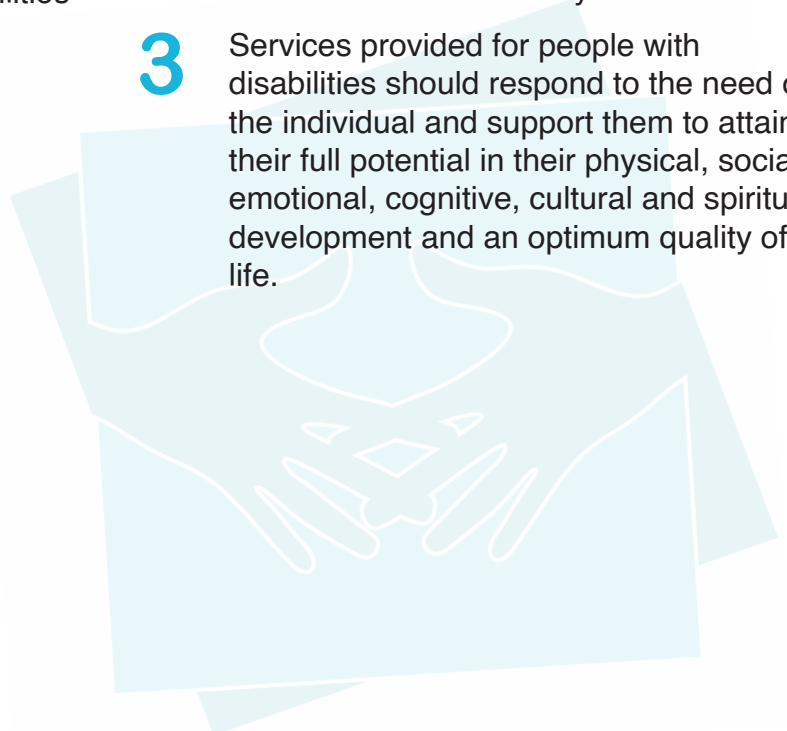
Our vision is a society inclusive for all.

## 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 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 groups
- Community access
- Support coordination to implement participant plans
- Plan management as a financial intermediary
- Short-stay trips
- Skills development
- Social evenings

**Top:** Volunteer Robyn Roulston and Joan.

**Bottom:** Volunteer Heather Hughes.



## Social support groups

Social support groups 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.



## 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 are on the Board of Directors.

Headway Gippsland supports volunteers with ongoing education, giving them insight into ABI and other disabilities, and how to best assist participants.

Trained Headway Gippsland professionals guide and support our volunteers within their roles, ensuring the consistency and quality of support provided to participants.



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## BOARD OF DIRECTORS Annual General Meeting Minutes

|                     |                    |               |                            |
|---------------------|--------------------|---------------|----------------------------|
| <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                        |
| Colin Matthies    | Finance                    |
| Glenn Kimm        | Social Support Coordinator |
| Peter Balmer      | Support Coordinator        |
| David Walker      |                            |
| Nina Walker       |                            |
| Amparo Miller     |                            |
| Susan Waller      | Board Of Directors         |

### IN ATTENDANCE:

|               |                 |
|---------------|-----------------|
| Jenelle Henry | General Manager |
| Lora Moulton  | Minute Taker    |



|                     |                              |                  |
|---------------------|------------------------------|------------------|
| Tina Barake         | Plan Manager                 |                  |
| David Barnes        | Plan Manager                 |                  |
| Cindy Walker        | Support Coordinator          |                  |
| Lisa Kuhne          | Support Coordinator          |                  |
| Emer Boyle          | Life Skills Officer          |                  |
| Nuray Ardolli       | Support Coordinator          |                  |
| John Gatt           | Volunteer                    |                  |
| Margaret Wilson     | Plan Manager                 |                  |
| Victoria Kee        | Finance                      |                  |
| Heather Hughes      | Volunteer                    |                  |
| Nicky Levey         | Support Coordination Manager |                  |
| Tim (Spud) McMillan | Ty Morsink                   | M Ann Horner     |
| Ines McCausland     | Michael Atherton             | Bill Francis     |
| Darren Pickett      | Norma Buckton                | Paul Bur         |
| Leigh Lucadou-Wells | Tony Hayes                   | Jean Wouters     |
| Yvonne Waite        | Marie Hunter                 | John Buckton     |
| Barbara Stoneman    | Thelma Kingwell              | Judy Hall        |
| Trev Campbell       | Phil Drummond                | Elizabeth Clough |
| Heather Lawson      |                              |                  |

| Agenda No. | Subject   |
|------------|---|
| 1.         | <b>Official Welcome &amp;</b><br>Members, management and guests welcomed.<br>Presented by Maxine Davies.  |
| 2.         | <b>Acknowledgement</b><br>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. |
| 3.         | <b>Attendance &amp; Apologies</b><br>Presented by Maxine Davies.  |

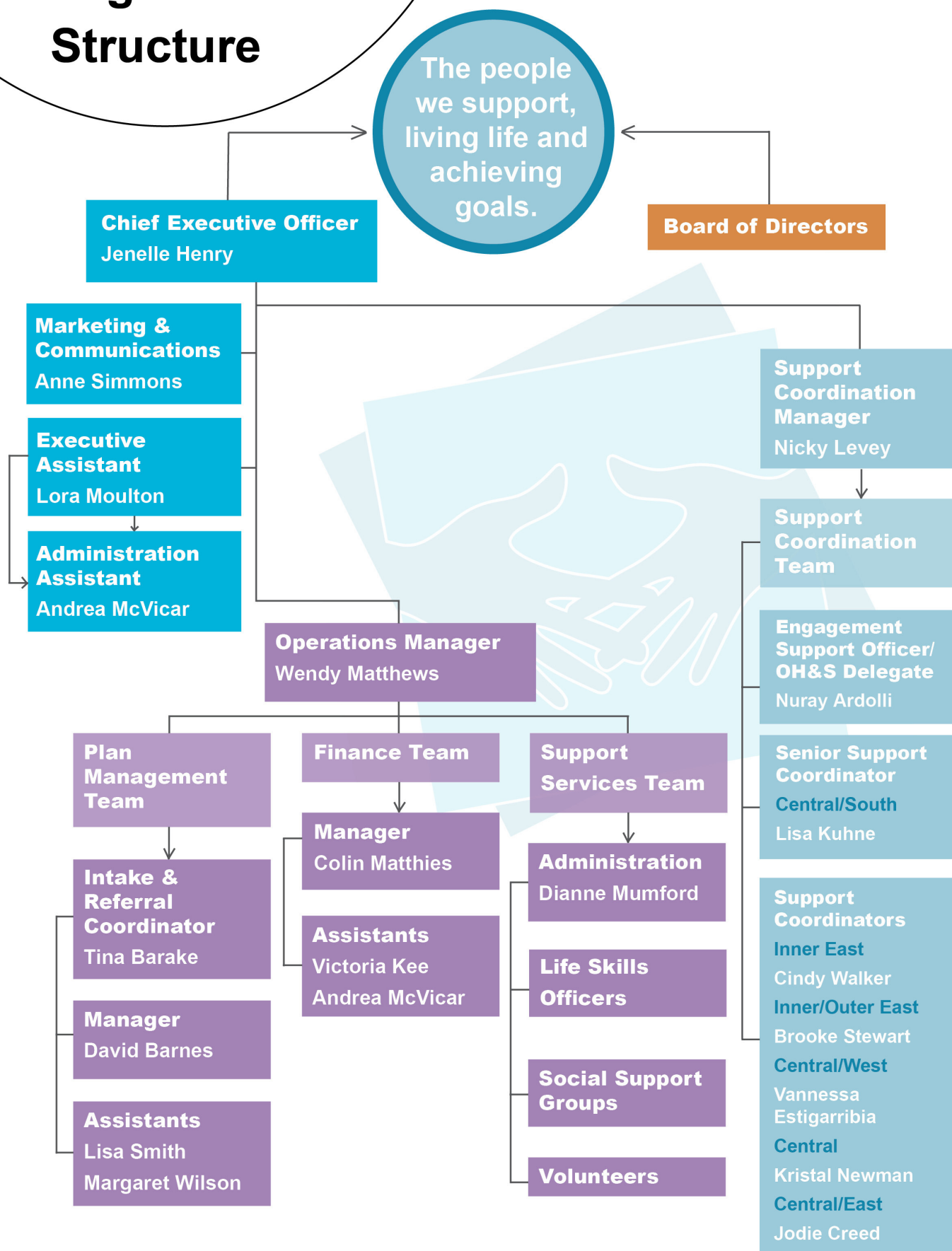


| Agenda No. | Subject   |
|------------|---|
| 4.         | <b>Confirmation Of Previous Minutes</b><br><i>Motion: That the minutes of the previous Annual General Meeting, held on Monday, 8 October 2018, be accepted (see attached).</i><br>Moved: Maxine Davies<br>Seconded: Tim McMillan  |
| 5.         | <b>Chair Person &amp; General Manager's Reports</b><br>Chair Person's Report, presented by Maxine Davies.<br>General Manager's Report, presented by Jenelle Henry.<br>Annual Report, presented by Jenelle Henry.  |
| 6.         | <b>Annual Financial Report</b><br>Presented by Edwin Vandenberg.<br><i>Motion: That the annual financial report for the year ended 30 June 2019 be accepted (see attached).</i><br>Moved: Edwin Vandenberg<br>Seconded: Elizabeth Clough  |
| 7.         | <b>Election Of Board Of Directors</b><br>No nominations received.   |
| 8.         | <b>Guest Speaker</b><br>Guest speaker, Heather Lawson was born deaf and slowly lost her vision as a teenager. Heather communicates using Tactile Auslan (placing her hands over the hands of an interpreter as they use Auslan).<br>Heather spoke of her life, growing up with her siblings, achievements, learning to communicate, rock climbing, sky diving, abseiling. Heather's presentation seemed very well received by everyone, and was followed by many questions and interaction. |
| 9.         | <b>Presentations</b> <ul style="list-style-type: none"> <li>• Guest Speaker, Heather Lawson</li> <li>• Certificates of Appreciation to volunteers</li> <li>• Years Of Service certificates to staff members</li> <li>• Jenelle Henry acknowledged Maxine Davies, as Chair of the Board Of Directors, for her support with presentation of a thank you gift.</li> </ul>  |



| Meeting Closed |                     |
|----------------|---------------------|
| Date:          | 28 October 2019     |
| Time:          | 3.00pm              |
| Chair:         | Maxine Davies       |
| Signature:     | <i>M E Davis</i>    |
| Date signed:   | <i>13 Oct. 2020</i> |

# Organisational Structure



September 2020 | Headway Gippsland Inc.

## Our resident musician

There is never a quiet moment at Headway now the plan management department has its own performer.

Margaret Wilson has been singing at social support groups and even via the Headway Facebook page during the pandemic.

"Music does a lot for you. It makes you feel good," Margaret said.

When her late father Jack was aged 95, he encouraged Margaret to sing at his aged care home.

"The first time I got up I was that scared my legs were shaking," she said.

Interestingly, it was performing in a long blonde wig she found at a garage sale that helped her out of her shell.

"I came flying in the door dancing ... that's when I realised I could make people laugh."

"The sillier I looked, the more they laughed."



## Board of Directors

**Chairperson** Maxine Davies

**Treasurer** Edwin Vandenberg

**Secretary** Debbra O'Keefe

**Members** Bryan Leaf

Peter Clement

Marianne Fontaine

Paul Bur

John Rochstad-Lim

# Staff

## Chief Executive Officer

Jenelle Henry

## Executive Assistant

Lora Moulton

## Administration

Dianne Mumford

## Administration Assistant

Andrea McVicar

## Marketing & Communications

Anne Simmons

## Operations Manager

Wendy Matthews

## Plan Management Leader

David Barnes

## Intake & Referral Coordinator

Tina Barake

## Plan Management Assistants

Lisa Smith

Margaret Wilson

## Finance Manager

Colin Matthies

## Finance Assistants

Victoria Kee

Andrea McVicar

## Support Coordination Manager

Nicky Levey

## Senior Support Coordinator

Lisa Kuhne

## Support Coordinators

Jodie Creed

Vannessa Estigarribia

Jenny Mills

Kristal Newman

Brooke Stewart

Cindy Walker

## Social Support Group Coordinators

### *Trafalgar*

Nuray Ardolli

Emer Boyle

### *Warragul*

Michelle Meggetto

Janet De Corrado

### *Wonthaggi*

Lyndon Bate

Pat Moutafis

### *Latrobe Valley*

Glenn Kimm

Amparo Miller

### *Bairnsdale*

Jodie Creed

## My Story, My Voice program

Kerryn Vaughan

## Bus Driver

Tony Hayes

## Life Skills Officers

Lateesha Aitken

Kally Alexandrou

Lynda Becker

Emer Boyle

Paul Brew

Sharon Bullard

Tony Colvin

Jade Downey

Ange Duffy

Ben Duffy

Shelly Hocken

Jim Hurdstrom

Gillian Keily

Melanie Kirkpatrick

Janelle Lodge

Janette Luke

Bryley Mackinlay

George Manis

Rose McKenna

Danielle Mintern

Peter Molnar

Robyn Morecroft

Garry Morgan

Sue O'Connor

Gavin Proctor

Tarryn Ritchie

Michael Sinclair

Katie Sinnott

Jocelyn Spithoven

Joanne Watt

Greg Watts

Lee Wells

Mark Wyld

Julie Young



**Pictured:** Support coordinator Cindy Walker.

# 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

# A message from the Chairperson

**To all our loyal members and clients, this year I will cease to be chair of the board at the AGM, but I will remain as a director for another term.**

My time with Headway started with some serious worries but I am enormously proud of where we are today.

When I first became a director on the board we did not know if Headway could survive in the current climate and we spent many anxious hours debating – ‘we could go on’? Should we close? Should we amalgamate with another provider?

Then along came the NDIS and another steep learning curve for the directors but especially for Jenelle and her amazing staff.

From an exceedingly difficult position with yet another deficit we are now in the position of having a healthy surplus and we are now one of the major players in the Gippsland region.

The staff and Jenelle are to thank for Headway’s success. They have worked above and beyond anything we had a right to expect.

The board and its directors also worked hard putting in extra hours to get set for the new world of the NDIS and I would like to thank them all for the support they have given me

as chair and I am confident they will support the new chair in the same manner.

I cannot heap enough praise on Jenelle for her management of a difficult change in the provision of the NDIS. She has managed this all with good humour and a ready smile and I thank her for her support of myself and the board in general. Thank-you Jenelle.

Our amazing staff deserve praise for all the work they have undertaken to build Headway to the level it is today. The Board of Directors and I thank you all very much.

I am looking forward to another great year for Headway.

**Maxine Davies**  
**Board of Directors**  
**Chairperson**



# Chief Executive Officer

**As I write this, I think that this year's AGM will be slightly different and we probably won't be spending this day together. The year 2019/2020 was another year of really successful growth for the organisation. Headway continued to deliver the same services as 2018/2019 but was able to increase the amount of people being supported. This increase in participant numbers required a lot of work from Headway in recruitment and sourcing the best available staff and Headway is extremely grateful to all the very hard-working staff that we have.**

In February of 2019, coronavirus was starting to make headlines overseas and by March 2019, Australia was experiencing a lot of cases and difficulties. These decisions made by Headway management and the government meant our support groups were no longer able to operate and one-on-one services were very limited to those only requiring essential supports.

Headway worked hard to keep up with government advice and sourcing appropriate PPE, having some offices closed and staff working from home. The state of situation brought out the best in the organisation with the ability to act quickly, think locally and be nimble. Throughout the pandemic our support coordination services were continually sought-after as were our plan management services.

We have continued to evolve during COVID-19 and offer our services in new and different ways and we are very proud of this. Headway is grateful for all the wonderful staff that continue to support our participants each and every day.

Headway aims to make a difference in people's lives and it is this that continues to drive the success of this organisation.

I am as always truly grateful for the support of

the Headway Board of Directors and feel very privileged to work with such amazing individuals – in particular, Maxine Davies, who is stepping down as the role of chairperson but luckily for us, staying on the board. We thank Maxine very much for all the work that she has done in this role.

I am extremely grateful to all our life skills officers, social support staff and the administration team for another very successful year. Looking forward to the next 12 months as we continue to build on our success.

**Jenelle Henry**  
**Chief Executive Officer**



# Operations Manager

**I was thrilled to be offered the chance to join Headway in early January this year in the new position as operations manager with oversight of plan management, one-to-one supports, social support groups and finance.**

Thank-you to plan management manager David Barnes and finance manager Colin Matthies for assisting me to negotiate and understand the services and processes that were in place.

It has been an interesting six months, adapting to my new role and only after nine weeks on the job we all went into lockdown and I added 'courier between offices' to my position description.

It was a challenging time for everyone having to quickly find new ways to work and communicate and ensure we continued to provide a quality service. As many businesses would have discovered, we found ways to streamline processes and improve efficiencies. Whilst there were some issues for some staff with connectivity, everyone was amazing and adapted as required. Di Mumford at the front office was pivotal through the first lockdown to all staff and I extend my gratitude to her.

With the growth of the business, it became evident that we would be well-served with a dedicated intake position, so we asked Tina to move across from plan management to the intake role on a trial basis to give feedback on how we could improve the experience for anyone seeking our services.

As one-to-one services were affected by the lockdown, we continued to support participants who required services and those who were comfortable having staff in their homes. Services were adjusted as needed. A huge shout-out to all of our life skills officers who put their hands up to continue to support our participants in such an unknown environment.

As for social support groups, what an up-and-down time for all of our participants. Many of the

participants have attended for many years and look forward to the camaraderie of catching up with others.

As always, our social support coordinators Michelle, Glenn, Lyndon, Nuray and Jodie went above and beyond to stay connected with their groups, using technology wherever possible. There was trivia, puzzles and welfare checks to keep people engaged.

When restrictions reduced, small groups were able to meet out in the community whilst waiting for centres to reopen. Unfortunately it was short-lived, however, learnings from the first lockdown allowed coordinators and participants to be more prepared the second time around.

A huge thank-you to all our volunteers who tirelessly gave their time to support our participants. It was another disappointment to add to the list when we were unable to get together to say thank-you in person during Volunteers' Week.

It was a sad day when the Warragul group farewelled John who has volunteered for 13 years across three of our social support groups. Fortunately, the second lockdown happened the week after he had his first farewell. We are hopeful that John will return for more farewells at a later date.

I would like to thank David, Margaret, Lisa, Tina, Colin, Victoria and Di and all other staff for being so supportive during this time.

A huge thank-you to Jenelle for leading us through these unprecedented times, as we traversed our way through many challenges and directives given to us by NDIS and DHHS.

**Wendy Matthews**  
**Operations Manager**



# Support Coordination Manager

**I'm always surprised at how quickly AGM time comes around. However, this year feels a little different, with COVID-19 causing ripple effects across the world. Our thoughts are with each and every person who has been affected by this unprecedented situation.**

Over the past few months, we've had to adapt and change the way we provide services under the government restrictions. The entire support coordination team began working remotely from late-March through until late-June with a staged return to office locations.

Despite this, we've grown and developed, risen to challenges and supported participants through the issues that arose within their lives.

As with all providers in rural areas we face the same challenges finding providers for some of the more specialist and in-demand services. Because of this we've learnt to become resourceful and pride ourselves on the good relationships we have with other providers across the region.

With the advent of COVID-19, things such as telehealth sessions have opened up a whole new world of providers that participants may not have had access to in the past. So, for this, we're grateful.

Our support coordination team has grown from one full-time and three part-time staff at the beginning of July



2019, to three full-time and four part-time at the end of June 2020, with another position to be filled once restrictions ease. One of these positions focuses largely on engagement support, ensuring a smooth process from referral through to the allocation of a support coordinator.

I would like to say a huge thank-you to the entire Headway family – the Board of Directors, all our staff, volunteers and the people and families we support. And particularly to the support coordination team who have pulled together, despite the distance, the family and health challenges, the cancelled leave and the uncertainty, and focused on our participants.

This year has certainly not been an easy one and so many have faced loneliness, isolation, incredible change and uncertainty. Our thoughts are with you all and we hope our presence in your lives helps you through this time.

Please take some time to read the heart-warming stories from some of our participants on pages 19-21.

**Nicky Levey**  
**Support Coordination Manager**

# Plan Management Leader

The first half of the year was a continuation of the strong growth experienced since Headway Gippsland began as an NDIS service provider. The team comprised Tina Barake, Margaret Wilson and Lisa Smith, all part-time and myself, full-time.

New activations continued at a consistently-high rate across Gippsland and existing participants were experiencing plan renewals, often for the first time.

The beginning of calendar year 2020 saw significant changes to the way the plan management team was managed. Our operations manager Wendy Matthews commenced and participant invoices sign-off approval passed from Jenelle to Wendy. The introduction of the Drouin office led to new arrangements regarding the handling of invoices between the offices and regular trips from Newborough to Drouin each week were necessary to deliver invoices processed by the plan management team to the finance team based at Drouin.

Drum roll please... Then we all started to learn about the unprecedented times we would face. From mid-March, team members were sent home to work in a more socially-distanced environment, and in two cases, to assist with home-schooling their children. This move to home working encountered some unforeseen difficulties, but the key deliverables of participant and provider service were maintained.

In April, a trial commenced to centralise the intake process with a single staff member. Tina Barake took on this role and freed up the other members of the plan management team to process participant invoices and support and guide participants in the use of their plans.

With families at home, there was a significant rise in the number of queries about how plans could be used. The NDIS introduced changes

to make it easier for participants to utilise their core funding for items such as iPads which participants could use for telehealth appointments. In June, two plan management team members returned to work at the Newborough office and as the financial year ended, some much-needed new technology was being planned for the start of the new financial year.

Despite the team size remaining constant, a few additional hours were found from the part-time members and we managed to double the size of our plan-managed participant base over the financial year. Congratulations and thank-you to Tina, Lisa and Margaret.

Thank-you also to the management team, finance team, admin team and Board of Directors for all the support we enjoy.

Going forward, we continue to set ourselves strong growth targets and we look forward to productivity gains from new technology to help us deliver this essential service for so many Gippsland families and community members.

**David Barnes**  
Plan Management Leader





## Eileen finds family time



**We are all coming to terms with being isolated from family for weeks on end during this pandemic.**

**But for Eileen, this was her reality for more than a decade. She was only able to visit her family about once every six months.**

When Eileen gained a NDIS plan under Headway about a year ago, she also gained a support worker.

“Now she has a choice about what she wants to do. That’s the biggest difference,” life skills officer Bryley Mackinlay said.

The pair enjoy activities like shopping, having lunch and visiting family.

“She is so much calmer, so much happier and living the way she wants to live.”

Fortunately, the NDIS funding came in time for Eileen to be with her mum Julie, sister Amelia and her dad Carl when her dad was sickest with cancer. He passed away in November 2019.

“I still miss dad,” Eileen said.

As an NDIS participant, Eileen designs her own list of aspirations, which have included accessing the community more and reconnecting with her family.

“I think we’ve been kicking some goals,” Bryley said.



Support coordination manager Nicky Levey and support coordinators Cindy Walker and Jodie Creed.

# Leah's week in Melbourne

Leah started accessing Headway services in late-2018 for her NDIS support coordination, plan management, one-to-one support and also occasionally attending one of our social support groups. Leah has since enjoyed many activities of her choosing and has been supported to maintain her independence and community access. Late in 2019, Leah's support coordinator, along with plan management and upper management approval, helped Leah to plan her own week-long holiday in Melbourne.



Leah and her support worker spent their time together researching activities and places she would like to go to. Then her support coordinator

booked tickets and created a holiday itinerary. The plan management team helped by making sure the funding was in place according to NDIS guidelines and upper management oversaw everything along the way.

Leah stayed in a lovely apartment at Southbank which was many floors up, so she had a great view. Leah was also able to choose what many

activities she filled her holiday with. Together, Leah and her support worker spent a day at Melbourne Zoo. Leah loves animals so this activity was definitely special for her. They also went up to the Eureka Skydeck, spent two hours on a cruise along the Yarra. They also enjoyed a tram ride and visit to St Kilda beach – Leah particularly enjoyed the hustle and bustle of Acland Street. The weather was lovely that day, so it worked out perfectly. Leah's holiday was topped off by tickets to the stage show *Charlie and the Chocolate Factory* which she thoroughly enjoyed. Of course, she had many nice meals and coffees throughout the trip. Leah also enjoyed some down time and relaxation while they were in the city. Her holiday will be one to remember forever.

This is such a great example of the client-focused work that Headway does to help the people we support and also proof that the NDIS does help people achieve their goals. Leah had so much fun and did an amazing job of planning her own holiday. But most importantly, she had an awesome time and experienced everything that she hoped to during her holiday.



# Mark's return home

**In 2016, Mark survived a stroke but because of the supports he needed at the time, his only option was to live in an aged care facility.**

Three years later, Mark came to Headway with his NDIS plan looking for a support coordinator to help him achieve his goal to return home.

With support from his direct care workers, Mark attended physio and hydrotherapy to gain strength, socialise and participate in activities in the community, attend art sessions and play chess. These were important improvements to Mark's social interaction with others.

Over the past year, Mark improved his strength significantly. It was time to make the arrangements for Mark to finally return home with his family.

His support coordinator helped arrange assessments, reports, recommendations for equipment and one-to-one supports from service providers to ensure he had the appropriate support at home. Some hard work in a short period of time pushed everything over the line.

Mark's plan was reviewed and funding was approved for him to have one-to-one support in the home and community. Mark also opted for his NDIS plan to be managed by Headway which has worked well for him.

Mark and his wife are grateful for the support they received from Headway. The 68-year-old has achieved his goal to live independently in his own home with his wife, with support from his support coordinator.

Warragul social support group participant Jenny writing in a card.



# Social support groups

Headway's five social support groups across Gippsland provide opportunities for people to develop and maintain social skills and connections, while enjoying community and recreational activities.

## Bairnsdale

**In November 2019 I was appointed as coordinator of the Bairnsdale social support group and have had the privilege of meeting some wonderful people.**

At our first outing, the group chose lunch at their favourite café at Bruthen where we brainstormed ideas for the upcoming month before having a look at the museum and op shop.

To make the most of the nice weather, the group purchased some supplies for a barbecue lunch and set off to Metung. Unfortunately, we had some difficulty finding barbecue facilities so after enjoying the beautiful scenery, we drove to Lakes Entrance to enjoy our lunch. During lunch, we discussed the upcoming Headway Christmas party and the participants were looking forward to attending. After lunch the

group looked in the op shop which seemed to become a bit of a tradition on our Thursdays together.

One of the activities the group chose was Christmas craft and I didn't have



**Top:** Social support group coordinator Jodie Creed.

**Bottom:** Margaret Wilson performing at the Christmas party.

the heart to tell them craft was not my strong suit so on we went. The participants made some great Christmas cards and bon bons which of course meant we had to share our best terrible Christmas cracker jokes.

Some of the participants chose to attend the Headway annual Christmas lunch at The Morwell Club and enjoyed a lovely meal, lollies from Santa and joined in with Margaret to sing some carols. On this occasion we were all too full from the wonderful lunch to uphold our tradition of visiting the op shop and decided to make the drive home instead.

A trip to Paynesville for a meal and a look along the esplanade was enjoyed by the group on a lovely January day. Of course, the day wouldn't be complete without our Thursday trip to the op shop. The group chose to go for a drive and we were fortunate to have a long-time local participant who showed us around Lindenow and surrounding areas while providing some history of the area which was lovely and very interesting.

Due to bushfires in the local East Gippsland



operations manager Wendy visit our group and enjoyed a three-course meal at the local neighbourhood house. The participants appreciated getting to know Wendy and sharing something about themselves over lunch.

The group also chose to attend the Disability Expo in Sale where they visited the various stalls and enjoyed learning about what services the various organisations had on offer. The participants assisted Wendy at the Headway stall and ensured people visiting the stall left with some knowledge about the services Headway has to offer.

In March this year the group secured a room at The Hub, Bairnsdale which was very exciting as we had our own space to use how we wanted to. As seems to be the theme this year, once the group were getting settled into our own space, COVID-19 made an appearance and threw a spanner in the works.

During restrictions it has been decided by the participants the safest option is to suspend the group and make decisions on a week-by-week basis.

Hopefully the group can recommence once a new normal has been recognised.

**Jodie Creed**

**Social Support  
Group  
Coordinator**

area the group was postponed for some weeks in the summer.

Our first week back from the break the group chose to drive to Lakes Entrance and have a look in the shops before going to Bruthen and have lunch in the local café. This was the group's way of supporting the local community once it was safe to do so.

In an effort to combine the lovely weather and some exercise, the group walked to the art gallery in Bairnsdale and enjoyed a coffee at the café. The group enjoyed lunch at the local Chinese restaurant before appreciating some local Indigenous art.

The group were excited to have the new



**Top:** Participants Michael and Wendy.

**Right:** Wendy Matthews at Sale Disability Expo.

**Bottom:** Participant Sarah.

# Trafalgar

## Magnificent Minions



Where has the year gone? The Magnificent Minions have again had another year of greatness with participants working towards goals by doing the activities of their choice.

The Minions pride themselves in togetherness and looking out for each other. The Minions stated they have “enjoyed so many activities and had good times that they can’t judge them all”. The majority of the Minions agreed the biggest highlights were day trips to various places. They especially like visiting the surrounding towns of Moe, Morwell and Traralgon. A highlight was activities at Yallourn North, where they enjoyed karaoke, dancing, lunch and visit to the Yallourn Bowling Club where they checked out the

upgrades and had a few rolls. We were lucky to squeeze in a trip to the Gippsland Vehicle Collection at Maffra just before the first COVID-19 restrictions.

Minions reported they had a lot of fun and laughter with a variety of activities including weekly quizzes, with create-a-word still a weekly activity. Members stated they feel the group encourages them and their skill development as well as motivating their attendance and participation in respect of each other.

Tenpin bowling, pool, cooking, gentle exercise, bus trips are some of the most typical regular activities the Minions have enjoyed, just to mention a few.

The group have met three times out in the community between both lockdowns but they did find this stressful as the time limits did not allow all members the time needed to settle in or socialise with each other. All members have advised that they miss the group very much and are looking forward to returning once restrictions have eased and they can meet more regularly again.



**Top right:** Group coordinator Nuray Ardolli.

**Left:** Spud at Yallourn North Bowling Club.

**Bottom:** A visit to Gippsland Vehicle Collection, Maffra.



I would like to say a special thank-you to coordinator Emer Boyle and all staff that support the group throughout the year and of course our volunteers, John Gatt and Judy Hall and to the Headway

team at the Newborough office for all your support.

A special thank-you to John Gatt for his many years of volunteering in our group. You are an asset to any person or group you are around. Your gentle nature, understanding, compassion, support and kindness has not gone unnoticed. We will miss you. We at the group wish you all the best in your journey in the blissful life of retirement.

**Nuray Ardolli**

**Social Support Group  
Coordinator**

## Participant quotes on what they love the most

- “Seeing friends.”
- “Just coming to the group – a day out.”
- “Socialising – going for coffee with mates.”
- “Where I belong without being judged by the world.”
- “Love the group.”
- “Mateship.”
- “We are family.”



**Top:** Participants Bill and Ines with the same two tiles left.

**Middle:** Adrian gets into the spirit at the Christmas lunch.

**Bottom:** A guided tour at Old Gippstown.

# Warragul

## Baw Baw Buddies

**“Happiness can be found even in the darkest of times, if one only remembers to turn on the light.”**

**- Albus Dumbledore**

Well, this year's report really is a tale of two very different experiences. From July 2019 to March 2020, the support program ticked away in the usual, comfortable format as it always had. Friends meeting together, sharing stories and cuppas around our communal table and devouring the delicious morning tea donated each week by Aperloos bakery. Laughs, trivia, crafts, games, guest speakers, travel, community access, lunches, newsletters and jokes were all experiences we took for granted every week. We enjoyed the freedom of great community access outings, had an interesting range of guest speakers and continued to be busy cooking... except for chocolate biscuits!

Many of our members entered the second stage of their My Story presentations. These education sessions enabled members to share their ABI journeys and gave listeners

a unique insight into our members and their important stories. We loved seeing their photos on the Headway Facebook page and hearing about these sessions when they returned to the group.

Some highlights of 2019 were having the South Coasters join us for brain injury awareness week, where we were spoilt with music from Margaret. We attended the greyhounds great chase program (no luck this year) and had a really productive flower-arranging session. Members all came in with cuttings, flowers and greenery, with everyone able to make multiple bouquets to take home. We also made some for the Baw Baw Shire PAG members who share the same building as us – they were thrilled with the generosity.

At the end of 2019 we had our annual end of year break up at Parnassus where we were again spoilt with a stunning venue and a very filling lunch. It was a terrific way to celebrate our year together.

We returned to the centre in 2020 and were invigorated with new ideas and activities. We



**Top right:** Group coordinator Michelle Meggetto.

**Above:** Rummikub with Keryn and Heather.

**Bottom:** The group arranges flowers.



**Top right:** A screenshot from Facebook.

**Bottom:** The group dressed up for Melbourne Cup.

joined the rock painting movement which is all about sharing a little bit of art with a total stranger – we painted various rocks to hide in the community. The idea is around making someone's day brighter, or sending a message of encouragement. We travelled to Yarragon, where members hid their rocks throughout the village. We then watched and waited – we have been delighted to see many posts on Facebook group Gipps Rocks about those who found our creations. The finders are then welcome to keep them or hide them again for someone else to find. We have been tracking their movements.

We were excited with the reopening of West Gippsland Art Centre to see their daylight entertainment on a Friday. The group chose to see *Partners in Crime*. I still remember their many jokes about the shortage of toilet paper and not to take any home with us... Little did we know what was to transpire... Our last group session would be the next week - March 13.

The Baw Baw Buddies showed great resilience through lockdown one. Connectedness is about the quality of our relationships and not about our proximity with another person. Our members were willing and eager to stay connected through games in the mail, phone messages, jokes and trivia – all conducted via phone calls and SMS. During this time, it was also important to keep busy and maintain routine, so members received activities in the mail and we found ways to continue to keep in touch every Friday until eventually we had the green light to recommence... however, in quite



a different format.

Each week we saw changes to how we could meet, reduced hours, smaller groups, rapid changes to restrictions – masks, temperature checks, names recorded wherever we went, travel restrictions, social distancing, hand sanitiser and so on. But still, we were keen to get back together in whatever format we could, until eventually we were able to return in a limited capacity to the centre.

Over the lockdown, we have missed significant events – three special birthdays (I am sure we will enjoy a celebration when we can return) and National Volunteers' Week – although the group did a great job of sending out a message to our volunteers to let them know that we missed them and to thank them for their time and commitment to us all. A huge thank-you to



Volunteer John Gatt's farewell.



our volunteers John, Heather and Robyn. Even though John retired in July, I wish to include John's farewell in this year's report. John, thank-you so very much for sharing with us your generous and genuine spirit.

We have all been such lucky people to have spent this time with you. You will be missed by all, more than you know. We wish you a healthy and happy retirement, so richly deserved.

Thank-you also to Janet – what a rollercoaster of a year – thank-you for all the support you give us all and for rolling with the punches!

It is certainly easy to allow the challenges and drudgery of current COVID restrictions to infiltrate and dominate our human psyche.

Whether it be the media, the limitations on movement, exercise and travel or having to wear masks whenever we leave our homes, there is a constant reminder of how small our world has seemingly become and of the things that we can no longer simply do.

Those things that were taken for granted not all that long ago, are now the things we look forward to returning.

For the most part, they are small and simple things – a coffee with friends, a meal with family, celebrating a birthday, a trip to the beach

or park, or just a gathering in our homes. We look forward to getting back together.

**“Every hand that we don't shake must become a phone call that we place. Every embrace that we avoid must become a verbal expression of warmth and concern. Every inch and every foot that we physically place between ourselves and another, must become a thought as to how we might be of help to that other, should the need arise.”**

**– Rabbi Yosef Kanefsky**

**Michelle Meggetto**  
**Social Support Group**  
**Coordinator**



A virtual 'thank-you' for  
National Volunteers'  
Week.

# Wonthaggi

## South Coasters

**Top:** Sarah's painting of rockpools at Kangaroo Island.

**Left:** Carren with her woodburning creation.

**Right:** Carren crocheting a bedspread.

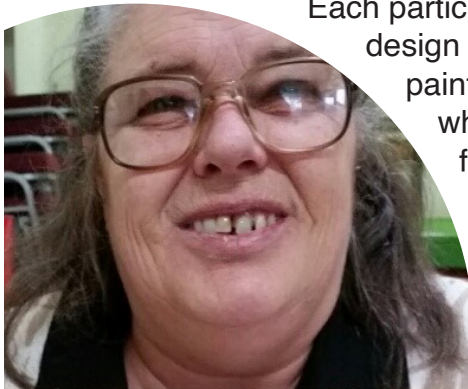
**Bottom:** A walk through the Wonthaggi wetlands.

On a glorious sunny September day, we visited the George Pentland Botanic Gardens at Frankston. It was a beautiful and relaxing setting recommended by one of our members.

One of the highlights was visiting the Warragul group in August 2019 – we enjoyed a chat, lunch and quiz with the group and were then entertained by Margaret Wilson.

Art has been a major activity enjoyed by the group. We held another art exhibition at the Wonthaggi Library. Bass Coast Shire Councillor Geoff Ellis was the perfect person to open the exhibition. T-shirt painting was one of our art adventures this year.

Each participant chose a design and had fun painting their shirts, which included flicking paint to get a splatter look or dabbing on paint to achieve the design.



### Other activities participants have enjoyed...

- A visit to see the penguins at Phillip Island Nature Parks
- A trip to Cranbourne shops
- Lunch at Leongatha RSL
- Fish and chips at Kilcunda foreshore
- Music quizzes





**Top:** A group outing to Frankston's George Pentland Botanic Gardens.

**Left:** Sandra in the winter sun.

**Right:** Nicole doing some word searches.

**Bottom:** Sandra starting a new artwork.

We were fortunate to visit strawberry grower, Maccas Farm, the week before we stopped

the group due to coronavirus restrictions. The group has also done a bit of cooking.

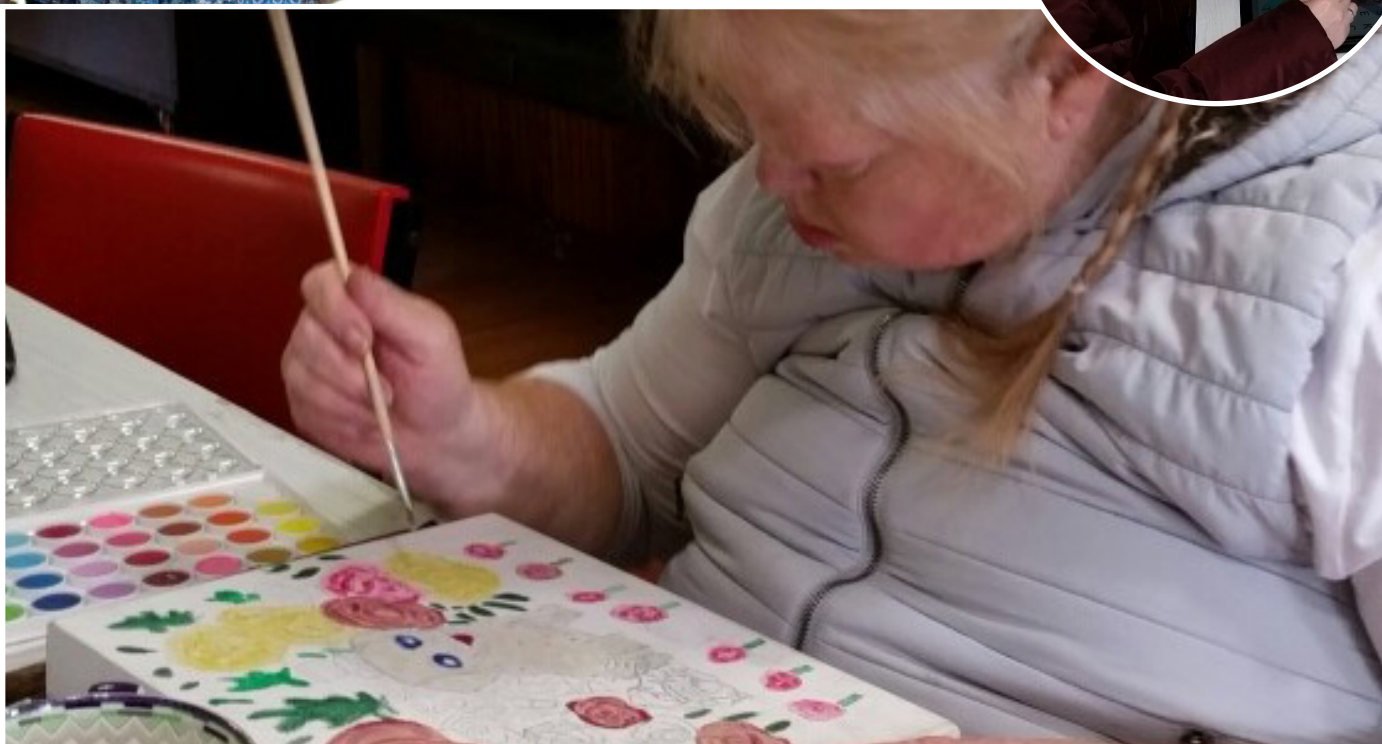
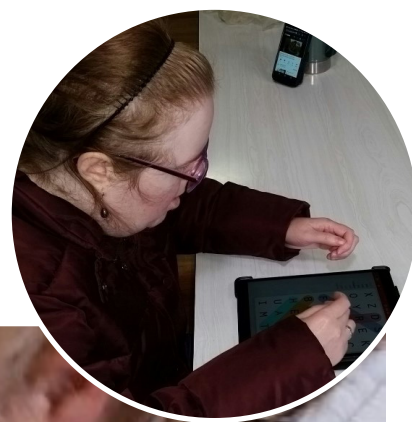
They have made some delicious dishes such as chicken soup, chicken curry, cheese scones and salmon patties.

To stay within the challenging coronavirus restrictions, we met twice at a local park after a nine-week

break. Glad to meet up again, the group chatted while enjoying takeaway drinks and lunch on the following week.

**Lyndon Bate**

**Social Support Group  
Coordinator**



# Latrobe Valley

## Valley Venturers

Reflecting back over the past year, what a year we have had with the fires, floods and COVID-19. We will never forget this year as one with so many interruptions and challenges that hopefully we never see again. We had some great program moments albeit shortened before the program was shut down earlier this year.

Between the two stage 3 lockdowns, the participants caught up for coffee and lunch. We met in smaller groups visiting Moe, Morwell and Traralgon in turn. This was a way of keeping in touch and giving the participants a chance to catch up with each other. Our in-days included shared lunches, and memorably, a Christmas lunch with plenty of foods on offer - a special thanks to Aldi for donating food to cook.

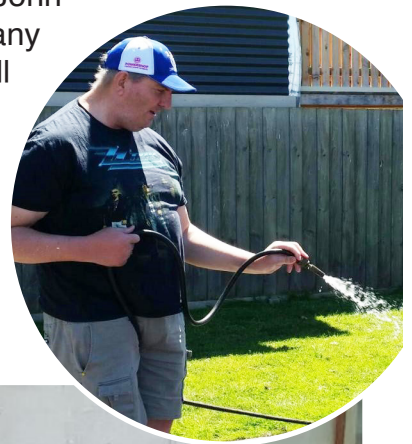
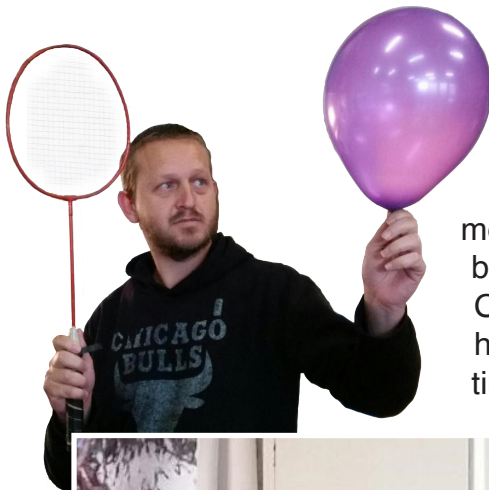
This was a very special day.

Games days in our room included carpet bowling, Uno, memory board, bingo, and pool. Our fire drills have taken less time to evacuate

the building, "this is probably due to more danger awareness when they are called, a good thing for all concerned".

Other days out of the centre included tenpin bowling, barbecue days in the park, shopping and lunch and movies at the cinema.

It was another great year again with our volunteers John, Judy, Jo, Lyn and Paul. Without their assistance our program would not function the way it does. It is a great testament to their character and willingness to help out where needed. We would like to take this opportunity to personally thank our wonderful volunteers, and we look forward to many more great moments and times with you all. On a sad note, we farewell John who is retiring after many years with us. John will be sadly missed by all in the group, we have shared plenty of laughs and moments together that will stay with us forever. I personally will miss



**Top:** Group coordinator Glenn Kimm.

**Left:** Tony playing balloon tennis.

**Right:** Paul hosing off the car.

**Bottom:** Spud and Jo having a pre-COVID dance.

him as we go back a long way together and he has become more than a volunteer to me, he has and will always be a good friend of mine for life. We wish him well in retirement and thank him for all his years of service to Headway.

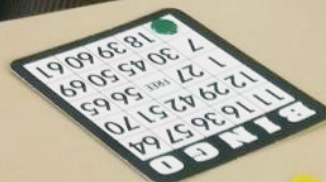
As the year draws to a close, we have many things to consider as to what COVID-19 will look like and what effect will it have on our program. We know it won't be as normal as it was, but we have to live with it and understand the changes it has brought upon us. But we are a resilient group who can adapt to change.

Lastly but most importantly, I thank my assistant Amparo for whom I have the most grateful respect for. She just goes about her business without fuss or bother, she just gets

on with her work. Thank-you Amparo for all your support throughout the year. Thank-you to all the participants for another year, I'm looking forward to a better year ahead with you all.

**Glenn Kimm**

**Social Support Group  
Coordinator**



**Top right:** Leigh at Christmas lunch.

**Top left:** Amparo cooking the barbecue.

**Left:** Volunteer Jo with Robert on Italian singers day.

**Bottom:** Tony playing bingo.

# My Story, My Voice

## A Headway program

In 2017, Headway was supported by Latrobe Community Health Service to initiate an eight-week program. A group of people who live with acquired brain injury formed a peer group to write a story about their journeys. This was incredibly successful, and led to the Trafalgar & District Community Bank Branch - Bendigo Bank further supporting the group in 2019 to individually take their stories to community groups where they would deliver an in-person presentation.

Keryn Smith kicked off the in-person presentations when she visited St Mary's Primary School in Newborough in June. She presented to the year 5 and 6 students and they were totally enthralled with Keryn's story. It was really exciting to see her treated like a celebrity!

In August, Paul Bur spoke to the year 11 students at St Paul's Anglican Grammar in Warragul. The students were deeply immersed in Paul's story and his message seemed to hit home for a lot of them that their lives could change in an instant.

Trevor Buckton delivered a very raw presentation to the disability students at TAFE Gippsland in Warragul in September. These are students who will graduate and support people with disabilities, and deeply appreciated the opportunity to hear the journey and struggles straight from the horse's mouth.

Bev Martin presented to the Morwell Rotary Club in October, and shared how she feels that she is one of the 'lucky ones' in that she can live a relatively normal life. She reminded the audience that just because somebody has an ABI it doesn't mean they are useless, and that all people need to be treated with respect and kindness.

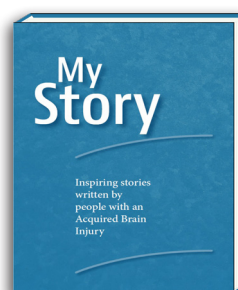
Trevor Campbell kicked off 2020, presenting to the Trafalgar Probus Club in February. Trevor told the audience he was 'a lucky bloke' as many people who acquire a brain injury in a similar way, lose their lives or end up in a much worse situation. Several in the audience reflected on how grateful they were, given how easily one can acquire a brain injury.

Barbara Stoneman presented to the nursing students at Partners in Training in Sale in March. Barb shared how she had a brain



**Left:** Participant Paul Bur and Trafalgar & District Community Bank Branch - Bendigo Bank's Phil Drummond.

**Right:** Participant Trevor Buckton.



## A book written by participants

A book, *My Story*, has now been printed that includes the stories written for the My Story program. This book is available through Headway at all of the offices locations.

tumour when she was eight but due to the knowledge and equipment deficiencies of that time, her recovery and rehabilitation was not as good as if the same thing had happened in today's age. The students were incredibly grateful and saw how this information would benefit them and their patients once they graduated and were working shifts in a hospital.

By the end of March we needed to pivot to a virtual program due to COVID-19, hosting online interviews. These have been shared on social media and also on the Headway Gippsland website.

**Kerryn Vaughan**

**My Story, My Voice  
Facilitator**



**Top and bottom:** Participant Keryn Smith with St Mary's School Newborough students.

**Left:** My Story, My Voice facilitator Kerryn Vaughan.

1 October, 2020

HEADWAY GIPPSLAND INC  
30 Monash Road  
NEWBOROUGH VIC 3825



## MANAGEMENT LETTER

Dear Jenelle

We wish to advise that the audit of the above Incorporation for the year ended 30 June 2020 has recently been completed.

Auditors are encouraged to issue a management letter at the completion of each organisation audit, as a means to advise the members of any matters noted during the course of the audit.

Our audit work involves the review of only those systems and controls adopted by the managing members, upon which we rely for the purposes of determining our audit procedures. Accordingly, our examination may not have identified all the control weaknesses that may exist. Furthermore, our audit should not be relied on to disclose errors or other similar irregularities, although their disclosure, if they exist, may well result from the audit tests we undertake.

We advise there are no matters to be reported at the time.

## RETENTION OF RECORDS

We wish to confirm with you that accounting records of the Incorporation have to be kept for at least 5 years and Members Minutes should be kept for at least 10 years.

## ANNUAL GENERAL MEETING

The Annual General Meeting needs to adopt the Financial Reports for the period ended 30<sup>th</sup> June 2020. The Annual Return should then be lodged.

Should you have any queries then please contact the office on 03 5622 1947 or email [reception@gafs.com.au](mailto:reception@gafs.com.au).

Kind regards,

A handwritten signature in dark ink, appearing to be "John Mecklenburgh".

**John Mecklenburgh**

SMSF Accountant & Advisor | CPA | Registered Tax Agent

A handwritten signature in dark ink, appearing to be "Maxine E. Davies".  
9th October 2020  
Maxine E. Davies - Chair, Board of Management

A handwritten signature in dark ink, appearing to be "Deborah A O'Keefe".  
10/10/2020  
Deborah A O'Keefe - Secretary  
Board of Management

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





**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 2020.

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.

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



### **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 2020, 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



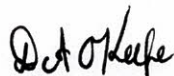
**JOHN MECKLENBURGH CPA**

30 September 2020



9th October 2020

Maxine E. Davies - Chair, Board of Management



10/10/2020

Debora A O'Keefe - Secretary  
Board of Management

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

GIPPSLAND  
ACCOUNTING  
AND FINANCIAL SERVICES

# Assets and Liabilities Statement

## Headway Gippsland Inc As at 30 June 2020

|                                   | NOTES | 30 JUN 2020      | 30 JUN 2019      |
|-----------------------------------|-------|------------------|------------------|
| <b>Assets</b>                     |       |                  |                  |
| <b>Current Assets</b>             |       |                  |                  |
| Cash and Cash Equivalents         | 2     | 871,493          | 256,056          |
| Trade and Other Receivables       | 3     | 246,830          | 222,383          |
| GST Receivable                    |       | -                | 11,403           |
| <b>Other Current Assets</b>       |       |                  |                  |
| Rental Bond Wonthaggi SSG         |       | 150              | 150              |
| Bond Drouin Office                |       | 2,475            | -                |
| Investments:Share Investments     |       | 500              | 500              |
| Investments:Bendigo Term Deposit  |       | 1,060,376        | 546,232          |
| <b>Total Other Current Assets</b> |       | <b>1,063,501</b> | <b>546,882</b>   |
| <b>Total Current Assets</b>       |       | <b>2,181,823</b> | <b>1,036,725</b> |
| <b>Non-Current Assets</b>         |       |                  |                  |
| Plant and Equipment and Vehicles  | 6     | 176,592          | 114,841          |
| Land and Buildings                | 5     | 408,800          | 408,800          |
| <b>Total Non-Current Assets</b>   |       | <b>585,392</b>   | <b>523,641</b>   |
| <b>Total Assets</b>               |       | <b>2,767,215</b> | <b>1,560,365</b> |
| <b>Liabilities</b>                |       |                  |                  |
| <b>Current Liabilities</b>        |       |                  |                  |
| Bank Overdraft                    |       | 3,614            | -                |
| Trade and Other Payables          | 7     | 286,978          | 143,691          |
| GST Payable                       |       | 3,121            | -                |
| Deferred Income                   | 8     | 418,068          | 66,782           |
| Provisions                        | 9     | 208,858          | 133,612          |
| Payroll Liabilities               | 10    | 25,540           | 95,868           |
| <b>Total Current Liabilities</b>  |       | <b>946,179</b>   | <b>439,953</b>   |
| <b>Total Liabilities</b>          |       | <b>946,179</b>   | <b>439,953</b>   |
| <b>Net Assets</b>                 |       | <b>1,821,036</b> | <b>1,120,412</b> |
| <b>Member's Funds</b>             |       |                  |                  |
| Current Year Earnings             |       | 701,782          | 222,877          |
| Earnings                          |       | 1,331,004        | 1,544,375        |
| Retained Earnings                 |       | (211,750)        | (646,840)        |
| <b>Total Member's Funds</b>       |       | <b>1,821,036</b> | <b>1,120,412</b> |

The accompanying notes form part of these financial statements. These statements should be read in conjunction with the attached compilation report.

# Income and Expenditure Statement

Headway Gippsland Inc

For the year ended 30 June 2020

|                                       | 2020             | 2019             |
|---------------------------------------|------------------|------------------|
| <b>Income</b>                         |                  |                  |
| CHSP Funding                          | 19,370           | 55,232           |
| HACC Funding                          | 9,940            | 131,583          |
| DHS Funding                           | 6,672            | 65,102           |
| NDIS Funding                          | 3,459,502        | 1,551,287        |
| Client Contributions                  | 8,962            | 10,436           |
| Other Funding                         | 26,547           | 157,813          |
| Other Income                          | 355              | 17,255           |
| Tax Office Stimulus Payments          | 212,000          | -                |
| Donations                             | 5,077            | 1,049            |
| <b>Total Income</b>                   | <b>3,748,426</b> | <b>1,989,755</b> |
| <b>Gross Surplus</b>                  | <b>3,748,426</b> | <b>1,989,755</b> |
| <b>Other Income</b>                   |                  |                  |
| Dividends Received                    | 45               | 45               |
| Interest Income                       | 15,901           | 12,537           |
| <b>Total Other Income</b>             | <b>15,946</b>    | <b>12,582</b>    |
| <b>Expenditure</b>                    |                  |                  |
| Accounting/Bookkeeping                | 33,820           | 27,796           |
| Advertising & Marketing               | 2,284            | 7,872            |
| Audit Fees                            | 3,900            | 3,000            |
| Bank Fees & Charges                   | 1,559            | 596              |
| Maint Repairs Cleaning Newborough     | 2,163            | 3,326            |
| Client Services                       | 13,274           | 29,848           |
| Consultants Expense                   | 17,703           | 10,640           |
| Depreciation                          | 43,060           | 29,871           |
| Governance Expenses                   | 4,497            | 1,483            |
| Insurance                             | 5,406            | 3,243            |
| Motor Vehicle Expenses                | 14,081           | 7,335            |
| Office Supplies & Postage             | 12,830           | 9,698            |
| Rent Expense                          | 22,284           | 3,461            |
| Repairs & Maintenance                 | 52,754           | 39,057           |
| Salaries & Wages                      | 2,808,316        | 1,584,178        |
| Subscriptions/Memberships             | 1,575            | 835              |
| Telephone                             | 17,381           | 12,486           |
| Utilities                             | 5,705            | 4,734            |
| <b>Total Expenditure</b>              | <b>3,062,590</b> | <b>1,779,460</b> |
| <b>Current Year Surplus/(Deficit)</b> | <b>701,782</b>   | <b>222,877</b>   |

The accompanying notes form part of these financial statements. These statements should be read in conjunction with the attached compilation report.

# Statement of Changes in Equity

Headway Gippsland Inc

For the year ended 30 June 2020

|                        | 2020             | 2019             |
|------------------------|------------------|------------------|
| <b>Equity</b>          |                  |                  |
| Opening Balance        | 1,120,412        | -                |
| <b>Increases</b>       |                  |                  |
| Profit for the Period  | 701,782          | 222,877          |
| Retained Earnings      | (1,158)          | 897,535          |
| <b>Total Increases</b> | <b>700,624</b>   | <b>1,120,412</b> |
| <b>Total Equity</b>    | <b>1,821,036</b> | <b>1,120,412</b> |

# Statement of Cash Flows

Headway Gippsland Inc

For the year ended 30 June 2020

|  | 2020           | 2019               |
|--|----------------|--------------------|
| <b>Operating Activities</b>                          |                |                    |
| Payments to Suppliers and Employees                  | (2,798,421)    | (1,584,178)        |
| Finance Costs  | (1,537)        | (596)              |
| Cash Receipts From Other Operating Activities        | 3,518,130      | 2,002,338          |
| Cash Payments From Other Operating Activities        | (249,957)      | (195,845)          |
| <b>Net Cash Flows from Operating Activities</b>      | <b>468,216</b> | <b>221,719</b>     |
| <b>Investing Activities</b>                          |                |                    |
| Proceeds From Sales of Property, Plant and Equipment | 1,300,669      | 179,385            |
| Proceeds From Sale of Investments                    | 546,232        | -                  |
| Payment for Property, Plant and Equipment            | (1,362,420)    | (703,026)          |
| Payment for Investments                              | (1,060,376)    | (546,232)          |
| Other Cash Items From Investing Activities           | 648,807        | (538,017)          |
| <b>Net Cash Flows from Investing Activities</b>      | <b>72,913</b>  | <b>(1,607,890)</b> |
| <b>Other Activities</b>                              |                |                    |
| Other Activities                                     | 322,354        | 1,390,154          |
| <b>Net Cash Flows from Other Activities</b>          | <b>322,354</b> | <b>1,390,154</b>   |
| <b>Net Cash Flows</b>                                | <b>863,483</b> | <b>3,983</b>       |
| <b>Cash and Cash Equivalents</b>                     |                |                    |
| Cash and cash equivalents at beginning of period     | 3,983          | -                  |
| Cash and cash equivalents at end of period           | 867,466        | 3,983              |
| <b>Net change in cash for period</b>                 | <b>863,483</b> | <b>3,983</b>       |

# Notes to the Financial Statements

## Headway Gippsland Inc

For the year ended 30 June 2020

### 1. Summary 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 association is a not-for-profit organisation and is exempt from income tax under section 50-45 of the Income Tax Assessment Act 1997.

#### Property, Plant and Equipment (PPE)

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

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These notes should be read in conjunction with the attached compilation report.

### Notes to the Financial Statements

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.

### Impairment of Assets

At the end of each reporting period, the committee reviews the carrying amounts of its tangible and intangible assets to determine whether there is any indication that those assets have been impaired. If such an indication exists, an impairment test is carried out on the asset by comparing the recoverable amount of the asset, being the higher of the asset's fair value less costs to sell and value in use, to the asset's carrying amount. Any excess of the asset's carrying amount over its recoverable amount is recognised in the income and expenditure statement.

### Employee Provisions

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.

### Provisions

Provisions are recognised when the association has a legal or constructive obligation, as a result of past events, for which it is probable that an outflow of economic benefits will result and that outflow can be reliably measured. Provisions are measured at the best estimate of the amounts required to settle the obligation at the end of the reporting period.

### Cash on Hand

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.

### Accounts Receivable and Other Debtors

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These notes should be read in conjunction with the attached compilation report.

## Notes to the Financial Statements

Accounts receivable and other debtors include amounts due from members as well as amounts receivable from donors. Receivables expected to be collected within 12 months of the end of the reporting period are classified as current assets. All other receivables are classified as non-current assets.

## Revenue and Other Income

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).

## Leases

Leases of PPE, where substantially all the risks and benefits incidental to the ownership of the asset (but not the legal ownership) are transferred to the association, are classified as finance leases.

Finance leases are capitalised by recording an asset and a liability at the lower of the amounts equal to the fair value of the leased property or the present value of the minimum lease payments, including any guaranteed residual values. Lease payments are allocated between the reduction of the lease liability and the lease interest expense for that period.

Leased assets are depreciated on a straight-line basis over the shorter of their estimated useful lives or the lease term. Lease payments for 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.

## Goods and Services Tax (GST)

Revenues, expenses and assets are recognised net of the amount of GST, except where the amount of GST incurred is not recoverable from the Australian Taxation Office (ATO). Receivables and payables are stated inclusive of the amount of GST receivable or payable. The net amount of GST recoverable from, or payable to, the ATO is included with other receivables or payables in the assets and liabilities statement.

## Financial Assets

Investments in financial assets are initially recognised at cost, which includes transaction costs, and are subsequently measured at fair value, which is equivalent to their market bid price at the end of the reporting period. Movements in fair value are recognised through an equity reserve.

## Accounts Payable and Other Payables

Accounts payable and other payables represent the liability outstanding at the end of the reporting period for goods and services received by the association during the reporting period that remain unpaid. The balance is recognised as a current liability with the amounts normally paid within 30 days of recognition of the liability.

## Notes to the Financial Statements

|   | 2020             | 2019           |
|---|------------------|----------------|
| <b>2. Cash on Hand</b>                          |                  |                |
| Bank Accounts 2019                              | -                | 250,466        |
| Bank Acc Bendigo:BB Operations                  | 384,971          | -              |
| Bank Acc Bendigo:BB General Cash Investment     | 527              | -              |
| Bank Acc Bendigo:BB Gift Fund Cash Investment   | 473,648          | -              |
| Bank Acc Bendigo:BB Mastercard Account          | 3,484            | -              |
| SSG Funds Banked:Bank Latrobe V SSG             | 1,209            | -              |
| SSG Funds Banked:Bank Trafalgar SSG             | 1,849            | -              |
| SSG Funds Banked:Bank Warragul SSG              | 2,950            | -              |
| SSG Funds Banked:Bank Wonthaggi SSG             | 1,356            | -              |
| Petty Cash Bdale Lakes SSG                      | 257              | -              |
| Petty Cash Trafalgar SSG                        | 40               | -              |
| Petty Cash Warragul SSG                         | (141)            | -              |
| Petty Cash Wonthaggi SSG                        | 762              | -              |
| Petty Cash Floats:Petty Cash 2 Bdale/ Lakes SSG | -                | 56             |
| Petty Cash Floats:Petty Cash 3 Latrobe SSG      | -                | 197            |
| Petty Cash Floats:Petty Cash 4 Trafalgar SSG    | -                | 66             |
| Petty Cash Floats:Petty Cash 5 Warragul SSG     | -                | 1,879          |
| Petty Cash Floats:Petty Cash 6 Wonthaggi SSG    | -                | 1,712          |
| Petty Cash Floats:Petty Cash 7 Great Break      | 26               | 26             |
| Petty Cash Floats:Petty Cash George B           | -                | 48             |
| <b>Total Cash on Hand</b>                       | <b>870,938</b>   | <b>254,449</b> |
|   | 2020             | 2019           |
| <b>3. Trade and Other Receivables</b>           |                  |                |
| Trade Receivables                               | 246,830          | 222,383        |
| <b>Total Trade and Other Receivables</b>        | <b>246,830</b>   | <b>222,383</b> |
|   | 2020             | 2019           |
| <b>4. Financial Assets</b>                      |                  |                |
| Investments:Bendigo Term Deposit                | 1,060,376        | 546,232        |
| Investments:Share Investments                   | 500              | 500            |
| <b>Total Financial Assets</b>                   | <b>1,060,876</b> | <b>546,732</b> |
|   | 2020             | 2019           |
| <b>5. Land and Buildings</b>                    |                  |                |
| <b>Buildings</b>                                |                  |                |
| Buildings at Cost                               | 408,800          | 408,800        |
| <b>Total Buildings</b>                          | <b>408,800</b>   | <b>408,800</b> |
| <b>Total Land and Buildings</b>                 | <b>408,800</b>   | <b>408,800</b> |

These notes should be read in conjunction with the attached compilation report.

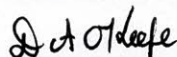
## Notes to the Financial Statements

|  | 2020           | 2019           |
|--|----------------|----------------|
| <b>6. Plant and Equipment, Motor Vehicles</b>    |                |                |
| <b>Plant and Equipment</b>                       |                |                |
| Plant and Equipment at Cost                      | 187,088        | 126,653        |
| Accumulated Depreciation of Plant and Equipment  | (119,999)      | (103,455)      |
| <b>Total Plant and Equipment</b>                 | <b>67,090</b>  | <b>23,199</b>  |
| <b>Motor Vehicles</b>                            |                |                |
| Motor Vehicles at Cost                           | 211,949        | 167,573        |
| Accumulated Depreciation of Motor Vehicles       | (102,447)      | (75,931)       |
| <b>Total Motor Vehicles</b>                      | <b>109,502</b> | <b>91,642</b>  |
| <b>Total Plant and Equipment, Motor Vehicles</b> | <b>176,592</b> | <b>114,841</b> |
|  | 2020           | 2019           |
| <b>7. Trade and Other Payables</b>               |                |                |
| Trade Payables                                   | 286,978        | 143,691        |
| <b>Total Trade and Other Payables</b>            | <b>286,978</b> | <b>143,691</b> |
|  | 2020           | 2019           |
| <b>8. Deferred Income</b>                        |                |                |
| Deferred Income Government Grants                | 410,509        | 66,782         |
| <b>Total Deferred Income</b>                     | <b>410,509</b> | <b>66,782</b>  |
|  | 2020           | 2019           |
| <b>9. Provisions</b>                             |                |                |
| Provisions:Provision for Annual Leave            | 110,304        | 62,984         |
| Provisions:Provision for LSL                     | 80,535         | 58,554         |
| Provisions:Provision for Personal Leave          | 18,019         | 12,074         |
| <b>Total Provisions</b>                          | <b>208,858</b> | <b>133,612</b> |
|  | 2020           | 2019           |
| <b>10. Employee Entitlements</b>                 |                |                |
| Payroll Liabilities.:Superannuation Liability    | 25,540         | 10,688         |
| Payroll Liabilities.:Payroll Owing EOY           | -              | 67,072         |
| Payroll Liabilities.:Payroll Liabilities PAYG    | -              | 18,108         |
| <b>Total Employee Entitlements</b>               | <b>25,540</b>  | <b>95,868</b>  |



9th October 2020

Maxine E. Davies - Chair, Board of Management



10/10/2020

Debra A O'Keefe - Secretary

Board of Management

Headway Gippsland Inc

ABN: 16523652920

For year ended 30<sup>th</sup> June 2020

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. Represents fairly the financial position of Headway Gippsland inc. at of 30<sup>th</sup> June 2020 and its performance for the year ended on that date in accordance with Australian Accounting Standards, mandatory professional reporting requirements and other authoritative pronouncement 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

Name MAXINE DAVIES Position CHAIR Date 13-10-20  
*M E Davies*

Name DEBRA O'KEEFE Position SECRETARY Date 13-10-20  
*D O'Keefe*

# 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                        |
| Warragul Greyhounds   | \$1500.00      | Warragul social support group  |
| Maxine Davies         | Raffle prizes  | Christmas raffle               |
| Shirley Cowling       | \$4957.00      | Respite house repairs          |
| Baw Baw Shire         | Reduced rental | Trafalgar social support group |
| Latrobe City          | Reduced rental | Valley social support group    |



## Volunteers

| Name           | Frequency  | Social support group        |
|----------------|------------|-----------------------------|
| Jo Jones       | Weekly     | Valley                      |
| John Gatt      | Weekly     | Valley, Warragul, Trafalgar |
| Heather Hughes | Weekly     | Warragul                    |
| Joanne Watt    | Occasional | Warragul                    |
| Judith Hall    | Weekly     | Valley, Trafalgar           |
| Paul Brew      | Weekly     | Valley                      |



## 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.