

Your Registered NDIS Provider

**choice**

**inclusion**

**achievement**

# Annual Report 2021-22



**Southern  
Stay**

DISABILITY SERVICES





# 5th Annual Report

1st July 2021 – 30th June 2022

**choice**

**inclusion**

**achievement**





# From the President & CEO

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

We are pleased to report that Southern Stay has again had a strong year both financially and in terms of growth and quality outcomes. 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.

The 2021/2022 annual report has a strong focus on the impact of our service delivery and the new opportunities and positive outcomes being realised as an outcome of the NDIS. The year has been defined by increased challenges with compliance and workforce, COVID restrictions, increased growth, staff resiliency and commitment, positive outcomes for the people we support, reengagement with community and increased optimism about the future. Our annual report is a reflection that highlights the images and outcomes of the past 12 months.

As of June 30th 2022, Southern Stay has 266 staff supporting more than 800 participants in south west Victoria, making us a leading disability service organisation in the region. We continue to be the largest provider of supported independent living in the region with over 17 Supported Independent Living houses currently operating. We look forward to further expansion of SIL housing in Portland and Hamilton in 2022/2023.

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. This has led to a number of highlights during the past 12 months including;

- 13% growth in programs including day programs, individual support, plan management, support coordination and accommodation support.

- New Hamilton offices established
- Construction of new specialist disability housing in Hamilton
- Increased community engagement and consumer participation
- New office space and increased service provision in Portland

These highlights have occurred during a challenging 12 months. Our committed staff have displayed adaptability, resilience and creativity during these challenging times. They continue to work with passion and demonstrate their commitment to residents and program participants each and every day.

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

A big thanks also to our partners, supporters and agencies that have embraced Southern Stay throughout the year including Community South West (CSW), South West Disability Network (SWDN), National Disability Services, National Disability Insurance Agency, Regional Leadership Group, Community Visitors program, Scoresby Street Steering Group members and local health services.

In 2022-23 we look forward to maintaining our strong reputation in our community and delivering on our commitment to real choices, meaningful inclusion and quality supports for people to achieve their goals.

**Paul Lougheed (CEO)  
and Kathryn Emeny (President)**

# Strategy & Planning

**Southern Stay strongly believes in the principles of the NDIS as 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 the NDIS presents.**

The 2021-25 Southern Stay Strategic Plan was approved by the Board at its June 2021 meeting. During 2021-22, the strategic plan has been implemented with a strong focus on innovation in accommodation, empowering culture, financial sustainability, leadership development and quality services.

## COVID SAFETY

The COVID-19 pandemic response has again been a defining topic for the year.

From August 5 - 10 and from August 21 - 31 regional Victoria was placed into sixth and seventh lockdowns. As a result, group-based program numbers ceased and restrictions were put into place in all residences, including visitor restrictions in response to outbreaks and as per Department of Health guidelines. Many restrictions to programs have also continued throughout the year. With very short notice, staff were incredibly proactive in ensuring supports were in place for all who required them.

Our COVID Safe planning throughout the year ensured that staff, residents, participants and families were safe and provided with regular communication (including easy-to-read information). All essential PPE and training had been sourced and provided. Extra cleaning has been taking place in homes and vehicles. All infection control compliance requirements were implemented (e.g. sign-in sheets, thermometer checks, QR codes and Rapid Antigen Testing). While we had COVID cases amongst staff, residents and participants we have been able to avoid outbreaks and ensure that people felt supported during difficult times.

A key challenge during the pandemic has been how to promote control, choice and inclusion during periods of restrictions. This challenge was met by staff with many innovative, creative and participant-directed activities. Staff and residents staying at Southern Stay homes sought to identify activities of interest and introduce structure to the days. 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.

Southern Stay is pleased that all staff have taken up the option of remaining in our workforce and are fully vaccinated as per the Pandemic Orders. The introduction of mandatory vaccinations for staff led to a small percentage (<1%) of staff choosing to cease their employment in the disability sector.

***Southern Stay would like to acknowledge the support of local health services, particularly South West Healthcare and Western District Health Service and our peak body National Disability Services for their support during another challenging year. We would also like to acknowledge our staff, participants and their families for their understanding, patience and adaptability during difficult times.***

## PORTLAND HOUSING & SERVICE PROVISION

Families involved in the development of two Specialist Disability Accommodation (SDAs) in Portland have engaged Southern Stay to take on the property management and Supported Independent Living supports. This is an exciting development for our agency as our service provision to date has primarily focused on Warrnambool and Hamilton. Providing services in Portland helps us to achieve our purpose. An office space has been established at 121a Percy Street in Portland to assist with the accommodation support and as a base for Support Coordinators. The office is wheelchair accessible, has street frontage to the main street and access to free parking.

The nearly completed Hodge Court Supported Independent Living houses will accommodate six residents and will be ready for participants in late 2022. As the leading disability accommodation provider in the south-west, it is exciting to be expanding into the Portland area.

## SCORESBY STREET – NEW SPECIALIST DISABILITY ACCOMMODATION IN HAMILTON

Our new SDA is nearing completion at 13 Scoresby Street in Hamilton. This home seeks to address the significant lack of accommodation options available for people with high complex support needs in the Hamilton region. The home will provide high quality accommodation for four residents with high complex support needs. More than 15 new staff positions will be created as an outcome of this development which we hope to see completed by September 2022.

The Project Steering Group consisting of Jacob Taylor (Southern Stay President/Project Chairperson), Paul Loughheed (CEO), Keith Hanes (Southern Stay Board member), Geoff Hooke (Architect/Project Manager), Lynne Millard (COO), Daniel Pearson (CFO), Maree Corbo (family member) and Ken Hatherell (family member) is committed to ensuring that the SDA is part of the community, safe, secure, supportive, accessible, environmentally sustainable and most importantly, a 'home'.

Southern Stay received \$25,000 from the family of Fiona Clarke as a contribution to the development. Fiona Clarke had strong links to local farming families and passed away last year.

A financial contribution was also made by the family of Leanne Storer, a Southern Stay staff member who passed away during the year.

## 42 & 46 BROWN STREET, HAMILTON

Redevelopments of 42 and 46 Brown Street in Hamilton were completed in July 2021.

The 46 Brown Street site has been the main office for Southern Stay (and previously STAY Residential Services) for more than 10 years. The redevelopment has resulted in three additional office spaces, a designated meeting room and a redesigned reception area. Southern Stay appreciates the contribution of Westvic Staffing Services for allowing our staff to use their facilities during the redevelopment.

Even with the additional space at 46 Brown Street, our strategy to grow Plan Management and Support Coordination services resulted in more office space being leased. The site at 42 Brown Street became available for lease and was redeveloped to accommodate the Plan Management and Support Coordination team.





# Strategy & Planning

## NEW WARRNAMBOOL OFFICE SPACE AND ACTIVITY SPACE

Southern Stay commenced a purchase 235 Timor Street Warrnambool, currently occupied by Swinton's Furniture. This is an exciting step in the journey of Southern Stay.

Over the past 3-4 years we have been exploring options for increased office and participant activity space in Warrnambool as we are located across three sites. After looking at a number of commercial properties and green field sites, the Board identified 235 Timor Street as the most suitable location to accommodate our future growth. This building has many attributes that will enable people with a disability to engage, learn and grow. With its strong profile and central location, Timor St will enable Southern Stay to;

- Consolidate Warrnambool offices on to one site saving more than \$130,000 per year in leasing costs

- Bring teams together
- Create a dynamic, welcoming and accessible space for Southern Stay participants and staff
- Ensure a positive participant experience with a centrally located hub for disability programs
- Provide free and accessible car parking to all participants, families and staff
- Future proof the agency and create diversity of income and co-located services
- Make the best use of our strong financial position.

In making this decision, the Board has at all times asked the key question 'is this in the best interests of the people we support?' The Southern Stay Board of Directors believes strongly that it is the right decision at the right time and will set us up for many years to come.

Planning will take place over 2022-23 with renovations to commence in late 2023.





# Leadership

**Whilst leadership across the agency is provided by the Board of Directors and leadership team, there have also been many examples of leadership in action being shown by staff, families and participants throughout the year.**

As an example, our residents, participants and family members have demonstrated leadership attributes through their participation in steering groups, working groups and contributions to agency feedback. High level participant and community engagement was identified in the Southern Stay Strategic Plan as a key goal. A key strategy to meet this goal was to develop a 'Consumer Engagement Strategy' which was completed in December 2021. The strategy aims to ensure consideration of consumer representation on the Board, internal working groups, targeted forums, feedback mechanisms and face to face engagement. Moving forward consumer participation will be part of core business, not an optional extra.

At Southern Stay leadership is not about position or title but about action taken. Time and time again our staff have 'stepped up' when it is required. When residents and participants have been unwell with COVID staff, while sometimes anxious, have come forward and provided safe and caring support. There are also many examples where our staff have taken on higher duties or new roles to challenge themselves and develop their leadership skills. Our staff want to make a positive difference. With passion and a sense of purpose leadership attributes are highlighted.

Our leadership team consisting of house supervisors, coordinators and managers have continued to undertake leadership training throughout the year to learn, reflect and grow. Our leadership team acknowledge their staff for their great work and their contributions. They manage disruption and change and continually focus on our vision and purpose. Our leadership understand that you can't lead if you don't know where you are going.

## THE BOARD OF DIRECTORS

Southern Stay would like to thank the eight volunteers that make up our Board of Directors. They generously share their time and skills to ensure that we continue to grow and provide quality services. Current 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 has provided strong leadership to ensure compliance with legal, ethical and regulatory requirements and has met monthly in 2021-22 to discuss items such as planning for the future, service quality, finances, risk and service quality.



Kathryn Emeny  
(President)



Gillian Jenkins  
(Vice President)



Brendan Moore  
(Treasurer)



Claire Nailon  
(Secretary)



Nick Starkie



Keith Haines



Michael Tudball



Jacob Taylor

The Board would like to acknowledge the contribution of Karly Saunders who retired in December. Karly had been on the Board for two years and over that time provided positive leadership, particularly in regards to risk and compliance matters.

# Leadership

## THE LEADERSHIP TEAM

The Southern Stay leadership team consists of all senior staff, program managers, coordinators and house supervisors across the agency. The team has met bi-monthly during the year to discuss strategic and operational plans, quality, safeguarding, compliance, leadership development, disability sector updates, finance, program updates (program issues, participant/staff achievements, projects, advocacy, complaints and compliments and workplace health and safety issues).

## ANNUAL GENERAL MEETING

Our fourth AGM was held on October 18th 2021 via Zoom with 24 attendees. This is a huge difference from previous AGM's where we had in excess of 100 people in attendance enjoying the opportunity to get together and celebrate Southern Stay's participants and staff. Our AGM this financial year included the launch of the new television advertisement and website. Staff acknowledgments for their many years of service and Board of Directors positions were also confirmed at the meeting. Copies of our previous Annual Reports are available on our website.

## REGIONAL LEADERSHIP

Southern Stay maintains ongoing connections with Community South West, South West Disability Network and South West Regional Leaders Group demonstrating a commitment to community leadership to address local area needs and issues for people with a disability. Our continued involvement with the Statewide CEO Collaboration Group facilitated by Able Australia brings together CEOs from across Victoria addressing the ongoing impact of COVID-19 has provided up to date information and peer support.

## LOCAL AREA ADVOCACY

Our continued support of the Leadership Great South Coast project to improve beach accessibility for wheelchair users has been very successful with our participants accessing this service when it has been available.

## COMMUNITY SPONSORSHIP

Southern Stay continues to sponsor a number of community projects that have benefitted people with a disability and their families and supports our commitment to choice, inclusion and achievement. These include the South Warrnambool Hurricanes and the Hamilton Boomers football teams, Find Your Voice Choir, Gillin Boys Foundation, All Abilities Advocacy group, Carers Week events, South West Sport Star Awards (inclusive events) and Warrnambool Special Development School fundraising.

Southern Stay partnered with South West Sport to run a Sports Come & Try day on February 27th 2022 which was well attended by 34 participants with eight sports represented.

## COUNTRY TO COAST – ASHA ROCHE

Local indigenous artist Asha Roche was engaged to develop an artwork for Southern Stay that reflects the themes of inclusion, community, land and sea. Asha created an amazing piece which has been displayed in our office and used for promotional material.

This artwork depicts the work of Southern Stay and the inclusion of all people from country to coast. It features mountains in a natural desert colour to signify the visual difference in country further from the coast; the central meeting place and the symbolism to represent the people who work with and the people of all diversities that Southern stay reach; 'U' shaped symbols in all sizes and colours to represent diversity, and colours used in yellows to represent the life, shine and openness that Southern Stay shows. Lastly the ocean and calming blue represent our coast line and the people from this region.







# Risk Management, Safeguarding, Quality & Improvement

**On June 3 2021, the NDIS Quality and Safeguarding Commission registered Southern Stay Disability Services as a registered NDIS provider under section 73E of the National Disability Insurance Scheme Act 2013 (NDIS Act).**

Health and Disability Auditing Australia (HDAA) identified that Southern Stay achieves all the requirements to meet the NDIS Practice Standards.

Our mid-term assessment conducted by HDAA against the NDIS Practice Standards took place in mid June 2022. Five minor corrective actions relating to high intensity supports and information management were identified and will be actioned in July 2022.

## QUALITY & COMPLIANCE COMMITTEE & CLINICAL GOVERNANCE COMMITTEE

The Quality & Compliance Committee is an operational committee consisting of the CEO, COO, CFO and Quality Manager. The Committee has met monthly to ensure Southern Stay is addressing risks, quality, safeguarding and working towards improvement.

As an outcome of our HDAA audit, the Quality & Compliance Committee has established a new Clinical Governance Sub-Committee. It consists of the CEO, COO, Quality Manager and clinical staff who meet bi-monthly to oversee key clinical compliance issues. The committee has a focus on the clinical governance framework, high intensity supports policy and procedures, infection control,

COVID response and medication administration. This is an ongoing sub-committee of the Quality & Compliance Committee.

## ZERO TOLERANCE TO ABUSE AND NEGLECT - ROYAL COMMISSION

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

During the year the Royal Commission into Abuse and Neglect of People with a Disability held a number of hearings related to housing, health services, education, COVID-19, vaccinations and First Nations people. Stories from the Royal Commission have been difficult to hear and reinforce the need to have quality safeguards in place. Southern Stay continues to support people to have their say and voice their concerns as part of our complaints process.

Notices to Produce and Notices to Give Information were sent by the Disability Royal Commission to a number of large service providers. Southern Stay was not asked to provide any information.

The Royal Commission into Abuse and Neglect of People with a Disability still has two years to go. Southern Stay expects significant change to our compliance and ways of operating as an outcome of this Commission.

***It is important that the sector learns from past mistakes to ensure people with a disability are safe, included and respected. Our agency is encouraging everyone in our community to make a submission to the Royal Commission if they feel they have something to contribute. It may be a difficult period for the sector as there will be confronting stories told, but this***

**process needs to take place to ensure mistakes of the past don't reoccur and that people with a disability are safe and feel safe.**

## COMPLAINTS

People with a disability have the right to provide feedback about the services they receive. Complaints and feedback are important. Southern Stay endeavours to respond positively to comments, ideas, concerns and/or questions that may lead to improvement of services. Feedback regarding our services is welcomed at any time; in person, by phone/email/text or on our complaints form.

If a complaint is received about the organisation, this is viewed as an opportunity for Southern Stay to learn about itself, gauge satisfaction with services provided and improve its services. Complaints are viewed as one of the ways participants and others can be instigators of positive change within the organisation. Complaints and compliments are reported to the Board of Directors monthly.

## RESTRICTIVE INTERVENTIONS

As an agency we are committed to providing supports in the least restrictive way possible and where possible eliminating the use of any restrictive practices. Where restrictive interventions are required for behaviour support, such is the case for 26 of our participants, we aim to ensure compliance with relevant authorities and ensure least restrictive options are implemented.

We have provided positive behaviour support training to managers, supervisors and staff. 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 NDIS Quality and Safeguarding Commission staff around reporting requirements and streamlining reports.

## A STRONG FOCUS ON FALLS PREVENTION

Following a number of falls from ageing participants, the NDIS Commission requested that we provide a Participant Falls and Emergency Response communication strategy to all staff. The Quality and Compliance Team developed a Falls Prevention Framework underpinned by a new Falls Prevention and Management policy. The Falls Prevention Framework consists of the falls policy, falls risk assessment form, falls injury letter template for carers and amendments to

the participant risk assessment form, emergency procedures, medication forms and the Response to Changes in Participant Health policy. The communication strategy was undertaken in August 2021 with all staff stating that they have read, understood and acknowledged the policies.

Our Falls Prevention Framework and resources have been shared with other disability agencies through South West Disability Network and the CEO Collaboration Group.

## QUALITY IMPROVEMENT ACTIONS

A number of actions have been completed as an outcome of our accreditation and agency self-assessment. These include;

- Emergency planning across the agency with the ICT and Business Continuity Plan being reviewed and amended.
- A Consumer Participation strategy was developed and approved by the Board. The strategy aims to ensure that consumers are involved in decision making about their goals and the collective interest of Southern Stay.
- The Consumer Reference Group recommenced after a two-year break due to COVID. Thank you to our reference group members Rhiannon Newman, Shaun Haines, Bruce Marney, Anne Marie Stonehouse, Tara Modra, and Mark McConnell.
- Various actions have been put into place to address occupational violence and assault, including engaging WorkSafe Victoria to undertake a review of offices and implementation of duress systems at specific residences.
- A consultant was engaged to undertake a review of our medication administration process. This has led to a project to change forms and processes which will be completed in September 2022.
- Board governance documentation has been reviewed and collated into a simplified governance manual.
- A participant file audit was undertaken to ensure all documentation is up to date and relevant prior to accreditation.
- Southern Stay has undertaken a self-assessment against the Child Safety Standards and identified improvements.

# Risk Management, Safeguarding, Quality & Improvement

## BUSINESS SURVEY RESULTS

Every two years Southern Stay undertakes a comprehensive survey of participants and families to ensure that we are meeting the NDIS Practice Standards. The next survey will be in April 2023.

In 2022 as part of the Strategic Plan, the Board requested a survey of businesses and organisations that we engage with frequently to determine their perception of Southern Stay. From the survey responses the following was highlighted;

- All respondents either 'agreed' or 'strongly agreed' that our community has a positive perception of Southern Stay.
- 72% of respondents indicated that we had a 'strong profile'. 28% indicated that we had an 'improving profile'. No respondents indicated that we had a 'poor profile'.
- Key words used to describe Southern Stay included growing (72%), professional (66%), collaborative (56%), effective leadership (56%), welcoming (50%) and focused on inclusion (50%).
- Areas for improvement included workforce recruitment, brand recognition/media presence and increasing the diversity of programs.
- 90% of respondents engage with the CEO.





# People & Capability

## OUR WORKFORCE

Our agency currently has 266 supportive and professional staff across our programs and services.

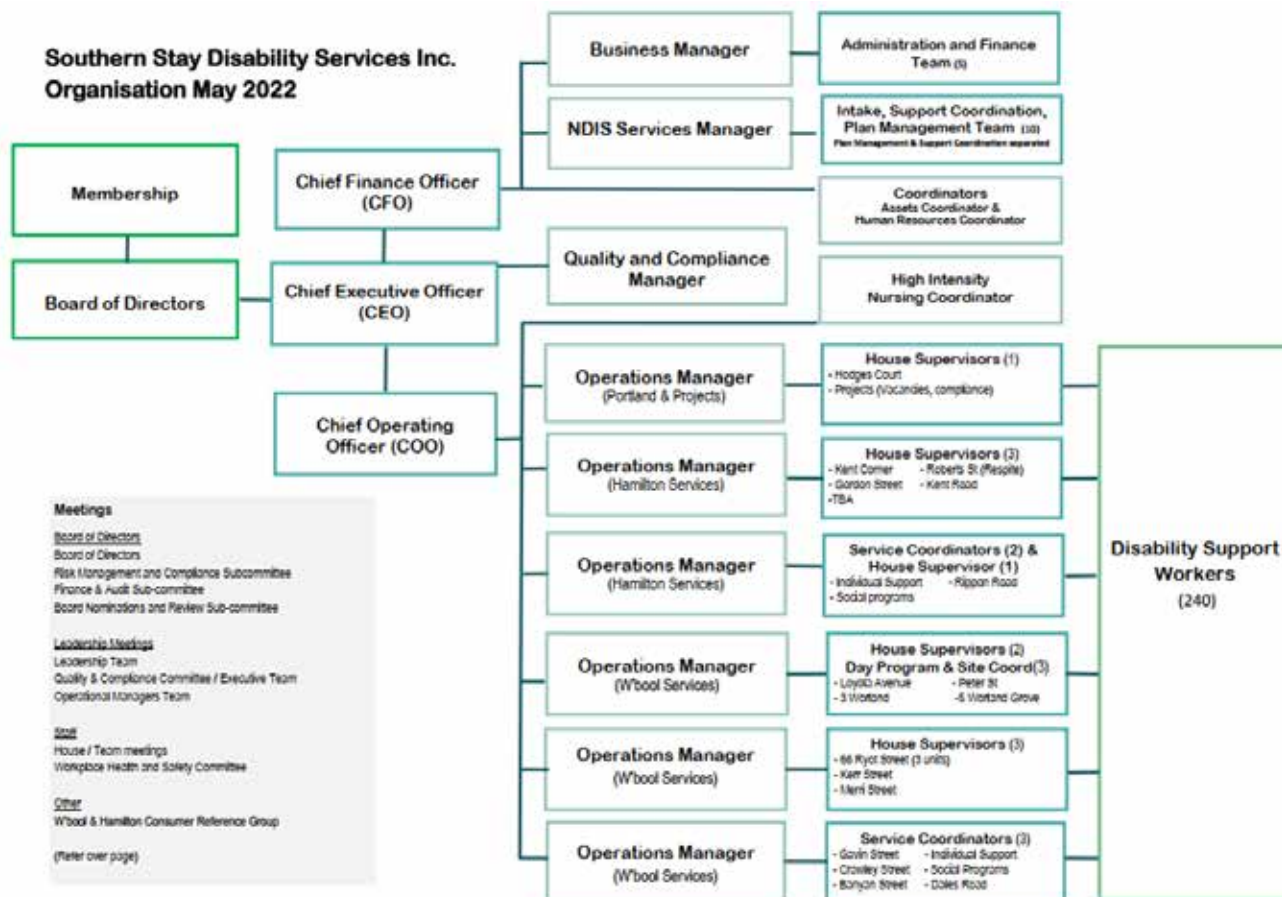
The Southern Stay organisation structure has changed to accommodate our anticipated growth. The commencement of two SIL house in Hodge Court, Portland and Scoresby Street, Hamilton will lead to an additional 30 staff joining our agency. The organisation structure is ready to meet this workforce growth when the houses commence in late 2022.

There have been a number of new office-based and leadership positions created and filled across the agency during 2021-22.

We had several new additions to the team in our Hamilton office with Anna Gonzaga taking on a Human Resources Officer position. Tanya Brown and Sam Milne stepped into the roles of Finance and Administration Officers. Mark Sonogo and

Tom Bishop joined the ever growing NDIS Services team in new Support Coordination roles. Glaiza Galicia, Matthew Howe and Samantha Hooke and Amba Chace (maternity leave position) have stepped up into House Supervisor positions. Rebecca Ryan has moved from the Intake Officer position to the Support Coordination team. Her previous position has been filled by Karina Walker. Stacey Longmore has joined the team in the Payroll & Administration Officer position in Warrnambool. Marianne Finn was joined by Josie Lean and Jenna Loats in the Hamilton ISP area to assist with Individual Supports Coordination.

It is also great to see our traineeship positions being taken up each year by young people interested in the Disability Sector. This financial year our 2021 direct support trainee Isobel Doukas was nominated as one of the top six trainees in the State for the WestVic Trainee of the Year Award. Southern Stay continues to provide avenues for people to join our workforce and encourages relationships between our local schools and training networks.



# People & Capability

## OUR STAFF

Allison Ackerley  
Sue Agnew  
Craig Agnew  
Matthew Alexander  
Robyn Anscombe  
Jarryd Anton  
Tissa Antony  
Ayron Atkinson  
Emily Atkinson  
Meghan Atkinson  
Isabella Baker  
Shirlene Ball  
Tania Barker  
Hayden Barr  
Bryan Barrera  
Robyn Bartlett  
Jessica Bateman  
Anna Baxter  
Susan Beaton  
Lucretia Bell  
Jodie Benson  
Marli Bermingham  
Allison Beveridge  
Adrian Billings  
Ruby Bilson  
Tom Bishop  
Rachael Blackhurst  
Theresa Bouchier  
Gayle Boyle  
Laura Brewer  
Robert Bright  
Stuart Brochu-Ward  
Glenn Brock  
Kim Brody  
Tanya Brown  
Carrie Brown  
Peter Brown  
Ruby Burge  
Loniza Burns  
Sandra Bushell  
Susan Byrne  
Maryjane Camilleri  
Leanne Carrigg  
Margaret Carroll  
Amba Chace  
Monica Chittick  
Stuart Clark  
Cassie Clark  
Debra Claven  
Angela Cleary  
Ross Cloete  
Kirsty Cole

Suzanne Collins  
Belinda Cook  
Matthew Cozens  
Ashleigh Crane  
Jillian Crighton  
Stacey Crumpton  
Olivia Dalton  
Wendy Dawson  
Debbie Dennis  
Diane De Vos  
Trudi Dobson  
Isobel Doukas  
Maggie Down  
Daisy Downard  
Sheryl Duncan  
Kelvin Durston  
Peter Dwight  
Isabelle Dyer  
Priya Elizabeth  
Matthew  
Kylie Ellis  
Matthew Elmes  
Peter English  
Sonia Eyles  
Neil Fawcett  
Paige Field  
Marianne Finn  
Dean Fleming  
Miranda Fulton  
Louise Gainey  
Tim Gainey  
Glaiza Galicia  
Elizabeth Gannon  
Stacey Gay  
Sandra Gent  
Joshua Gibbs  
Tamara Giblett  
Ksenija Gilchrist  
Jenny Godfrey  
Kirsty Goldingay  
Anna Gonzaga  
Angela Griffin  
Shane Griffiths  
Jenny Gunning  
Fiona Gurney  
Allan Hadden  
Joel Hall  
Jodie Hamilton  
Matthew Hamilton  
Mark Hammond  
Tamara Hammond  
Christian Harrison

Troy Harry  
Erin Hatherell  
Daniel Hayes  
Tracey Head  
Jace Hollard  
Bodie Hollard  
Samantha Hooke  
Matthew Howe  
Janette Howe  
Caylee Hunt  
Jackie Johnson  
Annabel Johnson  
Alex Joselet Kavil  
Vipin Kalloorath  
Remanen  
Mandy Kearney  
Daniel Kelly  
Denise Kelly  
Jessica Kelly  
Megan Kelly  
Rhea Kelly  
Sarah Kelly  
Chelsea Ketelaar  
Robert Ketelaar  
Meera Khanal  
Luna Kim  
Jan Kinnear  
Maria Kipreou  
Amanda Kirkwood  
Khyl Knight  
Stacey Koniaras  
Katrin Konrad  
Mary Lacey  
Pauline Lamb  
Angus Lean  
Josie Lean  
Emelyn Leder  
Charlotte Lenehan  
Sarah Lilley  
Patricia Lo Ricco  
Kim Loader  
Jenna Loats  
Andrea Loft  
Cassie Lomman  
Stacey Longmore  
Anthony Love  
Christopher Lynch  
Lorraine Mandiringana  
Sophia Mason  
Tracey Matheson  
Catherine Matuschka  
Andrew McCabe

Karorina McCarthy  
Graeme McDonald  
Neil McDonald  
Beth McDowell  
Anthony McFarlane  
Allan McKenzie  
Lois McKenzie-Parker  
Dylan McKie  
Lana McMahan  
Cindy Lee McMahan  
Lean McPherson  
Sophia Melican  
Janita Millard  
Lynne Millard  
Samantha Milne  
Hugh Mitchell  
Sharon Moritz  
Kimberley Morrison  
Rebecca Mott  
Lisa Murphy  
Carolyn Murrell  
Hannah Muscat  
Shyla Nanglegan  
Alana Nash  
Elke Neave  
Jennifer Neaves  
Victor Nedziwe  
Milan Neupane  
Margaret Nichol  
Laura Nield  
Charity Nyinyal  
Joshua Obagbemi  
Kim O'Connor  
Jack O'Connor  
Madlina Odhok  
Leah O'Keefe  
Nikole O'Neill  
Darren Osborn  
Nick O'Sullivan  
James Owens-Brownbill  
Glenda Palmer  
Novie Patalinghug  
Daniel Pearson  
Fran Pearson  
Donna Perkins  
Shelby Perry  
Celina Phillips  
Deborah Philp  
Romy Pinyon  
Peter Pohlsen  
Jeanette Potter

Isabella Povey  
Justin Price  
Colleen Quinn  
Stuart Read  
Chole Rhook  
Mercy Riddle  
Maddilyn Roberts  
Paul Robinson  
Heather Rogers  
Robison Rojas Sanchez  
Ruby Ross  
Tiana Rowland  
Don Rundell  
Shani Russell  
Tania Russell

Lisa Maree Russell  
Leesa Russell  
Maree Russell  
Rebecca Ryan  
Justin Ryan  
Laura Sandars  
Makerita Savea  
Leonie Schurmann  
Conor Sewell  
Jesse Shannahan  
Kripa Shetty  
Deborah Smart  
Naomi Smith  
Andrea Smith  
Mark Sonogo

Jess Sparks  
Deanna Speechley  
Brendon Stanley  
David Stockdale  
Faye Stokie  
Alicia Stuart  
Mary Subingsubing  
Murray Swayn  
Olena Szyndra  
Michaela Tafao  
Sally Taylor  
Lydia Thomas  
Megan Turland  
Jane Turner  
Mabel Udarbe

Kata Volarevic  
Linda Waldron  
Karina Walker  
Emily Wall  
David Wallace  
Doug Ward  
Bridie West  
Ann Whitehead  
Rebecca Wickenton  
Kristal Wilson  
Alisha Wilson  
Chloe Wilson  
Fiona Winderlich  
Wendy Woodhams

## STAFF SERVICE AWARDS

### 3 YEARS

Jessica Bateman  
Tania Barker  
Lucretia Bell  
Susan Byrne  
Amba Chace  
Neil Fawcett  
Matthew Hamilton  
Samantha Hooke  
Caylee Hunt  
Amanda Kearney  
Kim Loader  
Tracey Matheson  
Andrew McCabe  
Anthony McFarlane  
Lois McKenzie Parker  
Alana Nash  
Jack O'Connor  
Justin Price  
Rebecca Ryan  
Makerita Savea  
Linda Waldron

### 5 YEARS

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

### 10 YEARS

Suzanne Collins  
Margaret Nichol  
Heather Rogers  
Marvy Subingsubing  
Mabel Udarbe  
Ann Whitehead

### 15 YEARS

Peter Pohlsen

### 25 YEARS

Susan Agnew





# People & Capability

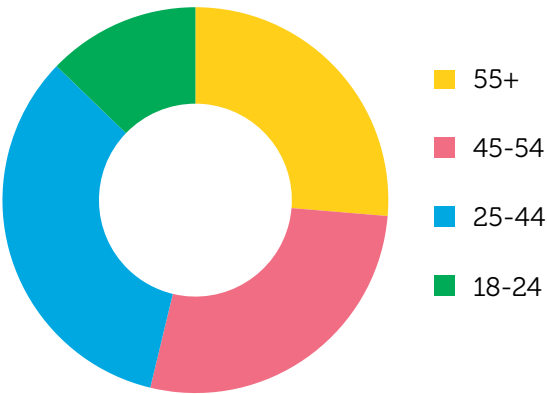
## Workforce Data

It is pleasing to note that staff turnover remains very low and growth continues in our workforce. Some of the issues surrounding staff shortages due to COVID restrictions and seasonal flu have not impacted our ability to deliver quality services to our participants

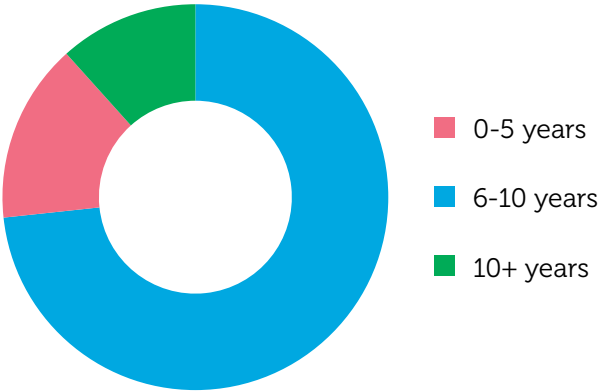
We continue to work with local agencies such as South West TAFE and GenU to assist our staff to achieve a qualification in Disability studies. This financial year we saw 20 staff achieve their Certificate IV in Disability. 70% of our current workforce have qualifications relating to the disability field.

Southern Stay actively promotes a positive workplace culture for all its staff. Our guiding principles of Trust, Respect, Approachability, Continuous Improvement and Teamwork are seen in action through the many interactions our employees have with participants, members of the public and each other.

**Age Demographic**



**Years of Service**



## A LEARNING ORGANISATION

At Southern Stay a key value is learning – **‘Actively seeking feedback and engaging in new learning to improve the quality of services. Being adaptable and resilient in dealing with stress and disruption.’**

Southern Stay’s focus is on the delivery of high-quality services and care to participants by all staff. This is complemented through the provision of quality training and development opportunities offered to all staff throughout the year. We ensure that all employees are trained and have access to resources to achieve our agency’s mission and objectives. Training and development are linked to quality and compliance requirements and the performance appraisal system, promoting sound working practices that maximise outcomes for all.

Over the past 12 months there has been a strong focus on training for all staff providing high intensity supports, such as diabetes management, ventilation, catheter care, epilepsy, enteral feeding and wound management. Over 3,000 hours of training has been delivered across the agency.

As part of our proactive approach to addressing ‘zero tolerance’ in all areas of our agency, all staff attended Workplace Discrimination, Bullying and Harassment training. This provided an opportunity for new learning, with a focus on our approach to others and improving opportunities for people to raise issues. Our disability support workforce has the opportunity throughout the year to attend required training in manual handling, first aid and medication. To ensure we provide our support staff with the tools to deliver service at a high standard we engage training providers from across the sector. Defensible Documentation and Positive Behaviour Support training focus highly each year with 41% of the workforce having attended this training during their time with Southern Stay. Training needs are identified through our training needs mapping, annual training surveys, through supervision and feedback and development review opportunities.

In collaboration with GenU we host Certificate IV in Disability for our staff to upskill. This year saw a graduating class of 11 staff achieve this great outcome in Warrnambool. Thank you to Brad Harle and Anne Marie Carroll and the team at GenU.

# Participant Focus

**'At Southern Stay the person with the 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 2021*



## DELIVERY SNAPSHOT

- 600 people currently access our Plan Management services
- 270 people supported through Support Coordination program
- 255 people provided with direct support services (accommodation, day programs, individual support and respite)
- 209,111 hours of direct support staff hours provided

## COMMUNITY INCLUSION AND SERVICE DELIVERY HIGHLIGHTS

Opportunities to attend major events and community activities have started to open up in 2022. Southern Stay participants have enjoyed attending local events including the Port Fairy Folk Festival, May Racing Carnival and local and AFL football. Activities such as outdoor exercise, bushwalking, visiting regional attractions, BBQs and plenty of visits to cafes, restaurants and pubs have been popular. People are enjoying re-engaging with their community. Photos in this report highlight that community inclusion continues to be a high priority.

It has also been pleasing to hear of participants re-engaging with sporting interests such as table tennis, social groups, ten pin bowling, netball, basketball and football.

The Young at Heart day programs have temporarily relocated venues for six months while the Jetty Flat facility is being redeveloped. We are fortunate that the South Warrnambool Football Club, home of the Hurricanes (all abilities team) has provided us with an alternate venue for six months. This change of venue started June 2022.

## Participant Focus

### SUPPORT COORDINATION AND PLAN MANAGEMENT GROWTH

In 2017 as part of the transition to the NDIS, Southern Stay developed two NDIS specific programs, Support Coordination and Plan Management. This was as a result of requests from our participants wanting to access these essential NDIS services from an agency that they trusted. Since that time both programs have gone from strength to strength, with our biggest growth in participants and staffing over the past two years. Services are currently provided across Warrnambool, Hamilton and Portland.

The Support Coordination program now has 270 participants with nine Support Coordinators employed to guide them through the NDIS. Four of those Support Coordinators were employed in 2021-22 and a Support Coordination Manager position will be developed in the coming financial year to provide full-time support to this team. The focus has been on direct NDIS and specialised disability experience to ensure our team's knowledge and skills are second to none so that we are providing the best service to our participants.

More than 10,000 hours of Support Coordination was allocated in 2021-22 helping participants to achieve the outcomes they want from their NDIS plans. These outcomes have included having homes modified so people can remain living in their own home; assisting people to move out of long-term hospital and aged care placements back into the community; engaging people in employment and volunteering; getting equipment funded to assist people to be independent and to access the community; helping people find the right support workers, therapists and community services to build a network of support and assisting people to make social connections.

The Plan Management program has now grown to more than 600 participants who trust our team to manage their NDIS budgets, keep them up to date on NDIS changes, pay their providers in a timely manner and provide individual advice and information on what they can spend their NDIS funds on and who they can access for supports. In 2021-22 the Plan Management team processed 53,210 invoices from registered and non-registered disability providers across the south west totalling almost \$23 million which was claimed and paid from participants' NDIS plans.

The Plan Management team has focused on quality of support provision over the past 12 months. We increased the number of processing staff which has resulted in the team having more time for NDIS learning and providing more direct support to participants, ensuring we are available when needed and spending more time with providers to improve their claiming.

A continued focus for both teams over the past 12 months has been ensuring our independence and management of conflicts of interest within the organisation. This has been achieved through strong support from the Executive, policy development, separation of the programs in the organisation structure and client management systems but most importantly in the continued work practices of the staff to ensure their independence.

### FEEDBACK

*Just a quick email to commend your staff on the fabulous work they are doing with our son. Our family speak very positively of the results that they are seeing as he gains more independence around the cleaning tasks that staff are supporting him with.* – Parent Feedback

*It was so refreshing to see the positive culture around supporting participants. Please pass on my thanks to staff for their time, their insights were invaluable.* – Behaviour Support Practitioner

*From the beginning you have been there for our son, even though challenging times, and you never gave up on him. Now we are seeing the fruit of all your amazing work and we appreciate you all.*

*Thank you all so much* – Parent Feedback

*Your staff do a wonderful job with our son. Staff are marvellous with him and we feel reassured when talking to staff about any concerns*  
– Parent Feedback

*I would like to acknowledge the team at Southern Stay who supported our son during his COVID isolation. We appreciate the staff who initially made the call to us and tested our son. The coordinator also stepped in and arranged essential supports and meals while we were away. The team support was very much appreciated and enabled us to continue to work through this period and keep our son calm and happy in his unit.* – Parent Feedback

*I love my home and the staff are wonderful.*  
– Resident Feedback



## MARKETING

Southern Stay regularly reviews its marketing plan which has been developed to 1) build awareness of the business and attract new clients 2) identify strategies to guide our marketing 3) ensure communication with current key stakeholders 4) promote the new entity as one agency and 5) market ourselves as an 'employer of choice' and complement the workforce development plan. A key focus of our marketing has been on promoting employment opportunities and being a supported accommodation provider of choice.

A highlight of our marketing was a Southern Stay TV advertisement and promotional video which was developed by Fitzmedia during the year. The TV advertisement has had considerable airplay through Prime TV with very positive feedback received about the production. Staff members Pete Dwight and Kylie Ellis loaned their voices to these productions.

Many radio ads have been aired throughout the year detailing positions vacant at Southern Stay. This has led to a high number of applications received for different positions.

The new Southern Stay website was launched during the year. [www.southernstay.org.au](http://www.southernstay.org.au)

Our agency history has been captured with thanks to Rick Bayne (Media Masters) and contributions from senior staff. The agency history can be found on the new website.

It is acknowledged that our marketing plan is only a small part of the reason for agency growth. The caring and professional approach of our staff is the main reason that people choose Southern Stay services.

## IN MEMORIAM

When a resident, program participant or staff member passes away it can be a very difficult time for all involved. Grief and loss can be felt and expressed in many different ways. During the year we said goodbye to two regular participants and two staff that are fondly remembered.

It was with much sadness that we learnt of the passing of Ryot Street resident Kim Wahlberg in late January. Kim had been staying with her

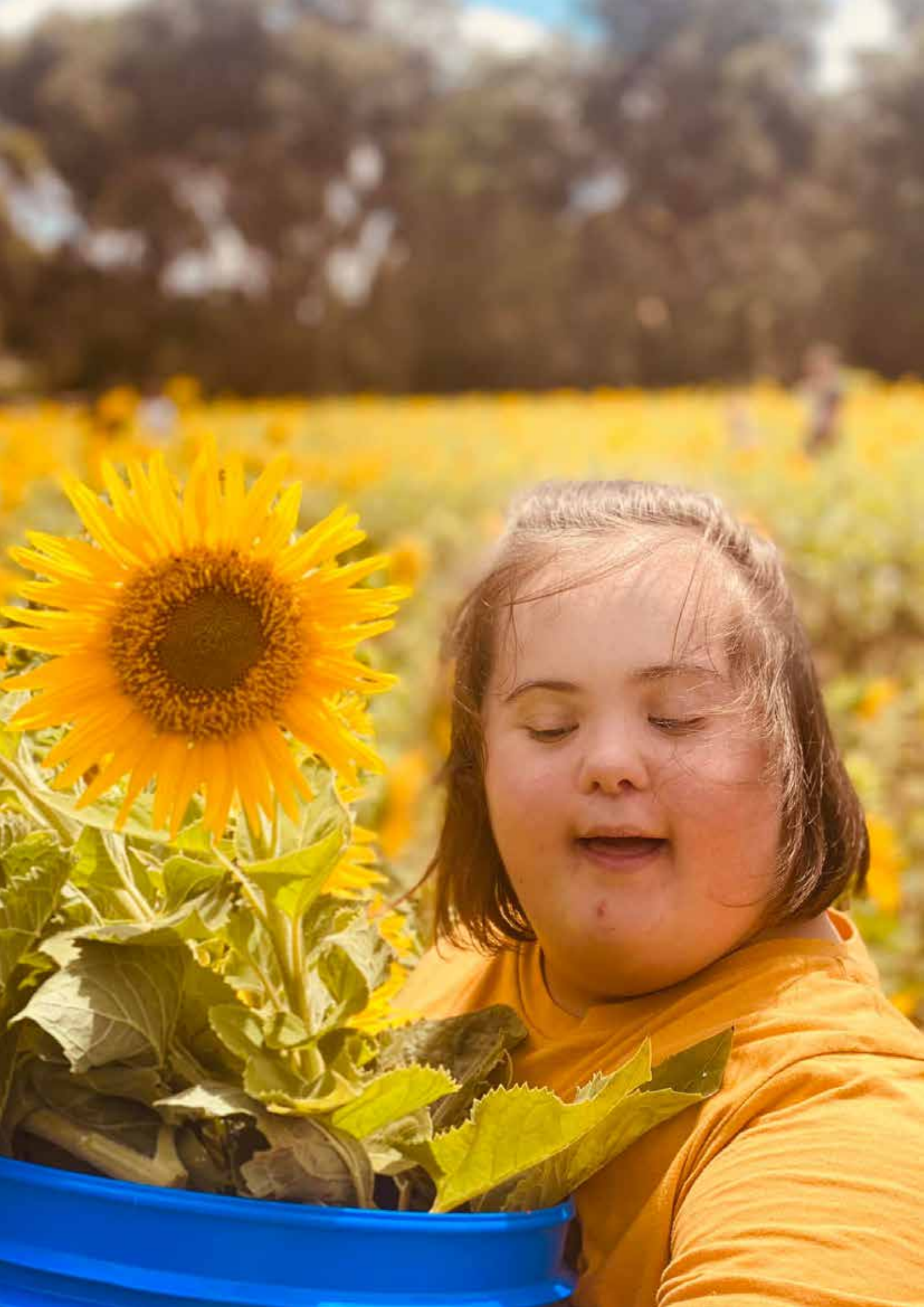
parents for an extended holiday in Camperdown for two months and was ready to return to Ryot Street. Kim is fondly remembered by all the residents and staff at Ryot Street.

During the year we said farewell to Ray Ahearn. Ray had an association with Southern Stay for more than 25 years, going back to when 'Southern Way' was 'WDASS'. Ray worked for 48 years at Ryan's Transport as a Financial Manager and later became a strong advocate for the rights of people with a disability. He would often work across council and community groups undertaking disability awareness training and speaking of his personal experiences of living with a disability. Over the years, Ray received considerable support through the Warrnambool ISP team. He had some amazing support workers who worked with him for many years. He always spoke very highly of the staff at Southern Stay. Ray would also be a regular participant in any Southern Stay activities including AGMs, bush dances and footy tipping nights.

We also marked the passing of Kevin 'Chappie' Chapman early in February this year. Staff enjoyed working with Kevin over the years through the Young at Heart program and Individual Support programs.

It was with much sadness that we heard of the sudden passing of a valued Southern Stay staff member, Julie Membery, in 2021. Julie was a committed, friendly, caring, and professional support worker who provided exceptional support to participants in the Warrnambool Individual Support program, Coffee Club and Social Programs area. Julie is greatly missed by the participants, family members and all staff that she engaged with. Her contributions over the past 12 years at Southern Stay made a positive impact on many people's lives.

Another valued staff member Lee-ann Storer passed away in November 2021. Lee-ann was much loved by residents, participants and co-workers. She was a caring and professional support worker, who provided proactive, person centred supports for Southern Stay participants for more than 10 years. Lee-ann was a key staff member at Kent Corner and Gordon Street, had previously worked at respite and most recently was enjoying supporting participants in the Hamilton social programs.



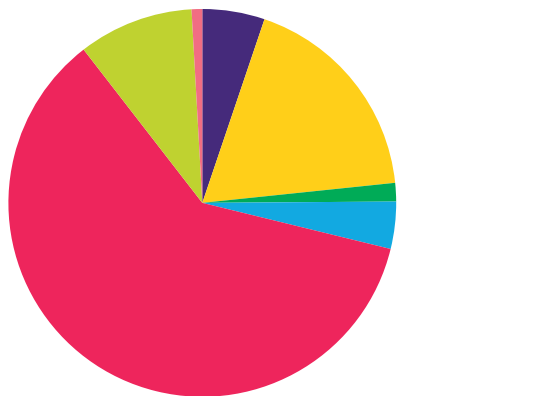
# Financial Report

Southern Stay generated a surplus of \$1.4m from overall activities in the Financial Year (FY) 2021/22.

## REVENUE

Our total income for the FY 21/22 was \$19m, an increase of 2.6% from our previous year. NDIS funding made up 94% of the total income, while the remaining 6% was income-driven from our properties, interest and sale of assets.

### NDIA Funding Breakdown

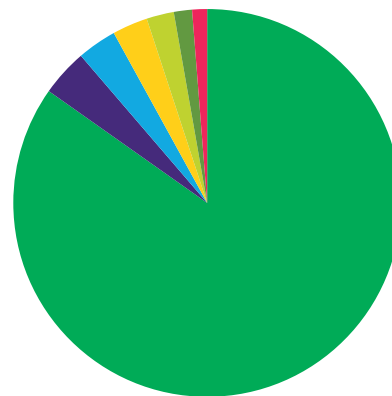


Group Supports	843,106.00
Individual Supports	2,945,648.00
SDA Funding	249,959.00
Short Term Accommodation	638,032.00
SIL Funding	9,847,707.00
Support Coordination & Plan Management	1,557,737.00
Transport	143,986.00

## EXPENSES

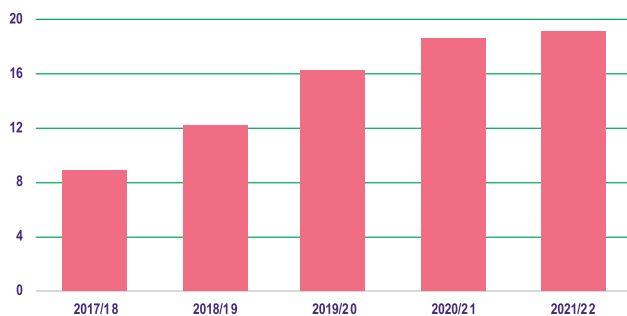
The FY 21/22 has seen increased costs with total expenses being \$17.5m, up 9.6% on the previous year. The largest cost to Southern Stay is Employee costs making up 85% of our costs, followed by Property costs making up 4%.

### Expenses Breakdown



Employee Expenses	14,927,932
Property Expenses	691,489
Administration Expenses	579,336
Depreciation and Amortisation	519,865
Client Expenses	402,215
Staff Amenities	267,297
Other Expenses	218,778

### 5 Year Revenue Growth



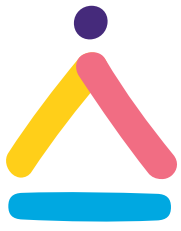
## ASSETS & LIABILITIES

Our overall cash and cash equivalents have decreased by \$88,772 in the past 12 months, but the debtors have increased by \$678,324. As we claim the outstanding debtors, this will put us in a strong position to invest back into the community. Key projects will include;

- Completion of Scoresby Street accommodation in Hamilton
- Investment into service delivery in Portland
- Increasing the maintenance of the properties we own
- Planning for the new office and participant space in Timor Street Warrnambool.

**Daniel Pearson, Chief Finance Officer**





**Southern  
Stay**

DISABILITY SERVICE

# Financial Report

For the year ended 30th June 2022

# Statement of Comprehensive Income

	Notes	2022 \$	2021 \$
<b>REVENUE</b>			
Operating Activities	2	18,617,985	18,207,133
Non-Operating Activities	3	402,467	338,047
<b>TOTAL REVENUE</b>		<b>19,020,452</b>	<b>18,545,180</b>
<b>EXPENSES</b>			
Employee Expenses		14,900,495	13,813,762
Property Expenses		691,489	515,355
Administration Expenses		569,618	551,474
Depreciation and Amortisation	4	519,865	451,588
Client Expenses		402,215	297,755
Staff Amenities		267,297	266,229
Vehicle Expenses		210,318	130,865
Sundry Expenses		6,676	2,801
Bad Debt Expense		1,784	4,018
<b>TOTAL EXPENSES</b>		<b>17,569,757</b>	<b>16,033,847</b>
<b>NET RESULT FOR THE YEAR</b>		<b>1,450,695</b>	<b>2,511,333</b>
<b>OTHER COMPREHENSIVE INCOME FOR THE YEAR</b>			
Government Equity in Loyola Avenue		3,210	3,210
<b>TOTAL OTHER COMPREHENSIVE INCOME FOR THE YEAR</b>		<b>3,210</b>	<b>3,210</b>
<b>COMPREHENSIVE RESULT FOR THE YEAR</b>		<b>1,453,905</b>	<b>2,514,543</b>

The accompanying notes form part of these financial accounts.

# Statement of Financial Position

	Notes	2022 \$	2021 \$
<b>ASSETS</b>			
<b>Current Assets</b>			
Cash and Cash Equivalents	5	5,953,400	6,072,774
Financial Assets	6	5,123,296	5,092,694
Trade and Other Receivables	7	2,137,607	1,459,283
Other Assets	8	121,618	83,094
<b>Total Current Assets</b>		<b>13,335,921</b>	<b>12,707,845</b>
<b>Non Current Assets</b>			
Property, Plant & Equipment	9	7,985,418	6,881,330
Right of Use Asset	10	325,225	462,874
<b>Total Non Current Assets</b>		<b>8,310,643</b>	<b>7,344,204</b>
<b>TOTAL ASSETS</b>		<b>21,646,564</b>	<b>20,052,049</b>
<b>LIABILITIES</b>			
<b>Current Liabilities</b>			
Trade and Other Payables	11	616,566	637,392
Lease Liability		138,014	129,346
Employee Benefits	12	2,285,313	1,761,276
<b>Total Current Liabilities</b>		<b>3,039,893</b>	<b>2,528,014</b>
<b>Non Current Liabilities</b>			
Lease Liability		205,332	339,736
Employee Benefits	12	75,389	312,254
<b>Total Non Current Liabilities</b>		<b>280,721</b>	<b>651,990</b>
<b>TOTAL LIABILITIES</b>		<b>3,320,614</b>	<b>3,180,004</b>
<b>NET ASSETS</b>		<b>18,325,950</b>	<b>16,872,045</b>
<b>EQUITY</b>			
Retained Surplus		17,375,731	15,924,564
Asset Revaluation Reserve		720,638	720,638
Government Equity Reserve		203,433	200,223
Lois McPherson Bequest Reserve		26,148	26,620
<b>TOTAL EQUITY</b>		<b>18,325,950</b>	<b>16,872,045</b>

The accompanying notes form part of these financial accounts.



# Cash Flow Statement

	Notes	2022 \$	2021 \$
<b>CASH FLOWS FROM OPERATING ACTIVITIES</b>			
Receipts from operating activities		18,095,186	18,018,792
Payment to suppliers and employees		(16,792,824)	(16,003,122)
Interest received		59,506	75,952
Donations received		26,645	11,275
Net GST received/(paid)		27,384	6,945
<b>NET CASH PROVIDED BY OPERATING ACTIVITIES</b>	17	<b>1,415,897</b>	<b>2,109,842</b>
<b>CASH FLOWS FROM INVESTING ACTIVITIES</b>			
Payments for property, plant and equipment		(1,501,606)	(822,433)
Proceeds on sale of property, plant, and equipment		137,500	48,000
Purchase of financial assets		(30,602)	(2,056,419)
<b>NET CASH USED IN INVESTING ACTIVITIES</b>		<b>(1,394,708)</b>	<b>(2,830,852)</b>
<b>CASH FLOWS FROM FINANCING ACTIVITIES</b>			
Repayment of operating lease		(140,563)	(57,964)
<b>NET CASH USED IN FINANCING ACTIVITIES</b>		<b>(140,563)</b>	<b>(57,964)</b>
<b>NET INCREASE IN CASH AND CASH EQUIVALENTS HELD</b>		<b>(119,374)</b>	<b>(778,974)</b>
<b>CASH AND CASH EQUIVALENTS AT BEGINNING OF YEAR</b>		<b>6,072,774</b>	<b>6,851,748</b>
<b>CASH AND CASH EQUIVALENTS AT END OF THE YEAR</b>	5	<b>5,953,400</b>	<b>6,072,774</b>

# Statement of Changes in Equity

	RETAINED EARNINGS \$	ASSET REVALUATION RESERVE \$	GOVERNMENT EQUITY RESERVE \$	LOIS MCPHERSON BEQUEST \$	TOTAL \$
<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>
Net result for the year	2,511,333	-	-	-	2,511,333
Other comprehensive income	-	-	3,210	-	3,210
Transfers to and from reserves	2,957	-	-	(2,957)	-
<b>BALANCE AT 30 JUNE 2021</b>	<b>15,924,564</b>	<b>720,638</b>	<b>200,223</b>	<b>26,620</b>	<b>16,872,045</b>
Net result for the year	1,450,695	-	-	-	1,450,695
Other comprehensive income	-	-	3,210	-	3,210
Transfers to and from reserves	472	-	-	(472)	-
<b>BALANCE AT 30 JUNE 2022</b>	<b>17,375,731</b>	<b>720,638</b>	<b>203,433</b>	<b>26,148</b>	<b>18,325,950</b>

The accompanying notes form part of these financial accounts.

# Notes to the Financial Statements

## **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.

# Notes to the Financial Statements

## ***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 likelihood 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**

### ***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.



# Notes to the Financial Statements

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

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 related 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.

# Notes to the Financial Statements

## **(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
Leasehold improvements	40 years
Plant and equipment	3-10 years
Motor vehicles	3-8 years
Furniture & Fittings	5-20 years

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.

# Notes to the Financial Statements

## **(g) Employee Benefits**

### *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 2021. 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.



# Notes to the Financial Statements

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

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.

## (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.

# Notes to the Financial Statements

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

As at 30 June 2022, 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.

Standard / Interpretation	Applicable for reporting periods beginning on	Impact on the Annual Statements
AASB 17: Insurance Contracts	Reporting periods on or after 1 January 2023.	Adoption of this standard is not expected to have a material impact
AASB 2020-1: Amendments to Australian Accounting Standards – Classification of Liabilities as Current or Non-Current	Reporting periods on or after 1 January 2022.	Adoption of this standard is not expected to have a material impact
AASB 2020-3: Amendments to Australian Accounting Standards – Annual Improvements 2018-2020 and Other Amendments	Reporting periods on or after 1 January 2022.	Adoption of this standard is not expected to have a material impact
AASB 2021-2: Amendments to Australian Accounting Standards – Disclosure of Accounting Policies and Definitions of Accounting Estimates.	Reporting periods on or after 1 January 2023.	Adoption of this standard is not expected to have a material impact
AASB 2021-5: Amendments to Australian Accounting Standards – Deferred Tax related to Assets and Liabilities arising from a Single Transaction	Reporting periods on or after 1 January 2023.	Adoption of this standard is not expected to have a material impact
AASB 2021-6: Amendments to Australian Accounting Standards – Disclosure of Accounting Policies: Tier 2 and Other Australian Accounting Standards	Reporting periods on or after 1 January 2023.	Adoption of this standard is not expected to have a material impact
AASB 2021-7: Amendments to Australian Accounting Standards – Effective Date of Amendments to AASB 10 and AASB 128 and Editorial Corrections	Reporting periods on or after 1 January 2023.	Adoption of this standard is not expected to have a material impact

# Notes to the Financial Statements

Standard / Interpretation	Summary	Applicable for reporting periods beginning on	Impact on the Annual Statements
<p>AASB 2021-1 Amendments to Australian Accounting Standards – Classification of Liabilities as Current or Non-Current</p>	<p>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.</p> <p>AASB 2021-6 Amendments to Australian Accounting Standards – Classification of Liabilities as Current or Non-current – Deferral of Effective Date was issued in August 2021 and defers the effective date to annual reporting periods beginning on or after 1 January 2023 instead of 1 January 2022, with earlier application permitted.</p>	<p>1 January 2023</p>	<p>The standard is not expected to have a significant impact.</p>

# Notes to the Financial Statements

	2022 \$	2021 \$
<b>Note 2: Operating Activities</b>		
Client Income	748,351	711,761
Government Grants	17,869,634	17,495,372
	<u>18,617,985</u>	<u>18,207,133</u>
<b>Note 3: Non-Operating Activities</b>		
Interest	59,506	75,952
Donations	26,645	11,275
Profit on disposal of plant & equipment	122,267	39,854
Other Income	194,049	210,966
	<u>402,467</u>	<u>338,047</u>
<p>Government Grants are funded as per the NDIA guidelines and the identified service types e.g. Supported Independent Living, Individual &amp; Social Supports, Short Term Accommodation etc.</p>		
<b>Note 4: Depreciation and Amortisation</b>		
Buildings	113,442	109,474
Plant & Equipment	60,689	80,726
Motor Vehicles	197,481	193,234
Furniture and Fittings	13,883	15,948
Right of Use Asset	134,370	52,206
	<u>519,865</u>	<u>451,588</u>
<b>Note 5: Cash and Cash Equivalents</b>		
Cash at Bank	5,951,892	6,071,484
Petty Cash	1,110	890
Debit Cards	398	400
	<u>5,953,400</u>	<u>6,072,774</u>
<b>Note 6: Financial Assets</b>		
Term Deposits > 3 Months Maturity	5,123,296	5,092,694



# Notes to the Financial Statements

	2022 \$	2021 \$
<b>Note 7: Trade and Other Receivables</b>		
Trade Debtors	35,937	129,278
Provision for Impaired Receivables	(2,619)	(7,281)
Sundry Debtors	2,091,330	1,324,399
Bond Receiveable	1,000	1,000
Accrued Interest	11,959	11,887
	<u>2,137,607</u>	<u>1,459,283</u>
<b>Note 8: Other Assets</b>		
Prepayments	121,618	83,094
<b>Note 9: Property, Plant &amp; Equipment</b>		
Land- fair value	1,941,375	1,941,375
Building- fair value	4,537,573	4,247,248
Less Accumulated Depreciation	(313,346)	(203,956)
Less Government Equity (Loyola Avenue)	(190,593)	(193,803)
	<u>5,975,009</u>	<u>5,790,864</u>
Motor Vehicle	1,457,085	1,434,714
Less Accumulated Depreciation	(941,278)	(861,068)
	<u>515,807</u>	<u>573,646</u>
Furniture and Fittings	198,701	198,701
Less Accumulated Depreciation	(156,079)	(142,196)
	<u>42,622</u>	<u>56,505</u>
Plant and Equipment	687,785	687,785
Less Accumulated Depreciation	(594,834)	(534,146)
	<u>92,951</u>	<u>153,639</u>
Leasehold Improvements	21,748	21,748
Less Accumulated Depreciation	(10,594)	(6,543)
	<u>11,154</u>	<u>15,205</u>
Work in Progress	1,347,875	291,471

# Notes to the Financial Statements

	2022 \$	2021 \$
<p>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.</p>		
<b>Note 10: Right of Use Asset</b>		
Leased building	537,205	540,484
Accumulated depreciation	(211,980)	(77,610)
<b>Total Right-of-use assets</b>	<b>325,225</b>	<b>462,874</b>
<b>Movements in carrying amounts:</b>		
<b>Leased buildings:</b>		
Opening Balance	462,874	211,700
Additional leases recognised	-	303,380
Changes in CPI rates	(3,279)	-
Depreciation expense	(134,370)	(52,206)
<b>Net carrying amount</b>	<b>325,225</b>	<b>462,874</b>
<b>Note 11: Trade and Other Payables</b>		
Accounts Payable	217,325	242,185
Accrued Expenses	160,471	100,634
GST/PAYG	128,470	139,139
Credit Cards	17,341	16,943
Income in Advance	29,269	37,995
Rentention Payable	-	20,256
SWCU- Christmas Club	63,690	80,240
	<b>616,566</b>	<b>637,392</b>
<b>Note 12: Employee Benefits</b>		
<i>Current</i>		
Annual Leave	1,041,729	783,191
Long Service Leave	1,243,584	978,085
	<b>2,285,313</b>	<b>1,761,276</b>
<i>Non-Current</i>		
Long Service Leave	75,389	312,254
	<b>2,360,702</b>	<b>2,073,530</b>

# Notes to the Financial Statements

	2022 \$	2021 \$
<b>Note 13: Contingent liabilities</b>		
The incorporated association had no contingent liabilities as at 30 June 2022.		
<b>Note 14: Short Term Lease Commitments</b>		
Short Term Lease Commitments		
- no later than 12 months	1,217	2,362
- between 12 months and five years	-	-
	<u>1,217</u>	<u>2,362</u>
<b>Note 15: Capital Commitments</b>		
Commitment Payments		
- no later than 12 months	4,028,405	85,392
- between 12 months and five years	-	-
	<u>4,028,405</u>	<u>85,392</u>
<b>Note 16: Events after the reporting year</b>		
No matter or circumstance has arisen since 30 June 2022 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.		
<b>Note 17: Reconciliation of cash flows from operating activities</b>		
Net result for year	1,450,695	2,511,333
Non-cash flows in profit		
Depreciation and Amortisation	519,865	451,588
Interest for finance lease	18,106	6,339
Profit/(Loss) on Sale of Fixed Assets	(122,268)	(39,854)
Changes in Assets & Liabilities:		
(Increase)/Decrease in other assets	(38,524)	(44,914)
(Increase)/Decrease in receivables	(678,324)	(354,393)
Increase/(Decrease) in payables	(20,826)	(632,275)
Increase/(Decrease) in employee benefits	287,172	212,018
<b>Net Cash provided by Operating Activities</b>	<u>1,415,896</u>	<u>2,109,842</u>

# Statement by the Board Members

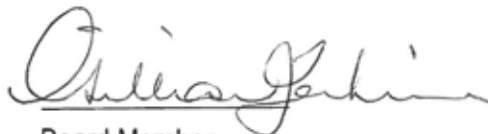
In the opinion of the Board Members the financial report, comprising the Statement of Comprehensive Income, Statement of Financial Position, Statement of Changes in Equity, Statement of Cash Flow and notes to the financial report:

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 2022 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 in Warrnambool this 19<sup>th</sup> day of September 2022



# 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 2022, 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 2022, 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.

# Audit Letter



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*

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

Dated at Warrnambool; 20 September 2022

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