

# Annual Report

2017-18



**Southern  
Stay**  
DISABILITY SERVICES



**1st Annual Report**  
**7th December 2017 - 30th June 2018**



# CEO and President's Report



Welcome to the first annual report for Southern Stay Disability Services.

Southern Stay was created from the merger of STAY Residential Services Association Inc. (Hamilton) and Southern Way Direct Care Service Inc. (Warrnambool). The merger of the two agencies was accepted by Consumer Affairs on December 7th 2017. This annual report covers the period from December 7th 2017 through to June 30th 2018.

**In line with the strategic plan, the Board's focus for the year** has been on strategy, leadership, financial management, innovation, quality, improvement, people, participants and marketing. Our vision 'to enrich the lives of people with a disability by promoting choice, inclusion and achievement' has guided all our decisions and ensured a commitment to **our agency's purpose. Throughout the annual report you will** see many examples of our commitment to the core principles of choice, inclusion and achievement.

A key theme of the past seven months has been adapting to change. Southern Stay, like many organisations, operates in an environment of constant change. Most significant of these changes this year have been our amalgamation and the introduction of the National Disability Insurance Scheme (NDIS).

Thank you to all staff, members and participants that have supported these significant and important changes. The amalgamation will no doubt position us strongly for the future. **It's important that we acknowledge the work undertaken to date.** Bringing together two agencies requires a high level of trust, commitment, shared vision and respect. The road to amalgamation has taken time and has been carefully considered. At all times the Boards of both organisations **asked the question 'is this in the best interests of the people we support?'** It is unique to have a process of amalgamation that has caused such little disruption. There has been minimal change for the people accessing services of the merged agencies. All residents have remained in their current homes with the same staff supporting them and all other supported programs have continued without changes. We have ensured that staff remain in their usual roles with minimal changes to their working circumstances. We are absolutely committed to maintaining our local, personalised approach.

The introduction of the NDIS has presented a significant change to both funding and service delivery. Whilst it can be easy to focus on the issues and challenges of such a large scheme, Southern Stay is committed to focusing on the new

opportunities that are being presented. The agency believes that the scheme will ensure people with a disability have increased control and choice over their funding and how they live their lives. In the short time that the scheme has been operating, we have identified a number of positive outcomes for the people we support. Some of these stories have been shared in this annual report.

Fortunately, Southern Stay is well placed to manage these and many other changes. Our valued staff have been pivotal in making this work and have ensured that changes do not disrupt the people we support. We understand that adapting to change is important for any organisation that wants to continue to grow and prosper.

There have been many highlights during the past seven months including;

- purchase of property at 66 Ryot Street Warrnambool for the development of Specialist Disability Accommodation
- maintaining the highest level of accreditation (ISO 9001:2015)
- promoting community inclusion and seeing an increase in the number of participants accessing community-based activities
- maintaining a strong financial position for the agency
- cost savings and increased capacity as a result of the amalgamation
- increased service growth, particularly in assisting people with high support needs
- increased profile within the community as a result of a marketing plan
- maintaining a consistent team of qualified, caring and professional staff
- a new strategic plan 2018-2020.

Thank you to all our staff for providing passion, quality support and commitment to residents and program participants each and every day. Thank you to the Board of Directors and management team for providing positive leadership across the agency.

A big thank you also to all our supporters that have contributed to the agency throughout the year including the Department of Health and Human Services (DHHS), Community South West (CSW), South West Disability Network (SWDN), National Disability Insurance Agency staff, South West Carer Services Network, Community Visitors program, Consumer Reference Group members and Ryot Street Steering Group members.

# Strategy & Planning

## Strategic Plan

At the first meeting of the new Board of Directors, a new entity strategic plan was developed and approved. The 2017–2020 strategic plan incorporates stakeholder feedback, the Australian Business Excellence Framework and ISO 9001:2015 (our accreditation). The strategic plan will provide a road map to meet the challenges presented by the NDIS and increased quality and compliance requirements.

As an agency we strongly believe the NDIS is the right direction for disability services as people with a disability should have the right to live the life they choose, make the decisions they want and have control and choice with their funding. Our Board of Directors realise that the agency is entering into a challenging new service environment that will require agility to adapt to change. There is no doubt that there will be challenges, however with good planning, the opportunities from the NDIS far outweigh the risks.

## Amalgamation Timeline

A key strategy for both Southern Way and STAY Residential Services was to position the agencies for the future under the NDIS. Both agencies understood that with a move from block funding to individualised funding, organisations that provide community services to people with a disability need to move from a welfare model to an open marketplace model of service delivery. In the short time that NDIS has been operating, significant change has resulted with 15% Victorian Disability Service organisations merged or closed. Participant demand is growing and changing. Fundraising is harder and more competitive. New providers and for-profit businesses are increasingly entering the marketplace.

A key message has been that agencies need to become more efficient, responsive, innovative and focussed on positive outcomes.

Southern Way and STAY had worked collaboratively over a number of years to address changes to the service sector. Both agencies shared a similar mission to provide quality services, inclusive opportunities, a participant-centred approach and positive outcomes. The agencies also shared similar values around advocacy, respect, wellbeing and learning.

*Southern Way and STAY were the largest providers of non-government Shared Supported Accommodation in south west Victoria.*

In mid 2015 STAY and Southern Way entered into a strategic alliance to employ a joint Quality Manager to oversee

development and streamlining of policy, procedures, forms and templates and implementation of audit requirements. In January 2016 the alliance was strengthened with the employment of a shared Business Manager.

There was considerable goodwill between the two agencies to develop business models focused exclusively on achieving efficiencies and best outcomes for participants. Work between the two agencies soon led to increased discussion about the possibility of a merger, amalgamation or a more formalised strategic alliance.

In June 2016 the two Boards met in Hamilton to discuss the benefits of the current arrangement. It was agreed that the arrangements were working well and that there may be further scope to strengthen the partnership.

In August 2016 the CEOs and Presidents of each Board had a videoconference to clarify the expectations of each Board and plan the next steps in discussions which would include a more formalised workshop in October.

A Strategic Alliance Options meeting was held at Southern Way on October 18th 2016 where a SWOT analysis was undertaken of both the current strategic alliance and a possible merger model. The decision to amalgamate was identified as a preferred option as it would result in reducing overheads, sharing best practice, strong advocacy for the people we support and ensuring that we meet the expectations of the NDIS.

It was decided that the next step would be for the CEOs to develop and present a discussion paper to both Boards in November 2016, with a recommendation to enter into a draft Memorandum Of Understanding (MOU) and consider a due diligence process. In May 2017 the MOU was drafted by Maddens Lawyers and it was presented to the steering group in June. In May DHHS was advised of the intentions to merge. The MOU was then signed by both Boards on June 29th 2017.

On September 13th 2017 the members of both STAY and Southern Way voted unanimously to merge the agencies. A second special meeting was called for November 29th 2017 **to confirm the name of the new entity. The name 'Southern Stay Disability Services' was approved by all members in attendance (or by proxy).**

On December 7th 2017 Consumer Affairs Victoria accepted Southern Way Direct Care and STAY Residential Services application to amalgamate with the new entity to be called **'Southern Stay Disability Services'.**

Another special meeting of Southern Stay Disability Services Inc. was held on February 1st 2018 to approve an amendment **to the organisation's rules, section 76, re; Deductible Gift Recipient Status.** The amendment was approved by all 20 members in attendance and those voting via proxy. The amendment will ensure that we maintain our Deductible Gift Recipients (DGR) status and can receive tax deductible gifts, such as financial donations and tax-deductible contributions.

On June 30th 2018 Southern Stay Disability Services was providing a range of programs and supports to more than 250 people with a disability delivered by a qualified and experienced workforce of more than 180.

### Amalgamation Implementation

Behind the scenes there was considerable work done to ensure the amalgamation limited disruption and achieved the efficiencies that were envisaged. An amalgamation working group has been progressing the many action items required to bring two agencies together. Over the past seven months the working group has undertaken the following actions;

- Alignment of policy, procedures, handbooks, brochures and forms
- Re-registration with government departments
- Alignment of systems and processes (e.g. payroll, central file, Carelink, risk register)
- Promoting the amalgamation to the community/ participants and working towards rebranding the organisation as one agency
- Seeking appropriate legal advice where required.

### Facilities and Resources Improvement

Southern Stay Disability Services manages 12 houses and two office locations that require ongoing maintenance and repairs. During the year these properties have also had significant works undertaken.

- Major renovations at Rippon Road Hamilton included the main kitchen being fully replaced and the second storey extended. Southern Stay would like to acknowledge the work undertaken by builder Craig Collins and thank the staff and residents of the house for their support through this period of disruption.
- The bathroom at 5 Worland Grove Warrnambool was fully renovated with all floorboards replaced and new shower, toilet, basin and tiles installed.
- Smoke detectors and door handles have been installed at 48 Alexander Parade Hamilton to enable the facility **to be used and classified as a 'Short Term Emergency (Contingency) Accommodation' for a specific resident.**
- Office renovations have been completed at 181 Fairy

Street Warrnambool to accommodate growth in Plan Management and Support Coordination.

- Three new vehicles have been purchased to support the growth in service delivery.

### Hamilton SDA

Southern Stay Disability Services has worked closely with Western District Health Service to identify families in the Hamilton region that will require access to Supported Disability Accommodation as part of their NDIS planning. A forum in February 2018 attracted more than 20 people, many of whom **are parents in the process of planning their child's future** accommodation. The forum and the conversations families have with our staff highlights the need for new accessible housing in Hamilton. Southern Stay will continue to work closely with Western District Health Service, which has expressed an interest in supporting the development of SDA in Hamilton.

### Program Growth

There has been significant growth in all program areas, including supported accommodation, short term accommodation (respite), group-based programs (day programs), and individual support. New services including support coordination and plan management have followed the NDIS implementation and have resulted in employment of new staff.

### Ryot Street

A key project for our agency has been planning for Specialist Disability Accommodation at 66 Ryot Street Warrnambool. The agency would like thank our steering group consisting of Russell Worland, Kathryn Emeney, Michael Byron, Daniel Pearson, Anthony Love, Paul Loughheed and architect Geoff Hooke.

The provision of quality supported accommodation for people with a disability is a core purpose for Southern Stay Disability Services. Given that under the NDIS people with a disability will have greater choice in where and how they live, there is an opportunity to explore innovative, flexible and responsive models of supported accommodation that address the individual support needs of people with a disability and their families. There is also an opportunity to directly address the urgent need for Specialist Disability Accommodation for people with high complex support needs.

The current housing environment for people with disabilities is **often referred to as 'complex and changing'**. There are currently 20 group homes supporting 98 residents in shared supported accommodation within south west Victoria. Each of

these residences is filled and there is a very low likelihood of vacancies becoming available. There will be no more houses built via State Government funding. NDIS funding for Specialist Disability Accommodation will only be for those with the most significant functional impairments and/or complex needs (6% of NDIS participants). Concern has been expressed by disability advocates for the 94% of NDIS **participants who won't be eligible for Specialist Housing** payments. Southern Stay is not aware of any plans from DHHS, housing associations or other agencies to build any new SDAs in Warrnambool. With the NDIS rollout in October last year in the south west, there is an urgent need to ensure the supply of accessible housing options, particularly for young people with ageing parents.

In February 2017 Southern Stay purchased land at 66 Ryot Street for the development of Specialist Disability Accommodation (SDA). The 1400m<sup>2</sup> block has capacity for a variety of housing options, including high and low support needs. This is an exciting project for the agency and one that we hope will address the urgent need for accommodation in

the sector. The project steering group has been working closely with Hooke Architecture which has been selected to design and manage development of the new facility. It is difficult to identify a single model of supported accommodation which represents best practice as the needs of individuals are so diverse. While there is no consensus among disability support providers, participants or families on the best model for shared supported accommodation, what is clear is that people with a disability and their families want to live in their own home in safety, with control and autonomy over who they live with and where they live.

Southern Stay Disability Services believes the development at Ryot Street will go a long way to providing accessible, safe and secure housing for people with high complex support needs.

Thank you to the A L Lane Foundation for their \$25,000 commitment to this project and the \$50,000 commitment in the coming financial year.



## Leadership

Over the past seven months there have been many examples of positive leadership across the agency. Leadership is not about position or title but about action taken. With all the changes taking place, we have seen staff stepping into higher duties, getting involved in planning and decision making and learning new skills.

## Board of Directors

The first official meeting of the Southern Stay Disability Services Board of Directors was held on Wednesday December 13th 2018 in Hamilton. The new Board consists of eight volunteers (four from Hamilton and four from Warrnambool) who generously share their time and skills to ensure that Southern Stay continues to grow and provide quality services. Board members have skills in finance, community development, legal issues, and strategic planning. It also includes family members of people with a disability. The role of the Board is to provide leadership to the agency and to ensure compliance with legal, ethical and regulatory requirements. The Board meets monthly to discuss items such as planning for the future, service quality, finances, risk and service quality.

## Our Board members

Jacob Taylor (President)  
Bryan Roberts (Vice President)  
Richard Stone (Treasurer)  
Sheryl Kavanagh (Secretary)  
Kathryn Emeny  
Keith Haines  
Michael Tudbull  
Russell Worland



## Maree Sandford Farewell

Former STAY CEO Maree Sandford said her final goodbyes to staff, residents, participants, families and service providers at the end of March 2018. Maree provided more than 21 years of positive leadership to STAY and developed strong relationships with staff and families. Her caring and professional approach saw the agency gain a strong reputation for quality, safe and financially sustainable services. Maree plans to spend more time with her grandchildren and to contribute to other community projects. From everyone at Southern Stay, thank you Maree for your passion, commitment and incredible legacy.

***Maree's farewell attracted more than 60 staff, family members and participants on March 22nd 2018. Another 50 family, Board members, staff and friends attended an invitation only farewell on March 23rd 2018.***



## Individual and Systemic Advocacy – Regional Leadership

Southern Stay Disability Services works with a range of key stakeholders to address local area needs and issues for people with a disability. Our agency has been an active member of Community South West and South West Disability Network.

Community South West is an alliance of not-for-profit, non-government agencies based in south west Victoria. South West Disability Network is an alliance of not-for-profit disability service organisations covering the south west region. Both networks provide an opportunity to address local area need.

Our agency works closely with South West Advocacy Association and promotes participation in the all abilities self-advocacy group. All participants and residents are supported to access advocacy services as required.

We have also contributed to statewide forums including Great South Coast Regional Assembly, VCOSS Regional Assembly and **'Everybody's Business'** which seeks to address the issue of violence against women with disabilities.

**The Management Team – Preparing for Change**  
Like many organisations working in the disability sector, our agency operates in an environment of constant change. There are changes to funding (NDIS), staff, rosters, policy and procedures, IT (Carelink+), participant needs and expectations. Fortunately, Southern Stay is well placed to manage these changes as we grow and prosper.

The management team meets fortnightly to action the **agency's operational plan and ensure we are aware of** changes and respond in the best interests of participants. Managers are provided with leadership development opportunities that assist them to best achieve positive outcomes.

## Excellent Culture without Exception

One of the most important steps in building a high-performing team and getting the culture right is to set or clarify expectations. This gives the team an opportunity to discuss their expectations before working together. Many **of the agencies in the NDIS trial sites identified 'positive workplace culture' as the biggest factor in agency growth.**

The following team expectations have been adopted for Southern Stay and communicated to staff.

- Trust - We will be honest and truthful with each other.
- Respect - We will communicate respectfully.
- Approachable - We will maintain an open-door policy.
- Continuous Improvement - We are open to suggestions and always looking for better ways of doing things.
- Teamwork - We will show support for each other and work as one team. We will prepare and participate.

It is envisaged that regularly clarifying and reinforcing these guiding principles will avoid misunderstandings, conflict and disagreements within the agency.

## The Management and Administration Team

Chief Executive Officer	Paul Lougheed	Business Manager	Daniel Pearson
Operations Manager	Lynne Millard	Compliance Manager	<b>Stephen O'Leary</b>
Individual Support Manager	Gayle Boyle	Residential Manager	Anthony Love
Individual Support Coordinator	<b>Nikole O'Neill</b>	Residential Manager	Peter Banks
Individual Support Coordinator	Jace Hollard	Residential/Day Programs Manager	Sarah Lilley
Individual Support Officer	David Wallace	Day Programs Coordinator	Anna Baxter
Intake Officer	Bridie West	Intake Officer	Leonie Schurmann
Support Coordinator	Michelle Couch	Support Coordinator	Darren Osborn
Administration and Finance	Jodie Hamilton, Caryl Spencer, Kripa Shetty		
Trainees	Sarsha Anderson, Jessica Baker, Laura Nield		



# Safeguarding, Quality & Improvement

## Safe Environments

Southern Stay Disability Services is fully committed to creating safe environments and preventing abuse. A range of supports and mechanisms are implemented to ensure safety and wellbeing while supporting a person to have a good quality life, to be an active and equal citizen, and to be able to reach their potential.

*At the inaugural meeting of the Southern Stay Disability Services Board, a motion was passed to adopt a 'zero tolerance approach to abuse and neglect of people with a disability and a whole-of-agency approach to understand abuse, implement practices and safeguards'.*

Southern Stay has adopted the Zero Tolerance framework developed by National Disability Services and will continue to reinforce this approach strongly within the agency. The adoption of this framework has led to a proactive, whole-of-agency approach to 1) understand abuse 2) implement practices and safeguards to prevent abuse 3) address risks for specific groups and service settings 4) respond to abuse and 5) learn and improve. As an example, Southern Stay has **included articles in staff newsletters, discussed 'zero tolerance' at staff meetings, developed an investigation checklist and a 'Say No to Abuse' booklet for residents.** A key aspect of this approach has been to create a positive workplace culture to promote disclosures.

## Ensuring Child Safety

The Southern Stay risk register has been reviewed by the Risk Management and Compliance subcommittee with a key **recommendation to 'ensure child safety standards are entrenched across the organisation'**. As an outcome the following actions have been undertaken.

- Child safety standards and agency child safe policy discussed at staff meetings
- **A 'Child Safe Environment' policy has been developed and communicated through the staff newsletter**
- Child Safe Standards self-assessment has been included on the agency internal audit schedule and will be reviewed every two years

*'Southern Stay has a whole-of-agency commitment to ensure that every participant has the right to live their life free from abuse, violence, neglect and fear. We all have a duty of care to prevent abuse and neglect.'*

*It has been made clear to everyone that Southern Stay takes a zero tolerance approach to the abuse and neglect of people with disability.'* Southern Stay CEO, Paul Loughheed

- Child safety standards have been included in staff position descriptions
- Zero tolerance (to abuse and neglect) approach has been discussed at staff meetings and through the staff newsletter
- Easy read posters have been developed for display at the respite house to ensure children know who they can talk to if feeling unsafe
- Cultural safety risks and mitigations have been included on the agency risk register
- Child safety standards have been incorporated into the staff induction
- Child Safety Standards training has been provided to relevant staff.

## Code of Conduct

In May 2018, DHHS released the Code of Conduct for disability support workers. The code applies an obligation of zero tolerance to abuse of people with a disability and prescribes the behaviour expected of disability service workers and the requirements of disability service provider organisations. The purpose of this Code of Conduct is to promote adherence to a zero tolerance to abuse of people with a disability in DHHS funded, delivered or registered disability services. The Code of Conduct has been communicated to the Board, management team and all staff. It has also been included as part of our existing Code of Conduct.

## Risk Management

Fully integrated risk management is a key strategic goal for Southern Stay. Considering risks and thinking about risks **enables us to ensure people's rights are considered in planning.** Risks have been addressed through;

- the Board Risk Management & Compliance subcommittee
- agency risk management plan
- internal audit schedule
- participant risk assessments
- excursion risk assessments, and the
- Workplace Health and Safety committee.

### Incident Reporting

DHHS has introduced a new Client Incident Management System (CIMS) that focuses on the safety and wellbeing of participants. CIMS has been developed to assist service providers to effectively respond to and manage client incidents, to be accountable for their actions and to manage the quality of their own services. The new system started on January 15th 2018. All staff have been fully supported and trained in the use of the CIMS.

### Consumer Reference Group

Consumer Reference Groups operate in Hamilton and Warrnambool. The reference groups enable a strong, open dialogue with our participants and their families by offering a feedback mechanism that develops and encourages a rapport between participants and provider. Areas in which the groups have contributed over the past 12 months include:

- Identifying positive staff attributes
- development of our Vision and Mission Statement
- greater feedback mechanisms (complaints, newsletters, forms etc)
- greater communication between families and programs
- feedback in the development of a marketing plan
- assistance in introducing programs for children

Thank you to our participants during this year including Judy Pollock, Margaret Stronach, Trish Sawyer, Elizabeth Haines, Sue Hillier, Gordon Godwin, Sheryl Clayton, Gail Horne, Val Wood, Mick Byron, Robert Clarke, Beverley Stewart and Carl Wyatt.

### Accreditation

A comprehensive review of service delivery and design is undertaken by Health & Disability Auditing Australia every three years with a mid-cycle review after 18 months. Programs and services are assessed against the Human Service Standards and ISO 9001:2015. To address wellbeing (as per **Human Services Standards**), auditors assess that people's right to wellbeing and safety is promoted and upheld. Southern Stay has maintained its accreditation and will be audited again in August 2018.

### Promoting worker safety

Working with both a top-down and team environment approach to risk and safety, Southern Stay has a strong and robust system of procedures and support mechanisms in place to ensure the safety of its workers.

The Risk Management & Compliance sub-committee of the Board of Directors has met and reviewed risks to the organisation, including Corrective and Preventative Action (CAPA) reports that can be raised as a result of incidents, accidents, inspections and reviews.

Southern Stay has designated Work Health and Safety committees at both Warrnambool and Hamilton sites, consisting of designated officers from all relevant residences and programs. Staff are given the opportunity to raise concerns and issues through these committees in a formal or informal setting, in addition to raising matters with their line management or representatives. Health and safety is supported by a suite of Work, Health & Safety policy and procedure documents.



# People and Capability

In 2017/2018, 200 staff provided a wide range of services to more than 250 residents, program participants and families across south west Victoria. Services include supported accommodation, respite, day programs, and individual support (in home and in the community).

## Our Workforce Profile

Our workforce consists of 180 staff across programs and services including respite, day programs, accommodation services, individual support, support coordination, plan management and administration.

Staff include 1 x CEO (full time), 7 x program managers (full time), 3 x administration officers (full time & part time), 3 x office trainees (full time), 8 x service coordinators (full time & part time) and 163 personal support workers (part time and casual). On average, part time staff work 16 per hours week.

- 31% of the current workforce are male and 69% are female. This is reflective of state and national averages for similar sized organisations.
- 12% are aged 15-24, 25% are aged 25-44, 31% are aged 45-54 and 32% are aged 55+. This compares closely to state and national averages for similar sized organisations. Our 55+ workforce is 9% above the national average for similar sized organisations.
- 70% of staff have been with Southern Stay for 0-5 years, 18% for 5-10 years and 12% for 10+ years.
- Staff turnover is very low with only 6% of the casual staff leaving in the past 12 months. Reasons for leaving included finding other employment and moving from the area. No full time or part time staff have left.

## A Learning Organisation

Southern Stay Disability Services prides itself on encouraging new learning, personal development and innovation. As a learning organisation, the agency has invested more than 2.1% of its 2017/2018 budget to the ongoing learning and education of staff.

There has been a continued focus on developing positive leadership across the organisation. The skills and quality of leaders within Southern Stay are critical to our success in providing quality services that are positive, supportive, flexible and responsive to individual needs.

Staff are fully supported in their learning through supervision, coaching and mentoring which provides an opportunity to discuss and reflect on their roles, responsibilities and challenges throughout the year. Training provided during the year included:

- Level 2 first aid refreshers, CPR refreshers
- Positive behavior support training
- Auslan for beginners
- Management of Actual and Potential aggression
- Accidental Counsellor
- Sexuality and Disability
- OHS Refresher
- Managing Stress
- Diabetes
- CPAP training
- Carelink+ training
- Lead to Succeed modules
- NDIA briefing sessions
- Managing staff with a mental illness
- Supporting resilient workers
- BSP and RIDS data systems
- Aboriginal Culturally Informed Addendum Training
- Targeted Care Packages

## Conferences

- Carelink+
- Connecting Up
- XeroCon
- NDIS Essentials
- Outside the Box (housing and workforce)

## Online Induction

An online staff induction program was introduced in early **2018. The online program 'iinduct' is the most comprehensive** online staff induction available to the sector with more than 150 subjects included. Modules can be used for staff induction and refresher training. The benefits of the program identified include:

- Staff are being inducted quickly, consistently and effectively. Staff do not have to wait until a classroom based induction is organised.
- Staff using the product must demonstrate competencies through assessments. This has addressed risk and compliance issues.
- The induction can be completed online at anytime and anywhere.
- The product has been adapted to suit our agency policies and branding. It includes a filmed introduction detailing our mission, values, services structure etc.
- New compliance requirements, regulatory changes and policy changes are updated automatically.
- A dashboard keeps track of staff progress giving access to valuable data. Reports can be generated as needed.
- The program is cloud based so there is no need for any internal IT Network changes or upgrades to IT systems.

## Succession planning

Southern Stay has a big focus on succession planning and **giving staff the opportunity to 'step up' into higher duties.** This was tested with a key manager on sick leave for most of January. Other managers were also on leave during this time. **Fortunately staff 'stepped up' and took on higher duties.** As an outcome, there was no impact on service delivery during this period. We are fortunate to have many quality, committed and competent staff keen to learn and take on new challenges.

## Staff Attributes

Our management team and Consumer Reference Groups have been reflecting on the many attributes of a quality disability support worker. More than 20 key characteristics were identified. From the list, 13 attributes were incorporated into an image that will be used to assist with future recruitment



# Client & Market Focus

In 2017/2018, 180 staff provided a wide range of services to more than 250 residents, program participants and families across the south west region of Victoria. Services include supported accommodation, respite, day programs and individual support (in home and in the community).

Service Delivery – A Snapshot  
(Dec 7th 2017– June 30th 2017)

- *Supported Accommodation staff provided 24/7 support to 35 residents in nine Supported Accommodation houses.*
- *Day Programs supported 40+ participants in Warrnambool to develop their skills and prepare them for independent living and meaningful community inclusion. Fifteen new participants joined ‘Skills 4 Life’ and ‘Young at Heart’ as an outcome of the closure of WDEA Day Programs in December 2017.*
- *Individual support coordinators implemented over 30,000 hours quality 1:1 support to 128 participants in their homes and in the community. Support is always based on the choice of the participant.*
- *Over 100 families are supported through the Warrnambool and Hamilton Respite houses. Respite occupancy for both Warrnambool and Hamilton respite has been at 80% occupancy.*
- *70 participants chose Southern Stay to manage their NDIS supports (Support Coordination).*
- *130 participants chose Southern Stay to manage their NDIS package (Plan Management).*

Community Inclusion and Service Delivery Highlights  
Southern Stay is committed to building more inclusive communities. The agency believes that people with a disability should be able to live and participate in the south west community, with the same rights, responsibilities and opportunities as all other citizens.

South west Victoria is fortunate to have many attractions, activities and events. Our program managers actively seek opportunities to link in with these community facilities,

activities and natural attractions.

Relay 4 Life was attended by staff and participants, all showing support for a worthy cause, at Deakin University Warrnambool on February 9th 2018.

**The Valid ‘Having a Say’ conference was attended by 16** south west participants enjoying a dinner and disco along with another 1000 people from around the state. The participants also took the ferry from Queenscliff to Sorrento after the conference.

Hamilton Pensioners Association is being used as a hub for community based programs. Southern Stay would like to acknowledge and thank the Hamilton Pensioners Association for the use of this facility.

Marketing Plan

In April the Board of Directors approved a marketing plan that was developed to align with our strategic plan. The plan acknowledges marketing success in the NDIS is predominantly driven by word of mouth and quality of service. The goals of the marketing plan are to;

- 1) build awareness of the business and attract new clients, to stand out!
- 2) identify strategies to guide our marketing
- 3) ensure communication with current key stakeholders
- 4) promote the new entity as one agency.

Promoting the agency as one organisation will be a key aim for 2018/2019 and will involve rebranding for the agency. Marketing has involved a combination of print media, radio and a strong focus on social media.

Promoting Health and Wellbeing

Southern Stay recognises that promoting a healthy eating culture throughout our programs contributes to the long-term health and wellbeing of our participants and staff. Staff have encouraged all participants, whether residential, home based or in day programs, to implement strategies which support the Australian dietary guidelines. Other considerations include;

- providing support and assistance to all participants wishing to alter their eating
- providing healthy meal options in all our residences
- linking participants into specialist services e.g. dietitian
- involving clients in meal preparation and decision making
- using healthy eating cookbooks such as those provided on the Eat Well Be Active website.



Southern Stay is a member of the Community Garden and Community Kitchen. The Community Garden promotes health and wellbeing through education about healthy eating, increased fresh vegetable consumption and gentle exercise that comes from gardening. Participants regularly attend and maintain the Southern Stay plot .

Southern Stay also recognises that promoting physical activity contributes to the long-term health and wellbeing of our participants and staff. Participants are strongly encouraged to undertake physical activity of their choice and are involved in a range of activities from competitive sports (triathlons, football) to gentle exercise (walking, fishing). Sporting equipment is provided in all our residences and programs to promote physical activity.

#### Rural and Remote Service Provision

Southern Stay Disability Services is committed to supporting people with a disability in south west Victoria as evidenced by our rules, our vision and our mission. The amalgamation between Southern Way and STAY Residential Services came about primarily through the desire to provide services regionally rather than sub-regionally. The amalgamation has provided a better opportunity to respond to the individual needs

of people living in rural and regional areas, particularly in the Southern Grampians and Moyne local council areas.

The amalgamation has significantly increased the service capacity of both organisations. Examples include:

- More than 180 staff provide a range of services to people in rural and remote areas.
- The vehicle fleet has increased. Currently we have 23 vehicles including 8 x 12 seat wheelchair buses to transport people to and from rural and remote areas.
- Office locations are based in both Hamilton and Warrnambool with 22 workstations, conference rooms and meetings rooms.

Through South West Disability Network (an alliance of 13 south west disability services organisations) strong partnerships have been formed with other regional providers including Coinda (Terang) and Kyeema (Portland).



### 2017/2018 Members

Ray Ahearn  
 Leeanne Barber  
 Jennifer Barke  
 Pam Bennett  
 Sandra Bushell  
 Robert Clarke  
 Tom Clarke  
 Jillian Crighton  
 Christopher Dean  
 Ron and Dorothy Earl  
 Kathryn Emeny  
 David Gladman  
 Damian and Helen Goss  
 Jonathon Guy  
 Keith Haines  
 Jodie Hamilton  
 Michael Hilder  
 Anna, John & Austen Holter  
 Sheryl Kavanagh  
 Patrick Kelly

Adam, Janne and George Kempton  
 Peter Kenna  
 Jackson Kennedy  
 Dawn Knowles  
 Pamela Lehmann  
 Paul Lougheed  
 Ray Lougheed  
 Cath Lourey  
 Anthony Love  
 Greg Lowe  
 Gwen Lowe  
 Diane Lucas  
 Mark McConnell  
 Elizabeth McDowell  
 Allan McKenzie  
 Lynette McKenzie  
 Donna Meade  
 Carolyn Moore  
 Harpreet Moore  
 Jean O'Keefe

**Stephen O'Leary**  
 Nikole O'Neill  
 Daniel Pearson  
 Geoff Price  
 Anthony, Glynis, Sean Purcell  
 Bill Quinlan  
 Bryan Roberts  
 Michael Smith  
 Beverley Stewart  
 Richard Stone  
 Jacob Taylor  
 Ricky & Lorraine Taylor  
 Michael Tudball  
 Bridie West  
 Robyn & Ashley White  
 Ann Whitehead  
 Russell Worland  
 Carl Wyatt  
**Life Member**  
 Phillip Rowe (d)  
 Judy Pollock

# Positive Outcomes

## Supporting Self Advocacy



Southern Stay has supported and encouraged JD to become more involved in the LGBTI community and to express his rights as an LGBTI person with a disability.

Supports have including encouraging and assisting JD to become involved in the local LGBTI support and advocacy group. Staff have assisted JD to document key

points from meetings and write letters and set up voice control on his iPad and phone for note taking. SKYPE, Facetime and **phone conferencing have also been used to support JD's involvement with meetings with an advocate in Melbourne.**

In 2017 Hamilton hosted a Pride Football match, highlighting acceptance and inclusion of the LGBTI community. Staff supported JD to be involved in the preparations leading up to the weekend including decorating the STAY office front **window with the "Gay? That's Ok" and rainbow theme.**

Southern Stay staff have supported JD to attend other forums and events that he is interested in, including attending an NDIS forum in Ballarat to discuss concerns of being secluded in a small country town that was lacking events and activities for people in the LGBTI community. He also attended the Communities in Control with 1500 community advocates.

Southern Stay has worked with Vic Pride to support JD to be involved with the Midsumma Festival - Pride March in Melbourne. JD has been empowered to assist in planning and organising the events he is interested in, including weekends away to Daylesford and Melbourne.

## Positive Planning

The rollout of the NDIS in the south west of Victoria officially commenced on the 1<sup>st</sup> of October 2017. Over 3,500 people with a disability in the Wimmera South West Region are benefitting from the scheme. To date a number of Southern Stay participants have/or are having their plans developed.

During May 2018, Gerard held his NDIS plan meeting at his home. In attendance were his sister Louise, mother Cate, Merri manager Peter Banks, Intake officer Bridie West and NDIS planner Carol White.

Gerard was able to voice his opinions on his work, lifestyle **and after hour's activities. He spoke of his employment at WDEA, as well as his after-hours activities which included swimming, gym and football at Russell's Creek Thursday nights and Saturdays.** He looked for support with his medical status including the continuation of podiatry, dentist, dietitian

and medical checkups, all which are important for **Gerard's wellbeing.**

Oz mates Holiday Company was discussed at length for Gerard to choose a suitable holiday he may wish to enjoy. Relay 4 Life, Having a Say Conference in Geelong as well as the Bush Disco were all included in his plan. All who attended were able to assist him with his plan and to see the very best outcomes for him. Gerard is an example of a person with excellent family and staff support who wish to see his plan come through meeting his goals and objectives with positive outcomes for all.



## Community engagement

Volunteering is all about making a difference in your community. As a volunteer Darren is contributing to the process of community development by committing his time each week for the benefit of others. Darren delivers meals on wheels each week to numerous residents who are often without family and are unable to cook for themselves.

These visits also provide valuable social contact for many residents who may be isolated or unable to leave their homes. Volunteering has also given Darren the opportunity to try something new, gain experience, develop new skills and meet new and interesting people.



# Our Staff as at 30th June 2018

Catherine Agnew	Susan Agnew	Otha Akoch	Matthew Alexander	Robyn Anscombe
Jarryd Anton	Tissa Antony	Binsu Baby	Anna Baxter	Susan Beaton
Josephine Benson	Adrian Billings	Bradley Boers	Robert Bonham	Theresa Bouchier
Robert Bright	Tara Brimble	Greg Brodie	Shauna Brooker	Roxanne Brown
Sandra Bushell	Beryl Camilleri	Samantha Campbell	Susan Catton	Monica Chittick
Cassandra Clark	Stuart Clark	Debra Claven	Janet Coles	Melinda Collie
Suzanne Collins	Michelle Couch	Faye Crawford	Jillian Crighton	Stacey Crumpton
Christopher Dean	Diane de Vos	Molly Dowling	Kelvin Durston	Kerry Eccles
Irene Edwards	Paul Edwards	Priya Elizabeth Matthew	Kylie Ellis	Dean Fleming
Simon Fleming	Francis Fletcher	Kaye Fletcher	Glaiza Galicia	Janine Gapes
Joshua Gibbs	Tamara Gill	Catherine Glennon	Jennifer Godfrey	Brodie Golding
Jenny Gunning	Fiona Gurney	Mark Hammond	Carol Hansford	Troy Harry
Daniel Hayes	Jaye Head	Tracey Head	Pa-lin Henry	Darryl Hiscock
Tammy Hobson	Janese Holmes	Robert Hutchinson	Tiffany Hutchinson	Rebecca James
Jacqueline Johnson	Rebecca Johnson	Cyprien Kagorora	Rhea Kelly	Dawn Kenny
Maria Kipreou	Benjamin Klein	Khyl Knight	Katrin Konrad	Pauline Lamb
Michele Le Cerf	Angus Lean	Josie Lean	Patricia Lo Ricco	Abbey Luhrs
Samual Maloney	Catherine Matuschka	Damian McDonald	Elizabeth McDonald	Emilia McDonough
Elizabeth McDowell	Kathy McInnes	Rhonda McKean	Allan McKenzie	Anthony McKenzie
Dylan McKie	Amy Meade	Noah Melis-Sharp	Julie Membery	Dennis Merryfull
Shirley Middleton	Janita Millard	Jessica Miller	Sharon Moritz	Kimberley Morrison
Rebecca Mott	Lisa Murphy	Carolyn Murrell	Helen Nagorcka	Jennifer Nagorcka
Ashley Nice	Israel Nice	Margaret Nichol	<b>Esperence Nyirabarahinyuza</b>	<b>Gerard O'Brien</b>
<b>Diane O'Connor</b>	<b>John O'Connor</b>	<b>Kim O'Connor</b>	<b>Megan O'Connor</b>	<b>Maryjane O'Leary</b>
James Owens-Brownbill	Josephine Ozoani	Glenda Palmer	Alicia Peach	Mark Pellazar
Donna Perkins	Koby Petera	Deborah Philp	Romy Pinyon	Jeanette Potter
Colleen Quinn	Stuart Read	Anthony Rees	Michelle Reid	Robyn Richardson
Mercidetha Riddle	Heather Rogers	John Rooke	Ruben Ross	Donald Rundell
Auctavia Rupanga	Sharni Russell	Barry Ryan	Tracey Schultz	Crystal Shcutz
Deborah Smart	Ebony Smith	Naomi Smith	Marilyn Sparrow	Deanna Speechley
Cheryl Stewart	David Stockdale	Faye Stokie	Lee-ann Storer	Marvy Sugingsubing
Skye Symonds	Sally Taylor	Alisha Towers	Simone Turnbull	Jane Turner
Douglas Ward	Colin Wastell	Ann Whitehead	Jan Williams	Kristal Wilson
Fiona Winderlich	Tania Woodall	Wendy Woodhams		

## Staff Service Awards

### 3 year Certificate

Katrin Konrad  
Paul Loughheed  
Daniel Pearson  
John Rooke  
Ruben Ross

### 5 year Certificate and Gift

Adrian Billings  
Kerry Eccles  
Allan McKenzie  
**Megan O'Connor**  
Jessica Perry  
Romy Pinyon  
Mercidetha Riddle  
David Wallace

### 10 year Certificate and Gift

Michele Le Cerf  
Elizabeth McDonald  
Emily Wall

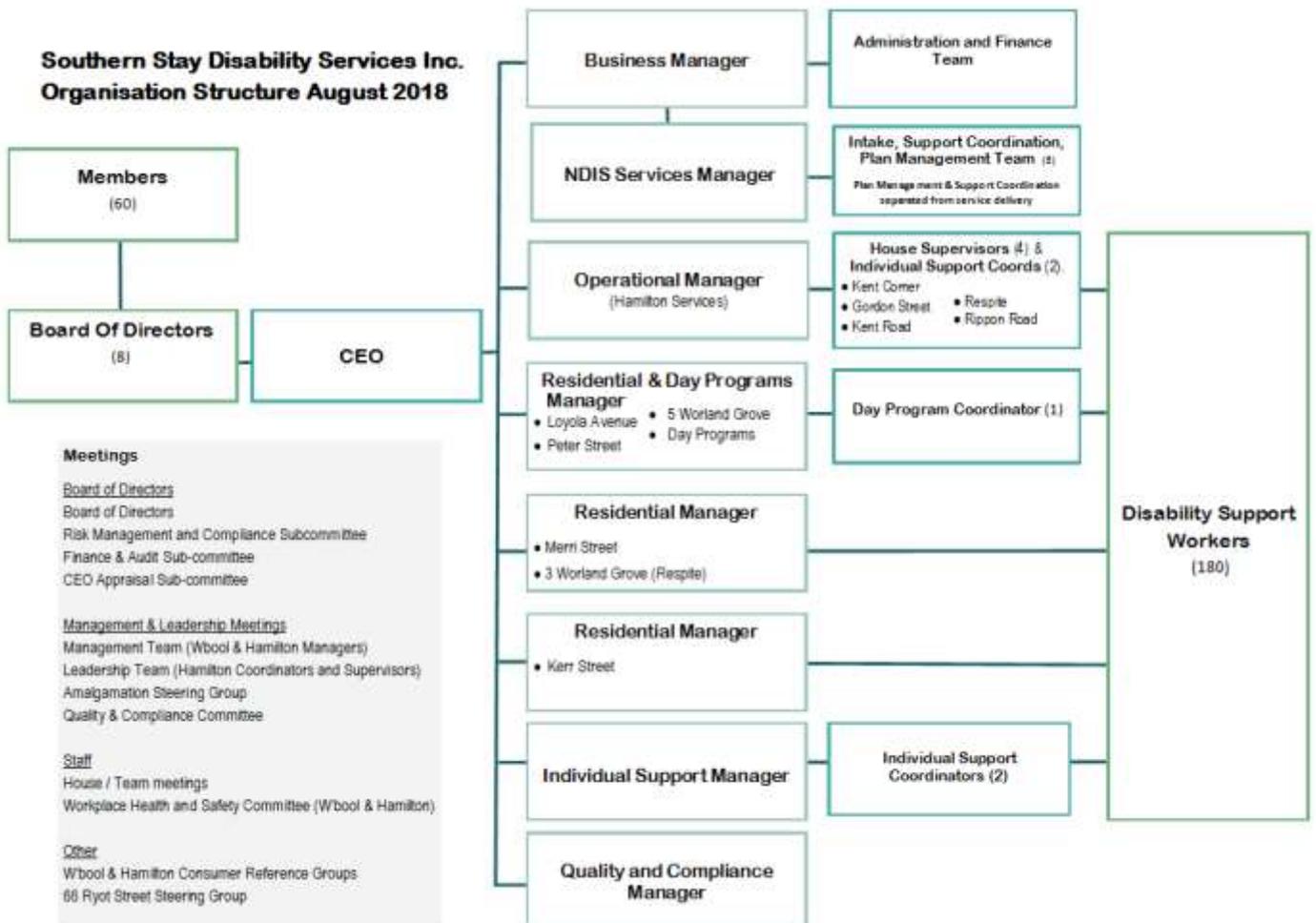
### 15 year Certificate and Gift

Sarah Lilley

### 20 year Certificate and Gift

Kaye Fletcher  
Gayle Boyle

# Organisation Structure



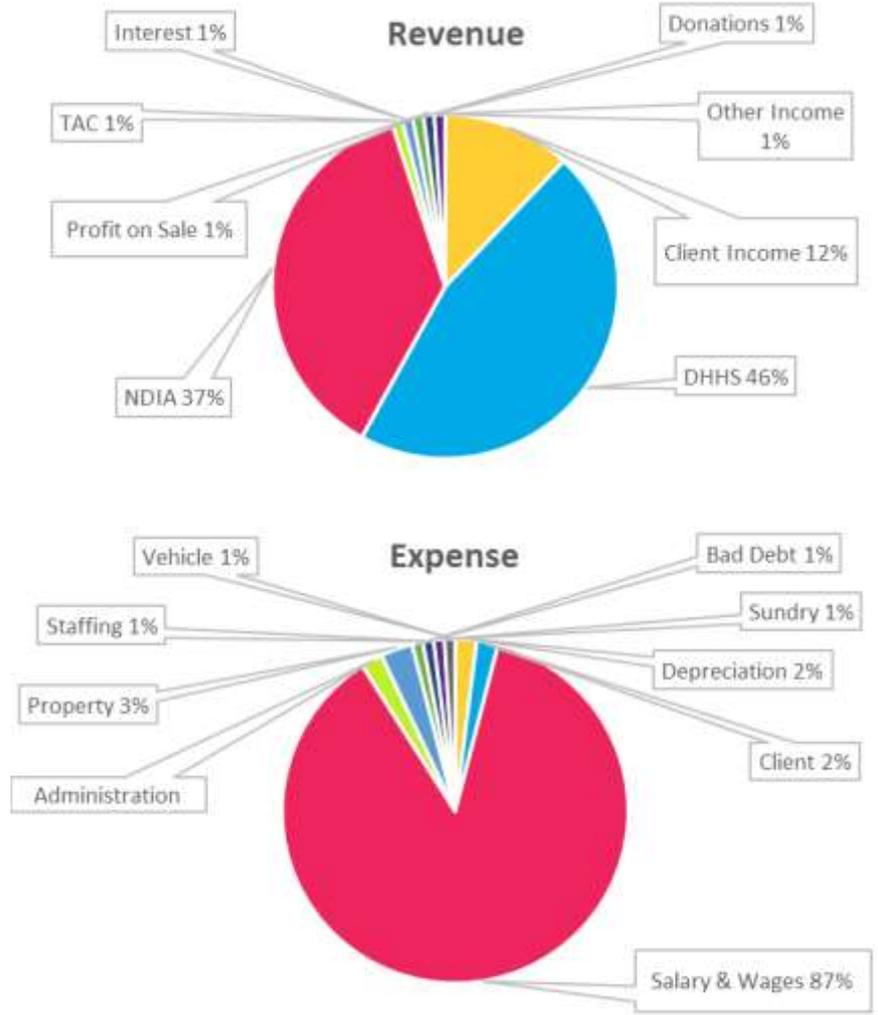
# Financial Summary

Southern Stay's financial report is for the seven months ending 30 June 2018. Southern Stay made a surplus from ordinary activities of \$304,234. The total comprehensive result of \$9,069,984 includes assets contributed by the amalgamated entities and a revaluation of land and buildings.

Our main source of revenue is from the Department of Human Services (DHHS) and the National Disability Insurance Agency (NDIA). During the past seven months we have started to see the shift over to the NDIA as it was rolled out in the south west of Victoria. The split between Government Grants for then seven months was NDIS 45% and DHHS 55%

Participant income is our other major contributor of revenue and is part of our partnership with MacKillop Family Services. We also received a donation from the Alan Lane Foundation of \$25,000 for the Ryot Street development.

87% of our expenses is salary and wages as this is the major driver of our organisation. Our other major expense is property, as we now operate 13 houses, two day program facilities and two office buildings. The past seven months has seen investment in the Rippon Road, Worland Grove and Alexander Parade facilities.



## 2017/2018 Donors

- Warrnambool City Council
- A L Lane Foundation
- Port Fairy Football Netball Club
- Hamilton Regional Business Association



# Statement of Comprehensive Income for the year ending 30th June 2018

	Notes	2018 \$
<hr/>		
REVENUE	2	5,993,149
EXPENSES		
Bad Debt Expense		5,256
Depreciation Expense	3	151,062
Administration Expense		129,743
Client Expense		139,994
Property Expense		200,355
Staffing Expense		76,504
Salary & Wages Expense		4,925,401
Sundry Expense		591
Vehicle Expense		60,009
TOTAL EXPENSES		<hr/> 5,688,915
NET RESULT FOR THE PERIOD BEFORE OTHER ITEMS		<hr/> <hr/> 304,234
OTHER ITEMS		
Net assets contributed by Southern Way		5,144,352
Net assets contributed by STAY Residential		<hr/> 3,659,076
TOTAL OTHER ITEMS		8,803,428
NET RESULT FOR THE PERIOD		<hr/> <hr/> 9,107,662
OTHER COMPREHENSIVE INCOME FOR THE PERIOD		
Revaluation of Land & Buildings		<hr/> (37,678)
TOTAL OTHER COMPREHENSIVE INCOME FOR THE PERIOD		<hr/> <hr/> (37,678)
COMPREHENSIVE RESULT FOR THE PERIOD		<hr/> <hr/> <hr/> 9,069,984

The accompanying notes form part of these financial accounts.

# Statement of Financial Position for the year ending 30th June 2018

	Notes	2018 \$
<b>ASSETS</b>		
Current Assets		
Cash and Cash Equivalents	4	5,459,272
Trade and Other Receivables	5	677,718
Financial Assets	6	776,311
Other Assets	7	160,426
 Total Current Assets		 <u>7,073,727</u>
Non Current Assets		
Property, Plant & Equipment	8	4,108,652
 Total Non Current Assets		 <u>4,108,652</u>
 TOTAL ASSETS		 <u>11,182,379</u>
<b>LIABILITIES</b>		
Current Liabilities		
Trade and Other Payables	9	750,856
Employee Benefits	10	1,228,004
 Total Current Liabilities		 <u>1,978,860</u>
Non Current Liabilities		
Employee Benefits	10	133,535
 Total Non Current Liabilities		 <u>133,535</u>
 TOTAL LIABILITIES		 <u>2,112,395</u>
 NET ASSETS		 <u>9,069,984</u>
 <b>EQUITY</b>		
Retained Surplus		8,111,841
Asset Revaluation Reserve		917,164
Lois McPherson Bequest Reserve		40,979
 TOTAL EQUITY		 <u>9,069,984</u>

The accompanying notes form part of these financial accounts.

# Cash Flow Statement for the year ending 30th June 2018

	Note s	2018 \$
<b>CASH FLOWS FROM OPERATING ACTIVITIES</b>		
Receipts from operating activities		5,442,834
Payment to suppliers and employees		(5,402,017)
Interest received		55,736
Donations received		29,623
<b>NET CASH PROVIDED BY OPERATING ACTIVITIES</b>	<b>14a</b>	<b><u>126,176</u></b>
<b>CASH FLOWS FROM INVESTING ACTIVITIES</b>		
Payments for property, plant and equipment		(693,789)
Proceeds on sale of property, plant, and equipment		44,562
Purchase of financial assets		(776,311)
<b>NET CASH USED IN INVESTING ACTIVITIES</b>		<b><u>(1,425,538)</u></b>
<b>NET INCREASE IN CASH AND CASH EQUIVALENTS HELD</b>		<b><u>(1,299,362)</u></b>
<b>CASH AND CASH EQUIVALENTS CONTRIBUTED BY SOUTHERN WAY AND STAY RESIDENTIAL AT AMALGAMATION</b>		<b>6,758,634</b>
<b>CASH AND CASH EQUIVALENTS AT END OF THE PERIOD</b>	<b>14b</b>	<b><u>5,459,272</u></b>

## Statement of Changes in Equity FOR THE PERIOD ENDED 30 JUNE 2018

	RETAINED EARNINGS \$	ASSET REVALUATIO N RESERVE \$	LOIS MCPHERSON BEQUEST \$	TOTAL \$
BALANCE AT 01 DECEMBER 2018	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>
Net result for the period	9,107,662	-	-	9,107,662
Other comprehensive income	-	(37,678)	-	(37,678)
Transfers to and from reserves	(995,821)	954,842	40,979	-
<b>BALANCE AT 30 JUNE 2018</b>	<b><u>8,111,841</u></b>	<b><u>917,164</u></b>	<b><u>40,979</u></b>	<b><u>9,069,984</u></b>

The accompanying notes form part of these financial accounts.

# Notes to the Financial Statements for the year ending 30th June 2018

## Note 1: Statement of Significant Accounting Policies

The principal accounting policies adopted in the preparation of the financial statements are set out below.

Southern Stay Disability Services Inc was formed on 1 December 2017, as a result this financial report covers the period 1 December 2017 to 30 June 2018. The association was formed as a result of the merger of Southern Way Inc and Stay Residential, the net assets of these entities were transferred to Southern Stay Disability Service Inc on 1 December 2017, and have been recorded as contributions in the current year.

### Basis of preparation

**In the board's opinion, the incorporated association is not a reporting entity because there are no users dependent on general purpose financial statements.**

These are special purpose financial statements that have been prepared for the purposes of complying with the Australian Charities and Not-for-profits Commission Act 2012 and the Associations Incorporation Reform Act 2012. The board have determined that the accounting policies adopted are appropriate to meet the needs of the members of Southern Stay Disability Services Incorporated.

These financial statements have been prepared in accordance with the recognition and measurement requirements specified by the Australian Accounting Standards and Interpretations issued by the Australian Accounting Standards Board ('AASB') and the disclosure requirements of AASB 101 'Presentation of Financial Statements', AASB 107 'Statement of Cash Flows', AASB 108 'Accounting Policies, Changes in Accounting Estimates and Errors', AASB 1048 'Interpretation of Standards' and AASB 1054 'Australian Additional Disclosures', as appropriate for not-for-profit oriented entities.

### Critical accounting estimates

The preparation of the financial statements requires the use of certain critical accounting estimates. It also requires management to exercise its judgement in the process of applying the incorporated association's accounting policies. The areas involving a higher degree of judgement or complexity, or areas where assumptions and estimates are significant to the financial statements are:

#### Estimation of useful lives of assets

The incorporated association determines the estimated useful lives and related depreciation] charges for its property, property, plant and equipment. The depreciation charge will increase where the useful lives are less than previously estimated lives or become obsolete and written off.

#### Employee benefits provision

The liability for employee benefits expected to be settled more than 12 months from the reporting date are recognised and measured at the present value of the estimated future cash flows to be made in respect of all employees at the reporting date. In determining the present value of the liability, estimates of pay increases through promotion and inflation have been taken into account.

# Notes to the Financial Statements for the year ending 30th June 2018

## (a) Revenue Recognition

Revenue is recognised when it is probable that the economic benefit will flow to the incorporated association and the revenue can be reliably measured. Revenue is measured at the fair value of the consideration received or receivable.

### Donations

Donations are recognised upon receipt.

### Grants

Grants are recognised at their fair value where there is a reasonable assurance that the grant will be received and all attached conditions will be complied with.

### Interest

Interest revenue is recognised as interest accrues using the effective interest method. This is a method of calculating the amortised cost of a financial asset and allocating the interest income over the relevant period using the effective interest rate.

### Other revenue

Other revenue is recognised when it is received or when the right to receive payment is established.

## (b) Income Tax

As the incorporated association is a charitable institution in terms of subsection 50-5 of the Income Tax Assessment Act 1997, as amended, it is exempt from paying income tax.

## (c) Cash and cash equivalents

Cash and cash equivalents includes cash on hand, deposits held at call with financial institutions, other short-term, highly liquid investments with original maturities of three months or less that are readily convertible to known amounts of cash and which are subject to an insignificant risk of changes in value. Term deposits with a maturity of greater than 3 months are classified as financial assets.

## (d) Trade and other receivables

Other receivables are recognised at amortised cost, less any provision for impairment.

## (e) Property, plant and equipment

Plant and equipment is stated at historical cost less accumulated depreciation and impairment. Historical cost includes expenditure that is directly attributable to the acquisition of the items.

Land & buildings are stated at fair value, based on regular independent valuations less depreciation on buildings.

Depreciation is calculated on a straight-line basis to write off the net cost of each item of property, plant and equipment (excluding land) over their expected useful lives as follows:

Buildings	40 years
Plant and equipment	3-10 years
Motor vehicles	3-8 years
Furniture & Fittings	5-20 years

# Notes to the Financial Statements for the year ending 30th June 2018

The residual values, useful lives and depreciation methods are reviewed, and adjusted if appropriate, at each reporting date. The board have adopted an independent valuation as at 30 June 2018, which represents the fair value of held Land and Buildings. An item of property, plant and equipment is derecognised upon disposal or when there is no future economic benefit to the incorporated association. Gains and losses between the carrying amount and the disposal proceeds are taken to profit or loss.

Government equity (Loyola Avenue) represents share repayable to the government in the even this property is sold.

## (f) Trade and other payables

These amounts represent liabilities for goods and services provided to the incorporated association prior to the end of the financial year and which are unpaid. Due to their short-term nature they are measured at amortised cost and are not discounted. The amounts are unsecured and are usually paid within 30 days of recognition.

## (g) Employee Benefits

### Short-term employee benefits

Liabilities for wages and salaries, including non-monetary benefits, annual leave and long service leave expected to be settled wholly within 12 months of the reporting date are measured at the amounts expected to be paid when the liabilities are settled.

### Other long-term employee benefits

The liability for long service leave not expected to be settled within 12 months of the reporting date are measured as the present value of expected future payments to be made in respect of services provided by employees up to the reporting date. Consideration is given to expected future wage and salary levels, experience of employee departures and periods of service. Expected future payments are discounted using market yields at the reporting date on national government bonds with terms to maturity and currency that match, as closely as possible, the estimated future cash outflows.

## (h) Fair value measurement

When an asset or liability, financial or non-financial, is measured at fair value for recognition or disclosure purposes, the fair value is based on the price that would be received to sell an asset or paid to transfer a liability in an orderly transaction between market participants at the measurement date; and assumes that the transaction will take place either: in the principal market; or in the absence of a principal market, in the most advantageous market.

Fair value is measured using the assumptions that market participants would use when pricing the asset or liability, assuming they act in their economic best interests. Valuation techniques that are appropriate in the circumstances and for which sufficient data are available to measure fair value, are used, maximising the use of relevant observable inputs and minimising the use of unobservable inputs.

## (i) Goods and Services Tax (GST)

Revenues, expenses and assets are recognised net of the amount of associated GST, unless the GST incurred is not recoverable from the tax authority. In this case it is recognised as part of the cost of the acquisition of the asset or as part of the expense.

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 tax authority is included in other receivables or other payables in the statement of financial position.

Cash flows are presented on a gross basis. The GST components of cash flows arising from investing or financing activities which are recoverable from, or payable to the tax authority, are presented as operating cash flows.

Commitments and contingencies are disclosed net of the amount of GST recoverable.

# Notes to the Financial Statements for the year ending 30th June 2018

(j) New Accounting Standards and Interpretations not yet mandatory or early adopted  
 Certain new Australian accounting standards have been published that are not mandatory for the 30 June 2018 reporting period. Southern Stay Disability Services Inc. assesses the impact of all these new standards and advises the company of their applicability and early adoption where applicable.

As at 30 June 2018, the following standards and interpretations had been issued by the AASB but were not yet effective. They become effective for the first financial statements for dates as detailed in the table below. Southern Stay Disability Services Inc. has not and does not intend to adopt reporting periods commencing after the stated operative these standards early.

Standard / Interpretation	Summary	Applicable for reporting periods beginning on	Impact on company's Annual Statements
AASB 15 Revenue From Contracts with Customers	The core principle of AASB 15 requires an entity to recognise revenue when the entity satisfies a performance obligation by transferring a promised good or service to a customer.	1-Jan-19	<p>The changes in revenue recognition requirements in AASB 15 may result in changes to the timing and amount of revenue recorded in the financial statements. The Standard will also require additional disclosures on service revenue and contract modifications.</p> <p>Revenue that was deferred and amortised over a period may now need to be recognised immediately as a transitional adjustment against the opening returned earnings if there are no former performance obligations outstanding.</p>
AASB 16 Leases	The key changes introduced by AASB16 include the recognition of most operating leases (which are currently not recognised) on the balance sheet.	1-Jan-19	<p>The assessment has indicated that as most operating leases will come on balance sheet, recognition of lease assets and lease liabilities will cause net debt to increase.</p> <p>Depreciation of lease assets and interest on lease liabilities will be recognised in the income statement with marginal impact on the operating surplus.</p> <p>The amounts of cash paid for the principal portion of the lease liability will be presented with financing activities and the amounts paid for the interest portion will be presented within operating activities and cash flow statement. No change for lessors.</p>

# Notes to the Financial Statements for the year ending 30th June 2018

	2018 \$
<hr/>	
Note 2: Revenue	
Client Income	669,761
Government Grants	5,148,287
Interest	55,736
Donations	29,623
Profit on disposal of plant & equipment	17,459
Other Income	72,283
	5,993,149
Note 3: Depreciation Expense	
Buildings	37,644
Plant & Equipment	36,229
Motor Vehicles	67,715
Furniture and Fittings	9,474
	151,062
Note 4: Cash and Cash Equivalents	
Cash at Bank	2,193,026
Petty Cash	890
Debit Cards	5,567
Term Deposits (maturity less than 6 months)	3,259,789
	5,459,272
Note 5: Trade and Other Receivables	
Trade Debtors	684,683
Provision for Doubtful Debt	(6,965)
	677,718
Note 6: Financial Assets	
Term Deposits (maturity greater than 6 months)	776,311
	776,311
Note 7: Other Assets	
Accrued Interest	21,050
Prepayments	16,953
Financial Intermediary	122,423
	160,426

# Notes to the Financial Statements for the year ending 30th June 2018

Note 8: Property, Plant & Equipment	\$	
Land & Buildings- fair value at 30th June 2018		3,663,039
Less Government Equity (Loyola Avenue)		(197,500)
		3,465,539
Motor Vehicle		814,341
Less Accumulated Depreciation		(517,295)
		297,046
Furniture and Fittings		151,046
Less Accumulated Depreciation		(108,782)
		42,264
Plant and Equipment		471,060
Less Accumulated Depreciation		(305,987)
		165,073
Leasehold Improvements		6,127
Less Accumulated Depreciation		(589)
		5,538
Work in Progress		133,192
		4,108,652

Land and buildings have been revalued to fair value by Roger Cussen a qualified independent valuer, using market value or depreciated replacement cost depending on the nature of the property. Valuation effect as 30 June 2018.

Note 9: Trade and Other Payables		
Accounts Payable		207,752
Accrued Expenses		372,987
GST/PAYG		169,592
Other Payables		525
		750,856
		750,856

# Notes to the Financial Statements for the year ending 30th June 2018

Note 10: Employee Benefits	\$	
<i>Current</i>		
Annual Leave	403,062	
Long Service Leave	824,942	
	1,228,004	
<i>Non-Current</i>		
Long Service Leave	133,535	
	1,361,539	

## Note 11: Contingent liabilities

The incorporated association had no contingent liabilities as at 30 June 2018.

## Note 12: Commitments

Commitment Payments		
- no later than 12 months	207,730	
- between 12 months and five years	-	
	207,730	

## Note 13: Events after the reporting period

No matter or circumstance has arisen since 30 June 2018 that has significantly affected, or may significantly affect the incorporated association's operations, the results of those operations, or the incorporated association's state of affairs in future financial years.

## Note 14: Reconciliation of surplus after income tax to net cash from operating activities

### (a) Reconciliation of cash flows from operating activities

Net result for period		9,107,662
<i>Non-cash flows in profit</i>		
Depreciation		151,062
Profit on Sale of Fixed Assets		(17,459)
Merger Adjustment		(6,314)
Net assets contributed by Southern Way		(5,144,352)
Net assets contributed by STAY Residential		(3,659,076)
<i>Changes in Assets &amp; Liabilities:</i>		
(Increase)/Decrease in other assets		138,473
(Increase)/Decrease in receivables		(579,656)
Increase/(Decrease) in payables		(16,646)
Increase/(Decrease) in employee benefits		152,482
		126,176

### (b) Reconciliation of cash and cash equivalents

Cash at Bank		2,193,026
Petty Cash		890
Debit Cards		5,567
Term Deposits		3,259,789
		5,459,272

# Statement by the Board of Directors for the year ending 30th June 2018

The Board of Directors present their report, together with the financial statements, on the incorporated association for the financial year ended 30<sup>th</sup> June 2018.

## Board Members

The following persons were Board of Directors of the incorporated association during the period ended 30 June 2018, unless otherwise stated.

Jacob Taylor	President
Sheryl Kavanagh	Secretary
Brian Roberts	Vice President
Richard Stone	Treasurer
Michael Tudball	Board Member
Keith Haines	Board Member
Russel Worland	Board Member
Kathryn Emeny	Board Member

## Principal Activities

The principal activity of the association during the financial year was to provide disability support services in the South West of Victoria, incorporating residential accommodation, respite, one-to-one support and group programs. This is the first 7 months of operation of the entity.

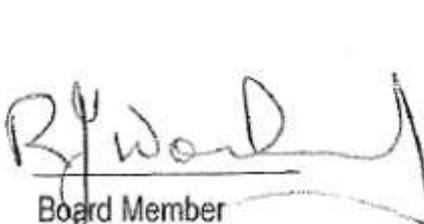
## Operating Result

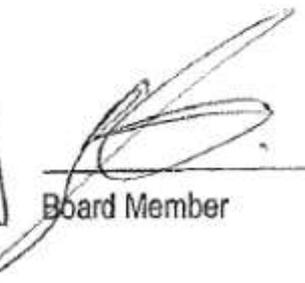
The surplus for the period was \$9,107,662, which was made up of \$304,234 from ordinary activities and \$8,803,428 from assets contributed by Southern Way and STAY Residential.

## After Balance Date Events

No matters or circumstances have arisen since the end of the financial year which significantly affected or may significantly affect the operations of the association, the results of those operations, or the state of affairs of the association in future financial years.

Signed in accordance with a resolution of the Board Members

  
Board Member

  
Board Member

Dated this 17<sup>th</sup> day of September 2018

# Independent Audit Report To the members of Southern Stay



## INDEPENDENT AUDIT REPORT TO THE MEMBERS OF SOUTHERN STAY DISABILITY SERVICES INC.

### Opinion

We have audited the financial report of Southern Stay Disability Services Inc., which comprises the statement of financial position as at 30 June 2018, the statement of comprehensive income, statement of changes in equity, and the cash flow statement for the period then ended, and notes to the financial statements, including a summary of significant accounting policies and statement by the board.

In our opinion, the accompanying financial report presents fairly, in all material respects, the financial position of the Southern Stay Disability Services Inc. as at 30 June 2018, and its financial performance and its cash flows for the period then ended in accordance with the financial reporting requirements of the *Associations Incorporation Reform Act 2012*.

### Basis of Opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Report* section of our report. We are independent of the Southern Stay Disability Services Inc. in accordance with the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 *Code of Ethics for Professional Accountants* (the Code) that are relevant to our audit of the financial report in Australia, and we have fulfilled our other ethical responsibilities in accordance with the Code.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

### Emphasis of Matter – Basis of Accounting

We draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report is prepared to assist Southern Stay Disability Services Inc. in complying with the to meet the requirements of the *Associations Incorporation Reform Act (Vic) 2012*. As a result, the financial report may not be suitable for another purpose. Our opinion is not modified in respect of this matter.

### Responsibilities of Management and Those Charged with Governance for the Financial Report

Management is responsible for the preparation of the financial report in accordance with the requirements of the *Associations Incorporation Reform Act (Vic) 2012* and for such internal control as management determines is necessary to enable the preparation of a financial report that is free from material misstatement, whether due to fraud or error.

In preparing the financial report, management is responsible for assessing the Southern Stay Disability Services Inc.'s ability to continue as a going concern, disclosing, as applicable, matters relating to going concern and using the going concern basis of accounting unless management either intends to liquidate the Southern Stay Disability Services Inc. or to cease operations, or has no realistic alternative but to do so. Those charged with governance are responsible for overseeing the Southern Stay Disability Services Inc.'s financial reporting process.

### Auditor's Responsibilities for the Audit of the Financial Report

Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report.

As part of an audit in accordance with Australian Auditing Standards, we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to audit 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 Southern Stay Disability Services Inc.'s internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management.
- Conclude on the appropriateness of management's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Southern Stay Disability Services Inc.'s ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Southern Stay Disability Services Inc. to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

#### Independence

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

*McLaren Hunt*  
**MCLAREN HUNT**  
**AUDIT AND ASSURANCE**

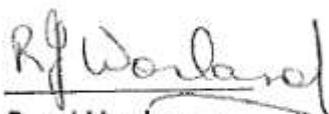
  
**N.L. McLEAN**  
**PARTNER**

Dated at Warrnambool; 20 September 2018

In the opinion of the Board Members the financial report, comprising the Statement of Comprehensive Income, Statement of Financial Position, Statement of Changes in Equity, Statement of Cash Flow and notes to the financial report:

1. the incorporated association is not a reporting entity because there are no users dependent on general purpose financial statements. Accordingly, as described in note 1 to the financial statements, the attached special purpose financial statements have been prepared for the purposes of complying with the Australian Charities and Not-for-profits Commission Act 2012 and Associations Incorporation Reform Act 2012;
2. the attached financial statements and notes comply with the Accounting Standards as described in note 1 to the financial statements;
3. the attached financial statements and notes give a true and fair view of the incorporated association's financial position as at 30 June 2018 and of its performance for the financial period ended on that date; and
4. there are reasonable grounds to believe that the incorporated association will be able to pay its debts as and when they become due and payable.

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

  
Board Member

  
Board Member

Dated this 17<sup>th</sup> day of September 2018



**Southern  
Stay**

**DISABILITY SERVICES**

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