



# Annual Report

2019-20



**Southern  
Stay**

DISABILITY SERVICES





# **3rd Annual Report**

1st July 2019 – 30th June 2020

**choice**

**inclusion**

**achievement**



# From the President & CEO

## Welcome to the third annual report for Southern Stay Disability Services.

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The year 2019/2020 has seen not one but two national emergencies with the bushfires and coronavirus having a big impact on individuals, communities, businesses, schools, our economy and our way of life.

From late 2019 there were more than 160 fires burning across Australia. More than a million hectares were burnt in Victoria with over 110 homes lost. South West Victoria was not immune from the bushfires as was highlighted by the Budj Bim fires. It's been hard to comprehend the enormity of these fires and the impact they have had. For many people the trauma and impact will be felt for many months and years to come. Through the devastation it was heartening to hear the positive stories coming from the fires. Many volunteers have 'stepped up' to assist with the firefighting efforts and with fundraising. The commitment of firefighters, many of whom had been working in very difficult conditions for weeks, has been acknowledged for saving many lives and properties.

The coronavirus pandemic started in March 2020 and has presented the largest disruption to our agency's operation since inception (including previous entities). Southern Stay is fortunate to have had a structure and plan in place to maintain operations and limit financial impact. Our team of managers, supervisors and staff have been exceptional in the circumstances.

We have had four priorities during this time;

1. staff health and wellbeing
2. residents and participants health and safety
3. business continuity and
4. ensuring good communication.

We could never have envisaged that an agency like ours with such a strong focus on promoting community inclusion would now be promoting the message of 'Stay at Home'.

Southern Stay would like to acknowledge the leadership shown by all levels of government and the health sector through these difficult times. We would also like to take the opportunity to acknowledge and thank the frontline workers in the health services sector for their commitment to community.

Despite the broader community issues, there were several positive highlights for Southern Stay, during 2019/2020. These were led by the opening of new Specialist Disability Accommodation (SDA) and Supported Independent Living (SIL) at Ryot Street, Crawley Street, Gavin Street, Banyan Street and Dales Road. We have also seen significant growth in services, high level staff and participant satisfaction, maintenance of quality programs, reaccreditation and many positive outcomes being achieved by the people we support.

We are pleased to report that Southern Stay continues to be in a strong financial position, and continues to provide quality services and maintain its strong reputation in our community. As of June 30th 2020, Southern Stay has 237 staff supporting more than 600 participants in South West Victoria, making us a leading disability service organisation in the region. We also continue to be the largest provider of Supported Independent Living (SIL) in the region.

This year's annual report has a strong focus on the impact of our service provision and the new opportunities and positive outcomes that are being realised as a result of the NDIS. This year's report has a key focus on the images and personal stories of the last 12 months. We have provided many examples of our commitment to the core principles of choice, inclusion and achievement throughout.

In line with the strategic plan, the Board's focus for the year has been on strategy, leadership, financial management, innovation, quality, improvement,

## From the President & CEO continued

people, participants and marketing. Our vision 'to enrich the lives of people with a disability by promoting choice, inclusion and achievement' has guided our decision making and ensured a commitment to our agency's purpose.

There have been many highlights during the past 12 months including;

- 22% increase in revenue, resulting in a strong financial position
- Completion of Specialist Disability Accommodation (SDA) at 66 Ryot Street, Warrnambool
- Establishment of new leased office space at 183 Fairy Street, Warrnambool for an additional 10 workstations
- Purchase of car parking at the rear of 179 Fairy Street, Warrnambool
- Increased community activity and achievements for the people we support
- Maintaining accreditation and positive workplace culture
- Ongoing implementation of a Zero Tolerance approach to abuse & neglect

Thank you to all our staff for providing positive support to residents and program participants each and every day. Your passion and commitment are to be commended.

Thank you to the Board of Directors and management team for providing positive leadership across the agency. Our leadership has been able to 'steer and steward' the organisation during a time of significant change and challenge.

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 (NDIA) staff, South West Carer Services Network, Community Visitors program, Ryot Street Steering Group members and local philanthropic trusts including Alan Lane Foundation, Archie & Hilda Graham Foundation, Gall Family Foundation, Ern Hartley Foundation and the Vedmore Foundation.

We look forward to seeing what opportunities will arise in 2020/2021 and we will continue to deliver on our promise of real choices, meaningful inclusion and quality supports for people to achieve their goals.



# Service with a Smile



Jack O'Connor is an inspiring young man in his mid-20s who is an absolute burst of enthusiasm and positivity. This year he has needed all that energy as he has obtained his own unit, purchased new bedroom and lounge suites, plus he's gained employment at Chemist Direct at North Point and Chemist Direct in Henna Street Warrnambool.

Jack had been hoping to find employment in customer service that would keep him busy while allowing social interaction and give him the opportunity to help others in the community. Now that Jack has gained employment at both chemists working three days per week from 9am – 5pm, you cannot wipe the smile from his face.

Providing customer service at the registers, Jack

assists people with purchases and is responsible for ensuring merchandise is well organised and well displayed, while also placing items back onto shelves that have been moved by customers.

Jack also enjoys cooking and each week cooks up a storm with his support worker Maryjane, choosing lots of healthy food options and at times making some delicious cakes and slices.

Jack has proven that effective goal setting is a fundamental key to success. Southern Stay is pleased to support Jack with his goals. Effective goal setting has allowed Jack to measure his progress and visualize his goals.

Jack's face tells us a big story, showing that progress equals happiness... Well done Jack.

# Strategy & Planning

## NDIS Implementation & Program Growth

Southern Stay strongly believes the NDIS is the right direction for disability services as we believe people with a disability should have the right to live the lives they choose; make the decisions they want and have control and choice with their funding. We are committed to focusing on the new opportunities that are being presented. Our work has been supported by a close relationship with our peak body, National Disability Services (NDS) and our partnerships with local agencies particularly with CSW and SWDN.

Growth in SIL has been highlighted by the completion of 66 Ryot Street, Warrnambool, an SDA house targeting eight residents with high complex support needs. This new \$2.6 million facility was launched on February 18th 2020. The house and two units were officially opened by the Federal Minister for the NDIS, the Hon. Stuart Robert and Member for Wannon, the Hon. Dan Tehan. We were also joined by the CEO of the NDIA, Martin Hoffman. Three new wheelchair buses were purchased to assist with residents' transport needs.

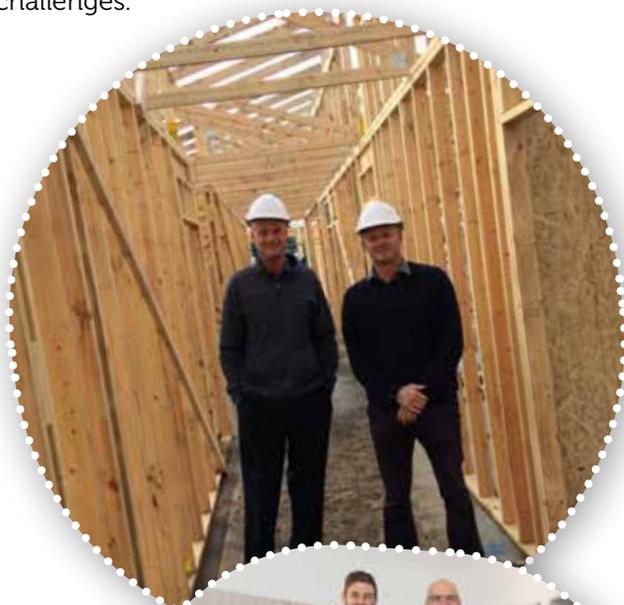
Unfortunately, occupation of Ryot Street was postponed due to concerns with COVID19 and the restrictions that were put in place. Residents started transitioning into the house in late June.

The development of 66 Ryot Street was led by the contribution of our Steering Group members; Russell Worland (Chair), Geoff Hooke (Architect/Project Manager), Michael Byron (parent) Kathryn Emeny (BoD member), Daniel Pearson (CFO) and Anthony Love (Operations Manager). We were also fortunate to receive strong support (\$165,000) from local philanthropic trusts including the Alan Lane Foundation, Archie & Hilda Graham Foundation, Gall Family Foundation, Ern Hartley Foundation and the Vedmore Foundation

The NDIS provides an exciting opportunity to start thinking differently about accommodation. Four additional SIL houses have commenced during the year at Gavin Street, Crawley Street, Banyan Street

and Dales Road in Warrnambool. These houses are a unique arrangement made possible through funding from the NDIS. This model of housing and support aligns strongly with the Southern Stay purpose, ensures ongoing financial sustainability for the agency and demonstrates innovation as it provides a model of accommodation different to traditional group-based models.

The significant growth across the agency has resulted in the need for our agency to continually review service and workforce capacity to ensure quality service provision. Southern Stay is committed to quality services and has taken steps to ensure that we do not commit to what we cannot provide. This has led to the introduction of waiting lists for individual support where costing and workforce availability have provided challenges.



## Coronavirus – COVID19

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A coronavirus Response Plan was developed in the very early stages of the pandemic. The plan was reviewed regularly and covered our communications (staff and participants), personal protective equipment, cleaning, workforce, safety procedures and governance.

As a result of the pandemic, group-based programs ceased and restrictions were put into place in all residences, including visitor restrictions as per DHHS guidelines. All staff meetings and group-based staff training sessions were postponed. Office closures took place on March 24th 2020, with limited staff staying on site to respond to urgent requests and issue supplies. Managers, coordinators and administration staff worked from home. Videoconferencing through Zoom and Skype were effective in keeping people connected, including residents and their families.

Staff, residents, participants and families were provided with regular communication throughout the pandemic. Southern Stay sought information from trusted sources, such as the Department of Health, NDS and local networks.

Due to early planning, Southern Stay was fortunate to source all essential Personal Protective Equipment (PPE) required to support our participants and residents. This included gowns, masks, face shields, hand sanitiser, gloves and eyewear. Training and resources were provided to staff on the correct use of PPE. Sign in sheets and thermometer checks were introduced to all workplaces to keep participants, staff and visitors safe.

Extra cleaning took place in homes and vehicles; particularly for areas where people congregate and high touch areas. Staff have been supporting residents to clean and learn hand hygiene techniques. COVID 19 infection guidelines were developed for use in residences and in individual supports. This was communicated to all staff along with online training through iinduct.

Risk assessments were completed for participants, residents and staff to identify people at a higher risk of infection. This information was used to target our essential supports and safeguard staff and participants.

### A KEY GOAL OF THE NDIS IS TO

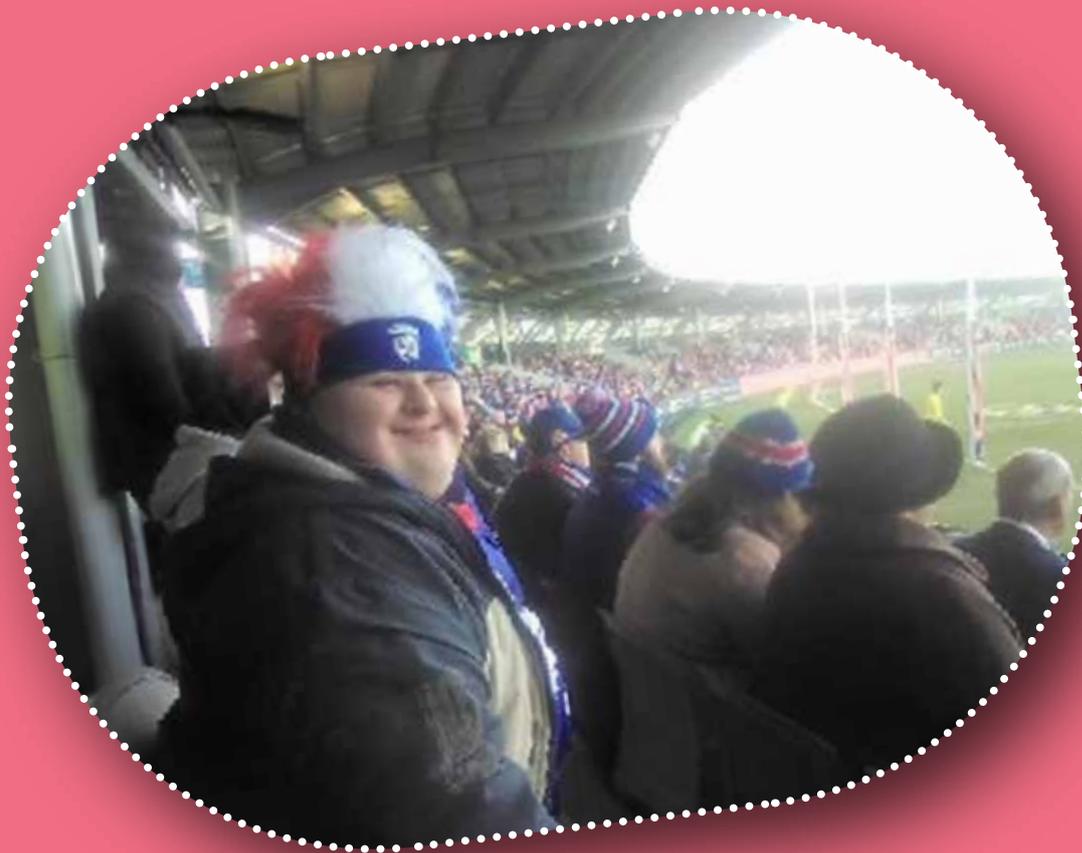
***'enable people with disability to exercise choice and control in the pursuit of their goals and the planning and delivery of their supports'.***

A key challenge during the Coronavirus pandemic has been how to provide 'control and choice'? This is a challenge that was met by staff with many innovative, creative and participant-directed activities. Staff and residents staying at home identified activities of interest and these introduced structure to the day. Many houses developed a daily timetable of activities which included cooking, art/craft, cleaning, physical activity and computer learning. This assisted residents with their motivation and provided structure for the houses.

***"Just wanting to thank you for your efforts in putting back in place some supports for my daughter during the COVID era. The video chats my daughter has been receiving from her lovely support workers has been great. I have had a significant decrease in the number of distressed phone calls from her which has been a big relief for me. Please pass on my thanks to your staff, they do an amazing job. Parent Feedback***

In May 2020 Southern Stay started work on its COVID Safe plan and moved from a response phase to a recovery phase. This plan was again reviewed regularly as restrictions across Victoria and Australia were eased.

## Bryan follows his team



Bryan is a passionate Bulldogs supporter. Bryan became a Western Bulldogs member this year and was supported by staff to attend two games at the MCG in Melbourne. He attended the games by catching the bus from Ballarat.

# Leadership

*'Know when to stand up,  
stand out and step back'*

## The Board of Directors

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The 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. The Board also includes family members of people with a disability.

The Board of Southern Stay underwent some changes as Richard Stone, Russell Worland, Sheryl Kavanagh and Patricia McLean stepped down. New members Brendan Moore, Gillian Jenkins, Claire Nailon and Karly Saunders have contributed to duties required of the Board to provide leadership and to ensure compliance with legal, ethical and regulatory requirements. The members meet monthly to ensure items such as; planning for the future, service quality, finances, risk and service quality are addressed.

The Board has undertaken a range of functions during its 11 meetings. Actions have included;

- Approving the development of a new SIL House in Hamilton in 2020/2021
- Approving the purchase of land at 177B Fairy Street, Warrnambool to be used for car parking.
- Reviewing and approving new policies including; communicable infections, complex care, tenancy management, vacancy management and service delivery and risk policies.
- Reviewing and approving the Southern Stay plans including; operational, ICT, business continuity, workforce and marketing plans.
- Reviewing complaints reports, finances and the risk register.
- Undertaking Board training, a self-assessment survey and a CEO appraisal.
- Providing direction and support for Southern Stay's response to the Royal Commission and the coronavirus pandemic

## Regional Leadership

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Southern Stay continues to demonstrate community leadership in its relationships 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 CSW and SWDN throughout the financial year and has had success with the projects that we have been involved in.

Southern Stay has worked with SWDN on two successful funding submissions valued at a total of \$210K for workforce development and promoting the sector. Southern Stay also worked closely

with SWDN to bring a presentation from autism specialist Richard Eisenmajer to Regional Victoria on August 9th 2019. More than 200 staff, parents and teachers attended the event.

Southern Stay and Cooina Terang worked together to facilitate a strategic planning forum for SWDN members. Key areas of work for the Network included the Royal Commission, workforce development and promoting advocacy (individual and systemic).

## Leadership continued

### Annual General Meeting

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The second AGM for Southern Stay held in Warrnambool for the year ended 30 June 2019 was well attended with more than 100 supporters of our agency attending the meeting on October 21st 2019. The highlights of the meeting included an update on the Ryot Street development from project chairman Russell Worland, a presentation

from the 'Find Your Voice Choir' coordinator Kylie Thulborn and a tour of our new offices at 183 Fairy Street. Another highlight was the recognition of staff for their years of service to Southern Stay. Congratulations to all staff acknowledged on the night.

### Life Memberships

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Life memberships were awarded at the AGM to Board members Russell Worland and Sheryl Kavanagh for their combined 30 years voluntary contribution to Southern Stay Board of Directors. Life membership at Southern Stay aims to recognise members who have made significant volunteer contribution to the organisation. Life

membership also provides the opportunity to retain the commitment, wisdom and experience of these members and ensure their continued support of our mission. Russell and Sheryl join Judy Pollock as life members of Southern Stay.

### Management and Administration Team

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Chief Executive Officer

Chief Financial Officer

Chief Operating Officer

Business Manager

Compliance Manager

NDIS Services Manager

Operations Manager Warrnambool

Operations Manager Hamilton

Operations Manager Warrnambool

Operations Manager Warrnambool

Paul Lougheed

Daniel Pearson

Lynne Millard

Allison Beveridge

Graeme McDonald

Bridie West

Gayle Boyle

Jace Hollard

Sarah Lilley

Anthony Love

## Support Coordinators

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Michelle Hawker  
Tracey Matheson  
Darren Osborn  
Kata Volarevic

## Supervisors

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Kent Corner  
Kent Road/Gordon Street  
Rippon Road  
Roberts Street

Individual Support

Day Programs  
3 and 5 Worland  
Kerr Street  
Loyola and Peter Street  
SIL Houses  
Ryot Street  
Ryot /Merri

Peter Pohlsen  
Stacey Crumpton  
Mable Udarbe  
Emily Wall  
Leonie Schurmann  
Nikole O'Neill,  
Jess Sparks,  
Tamara Hammond,  
David Wallace  
Makerita Savea  
Debra Claven  
Jackie Johnson  
Don Rundell  
Nikole O'Neill  
Kylie Ellis  
Anna Baxter

## Administration and Finance

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Jodie Hamilton  
Caryl Spencer  
Kripa Shetty  
Tania Barker  
Alana Nash  
Rebecca Ryan  
Katrin Konrad  
Jessica Bateman

## Trainees

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Montana Muldoon  
Ksenija Gilchrist  
Maggie Down



# Independence Goals



One of Shaun's goals is to be more independent in his unit, which includes improving his cooking skills. During the year, Shaun completed a 10-week Introduction to Cookery program at the Hamilton District Skills Centre. The course helped Shaun to gain confidence with his cooking skills. He is now very eager to help cook a BBQ and has

cooked recipes he learned for the Rippon Rd residents. Everyone enjoys Shaun's cooking. On occasions Shaun has used his recipe book to cook a meal for his parents at their house. He was extremely proud of receiving a certificate at the end of the course and said he enjoyed it so much he would like to attend it again.

# Safeguarding, Quality & Improvement (including Risk Management)

*'Southern Stay Disability Services Inc. has made sufficient progress in the development and implementation of its Quality Management System to continue certification to the ISO 9001:2015 Standard.'* Accreditation Report 2019

## Accreditation

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Auditors from HDAA completed our agency accreditation maintenance audit from September 30 – October 3rd 2019 with no non-conformities identified. Minor areas for improvement were identified, including monitoring fridge temperatures, redesigning displayed floor plans and updating information to refer to NDIS Practice Standards.

## Zero Tolerance to Abuse and Neglect/Royal Commission

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Southern Stay continues to focus on the 'whole of agency' commitment to ensure that every resident or program 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. Through training and education, it has been made clear to everyone that Southern Stay takes a 'Zero Tolerance' approach to the abuse and neglect of people with disability.

During the year the Royal Commission held a number of hearings related to housing, health services, education and first nations people. All public events were suspended as an outcome of the COVID19 pandemic. On March 26th 2020, the Commission released a 'statement of concern' which called on governments to develop a strategy to ensure people with disability have access to essential services during the pandemic. Southern Stay Disability Services has welcomed the Royal Commission and continues to support people to have their say.

## Restrictive Interventions

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Southern Stay is committed to providing supports in the least restrictive way possible. Where restrictive interventions are required for behaviour support, as is the case for 26 of our participants, we aim to ensure compliance with relevant authorities. This compliance has been challenging due to recently introduced and changing behaviour support processes. Key issues have included access to behaviour support practitioners, limited training options for staff, extensive reporting requirements and funding issues.

To address these issues, Southern Stay has communicated our concerns to our peak body NDS who are working with the NDIS Quality Safeguards Commission to address issues with the new reporting requirements. We have also provided in-house training to managers and supervisors, established a register of current behaviour support plans, established our own register of behaviour support practitioners, supported families to have behaviour support funding included in their NDIS plans, and continued to liaise with Commission staff around reporting requirements and streamlining reports.

## Safeguarding, Quality & Improvement continued

### Improvements to Infrastructure and Systems

At Southern Stay we continue to make significant investment in infrastructure, processes and systems to ensure compliance, efficiency and a high standard of service.

Over the last 12 months there were renovations at Rippon Road, Hamilton, the establishment of new offices at 183 Fairy Street, Warrnambool, security cameras were installed at both Hamilton and Warrnambool offices and new vehicles were purchased, increasing our fleet to 34 vehicles.

Our investment in improving systems and processes will be enhanced in the new financial year with the introduction of two new job roles; a Human Resources Coordinator and an Assets Coordinator. New Human Resource Management software ConnX was purchased to assist with managing the increasing numbers of staff. Appropriate Asset Management software is being sourced to further assist in the increase in the many and varied items of property owned by Southern Stay.

Our Quality Manager and WH&S committee have had a strong focus on ensuring we meet our compliance requirements. This has led to the establishment of a chemical register, a review of all evacuation diagrams, the introduction of new procedures for bushfires and monitoring air quality, a review of the Safe Food Handling Practice manual, the establishment of an asbestos register, chemical safety training to ensure we meet the essential safety measures of each work site. The Warrnambool and Hamilton WH&S Committees also combined to have one WH&S representative group across the agency.



## Up Up and Away



One of Will's main goals is to travel on an aeroplane. Will, who attends the Hamilton After School Program, has been supported to work towards this goal by visiting the Hamilton airport to watch planes take off and land. During the year Will was lucky enough to have the opportunity to meet a couple of pilots and got to sit in a plane's cockpit.

# People & Capability

## Our Workforce

The growth in NDIS supports and direct service delivery has led to many changes in the organisation's structure. Daniel Pearson took on the new role of Chief Financial Officer allowing us to hire Allison Beveridge who was successful in applying for the newly vacated position of Business Manager. Anna Baxter and Kylie Ellis stepped up into House Supervisor positions at Ryot Street, and we farewelled our previous Quality Manager Stephen O'Leary and welcomed Graeme McDonald to the role.

In June five new positions were created due to the ongoing growth of the agency. A Chief Operating Officer, a second Operations Manager in Hamilton, an Assets Coordinator, an Independent Living Coordinator (SIL) and a Human Resource Coordinator will join our growing team in the new financial year. Makerita Savea, Mark Hammond and Alisha Towers have taken on leadership roles within day programs. Georgia Muldoon in Hamilton and Tamara Hammond in Warrnambool were appointed as Program Coordinators in the ISP teams whilst Nikole O'Neill expanded her role from ISP Coordinator to accommodate the role of Independent Living Coordinator. Southern Stay continues its collaboration with Cooper Hardiman

to deliver outsourced HR services such as award interpretation, mediation, building culture, training, investigations and union engagement.

The changes taking place within our agency will ensure that we remain a strong, client-focused, values-driven organisation for people with a disability in South West Victoria. Southern Stay actively promotes a positive workplace culture for all its staff.

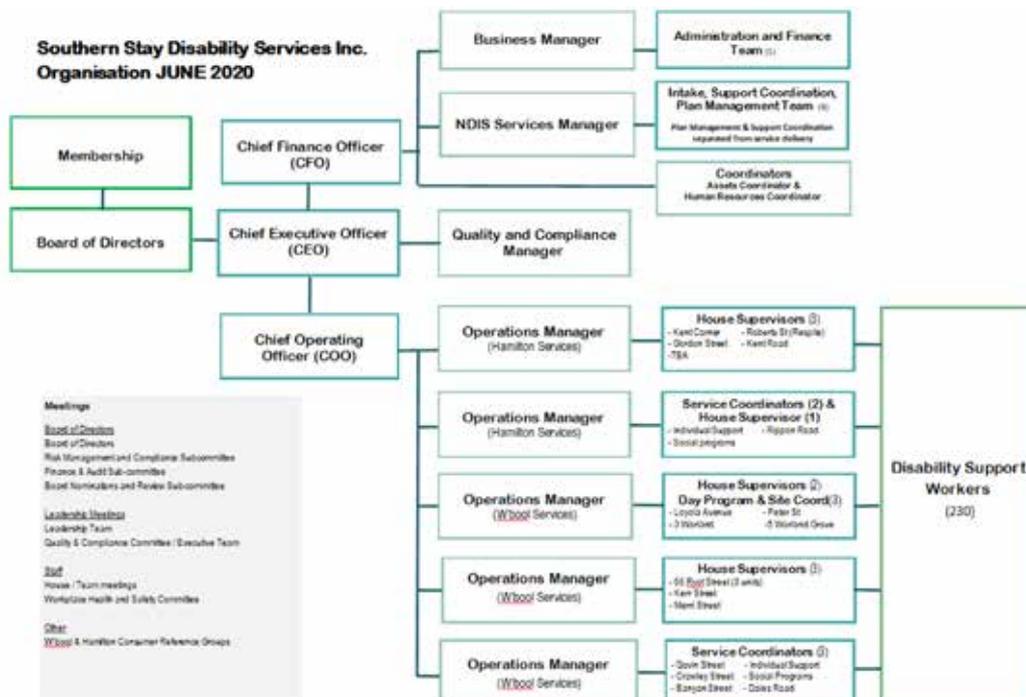
Of our 240 staff;

30% of the current workforce are male and 70% are female. This is reflective of state and national averages for similar sized organisations.

12% are aged 15-24, 29% are aged 25-44, 34% are aged 45-54 and 34% are aged 55+. This compares closely to state and national averages for similar sized organisations.

65% of staff have been with Southern Stay for 0-5 years, 19% for 5-10 years and 15% for 10+ years.

Staff turnover is very low with only 11% of staff leaving in the past 12 months. Reasons for leaving included retirement, finding other employment and moving from the area.



## Our Staff

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Allison Ackerley  
Catherine Agnew  
Sue Agnew  
Otha Akoch  
Matthew Alexander  
Robyn Anscombe  
Jarryd Anton  
Tissa Antony  
Aryon Atkinson  
Emily Atkinson  
Binsu Baby  
Hayden Barr  
Robyn Bartlett  
Susan Beaton  
Lucretia Bell  
Jodie Benson  
Marina Bertolucci  
Adrian Billings  
Theresa Bouchier  
Laura Brewer  
Robert Bright  
Greg Brodie  
Shauna Brooker  
Kathryn Brownlee  
Hudson Buckle  
Indiana Buckle  
Marcus Bunney  
Sandra Bushell  
Susan Byrne  
Beryl Camilleri  
Leanne Carrigg  
Jennifer Carter  
Amba Chace  
Troy Chisholm  
Monica Chittick  
Cassandra Clark  
Stuart Clark  
Suzanne Collins  
Dale Cook  
Kate Coote  
Matthew Cozens  
Jillian Crighton  
Debbie Dennis  
Diane De Vos  
Molly Dowling  
Sheryl Duncan  
Kelvin Durston

Kerry Eccles  
Arie Eddy  
Belinda Eddy  
Priya Elizabeth Mathew  
Wendy English  
Neil Fawcett  
Dean Fleming  
Johanne Fleming  
Frank Fletcher  
Kaye Fletcher  
Glaiza Galicia  
Sandra Gent  
Joshua Gibbs  
Catherine Glennon  
Jennifer Godfrey  
Brodie Golding  
Elizabeth Gomm  
Sarah Gould  
Jenny Gunning  
Fiona Gurney  
Matthew Hamilton  
Mark Hammond  
Robyn Harcourt  
Troy Harry  
Daniel Hayes  
Tracey Head  
Darryl Hiscock  
Tammy Hobson  
Fiona Hodson  
Cameron Holman  
Janese Holmes  
Samantha Hooke  
Janette Howe  
Matthew Howe  
Caylee Hunt  
Debbie Hunt  
Sheridan Hurford  
Lesbys Jack  
Rebecca Johnston  
Paula Jones  
Alex Kavil  
Amanda Kearney  
Rhea Kelly  
Maria Kipreou  
Benjamin Klein  
Khyl Knight  
Melanie Knights

Pauline Lamb  
Linda Lange  
Angus Lean  
Emelyn Leder  
Patricia Lo Ricco  
Kim Loader  
Abbey Luhrs  
Rachael Mackenzie  
Catherine Matuschka  
Andrew McCabe  
Rachael McCosh  
Beverley McDonald  
Elizabeth McDonald  
Elizabeth McDowell  
Anthony McFarlane  
Kathy McInnes  
Tayla McInnes  
Allan McKenzie  
Anthony McKenzie  
Lois McKenzie-Parker  
Mollie McLean  
Amy Meade  
Julie Membery  
Janita Millard  
Barbara Moore  
Sharon Moritz  
Kimberley Morrison  
Rebecca Mott  
Lisa Murphy  
Carolyn Murrell  
Helen Nagorcka  
Israel Nice  
Margaret Nichol  
Laura Nield  
Joshua Obagbemi  
Diane O'Connor  
Jack O'Connor  
Kim O'Connor  
Megan O'Connor  
Maryjane O'Leary  
Nick O'Sullivan  
James Owens-Brownbill  
Josephine Ozoani  
Stephen Page  
Glenda Palmer  
Jackson Parker  
Donna Perkins

# People & Capability continued

## Our Staff continued

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Koby Petera  
Deborah Phil  
Romy Pinyon  
Jeanette Potter  
Justin Price  
Barbara Purton  
Samuel Pyers  
Colleen Quinn  
Stuart Read  
Michelle Reid  
Robyn Richardson  
Mercy Riddle  
Paul Robinson  
Heather Rogers  
Ruben Ross  
Susan Ross  
Lisa Maree Russell  
Shani Russell

Tania Russell  
Barry Ryan  
Liju Samraj  
Emily Savage  
Crystal Schutz  
Jesse Shannahan  
Deborah Smart  
Naomi Smith  
Marilyn Sparrow  
Deanna Speechley  
Brendon Stanley  
David Stockdale  
Lucy Stoel  
Faye Stokie  
Lee-ann Storer  
Marvy Subingsubing  
Murray Swayn  
Sally Taylor

Ella Thulborn-McCorkell  
Alisha Towers  
Jane Turner  
Amy Van Someren  
Linda Waldron  
Kate Walker  
Karla Walsh  
Doug Ward  
Colin Wastell  
Ann Whitehead  
Rebecca Wickenton  
Mary Wigan  
Jan Williams  
Chloe Wilson  
Kristal Wilson  
Fiona Winderlich  
Wendy Woodhams

## Staff Service Awards

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### 3 YEAR CERTIFICATE

Susan Beaton  
Gregory Brodie  
Cassandra Clark  
Catherine Matuschka  
Lynne Millard  
Kimberley Morrison  
Rebecca Mott  
Israel Nice  
Kim O'Connor  
Colleen Quinn  
Crystal Schutz  
Jane Turner  
Bridie West  
Wendy Woodhams

### 5 YEARS CERTIFICATE & GIFT

Brodie Golding  
Jace Hollard  
Jacqueline Johnson  
Katrin Konrad  
Emelyn Leder  
Paul Lougheed  
Daniel Pearson  
Shane Ross

### 10 YEARS CERTIFICATE & GIFT

Anna Baxter  
Stacey Crumpton  
Kylie Ellis  
Dean Fleming  
Fiona Gurney  
Maria Kipreou  
Julie Membery  
Josephine Ozoani  
Jeanette Potter  
Deborah Smart

### 20 YEARS CERTIFICATE & GIFT

Deborah Philp

## A Learning Organisation

With the outbreak of COVID-19 in March 2019 the training provided by Southern Stay had to swiftly adapt to restrictions in place. Staff numbers that could attend training were limited and the delivery of our First Aid training transitioned to an online platform. A huge thank you to Kerrie Sobey from South West First Aid who has enabled us to continue to deliver First Aid training to all our staff.

Staff training provided by Southern Stay has covered topics such as Ethical Response, Behaviour Support, Sexuality and Disability, Management and Leadership, NDIS topics, medication, Cultural Awareness and OH&S. Some training has been videoed and provided for staff to view in their own time.

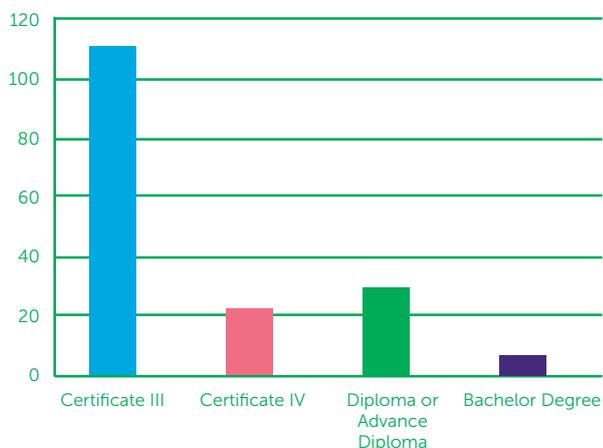
\$10,000 was received from the Boosting the Local Care Workforce funding round. The funding will be used to cover leadership training for staff and changes to Carelink to assist with invoicing. Eight staff commenced the first of eight leadership development workshops with Gavan Cooper.

As the restrictions remained in place for 2020, this re-shaped the training calendar and the delivery mode of training for the new financial year.

All disability support workers have mandatory training in manual handling, first aid and medication. Over 40% of the workforce have had training in positive behaviour support. Training needs are identified through our annual training survey and yearly performance appraisals.

Currently 64% of our workforce have qualifications relating to the disability field. From the 151 qualified staff, 65% have a Certificate III, 14% have a Certificate IV, 16% have a Diploma or Advanced Diploma and 5% have a Bachelor degree

Number of Staff with Qualifications



# A Place to Call Home



A key purpose of Southern Stay is to provide accommodation services throughout South West Victoria.

During 2019-20 this was boosted by the opening of six new Supported Independent Living (SIL) houses. The following is a story of Jenny and Janet, that highlights a new way of looking at supported accommodation and the impacts that having a 'home' can have.

As we pulled up in the bus at the accommodation, the first two faces we saw were Jenny and Janet. Their huge smiles told us these ladies were ready for the next chapter of their lives. Both ladies were moving out of the supported accommodation facility they had lived in for a combined total of 31 years to a new SIL house in Crawley Street, Warrnambool.

All their belongings were packed and ready at the front door. A few tears were shed as everyone

came to say goodbye, but after reassurance that visitors were more than welcome to call in for a coffee (with the promise of home-made chocolate cake) we were heading down the driveway.

The trip to their new home was electrifying. Both Jenny and Janet could hardly contain their excitement as they walked inside their new home for the first time. After they chose their rooms, beds were made, clothes were unpacked and personal items were placed around their new home. It truly felt like a home on their very first day as the atmosphere was so positive and empowering.

It was mentioned to the ladies how happy they looked. Their response was "well why wouldn't we, look what we have now?"

Jenny and Janet have been shopping to purchase a new TV for their bedrooms, as well as new linen for their beds. Both have big plans for their garden which they enjoy. Fruit trees and a veggie garden are high on their "to do list".

When we asked the ladies what they enjoyed most about their new home, they replied "everything." Upon further discussion, both agreed they enjoy being actively involved in decision making and life choices. These include simple things, like being able to choose and prepare their own meals, the privacy of having their own bedroom and completing the weekly grocery shopping. Both agreed their confidence has grown as they begin to take ownership of their lives.

Both ladies are now living the lives they deserve in a place that allows space, choice and independence.

**Gayle Boyle, Operations Manager**

# Client Focus

*'At Southern Stay the person with disability is central to all planning and decision making that helps achieve their preferred lifestyle. The person chooses the level of participation in planning according to his or her preference and ability, and is encouraged and supported to have as much control as possible over the whole planning process.'*

*Policy statement*

*100% of participants agreed that they are supported to access community activities and events . Participant survey 2019*

*'It is so wonderful for my sister to have such great carers and the team are amazing. It gives me such joy to know she is loving life and thriving'* Family member feedback

## Community Inclusion and Service Delivery highlights

With a strong focus on promoting community inclusion, ironically Southern Stay had to promote the message of 'Stay at Home' due to COVID19. The 'Stay at Home' message led to many creative activities taking place in Southern Stay houses which we hope we highlight in our report.

A key value of our agency is promoting meaningful community inclusion for the people we support. When things get back to normal, we will return to assisting our participants to the many attractions, activities and events available in our communities.

Highlights for the year have been attending Sheepvention, Shrek the musical, Charlie and the Chocolate Factory the musical, Southern Stay bush dance, Party with the Ponies, Warrnambool Speedway, Christmas Carols, Koroit Irish Festival, AFL trips, Port Fairy Folk Festival, Rotary Peace Concert, disability surfing event, Howzat cricket program, South West TAFE disco, Noorat show, Zest for Life Supper and Koyal Castle. 20 residents and participants participated in the 2020 Relay for Life in Warrnambool. Another highlight was a three-day camp for 23 participants at YMCA Lady Northcote on November 25-27th 2019. The camp was full of new opportunities and experiences for participants, including a giant swing, yabbying, canoeing, disco, movies, swimming, bush walking and archery.

By far the biggest highlight of the last 12 months was witnessing the overwhelming response to the 'Find Your Voice Choir' on Australia's Got Talent. The choir has had an amazing impact on everyone who has watched them. Their performance was described as exuberant, energetic and joyful. A number of Southern Stay participants have been involved with the choir and were happy to see themselves performing on TV. A big congratulations goes out to the many people behind the scenes that made this incredible opportunity available to people with a disability in our community.



# Our Participants



choice

inclusi

# Our Participants



ion

achievement



# Sam Keeps Busy at Home



Over the COVID-19 restrictions period Southern Stay residents had to adjust to being at home rather than work or in the community.

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Their day programs and supported employment had been closed leaving them to spend more time staying safe at home being supported by staff.

To make things even more difficult, the residents' families were advised to follow Government guidelines and not to visit the houses, which proved difficult for everyone. For residents, these restrictions posed some challenges that they had never faced before. Residents had to find new ways to keep occupied and stimulated during the day.

Kerr Street resident Sam Ward, who normally attends supported employment at Ewaste recycling in Albert Street, found the perfect way to keep busy during lockdown. With help from staff who brought in some old appliances, he thought it would be a great idea take apart TVs, DVDs and old stereos so he could continue working from home. This has given him a sense of pride and achievement. Sam got great satisfaction from showing staff how he puts on his protective equipment, got his screwdriver set and dismantled these old electrical appliances and collect the parts that can be recycled and used again.

It was fantastic to see the staff helping Sam by bringing in old electrical equipment for him to feel good about himself and doing his bit for the environment even in these challenging times.

At the time of writing, Sam was just beginning to return to work two days a week which has been exciting for Sam who had done so well in following isolation rules.

Well done Sam!



# A New Home for Chris



Christopher England is 52 years old and he came to Southern Stay from Hamilton as an emergency placement when his mother becoming unwell.

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Chris was quiet and reserved when he arrived and it took him a while to settle with the help of his support staff.

From Monday to Friday, Chris started attending Young@Heart day program where

he got to meet and become friends with other program participants. He started to develop better social and interaction skills with other participants as well as staff. He enjoyed gymnastics, bowling, cricket and daily outings in the community and got involved in delivering food for Meals on Wheels once a week.

Chris gets one-on-one time when he goes shopping. He is encouraged to choose his own clothing and personal hygiene products which is an activity he really enjoys. When he goes grocery shopping, staff explain to him the importance of healthy eating. He has improved his health by changing his diet, drinking water, opting for salads and healthy food as well as daily walking. Since being with Southern Stay, Chris has been visiting the doctors and dentists for his regular check-ups. Staff ensure that he understands everything to do with his care.

During his time with Southern Stay, Chris has visited his mother several times accompanied by the operations manager and house supervisor. He also has his own phone in his room where he can speak to his mother whenever he wants. Chris loves technology and anything to do with cars. He has bought an iPad which he loves! He uses this tablet to play games and watch movies as well as taking photos of things he likes.

Chris was fortunate to find permanent accommodation at a house in Warrnambool run by SCOPE. The manager and supervisor took him there to have a look and he said that he 'loved' the house. He decided to accept the offer of accommodation and made some transition visits where he got to choose his own room. Chris is looking forward to having stability, permanent accommodation and new housemates to engage with. We wish Chris all the best.

# Casey achieves her sporting goal



Casey moved into Southern Stay supported residential accommodation in April 2019.

One of Casey's goals was to play basketball. Casey has been supported to join a local club, Minder's, in the Hamilton women's competition. Casey registered for the winter 2019 season, playing every Tuesday night at Hamilton Indoor Aquatic Leisure Centre (HILAC). "I'm very proud to wear my basketball uniform. My coach Dusty is a great coach, we have lots of laughs," she said.

Staff who play basketball have been supporting Casey to get to games and also practise with her at HILAC on the weekend. A basketball hoop has also been set up at home, so that Casey can practice regularly.

Casey enjoys when friends and family come to watch her play and cheer her on. "My highlight when playing, was my first goal. My team mates and coach congratulated me." she said.

"After my first game I was exhausted and my muscles were stiff and sore. Staff supported me to join the local gym. I attended weekly. A friend also attended so we encouraged each other to complete our programs"

In February 2020, Casey played in the Southern Stay team for the 3 x 3 basketball completion. "I also played in the 3 x 3 tournament. I was on the Southern Stay staff team. We were runners up in the mixed competition. I won a 3 x 3 basketball!"

The summer 2020 basketball season was disrupted after the first few games due to COVID-19 restrictions. Casey says "I just want the COVID-19 restrictions to finish so I can play," Casey said. In the meantime, Casey is keeping fit in the home gym set up in the garage, walking every day and practicing her shooting in the backyard.

# Financial Summary

Southern Stay's result for the year ending 30th June 2020 was an operating surplus of \$3m. This represents a strong result driven by the increase in service provision during the 2019/20 financial year.

Key contributing factors of the surplus include-

- Three new Supported Independent Living houses set up and operational (excluding Ryot St)
- Growth in Plan Management and Support Coordination
- Increase in social programs and camps
- Increased 10% loading on NDIA prices through Covid-19
- Additional Government funding provided in relation to Covid-19

Total revenue for 2019/20 was \$16m which was a 22% increase on the previous year. Total expenses were \$13m, which was up 18% on the previous year.

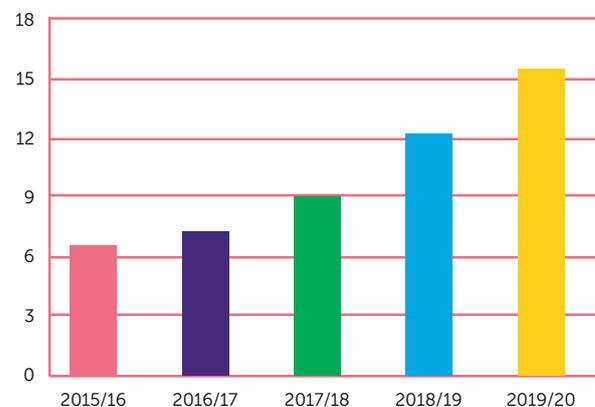
The balance sheet at the end of the 2019/20 year is in a strong position with an increase of \$1.8m in cash reserves and an increase of \$1.9m in property, plant and equipment.

Due to Covid-19 restrictions, Southern Stay was only able to proceed with the completion of Ryot Street and the new Fairy Street office space as they were key items in the 2019/20 budget.

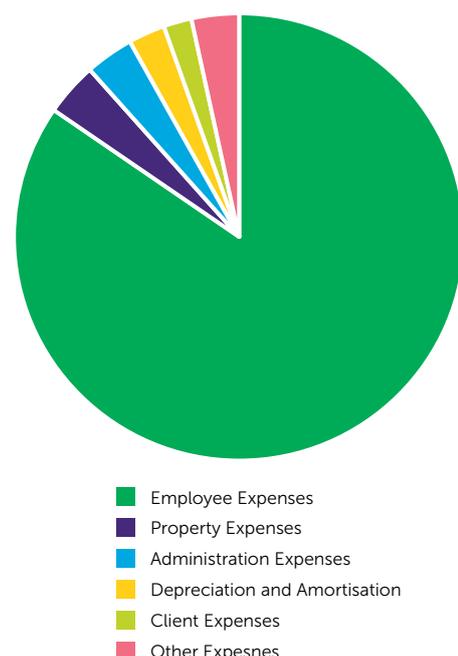
The 2020/21 financial year will see the reinvestment of the \$3m surplus into -

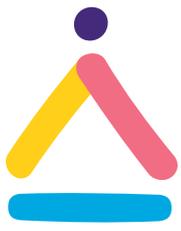
- Worland Grove renovations
- Brown Street office upgrades
- Hamilton respite facility renovations
- New SDA house in Hamilton (Scoresby Street)

5 Year Revenue Growth



Expenses Breakdown





**Southern  
Stay**

DISABILITY SERVICE

# Financial Report

For the year ended 30th June 2020

# Statement of Comprehensive Income

FOR THE YEAR ENDED 30 JUNE 2020

	Notes	2020 \$	2019 \$
<b>REVENUE</b>			
Operating Activities	2	15,853,852	12,925,459
Non-Operating Activities	3	282,322	319,130
<b>TOTAL REVENUE</b>		<b>16,136,174</b>	<b>13,244,589</b>
<b>EXPENSES</b>			
Employee Expenses		11,052,242	9,435,345
Property Expenses		501,926	409,095
Administration Expenses		454,079	314,347
Depreciation and Amortisation	4	343,883	262,179
Client Expenses		263,376	228,672
Staff Amenities		196,824	194,079
Vehicle Expenses		134,801	160,483
Sundry Expenses		95,502	7,288
Bad Debt Expense		20,364	19,247
<b>TOTAL EXPENSES</b>		<b>13,062,997</b>	<b>11,030,735</b>
<b>NET RESULT FOR THE YEAR</b>		<b>3,073,177</b>	<b>2,213,854</b>
<b>OTHER COMPREHENSIVE INCOME FOR THE YEAR</b>			
Government Equity in Loyola Avenue		3,210	(2,723)
<b>TOTAL OTHER COMPREHENSIVE INCOME FOR THE YEAR</b>		<b>3,210</b>	<b>(2,723)</b>
<b>COMPREHENSIVE RESULT FOR THE YEAR</b>		<b>3,076,387</b>	<b>2,211,131</b>

The accompanying notes form part of these financial accounts.

# Statement of Financial Position

AS AT 30 JUNE 2020

	Notes	2020 \$	2019 \$
<b>ASSETS</b>			
<b>Current Assets</b>			
Cash and Cash Equivalents	5	6,851,748	8,009,871
Financial Assets	6	3,036,275	-
Trade and Other Receivables	7	1,104,890	2,043,548
Other Assets	8	38,180	19,060
<b>Total Current Assets</b>		<b>11,031,093</b>	<b>10,072,479</b>
<b>Non Current Assets</b>			
Property, Plant & Equipment	9	6,463,215	4,581,452
Right of Use Asset	10	211,700	-
<b>Total Non Current Assets</b>		<b>6,674,915</b>	<b>4,581,452</b>
<b>TOTAL ASSETS</b>		<b>17,706,008</b>	<b>14,653,931</b>
<b>LIABILITIES</b>			
<b>Current Liabilities</b>			
Trade and Other Payables	11	1,269,667	1,784,357
Lease Liability		29,998	-
Employee Benefits	12	1,647,054	1,385,808
<b>Total Current Liabilities</b>		<b>2,946,719</b>	<b>3,170,165</b>
<b>Non Current Liabilities</b>			
Lease Liability		187,829	-
Employee Benefits	12	214,458	202,651
<b>Total Non Current Liabilities</b>		<b>401,787</b>	<b>202,651</b>
<b>TOTAL LIABILITIES</b>		<b>3,348,506</b>	<b>3,372,816</b>
<b>NET ASSETS</b>		<b>14,357,502</b>	<b>11,281,115</b>
<b>EQUITY</b>			
Retained Surplus		13,410,274	10,337,099
Asset Revaluation Reserve		720,638	914,441
Government Equity Reserve		197,013	-
Lois McPherson Bequest Reserve		29,577	29,575
<b>TOTAL EQUITY</b>		<b>14,357,502</b>	<b>11,281,115</b>

The accompanying notes form part of these financial accounts.

# Cash Flow Statement

FOR THE YEAR ENDED 30 JUNE 2020

	Notes	2020 \$	2019 \$
<b>CASH FLOWS FROM OPERATING ACTIVITIES</b>			
Receipts from operating activities		16,900,965	11,719,741
Payment to suppliers and employees		(12,959,371)	(9,520,445)
Interest received		97,325	114,236
Donations received		53,504	73,460
Net GST received/(paid)		5,093	134,733
<b>NET CASH PROVIDED BY OPERATING ACTIVITIES</b>	16a	<b>4,097,516</b>	<b>2,521,725</b>
<b>CASH FLOWS FROM INVESTING ACTIVITIES</b>			
Payments for property, plant and equipment		(2,445,614)	(801,072)
Proceeds on sale of property, plant, and equipment		252,500	53,635
Purchase of financial assets		(3,036,275)	-
Sale of financial assets		-	776,311
<b>NET CASH USED IN INVESTING ACTIVITIES</b>		<b>(5,229,389)</b>	<b>28,874</b>
<b>CASH FLOWS FROM FINANCING ACTIVITIES</b>			
Repayment of operating lease		(26,250)	-
<b>NET CASH USED IN FINANCING ACTIVITIES</b>		<b>(26,250)</b>	<b>-</b>
<b>NET INCREASE IN CASH AND CASH EQUIVALENTS HELD</b>		<b>(1,158,123)</b>	<b>2,550,599</b>
<b>CASH AND CASH EQUIVALENTS AT BEGINNING OF YEAR</b>		<b>8,009,871</b>	<b>5,459,272</b>
<b>CASH AND CASH EQUIVALENTS AT END OF THE YEAR</b>	5	<b>6,851,748</b>	<b>8,009,871</b>

The accompanying notes form part of these financial accounts.

# Statement of Changes in Equity

FOR THE YEAR ENDED 30 JUNE 2020

	RETAINED EARNINGS \$	ASSET REVALUATION RESERVE \$	GOVERNMENT EQUITY RESERVE \$	LOIS MCPHERSON BEQUEST \$	TOTAL \$
<b>BALANCE AT 30 JUNE 2018</b>	<b>8,111,841</b>	<b>917,164</b>	<b>-</b>	<b>40,979</b>	<b>9,069,984</b>
Net result for the year	2,213,854	-	-	-	2,213,854
Other comprehensive income	-	(2,723)	-	-	(2,723)
Transfers to and from reserves	11,404	-	-	(11,404)	-
<b>BALANCE AT 30 JUNE 2019</b>	<b>10,337,099</b>	<b>914,441</b>	<b>-</b>	<b>29,575</b>	<b>11,281,115</b>
Net result for the year	3,073,177	-	-	-	3,073,177
Other comprehensive income	-	3,210	-	-	3,210
Transfers to and from reserves	(2)	(197,013)	197,013	2	-
<b>BALANCE AT 30 JUNE 2020</b>	<b>13,410,274</b>	<b>720,638</b>	<b>197,013</b>	<b>29,577</b>	<b>14,357,502</b>

The accompanying notes form part of these financial accounts.

# Notes to the Financial Statements

FOR THE YEAR ENDED 30 JUNE 2020

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

### **Basis of preparation**

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.

In the board's opinion, the incorporated association is not a reporting entity.

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**

#### **Key Estimates**

##### **Impairment**

The association assesses impairment at the end of each reporting period by evaluation of conditions and events specific to the association that may be indicative of impairment triggers. Recoverable amounts of relevant assets are reassessed using value-in-use calculations which incorporates various key assumptions.

##### **Key Judgements**

##### **Provision for impairment of Receivables**

Management has completed an assessment of Receivables outstanding and conclude that no provision is to be recognised.

##### **Employee Benefits**

For the purposes of measurement, AASB 119: Employee Benefits defines obligations for short-term employee benefits as obligations expected to be settled wholly before 12 months after the end of the annual reporting period in which the employees render the related service. As the association expects that all of its employees would use all of their annual leave entitlements earned during a reporting period before 12 months after the end of the reporting period, the association believes that obligations for annual leave entitlements satisfy the definition of short-term employee benefits and, therefore, can be measured at the (undiscounted) amounts expected to be paid to employees when the obligations are settled.

##### **Lease term and Option to Extend under AASB 16**

The lease term is defined as the non-cancellable period of a lease together with bond periods covered by an option to extend the lease if the lessee is reasonably certain to exercise that option; and also periods covered by an option to terminate the lease if the lessee is reasonably certain not to exercise that option. The options that are reasonably going to be exercised is a key management judgement that the association will make. The association determines the likeliness to exercise the options on a lease-by-lease basis looking at various factors such as which assets are strategic and which are key to future strategy of the association.

##### **Performance obligations under AASB 15**

To identify a performance obligation under AASB 15, the promise must be sufficiently specific to be able to determine when the obligation is satisfied. Management exercises judgement to determine whether the promise is sufficiently specific by taking into account any conditions specified in the arrangement, explicit or implicit, regarding the promised goods or services. In making this assessment, management includes the nature/type, cost/value, quantity and the period of transfer to the goods or services promised.

#### **(a) Revenue and Other Income**

The association has applied AASB 15: Revenue from Contracts with Customers (AASB 15) and AASB 1058: Income of Not-for-Profit Entities (AASB 1058) using the cumulative effective method of initially applying AASB 15 and AASB 1058 as at 1 July 2019. Therefore the comparative information has not been restated and continues to be presented under AASB 18: Revenue and AASB 1004: Contributions.

# Notes to the Financial Statements

FOR THE YEAR ENDED 30 JUNE 2020

## *Operating Grants, Donations and Bequests*

When the association receives operating grant revenue, donations or bequests, it assesses whether the contract is enforceable and has sufficiently specific performance obligations in accordance with AASB 15.

When both these conditions are satisfied, the association: - identifies each performance obligation relating to the grant - recognises a contract liability for its obligations under the agreement - recognises revenue as it satisfies its performance obligations. Where the contract is not enforceable or does not have sufficiently specific performance obligations:

- recognises the asset received in accordance with the recognition requirements of other applicable accounting standards;
- recognises relates amounts (being contributions by owners, lease liability, financial instruments, provisions, revenue or contract liability arising from contract with customer)
- recognises income immediately in profit or loss as the difference between the initial carrying amount of the asset and the related amount.

## *Capital Grants*

When the association receives a capital grant, it recognises a liability for the excess of the initial carrying amount of the financial asset received over any related amounts (being contributions by owners, lease liability, financial instruments, provisions, revenue or contract liability arising from a contract with a customer) recognised under other Australian Accounting Standards.

The association recognises income in profit or loss when or as the association satisfies its obligations under the terms of the grant.

## *Interest Income*

Interest income is recognised using the effective interest method.

### **(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, and is therefore 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 deposits and 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**

Trade and 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. Ryot St development is stated at Cost as completion was in the 2019/20 financial year.

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
Leasehold improvements	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 ENDED 30 JUNE 2020

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 event 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 year's 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.

### *Long Service Leave Portability*

Employees entitled to the long service leave portability scheme will have their Long Service Leave entitlement held by the scheme from the 1st January 2020. If the employee is entitled to a higher benefit of Long Service Leave or is not entitled to the scheme, their benefit will be calculated per the Short-term and other long-term employee benefits.

## **(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 is 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 and 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 ENDED 30 JUNE 2020

## (j) Leases

At inception of a contract, the Association assesses if the contract contains or is a lease. If there is a lease present, a right-of-use asset and corresponding lease liability are recognised by the Association where the Association is a lessee. However, all contracts that are classified as short-term leases (lease with remaining lease term of 12 months or less) and leases of low value assets are recognised as an operating expense on a straight-line basis over the term of the lease.

Initially the lease liability is measured at the present value of the lease payments still to be paid at commencement date. The lease payments are discounted at the interest rate implicit in the lease. If this rate cannot be readily determined, the Association uses the incremental borrowing rate.

Lease payments included in the measurement of the lease liability are as follows:

- fixed lease payments less any lease incentive;
- variable lease payments that depend on an index or rate, initially measured using the index or the rate at the commencement date;
- the amount expected to be payable by the lessee under the residual value guarantees;
- the exercise price of purchase options, if the lessee is reasonably certain to exercise the options;
- lease payments under extension options if lessee is reasonably retain to exercise the options; and
- payments of penalties for terminating the lease, if the lease term reflects the exercise of an option to terminate the lease.

The right-of-use assets comprise the initial measurement of the corresponding lease liability as mentioned above, any lease payments made at or before the commencement date as well as any initial direct costs. The subsequent measurement of the right-of-use assets is at cost less accumulated depreciation and impairment losses.

Right-of-use assets are depreciated over the lease term of useful life of the underlying asset, whichever is the shortest. Where lease transfers ownership of the underlying asset or the cost of the right-of-use asset reflects that the Association anticipates to exercise a purchase option, the specific asset is depreciated over the useful life of the underlying asset.

## (k) New Accounting Standards and Interpretations not yet mandatory or early adopted

As at 30 June 2020, 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 reporting periods commencing after the stated operative dates as detailed in the table below. Southern Stay has not and does not intend to adopt these standards early.

# Notes to the Financial Statements

FOR THE YEAR ENDED 30 JUNE 2020

Standard / Interpretation	Summary	Applicable for reporting periods beginning on	Impact on the Annual Statements
AASB 2018-7 <i>Amendments to Australian Accounting Standards – Definition of Material</i>	This Standard principally amends AASB 101 Presentation of Financial Statements and AASB 108 Accounting Policies, Changes in Accounting Estimates and Errors. The amendments refine and clarify the definition of material in AASB 101 and its application by improving the wording and aligning the definition across AASB Standards and other publications. The amendments also include some supporting requirements in AASB 101 in the definition to give it more prominence and clarify the explanation accompanying the definition of material.	1 January 2020	The standard is not expected to have a significant impact on Southern Stay.
AASB 2020-1 <i>Amendments to Australian Accounting Standards – Classification of Liabilities as Current or Non-Current</i>	This Standard amends AASB 101 to clarify requirements for the presentation of liabilities in the statement of financial position as current or non-current. A liability is classified as non-current if an entity has the right at the end of the reporting period to defer settlement of the liability for at least 12 months after the reporting period. The meaning of settlement of a liability is also clarified.	1 January 2022. However, ED 301 has been issued with the intention to defer application to 1 January 2023.	The standard is not expected to have a significant impact on Southern Stay.

# Notes to the Financial Statements

FOR THE YEAR ENDED 30 JUNE 2020

## FOR THE YEAR ENDED 30 JUNE 2020

	2020	2019
	\$	\$

### Note 2: Operating Activities

Client Income	652,031	759,939
Government Grants	15,201,821	12,165,520
	<u>15,853,852</u>	<u>12,925,459</u>

### Note 3: Non-Operating Activities

Interest	97,325	114,236
Donations	53,504	73,460
Profit/(Loss) on disposal of plant & equipment	3,918	(9,735)
Other Income	127,575	141,169
	<u>282,322</u>	<u>319,130</u>

Government Grants are funded as per the NDIA guidelines and the identified service types e.g. Supported Independent Living, Individual & Social Supports, Short Term Accommodation etc.

### Note 4: Depreciation and Amortisation

Buildings	54,355	49,707
Plant & Equipment	85,954	64,079
Motor Vehicles	166,402	138,146
Furniture and Fittings	11,768	10,247
Right of Use Asset	25,404	-
	<u>343,883</u>	<u>262,179</u>

### Note 5: Cash and Cash Equivalents

Cash at Bank	6,849,707	8,002,095
Petty Cash	890	890
Debit Cards	1,151	6,886
	<u>6,851,748</u>	<u>8,009,871</u>

### Note 6: Financial Assets

Term Deposits (held to maturity)	3,036,275	-
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# Notes to the Financial Statements

FOR THE YEAR ENDED 30 JUNE 2020

## FOR THE YEAR ENDED 30 JUNE 2020

	2020 \$	2019 \$
<b>Note 7: Trade and Other Receivables</b>		
Trade Debtors	120,668	300,937
Provision for Impaired Receivables	(25,248)	(23,834)
Sundry Debtors	985,679	1,717,789
Accrued Interest	23,791	48,656
	<b>1,104,890</b>	<b>2,043,548</b>
<b>Note 8: Other Assets</b>		
Prepayments	38,180	19,060
<b>Note 9: Property, Plant &amp; Equipment</b>		
Land & Buildings- fair value at 30th June 2018	3,080,320	3,808,360
Land & Buildings- at Cost	2,874,684	-
Less Accumulated Depreciation	(98,531)	(48,912)
Less Government Equity (Loyola Avenue)	(197,013)	(200,223)
	<b>5,659,460</b>	<b>3,559,225</b>
Motor Vehicle	1,241,689	922,465
Less Accumulated Depreciation	(740,939)	(587,837)
	<b>500,750</b>	<b>334,628</b>
Furniture and Fittings	198,283	151,046
Less Accumulated Depreciation	(130,797)	(119,029)
	<b>67,486</b>	<b>32,017</b>
Plant and Equipment	662,660	582,941
Less Accumulated Depreciation	(456,019)	(370,066)
	<b>206,641</b>	<b>212,875</b>
Leasehold Improvements	21,748	6,127
Less Accumulated Depreciation	(2,492)	(1,385)
	<b>19,256</b>	<b>4,742</b>
Work in Progress	9,622	437,965
	<b>6,463,215</b>	<b>4,581,452</b>

# Notes to the Financial Statements

FOR THE YEAR ENDED 30 JUNE 2020

## FOR THE YEAR ENDED 30 JUNE 2020

	2020	2019
	\$	\$

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 10: Right of Use Asset

Leased building	237,104	-
Accumulated depreciation	25,404	-
<b>Total Right-of-use assets</b>	<b>211,700</b>	<b>-</b>

### Movements in carrying amounts:

#### Leased buildings:

Recognised on Initial application of AASB 16 <i>(previously classified as operating leases under AASB 117)</i>	237,104	-
Depreciation expense	25,404	-
<b>Net carrying amount</b>	<b>211,700</b>	<b>-</b>

### Note 11: Trade and Other Payables

Accounts Payable	44,741	502,680
Accrued Expenses	110,686	638,208
GST/PAYG	110,484	33,399
Credit Cards	13,493	3,231
Income in Advance	990,263	606,839
	<b>1,269,667</b>	<b>1,784,357</b>

### Note 12: Employee Benefits

#### Current

Annual Leave	519,436	409,560
Long Service Leave	1,127,618	976,248
	<b>1,647,054</b>	<b>1,385,808</b>

#### Non-Current

Long Service Leave	214,458	202,651
	<b>1,861,512</b>	<b>1,588,459</b>

# Notes to the Financial Statements

FOR THE YEAR ENDED 30 JUNE 2020

## FOR THE YEAR ENDED 30 JUNE 2020

	2020	2019
	\$	\$

### Note 13: Contingent liabilities

The incorporated association had no contingent liabilities as at 30 June 2020.

### Note 14: Capital Commitments

Commitment Payments

- no later than 12 months	-	1,766,100
- between 12 months and five years	-	-
	<u>-</u>	<u>1,766,100</u>

### Note 15: Events after the reporting year

No matter or circumstance has arisen since 30 June 2020 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 16: Reconciliation of cash flows from operating activities

Net result for year	3,073,177	2,213,854
Non-cash flows in profit		
Depreciation and Amortisation	343,883	262,179
Interest for finance lease	6,473	-
Profit/(Loss) on Sale of Fixed Assets	(3,918)	9,735
Changes in Assets & Liabilities:		
(Increase)/Decrease in other assets	(19,120)	(29,713)
(Increase)/Decrease in receivables	938,658	(1,317,174)
Increase/(Decrease) in payables	(514,690)	1,146,924
Increase/(Decrease) in employee benefits	273,053	226,920
<b>Net Cash provided by Operating Activities</b>	<u><b>4,097,516</b></u>	<u><b>2,512,725</b></u>

# Statement by the Board Members

## FOR THE YEAR ENDED 30 JUNE 2020

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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 2020 and of its performance for the financial year ended on that date;
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 in Warrnambool this 21st day of September 2020.

# Audit Letter



## 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 2020, 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 2020, 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* and the *Australian Charities and Not-For-Profits Commission 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 requirements of the *Associations Incorporation Reform Act (Vic) 2012* and the *Australian Charities and Not-For-Profits Commission Act 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 the *Australian Charities and Not-For-Profits Commission Act 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; 22 September 2020



[www.southernstay.org.au](http://www.southernstay.org.au)

Your Registered NDIS Provider

**choice**

**inclusion**

**achievement**

