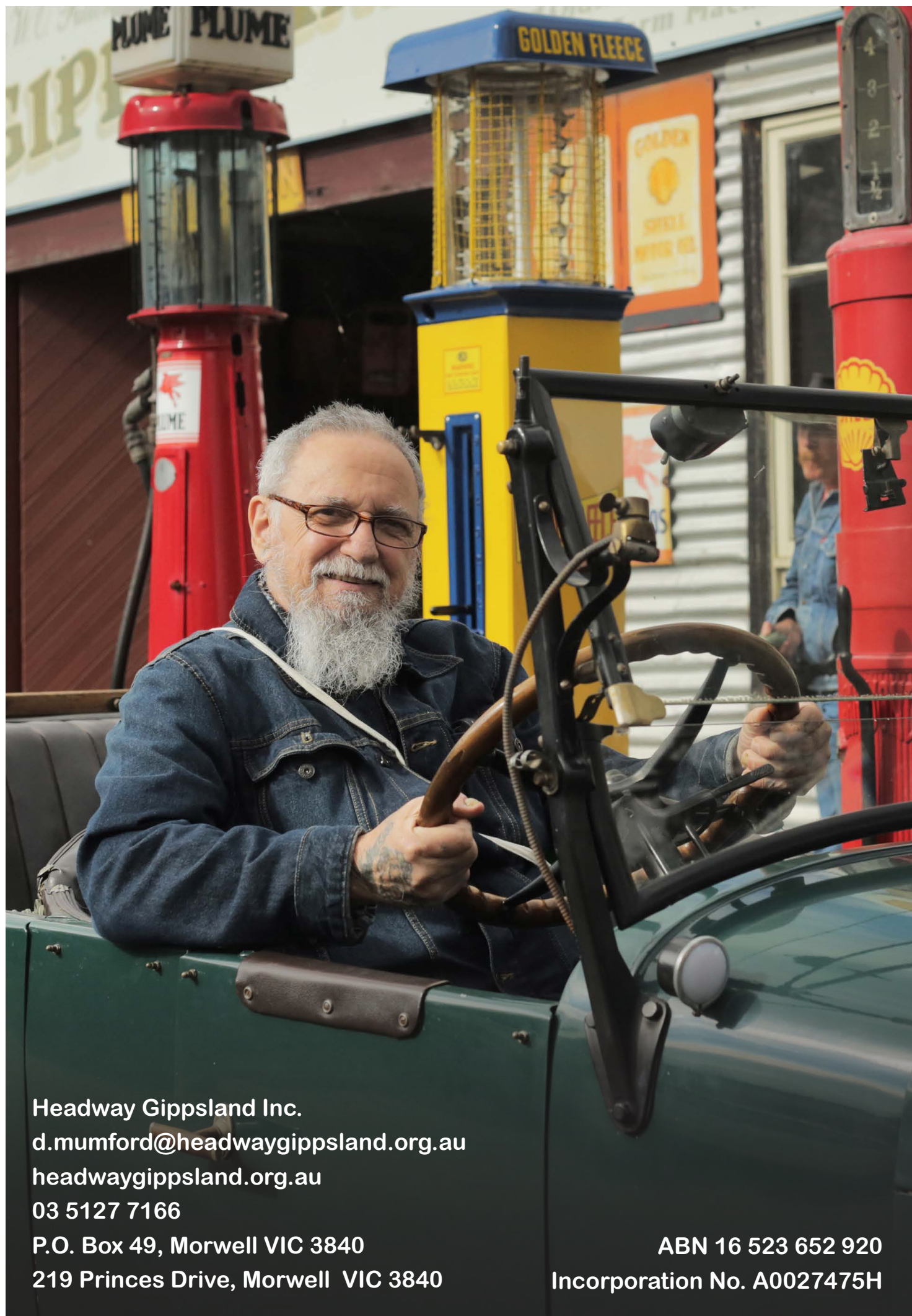


Annual Report 2020-2021

40th AGM



HEADWAY
GIPPSLAND INC.



Headway Gippsland Inc.

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Incorporation No. A0027475H

Contents

Front page: Ian at the
Korumburra Mens Shed.

Left page: Bernard at Old
Gipps town, Moe.

Mission and vision	4
Services	5
39th AGM minutes	6
Organisational chart	10
Board of Directors	11
Staff	12
Our goals	13
A message from the Chairperson ..	14
Chief Executive Officer	15
Operations Manager	16
Plan management	17
Social support groups	17
Support Coordination Manager	18
Participant stories	19
Nat	19
Ian	20
Social support groups	21
Trafalgar	22
Wonthaggi	24
Latrobe Valley	26
Warragul	28
Independent auditor's report	32
Financial statements	34
Thank you	41



About us

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.



Susan with
Joanne Watt.

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.

We offer a range of supports, including:

- one-to-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



Tony at Old Gipps town.

Social support groups

Social support groups promote the development and maintenance of appropriate social skills.

The service provides social and recreational activities in four locations across Gippsland, one day a week.

Volunteers

Volunteers bring their many and varied skills and offer valuable assistance in our social support groups. Volunteers assist with client transport, administration, 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 consistency and high quality of support provided to participants.



Volunteer Jo Jones with participant Heather.



BOARD OF DIRECTORS Annual General Meeting Minutes

Meeting:	Board of Directors	Date:	Thursday 29 th October 2020
Meeting No.:	01/2019	Time:	3.30pm (via Zoom)
Chair:	Maxine Davies	Venue:	Trafalgar Community Centre

MEMBERS IN ATTENDANCE:

Maxine Davies	Board Director/Chair (in person)
Debbra O'Keefe	Board Director/Secretary (in person)
Edwin Vandenberg	Board Director/Treasurer (in person)
Marianne Fontaine	Board Director (via Zoom)
John Rochstad-Lim	Board Director (via Zoom)
Peter Clement	Board Director (via Zoom)
Bryan Leaf	Board Director (via Zoom)

APOLOGIES:

Russell Northe	MLA
Yvonne Waite	Parent
Joanne Watt	Life Skills Officer
Dianne Mumford	Administration Officer
Darren Chester	MP

IN ATTENDANCE:

Brooke Stewart	Support Coordinator
Cindy Walker	Support Coordinator
Colin Matthies	Finance Team
David Barnes	Plan Management Manager
Debbie Knight	CEO, Interchange Gippsland
Glenn Kimm	Social Support Program Coordinator
Jenelle Henry	Chief Executive Officer
Jenny Mills	Support Coordinator
Kerryn Vaughan	My Story, My Voice Project Facilitator



Lora Moulton	Executive Assistant/Minute Taker
Lyndon Bate	Social Support Program Coordinator
Michelle Meggetto	Social Support Program Coordinator
Nicky Levey	Support Coordination Manager
Phil Drummond	Bendigo Bank Manager, Trafalgar
Shirley Cowling	Member
Thelma Kingwell	Member
Vannessa Estigarribia	Support Coordinator
Wendy Matthews	Operations Manager

Agenda No.	Subject
1.	Official Welcome & Acknowledgement 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.
2.	Attendance & Apologies Presented by Maxine Davies.
3.	Confirmation Of Previous Minutes <i>Motion: That the minutes of the previous Annual General Meeting, held on Monday, 28 October 2019, be accepted (see attached).</i> Moved: Maxine Davies Seconded: Debbra O'Keefe
4.	Chair Person & General Manager's Reports Brief overview of physical reports. <u>Chair Person's report</u> , presented by Maxine Davies. <u>CEO report</u> , presented by Jenelle Henry. <u>Annual Report</u> , presented by Jenelle Henry
5.	Annual Financial Report Report to be presented by Edwin Vandenberg. <i>Motion: That the annual financial report for the year ended 30 June 2020, be accepted (see attached).</i> Moved: Edwin Vandenberg Seconded: Peter Clement

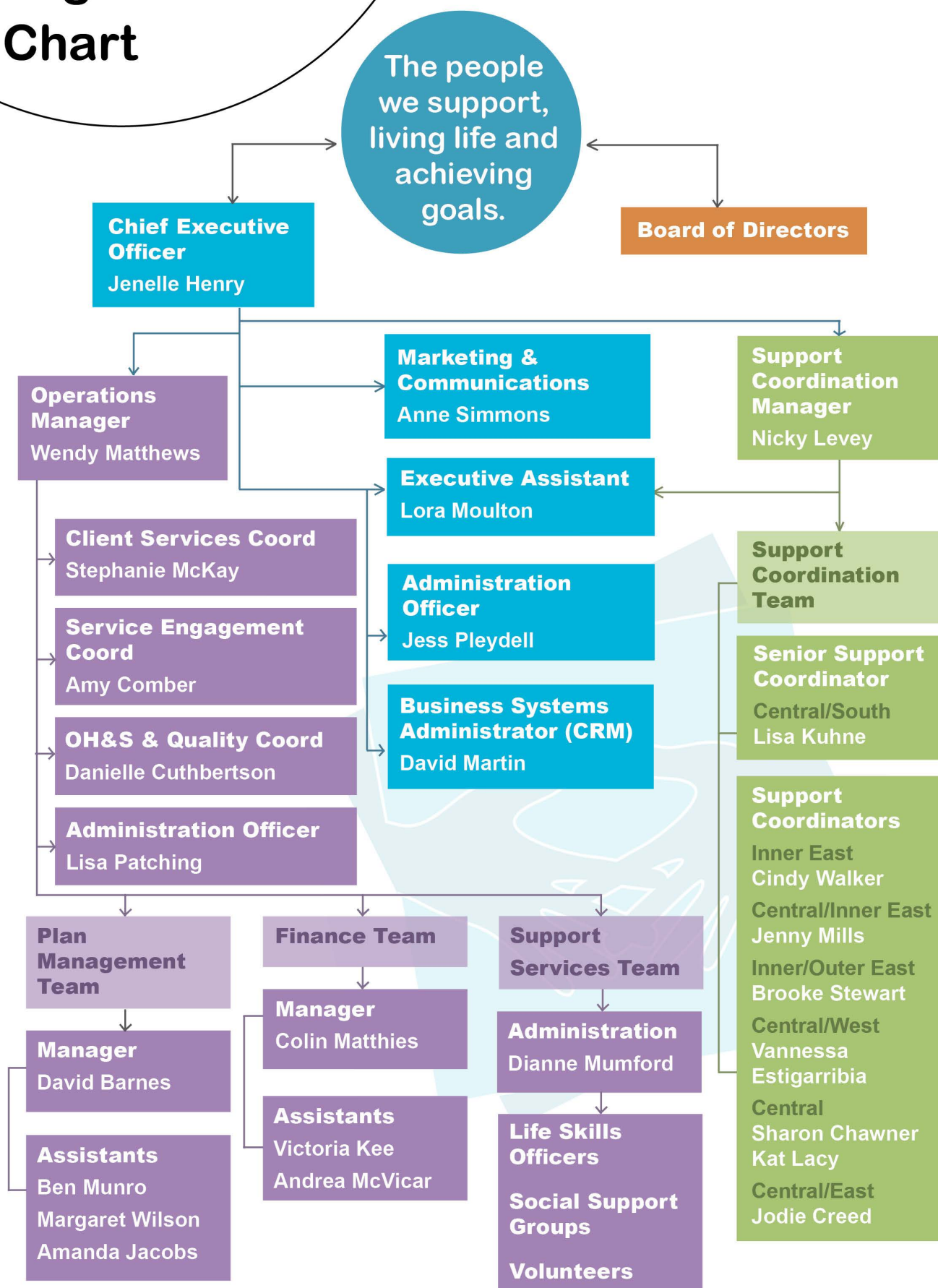


Agenda No.	Subject
6.	<p>Appointment Of Positions</p> <p>Running Of Ballot: Phil Drummond (Branch Manager of Bendigo Bank, Trafalgar)</p> <p>Minute Taker: Lora Moulton</p> <p>Positions:</p> <ul style="list-style-type: none"> Maxine Davies Stood down as Chair. <p>Nominations:</p> <ul style="list-style-type: none"> Edwin Vandenberg 2 year term Nominated by Maxine Davies and Debbra O'Keefe Maxine Davies 1 year term Nominated by Debbra O'Keefe and Edwin Vandenberg Peter Clement 3 year term Nominated by Debbra O'Keefe and Maxine Davies
7.	<p>Election Of Board Of Directors</p> <ul style="list-style-type: none"> Edwin Vandenberg Elected Chair John Rochstad-Lim Elected Treasurer Debbra O'Keefe Remains Secretary
8.	<p>Presentations</p> <p>Years Of Service, to be presented by Maxine Davies:</p> <ul style="list-style-type: none"> <u>15 years</u> <ul style="list-style-type: none"> Lyndon Bate <u>5 years</u> <ul style="list-style-type: none"> Nicky Levey Jenelle Henry Emer Boyle <p>Recognition and appreciation of volunteers, to be presented by Maxine Davies:</p> <ul style="list-style-type: none"> Heather Hughes Jo Jones John Gatt Judy Hall Robyn Roulston



Meeting Closed	
Date:	29-Oct-20
Time:	3.57pm
Chair:	Maxine Davies
Signature:	M & Davies
Date signed:	25/11/20

Organisational Chart



Board of Directors



Chairperson

Edwin Vandenberg



Secretary

Debbra O'Keefe



Treasurer

John Rochstad-Lim



Member

Maxine Davies



Member

Bryan Leaf



Member

Peter Clement



Member

Marianne Fontaine



Staff

Chief Executive Officer

Jenelle Henry

Executive Assistant

Lora Moulton

Administration Officer

Jess Pleydell

Marketing & Communications

Anne Simmons

Business Systems Administrator (CRM)

David Martin

Operations Manager

Wendy Matthews

Client Services Coordinator

Stephanie McKay

Service Engagement Coordinator

Amy Comber

OH&S & Quality Coordinator

Danielle Cuthbertson

Administrator Officer

Lisa Patching

Plan Management Leader

David Barnes

Plan Management Assistants

Ben Munro

Margaret Wilson

Amanda Jacobs

Finance Manager

Colin Matthies

Finance Assistants

Victoria Kee

Andrea McVicar

Administration

Dianne Mumford

Support Coordination Manager

Nicky Levey

Senior Support Coordinator

Lisa Kuhne

Support Coordinators

Jodie Creed

Vannessa Estigarribia

Jenny Mills

Brooke Stewart

Cindy Walker

Sharon Chawner

Kat Lacy

Social Support Group Coordinators

Trafalgar

Janet DeCorrado

Warragul

Michelle Meggetto

Janet DeCorrado

Wonthaggi

Lyndon Bate

Pat Moutafis

Latrobe Valley

Tanya White

Amparo Miller

Bus Driver

Tony Hayes

Life Skills Officers

Lynda Becker

Emer Boyle

Paul Brew

Susan Broberg

Sharon Bullard

Courtenay Castello

Anthony Colvin

Jade Downey

Angela Duffy

Ben Duffy

Sue Eaton

Nathan Farnaby

Rochelle Farquhar

Shelly Hocken

Jim Hurdstrom

Gillian Keily

Melanie Kirkpatrick

Janelle Lodge

Janette Luke

Bryley Mackinlay

George Manis

Rose McKenna

Danielle Mintern

Teagan Mintern

Peter Molnar

Robyn Morecroft

Pat Moutafis

Susan O'Connor

Gavin Proctor

Tarryn Ritchie

Kevin Rogers

Michael Sinclair

Katie Sinnott

Jocelyn Spithoven

John Tamanibola

Debra Thomas

Joanne Watt

Greg Watts

Lee-Anne Wells

Tanya White

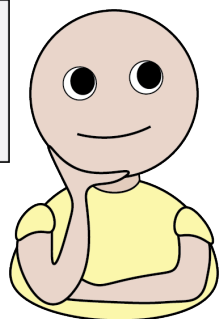
Julie Young



Photo: Tony at Easter.

Our goals

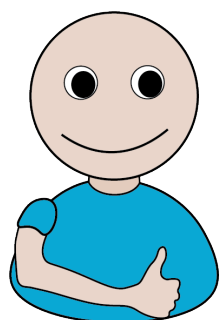
Four themes from our Strategic Plan 2020-2024



Our participants

Our participants have support to

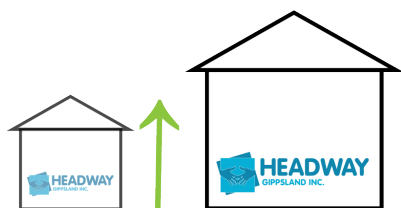
- get out in the community
- and
- reach their goals.



Our people

Our staff are diverse. And have

- the right skills
- and
- the energy to reach our goals.



Our sustainability

We are strong and we

- grow in Gippsland.



Our community connectedness

We are leaders across Gippsland and have

- a strong voice.

A message from the Chairperson



On behalf of the board, I would like to say a heartfelt thank you to the Headway team. It has been an incredibly challenging year and through it all, the Headway team has continually worked towards the goal of providing high quality services for our clients.

Throughout the year, the Headway team has worked towards implementing new management software. This is a difficult process for any organisation, made more so by continuing to provide services to clients whilst dealing with a pandemic.

The challenges of COVID-19 have been enormous for Headway. Everything from delivering services, to running meetings has been difficult. Let's hope that 2022 will be much easier for all of us.

Politics continues to influence the NDIS. The pandemic has quietened these political murmurings for the time being. However, the Headway team is keeping a close watch on this and will keep everyone informed of any changes that are likely to occur.

Reading the financial documents in our annual report will show that Headway made a significant surplus. This is only part of the story.

Many of us can remember, not so long ago, when Headway was faced with very challenging financial circumstances. This year's surplus has been the result of much hard work and now places the organisation in a great position for the future.

The coming year's budget has required consolidation and involves investment and planning for our future. This includes capitalising on the benefits of changing software. With the surplus comes opportunities to further invest in and solidify our future. This is where the board needs to hear from you about your ideas for Headway's future. Which brings me back to people.

After many years and seeing Headway through both bad times and good, retirement beckons Maxine Davies. So, on behalf of the board, I thank Maxine for her enormous contribution to Headway over the years. We wish Maxine well for the future and hope that she will remember us fondly.

With Maxine's departure, the board requires additional people to bring ideas and insight to the board. Please let the board know if you, or someone you know, would be interested in contributing to the strategy and planning for the future of Headway.

Edwin Vandenberg

**Board of Directors
Chairperson**

Chief Executive Officer



Considering we have spent a significant amount of time in the 2020/21 year in lockdown, the time seems to have passed so very quickly.

Well, it's certainly been a challenging year once again, our second year of disrupted service and disrupted living for those in Victoria.

Headway has battled on and we, like many, have had to adapt to the ever-changing rules and conditions. Again, a significant portion of time has been spent looking at ever-changing rules and ensuring we are aware of all changes and conditions that impact our service delivery.

As with last year, this year's AGM will also be held online with current restrictions around density and public gatherings.

The situation with COVID has meant we have been delayed in rolling out our CRM and it will be occurring in the second half of the financial year of 2021. Even though it has been delayed, I can't wait to tell you all about it at our next AGM in 2022. We are already seeing many positives which will certainly put Headway in a very good place now and into the future. The future for Headway is very exciting and we are so hopeful that 2021/22 will be a year when Headway is able to provide some new and

exciting changes and activities for our service users.

I have been so impressed with the Headway team and their ability to adapt so quickly to changes and roll with getting on with the job despite the restrictions.

My heartfelt thanks as always go to the Headway Board of Management, the executive team of Wendy and Nicky, our wonderful Lora and all the administration staff and Life Skills Officers. Obviously, Headway wouldn't be the organisation it is today without the combined efforts of so many individuals.

Lastly, I would like to thank the participants of Headway, whether you use our plan management services, attend our social support groups, receive one-to-one support or our support coordination services.

The year of 2020/21 has been hugely successful and we have grown our service provision across the Gippsland region, which is something everyone at Headway can be extremely proud about.

Until next year, with everything crossed that we are able to do more and be more with lesser restrictions prevailing. Stay connected, stay safe.

Jenelle Henry

Chief Executive Officer

Operations Manager

Photos L-R: Glenn Kimm,
Morwell office, Paul and Leigh.

As we sit here just out of lockdown again, it is time to reflect on the year since our last AGM. It has been a year of achievements and challenges.

The year 2020 ended well. We were out of lockdown and our social support groups were allowed to meet in their community spaces again and re-engage face-to-face with friends. One-to-one participants were able to go shopping, out to lunch, swimming and complete other activities that they had missed doing.

Life Skills Officers are the backbone of any organisation and I constantly feel deep gratitude to each and every one who has maintained services to our participants throughout the past year with the lockdowns in place. Headway is considered an essential service and with the ingenuity and commitment from the Life Skills Officers, the participants remained supported. A huge heartfelt thank you to all Life Skills Officers.

With the approval and foresight of our CEO and the board, we moved into larger, brighter premises in Morwell. This gave us training and meeting spaces that could be utilised by all staff across the region and the board for meetings and training. It enabled us to spread out with COVID guidelines in place and gave us the opportunity to increase our staffing.

This year, we have welcomed the following new positions to Headway:

- **Danielle Cuthbertson** – OH&S & Quality Coordinator
- **David Martin** – Business Systems Administrator (CRM)
- **Amy Comber** – Service Engagement Coordinator
- **Lisa Patching** – an all-rounder who will assist plan management, intake and coordination

We started the rollout of Brevity in March this year. There have been some turbulent times as we progressed through the rollout, but as we near completion for the intake, coordination and plan management team, we can truly see the benefits that this has bought us.

We have clear systems in place from the referral to intake, through to coordination.

Our phone app rollout to a trial group of Life Skills Officers at the moment is proving extremely popular.

These are some of the features this will provide:

- no more paper timesheets
- rosters in real time to log in and out of shifts
- care plans instantly accessible
- ability to instantly record any incidents
- pick up vacant shifts
- document the shift notes

The participant can sign the app to approve the times worked and also give feedback whether goals are being achieved.

We are excited about the next phase which will give our participants more control and choice. It will mean they have the choice to approve invoices prior to them being paid by plan management. They can also access statements and instantaneously view funds spent and available.

None of the above came without hard work, dedication from all staff across the organisation and I sincerely thank everyone for their input, feedback and commitment.





Plan management

The plan management team was the first to go live with the new CRM, Brevity. In doing so, they were able to provide invaluable feedback to the rollout.

There were tears and triumph as they rode the rollercoaster of leaving SupportAbility behind them.

The end result is faster processing of invoices and less manual processing. The visibility of invoices supports the team when managing queries.

The number of invoices per participant seems to be increasing as participants gain more knowledge of how to utilise their plans and, on the whole, appear to be having better planning meetings to meet their needs.

Changes throughout the year, as NDIS adjusted the rules to allow more flexibility, kept the team on their toes keeping up with the new guidelines, which they managed with skill and integrity.

Moving into the Morwell office allowed the team to work closer together. They are now able to support each other in the one space rather than in a divided office.

We sadly said goodbye to Tina and Lisa from the plan management team as they chose other career paths and to be close to family. But we were extremely fortunate to find replacements in Ben Munro and Amanda Jacobs who have been welcome additions to the Headway team and quickly picked up the fast-paced role.

With the rollout of Brevity and the capacity to do so, we look forward to reporting next year on future growth under plan management.

Huge thank you to David, Margaret, Ben and Amanda for their continued commitment to Headway.

Social support groups

This past year has hit the social support groups and their coordinators the hardest.

They faced constant changes which were difficult to keep up with. Can we use the venues? Was everything cancelled? What are the new rules? Can we meet outside?

The ingenuity shown by the social support group coordinators was amazing at keeping everyone in touch with one another, outings in the community when possible and competing against each other in Olympic challenges. All of these put smiles on everyone's faces as we read about them on Facebook.

Glenn Kimm, whose smiling face is so familiar to Headway, after 21 years supporting the Morwell group, decided it was time for him to retire. We were able to give him a farewell and as expected, so many people wanted to be involved and wish him well as he had impacted so many people's lives during that time.

A genuine thank you to all social support group coordinators, Michelle, Lyndon, Tanya and Janet and all of their assistants, volunteers and other staff who have been involved in the past year. A huge thank you from everyone at Headway.

Wendy Matthews

Operations Manager



Support Coordination Manager



It is the end of another financial year, one which has been quite challenging.

Calls for mental health support have dramatically increased, putting more pressure on an already stressed system. This has left many of the people we support in need of increased assistance to navigate the many changes brought about by COVID-19, lockdowns, restrictions and the mental and physical health impacts.

Our thoughts are with every single person who has been impacted adversely over the past year. It's been a really tough one, and at times difficult to see the light at the end of the tunnel.

Our team has not been immune to these challenges.

Many of us have children who we have had to assist learning from home. We have had family members who we have needed to support, and family we have been unable to see. Illness and death have touched so many of us here as they have across the world.

But as with anything, where there is darkness – the light will come.

We've seen random acts of kindness, a pulling together and sense of solidarity and community. We've seen people rediscover passions they had forgotten, the simple joy felt by growing

flowers in their garden, or taking out their art supplies and putting paint onto canvas again.

We've worked out ways to do things differently, we've become adept at Zoom, and we've learnt to wash our hands – really, really well.

Thank you to the board, and the management team for their ongoing support, and to the support coordination team for the dedication they show to people we work with. We've lost some team members and welcomed others. We've worked from home and from the office, we've home-schooled and juggled and balanced and learnt to do things differently, but throughout all of this, we've remained a team dedicated to moving forward and supporting those who need it.

With Support Coordinators present in Morwell, Drouin, Trafalgar and Sale offices, we hope that we have become more accessible in these ever-changing times.

We've seen some beautiful and heartwarming stories, some of which you will be able to read in this AGM booklet.

My final thank you is to the people for whom we work. The NDIS participants who trust us to support them to implement their plans and work towards their goals. They trust us to empower them to one day do ourselves out of a job, because we've enabled them to do it without us.

That is our end goal.

Nicky Levey

Support Coordination Manager



Nat's love for working life

Each weekday is a busy one for Nat Langshaw.

And she loves to be busy.

Mondays are hospitality days at the small café called Segue tucked into the Stratford Courthouse Theatre.

"I do the till, serve coffees and teas and everything, toasties, scones. I greet the customers," Nat said.

Meeting new people is one of the most enjoyable parts of her job. And when it comes to picking a favourite off the menu, she says, "everything".

The work at Segue is something Nat's mum Jenny and her Support Coordinator Jodie Creed worked together to organise through service provider Overcoming Obstacles.

"Because Nat's so social and knows so many people, it just makes her feel more part of the community – it's got the town talking anyway," Jenny said.

"People know she does Mondays in the café, so people go over to the café to be supportive.

"I'd be lost without Jodie. Support coordination's been huge for me and I'm really happy with Headway and what they've offered. And it's local."

Jenny said finding paid work was about a sense of self-worth, independence and belonging for

Nat, who had wanted a job for a long time.

Now she finds herself with two.

The other role is at Maffra hair salon, Lady Ivy, where she starts each Wednesday by working through a list of tasks, ready for when clients walk in the door.

"I go and put my bag down, I get my apron on and do it," Nat, who is 39 years old, said.

"I clean the chairs, wipe the chairs, do foils, sweeping, everything."

The position has allowed her to practise washing hair and have a go at a blow wave.

In between her work days, Nat spends time at George Gray Centre where music is a big feature of her week. Every once a while, Nat takes off with a small group on a short holiday they plan themselves.

Jodie said the support she offers includes navigating changes to the NDIS and offering assistance to the family when they need it.

"I liaise and maintain a good relationship with Nat's support providers to ensure she is working towards her goals," Jodie said.

"I also think the fact I know Nat well helps to ensure the supports she is engaged in are suitable and they are aware of her potential."



Ian has turned his life around



Some kids were playing on a rocking horse that belonged to Ian Jarman's grandson Phoenix when it broke.

Ian remembers being determined to save the beautiful wooden toy from landfill.

He was already looking to buy replacement legs when someone suggested he could craft the pieces himself. He would just need to learn the artisan skill of woodturning using a lathe.

Now each Tuesday at the Korumburra Mens Shed, Ian is making four identical legs so he can give the rocking horse back to Phoenix as a 21st birthday present.

"I'm enjoying every bit of it. It's a great bunch of guys," Ian said.

Also on a Tuesday, Ian spends time at Wazka Support Services over the road and practises computer skills like creating spreadsheets.

"I've been trying to learn how to do emails and stuff like that ... and I do Messenger and I'm learning how to Zoom," he said.

When he first came to Wonthaggi, however, things were very different for Ian.

"I didn't talk to anybody, I just stayed home with my birds. I didn't want to know no one," he said.

About 40 years ago, Ian was driving home from work at the Dromana meat works when a semi-trailer drove into the side of his car.

"I was alright for the time being, when it all happened. The next day, that was it," he said.

"I was in shock or something apparently ... If I'd seen a truck, I used to hide behind trees."

Ian said the attitude in those days was "you'll be right". But since then, he has been diagnosed with post-traumatic stress disorder.

"So, for all those years, I just self-medicated on alcohol," he said.

Then eight years ago, things became worse for Ian after he came out of surgery for bowel cancer.

"I wasn't right, I was getting very aggressive ... I couldn't remember a lot of things," he said.

When Ian's wife Linda found the National Disability Insurance Scheme, his life started to look up.

"If it wasn't for the NDIS and Headway and all that, I don't know where I would have been," he said.

Ian started receiving support from an occupational therapist and now benefits from regular one-to-one support, among other services.

"We might go for a fish ... We do what we want to do, we're left alone," he said.

Most of all, Ian thanks Linda for her unwavering support through very difficult times.

"We've battled on and battled on," he said.

Lisa Kuhne is Ian's Support Coordinator at Headway Gippsland.

Social support groups

Headway Gippsland has four social support groups that operate once a week throughout the region.

The programs provide opportunities for participants to develop and maintain social skills while enjoying community and recreational activities.

The groups have faced significant disruption during the pandemic. Fortunately, our group coordinators have been able to keep our participants socially connected in this time.

Here are the coordinators' reports from the 2020/21 financial year.



Trafalgar

Magnificent Minions



After most of 2020 was spent in lockdown with the group not able to run, finally the big day came in the first week of November when the group was able to reunite.



Due to the COVID rules, we were not able to access our rooms. This meant the first meetings were held in parks and the Coffee Club in Moe, where we met for lunch and everyone was able to catch up and share their news. Our Christmas breakup was held at Turfside, Moe.

In January, we were able to access our rooms. It was great

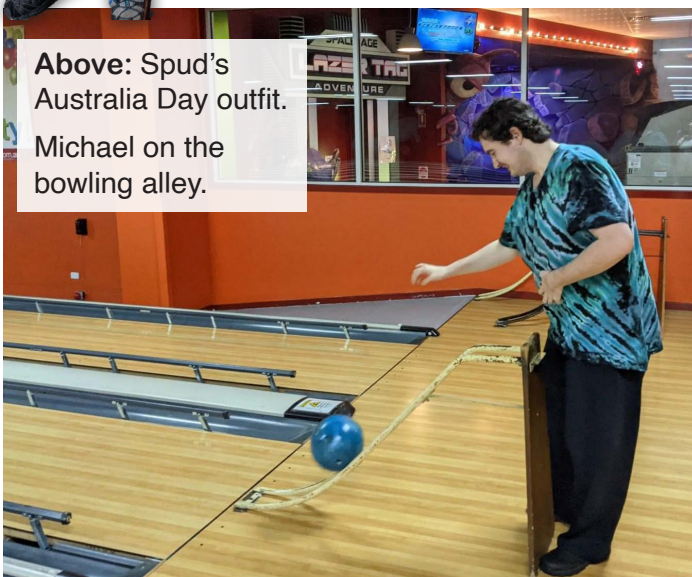
to finally relax in our own space. We also spent this time talking about the vision for the group moving forward, what our program would look like, what activities everyone would like to participate in and the types of community outings everyone would enjoy.

So far in 2021, we have managed to participate in some amazing activities even though we have been in and out of lockdown a number of times. Australia Day was celebrated with a barbecue. The highlight had to be Spud dressing up in an Australia-themed suit. We have had a designer sandwich day, pizza day and autumn was celebrated with pumpkin soup.

Saint Patrick's Day was a great excuse for a baked potato. Australia's Biggest Morning Tea, where we raised \$50 for the Cancer Council,

Above: Spud's Australia Day outfit.

Michael on the bowling alley.



Bowling at Wyncity, Morwell.

Michael at Latrobe Regional Gallery.



was enjoyed by all. Our theme was the Mad Hatters' tea party. Danielle and Teagan Mintern made some beautiful tea cup planters for everyone to take home with them and Joanne Watt provided a fabulous morning tea where there were several different cakes on offer and many different teas to try.

I know it sounds like a lot of eating going on but it all gets balanced out by our monthly music and movement sessions and a walk after lunch when weather permits. And to keep our minds active, we also have our weekly trivia questions and work games on the whiteboard.

Community outings have included bowling, croquet and the movies. The standout was attending the Da Vinci Machines exhibition at Latrobe Regional Gallery in Morwell.

So, while we have our busy times, it is always nice just to relax among friends, have a chat, have a cuppa, play some pool, listen to music, do some craft and just enjoy our time together.

I would like to thank our wonderful volunteers, Judy and James, who are always ready to assist in any way they can and offer a friendly ear for a chat. Thank you also to Teagan for assisting the group. You always bring your positive attitude and smile along with you.

Janet DeCorrado

**Social Support Group
Coordinator**

Photo: Drew
rolls out
some clay.

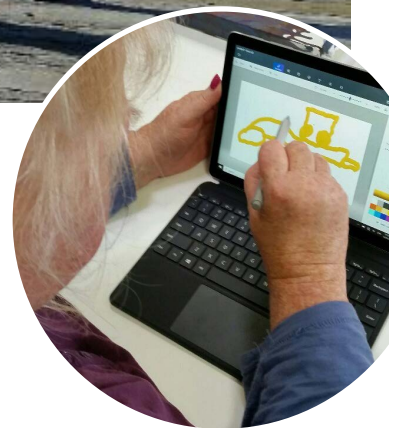


Sunny skies at San Remo.



Wonthaggi

South Coasters



COVID-19 has had a big impact on what our group has been able to do. Protocols to follow on arrival and sanitising has kept us on our toes. The group has only been on two outings and cooking again when case numbers were zero in our region.

From September 7, 2020 we went into lockdown for the second time that year and we didn't start meeting at the Guide Park in Wonthaggi until September 18. We then returned to the centre on December 4. At the park, we had barbecues, lots of chat time, satay sausages to give us a lift, music requests and quizzes.

Ashley said, "he liked spending time and talking to everyone."

Sandra expressed similar feelings. "I enjoy everything and being involved in the group, being able to chat with everyone and I feel really welcome," she said.

The group endured all the seasons. It is a credit to the participants that they turned up on those cold and wet days. Bonds had formed in difficult times.

We had great pizzas at the Wonthaggi Club which Luke recommended and said he really enjoyed; as well visits to art exhibitions at ArtSpace Wonthaggi. A day at the State Coal Mine was one of Paul's highlights – that day we had a great music session.

Participants were excited to be back at the centre in 2021 and asked several times whether it would be forever. We had Asian takeaways for lunch, woodburning and word-searching, quizzes, watched films and went on walks.

Paul initiated a paint-pouring project after discovering this method on Facebook. Everyone in the group had one or more goes at paint-pouring. We filled cups with a chosen paint colour, water and glue and then tipped them onto a canvas and swirled them about.

Variations included rolling a ball around with the paint and blowing the paint across the surface. The results have been fantastic. Sarah really enjoyed pour-on painting, saying it was "pretty good". John added that he enjoyed the paint-pouring activity because it gets your mind thinking.



Barbecue at the park.



The group reunited for pizza.

Some more comments about paint-pouring:

- “I liked the paint going everywhere and the ball rolling around too.” – **Nicole**
- “I enjoyed applying the paint with pieces of string because it was different and I liked seeing the results come out.” – **Carren**
- “You don’t know how it’s going to turn out – seeing the results come out was always a surprise.” – **John**
- “It was good to be creative and try something new.” – **Luke**

We held several Zoom meetings to stay connected during lockdowns, including a virtual catch-up with Sarah whilst she was travelling in Adelaide and at Murray Bridge which was after her Kangaroo Island visit. During a group day, Ashley phoned from Tambo River where he and Sandra were on holiday. They were so happy to

get to have a holiday too.

In April, we picked up the tablets we received from a community grant. They have since been used for doing artwork and games.

We recently participated in the Headway Olympic Games and while this wasn’t in this AGM reporting period, Nicole said that this was her favourite activity. It included decorating biscuits in Olympic ring colours as well as the sports such as throwing ping pong balls into cups which she was especially good at.

Lyndon Bate

**Social Support Group
Coordinator**



Photos L-R: Nicole, Sarah, Paul and Sandra.

Latrobe Valley

Valley Venturers



While writing this in lockdown number seven, it has made me reflect on the unpredictable year we have had and are currently still having.

This has been a new and exciting role for me to tackle this year, having to be flexible in order to compensate for COVID-19.

It has been lovely meeting all the participants and getting to know their strengths and weaknesses that shape their personalities.

Our Morwell group is very enthusiastic about accessing community-based activities. They love getting together, chatting about their week and love a general chit-chat catch-up.

When we meet in our home room at the rose garden in Morwell, we all gather together with a morning coffee and a treat made by myself, whether it be a slice or a cake or scones with jam and cream. It is lovely to see they all get along so well.

With our fantastic volunteers who provide help and companionship to make our days run smoothly, we are all able to chat and help our participants with craft, games, crosswords,

making coffee, talking to them and having a good laugh to make our days successful.

Highlights of this year have definitely not been locked down with COVID-19 but we have managed to fit in some exciting days. Ten-pin bowling is a day out that they love to do and who doesn't love spending money at Mid Valley? Lunch on our days out is a super treat as there is always a doughnut venue or a milkshake to suffice those with a sweet tooth.

A bus trip to Phillip Island to the Australian war museum, a croquet outing, dress ups and a visit to Old Gipps town are days we have managed to fit in, between lockdowns. We have dressed up in hats and feather boas which was great fun. Our bus trip was a long day but enjoyed by all. Our tour guide walked and talked us through the facility and had a wealth of knowledge.

Photos:
Susan and Sam get dressed up.





He was very interesting to listen to and he told us the stories behind all the big aircrafts and vehicles that were on show.

In January, we had a barbecue in the park in the summer sun where we ate burgers and salad and played Australia Day games and cricket, of course. All are winners in our team and all enjoyed lamingtons and Caramello Koalas.

Back in our home room, the participants choose a few activities to do for the day. They all love playing cards, bingo, guess who, balloon tennis and billiards. We are lucky to have access to a pool table in our home room. We had a surprise visit from the Easter bunny this year and enjoyed lots of chocolate eggs and painted Easter eggs. Bunnings also donated pots and herbs. Painting the pots and planting the herbs inside was so messy and so much fun.

On a very cold and miserable day, we sang, danced and played guitar alongside Margaret from Headway's plan management team. We heard a lot of great voices singing with her with hand-held musical instruments to tap along with the music.



Our group also celebrates all birthdays every three months with homemade cakes which are very much enjoyed – let's face it, who doesn't love cake? We have also had a doughnut eating competition. There was lots of laughter with this one! You had to be the one who ate the most doughnuts without licking your lips. I made a giant Jenga set and the men in the group love playing this. The challenge is on to see how high we can get it. So far, the record is 32 rows high!!

I'm super excited for what is yet to come and looking forward to Christmas. Oh, what a surprise I have installed for my peeps!! As long as COVID stays away...

Tanya White
Social Support Group
Coordinator



Warragul

Baw Baw Buddies

“Ultimately the bond of all companionship, whether in marriage or in friendship, is conversation.”

- Oscar Wilde

As I sit here writing this AGM report, we are just re-entering lockdown six. Throughout 2020-2021, we have all learned to be more adaptable and resilient, although as with some of life's other lessons, the process has been challenging.

July 2020 saw us in our second lockdown, which ended in October after nearly four months. Over this period, we had to get creative on how we could stay connected and support each other in such unprecedented times.

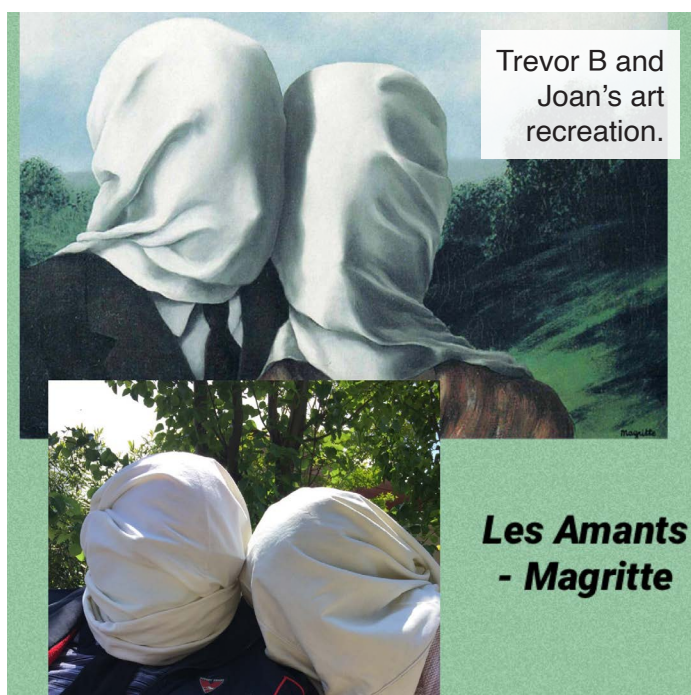
We had well-being phone calls, mailed out packs of games, puzzles and activities to keep people busy, conducted weekly social games via our smartphones and like many others, joined Zoom to stay in touch.

We ran competitions and games with prizes and one of our favourites was the art recreation challenge where members had to recreate

famous paintings only using items they had at home. This was posted on the Headway Facebook page to vote on, with local coffee vouchers up for grabs and was a lot of fun.

Once we were able to finally return to group sessions, we still found ourselves restricted by COVID rules. This meant that every week we split members into two separate groups based on geographic locations, slowly rotating members so they could eventually all see each other again. We watched and followed the ever-changing guidelines, often having to meet in an outside location, sticking to groups of no more than 10. We have all certainly learnt what a QR code is!

Finally, we were able to return back to our centre, but again, due to restrictions, we had to split into two groups, conducting one in the morning and the other in the afternoon. Group members were fantastic as we seemed to have



evolving rules, but they all remained committed to catching up in whatever format we could.

At the end of 2020, we had our annual Christmas breakup, which this year was morning tea at Southside Cafe. It was so fantastic to finally have the group back together and the special feelings of the day were extended when a community member 'passed it forward' and anonymously brought sweet Italian biscuits for everyone! We were able to track Sonia down to thank her. Continuing her generous Christmas spirit, as a skilled photographer, she offered to take photos of everyone.

Eventually in 2021, we could all be at the centre at the same time but again, we had to split into two groups, each in a separate room. Our COVIDSafe plan has thrown at us a new 'normal'. We have separate toilets, deep-cleaning, temperature checks, spatial distancing, no kitchen access, members not able to make their own cuppas, constant hand sanitising, COVID signed declarations and of course, hours of mask wearing. Congratulations to all as we continue trying to make the best out of this situation.

Since February 2021, we have continued to endure snap lockdowns, which have given us another chance to learn to adjust and cope with circumstances beyond our control. After 12 months, we were finally able to meet as one group on March 15 – taking our masks off for a welcomed group photo.

Getting together on Zoom in lockdown.



The last 12 months has seen us provide a different version of our social support group. Lockdowns and the threat of COVID have highlighted what's important to us all.

We have opted for outings that are considered low risk – gardens and small town locations for community access. We haven't used public transport and visits to community venues are for shorter durations. On feedback from members that had been missing opportunities to go out for meals, we commenced visits to smaller cafes for morning tea each month, rather than large lunch venues. This meant we weren't visiting over peak lunchtimes and we wanted to support small local businesses in these difficult times.

Often our yearly report highlights guest speakers, cooking activities, public transport and community access as these are many of the goals that members have.



First entire group photo in a year.



Heather and her puppy.

Certainly, some of these have been able to be provided, often in a more creative way, but some have moved further down the list of what we want to do together when we get slivers of opportunity to do so. What is important, is to be together in low-risk environments, so we have taken opportunities to remain within our centre and connect socially in a safe manner.

Photo: Community access at Neerim South.



Thank you, of course, to Janet who works hard within the group supporting members. Janet spent the portion of 2020 phoning members, updating forms, meeting groups wherever was permitted and trying so hard to run our football tipping competition! Thank you also to Heather that continues to volunteer her time on Fridays with us. Congratulations to all the Baw Baw Buddies on navigating these rapidly changing and uncertain circumstances we are living through. I am tremendously proud of their passion and commitment to come together, despite the disruptions and challenges.

According to resilience specialist Maggie Dent, resilience refers to one's ability to manage one's life successfully by adapting to change and stressful events in healthy and constructive ways – it is our survivability and 'bounce-back' ability to the bumps and bruises of life. These sudden changes over the last year, still have a considerable impact on us all but have further reinforced what is important to the group – companionship, friendship, togetherness.

“In the end, it all came down to companionship, to friendship, to sacrifice, to compromise”.

– Richard Russo

Michelle Meggetto
Social Support Group
Coordinator

So much to be proud of...



Susan and the keepsake Tanya made her.



Heather with her penguin painting.



Judy and her painted herb pot.



Adrian's garden greens.



**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 30th June 2021.

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
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 30th June 2021, 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

11 October 2021



Chairperson
HEADWAY GIPPSLAND INC

6A Victoria St, Warragul
reception@gafs.com.au
03 5622 1947

GIPPSLAND
ACCOUNTING
AND FINANCIAL SERVICES

Assets and Liabilities Statement

Headway Gippsland Inc

As at 30 June 2021

	NOTES	30 JUN 2021	30 JUN 2020
Assets			
Current Assets			
Cash and Cash Equivalents		929,010	871,493
Trade and Other Receivables	3	100,408	332,135
NDIS Expense Clearing Account		879,179	24,809
GST Receivable		11,177	-
Other Current Assets			
Rental Bonds		6,375	2,625
Rent paid in Advance		2,250	-
Investments:Bendigo Term Deposit		1,500,000	1,060,376
Investments:Share Investments		500	500
Total Other Current Assets		1,509,125	1,063,501
Total Current Assets		3,428,900	2,291,938
Non-Current Assets			
Plant and Equipment and Vehicles	5	170,078	176,592
Land and Buildings		548,800	408,800
Total Non-Current Assets		718,878	585,392
Total Assets		4,147,778	2,877,330
Liabilities			
Current Liabilities			
Bank Overdraft		-	3,614
State Trustee Funds		70	-
Trade and Other Payables	6	767,143	287,193
Accrued Expenses EOY		1,822	-
GST Payable		-	3,121
Deferred Income	7	69,866	528,022
Provisions	8	209,862	208,858
Employee Entitlements	9	103,557	25,540
Total Current Liabilities		1,152,320	1,056,349
Total Liabilities		1,152,320	1,056,349
Net Assets		2,995,458	1,820,981
Member's Funds			
Capital Reserve			
Current Year Earnings		1,031,704	701,782
Retained Earnings		1,312,085	607,530
Asset Revaluation Reserve		651,669	511,669
Total Capital Reserve		2,995,458	1,820,981
Total Member's Funds		2,995,458	1,820,981

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 2021

	2021	2020
Income		
Income		
CHSP Funding	32,513	40,949
HACC Funding	-	9,940
DHS Funding	-	(14,907)
NDIS Funding	4,439,975	3,459,502
Client Contributions	5,503	8,962
Government Grants	198,604	50,000
Other Funding	266	26,547
Other Income	391,641	183,378
Total Income	5,068,502	3,764,372
Total Income	5,068,502	3,764,372
Gross Surplus	5,068,502	3,764,372
Expenditure		
Accounting/Bookkeeping	26,240	33,820
Advertising & Marketing	453	2,284
Auditors	4,000	3,900
Bank Fees & Charges	2,226	1,559
Client Services	7,544	13,274
Consultants	106,571	17,703
Depreciation	58,143	43,060
Governance Expenses	12,335	4,497
Insurance	7,428	5,406
Lease Costs	3,036	-
Legal Services	2,030	-
Loss on Disposal of Equipment	117	-
Maintenance & Repairs	83,257	54,917
Motor Vehicles	14,954	14,081
Office Supplies and Postage	15,225	14,404
Rent	65,279	22,284
Salary & Wages	3,444,766	2,716,414
Telephone	29,319	25,594
Travel	139,663	83,689
Utilities	14,214	5,705
Total Expenditure	4,036,798	3,062,590
Current Year Surplus/ (Deficit) Before Income Tax Adjustments	1,031,704	701,782
Current Year Surplus/(Deficit) Before Income Tax	1,031,704	701,782
Net Current Year Surplus After Income Tax	1,031,704	701,782

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

Notes to the Financial Statements

Headway Gippsland Inc

For the year ended 30 June 2021

1. Summary of Significant Accounting Policies

The financial statements are special purpose financial statements prepared in order to satisfy the financial reporting requirements of the Associations Incorporation Act Victoria. The committee has determined that the association is not a reporting entity.

The financial statements have been prepared on an accruals basis and are based on historic costs and do not take into account changing money values or, except where stated specifically, current valuations of non-current assets.

The following significant accounting policies, which are consistent with the previous period unless stated otherwise, have been adopted in the preparation of these financial statements.

Property, Plant and Equipment (PPE)

Leasehold improvements and office equipment are carried at cost less, where applicable, any accumulated depreciation.

The depreciable amount of all PPE is depreciated over the useful lives of the assets to the association commencing from the time the asset is held ready for use.

Leasehold improvements are amortised 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 association's liability for employee benefits arising from services rendered by employees to the end of the reporting period. Employee provisions have been measured at the amounts expected to be paid when the liability is settled.

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

Cash on hand includes cash on hand, deposits held at call with banks, and other short-term highly liquid investments with original maturities of three months or less.

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



Accounts Receivable and Other Debtors

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 is measured at the fair value of the consideration received or receivable after taking into account any trade discounts and volume rebates allowed. For this purpose, deferred consideration is not discounted to present values when recognising revenue.

Interest revenue is recognised using the effective interest method, which for floating rate financial assets is the rate inherent in the instrument. Dividend revenue is recognised when the right to receive a dividend has been established.

Grant and donation income is recognised when the entity obtains control over the funds, which is generally at the time of receipt.

If conditions are attached to the grant that must be satisfied before the association is eligible to receive the contribution, recognition of the grant as revenue will be deferred until those conditions are satisfied.

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

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.

	2021	2020
2. Cash on Hand		
Bank Acc Bendigo:BB General Cash Investment	528	527
Bank Acc Bendigo:BB Gift Fund Cash Investment	561,079	473,648

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

Bank Acc Bendigo:BB Mastercard Account	1,428	3,484
Bank Acc Bendigo:BB Operations	356,232	384,971
Bank Payment Rejects Suspense	-	(3,473)
Petty Cash	1,119	944
SSG Funds	8,622	7,364
Total Cash on Hand	929,010	867,466

2021 2020

3. Trade and Other Receivables

Trade Receivables		
Accounts Receivable	33,468	246,830
NDIS Debtor Unbilled	66,940	85,305
Total Trade Receivables	100,408	332,135
Total Trade and Other Receivables	100,408	332,135

2021 2020

4. Land and Buildings

Buildings		
Buildings at Cost	548,800	408,800
Total Buildings	548,800	408,800
Total Land and Buildings	548,800	408,800

2021 2020

5. Plant and Equipment, Motor Vehicles

Plant and Equipment		
Plant and Equipment at Cost	213,062	187,088
Accumulated Depreciation of Plant and Equipment	(148,016)	(119,999)
Total Plant and Equipment	65,046	67,090

Motor Vehicles		
Motor Vehicles at Cost	237,575	211,949
Accumulated Depreciation of Motor Vehicles	(132,543)	(102,447)
Total Motor Vehicles	105,032	109,502

Total Plant and Equipment, Motor Vehicles	170,078	176,592
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2021 2020

6. Trade and Other Payables

Trade Payables		
Accounts Payable	767,143	287,193
Total Trade Payables	767,143	287,193
Total Trade and Other Payables	767,143	287,193

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



	2021	2020
7. Deferred Income		
Deferred Income Government Grants		
CHSP Monies Unspent 201819	-	7,558
Govt Monies Unspent:CHSP Monies 201920 Unspent	-	109,997
Govt Monies Unspent:Grant Monies 201718 Unspent	-	80,001
Govt Monies Unspent:Grant Monies HACC 1819	-	20,266
HACC Monies Unspent 1920	-	90,087
Govt Monies Unspent: COS Monies 19 20	33,547	-
Govt Monies Unspent: COS Monies 20 21	36,319	-
Total Deferred Income Government Grants	69,866	307,909
Total Deferred Income	69,866	307,909
	2021	2020
8. Provisions		
Provisions:Provision for Annual Leave	163,395	110,304
Provisions:Provision for LSL	25,050	80,535
Provisions:Provision for Personal Leave	21,417	18,019
Total Provisions	209,862	208,858
	2021	2020
9. Employee Entitlements		
Payroll Liabilities.:Payroll Liabilities PAYG	65,202	-
Payroll Liabilities.:Superannuation Liability	38,355	25,540
Total Employee Entitlements	103,557	25,540

Movements in Equity

Headway Gippsland Inc For the year ended 30 June 2021

	2021	2020
Equity		
Opening Balance	1,820,981	1,120,412
Increases		
Profit for the Period	1,031,704	701,782
Retained Earnings	2,773	(1,214)
Asset Revaluation Reserve	140,000	-
Total Increases	1,174,477	700,569
Total Equity	2,995,458	1,820,981

Thank you

Volunteers

Headway Gippsland wishes to thank the people who volunteer their time to the organisation. Our volunteers are highly valued and play a key role in helping us deliver high quality services.

We have volunteers on the Board of Directors and those who come along to the social support groups and join in the conversations and share their own skills.

Thank you to everyone who contributed to Headway in 2020/21.



Board of Directors

Edwin Vandenberg

Debbra O'Keefe

John Rochstad-Lim

Maxine Davies

Peter Clement

Bryan Leaf

Marianne Fontaine

Paul Bur

Social support groups

Jo Jones

Heather Hughes

Judith Hall

James Hartley

Robyn Roulston

Donations

We wish to extend a big thank you to everyone who made a donation or offered in-kind support to Headway Gippsland during the 2020/21 financial year.

Your contribution makes a difference and we highly appreciate the support in helping us deliver the highest quality services to those living with disability in Gippsland.

Years of service

25 years

- Dianne Mumford

10 years

- Tony Hayes

5 years

- Janet DeCorrado
- Janette Luke
- Michelle Meggetto

**Headway Gippsland is a registered
National Disability Insurance Scheme
provider.**

Organisation ID 4050006369

