



CLUB
TEEN

Community Living
& Respite Services



Community Living
& Respite Services

41st Annual Report

July 2019 - June 2020

Our vision is community enriched by the inclusion of all, empowering individuals and families to live the life they choose.



OUR VALUES

Respect

We recognise & value individuality

Wellbeing

We encourage healthy lifestyle choices

Flexibility

We provide innovative & responsive services to meet individual needs

Accountability

We are professional, ethical, honest & take responsibility for our actions

AN OVERVIEW

This annual report is a brief overview of the achievements, activities and financial performance of the past 12 months. Every page and story reflects only a small number of the people we support, employ and partner with. It is written to provide an insight to our organisation, for our members, the people we support, our staff, volunteers and the community.

WE ACKNOWLEDGE TRADITIONAL OWNERS

Community Living & Respite Services acknowledges Aboriginal and Torres Strait Islander peoples as the Traditional Owners and Custodians of this country. We pay our respect to them, their cultures and customs, and to Elders both past and present.



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 CLRSINC

Inc. No. A0013878U
NDIS Provider No. 4050003963



President & CEO Report

It is with great pleasure that we present to our members, clients, families, staff and volunteers, the Annual Report for 2019-20.

This year has been the third full year delivering National Disability Insurance Scheme (NDIS) funded services and it is now business as usual for our services and team. Community Living & Respite Services (CLRS) has remained in a healthy financial position and has maintained and further developed strong links within the community.

The 2019-20 financial result reflects our ongoing prudent financial management and the continued growth in services. The results also reflect the continued benefit of the revenue stream from the NDIS for our Specialist Disability Accommodation. This revenue will assist us with the continuation of our Opening Doors Projects, with our next project currently in the early stages of planning.

Construction of the Moama Opening Doors Project is now complete. We are delighted that these homes are enabling a person to move out of Aged Care and other residents to live independently for the first time. In the past year land has been purchased at 32 Barry St, Echuca for the 4th Opening Doors Project. We are excited to explore the opportunities it will bring.



Above: Board Members, Senior Managers and Opening Doors Ambassadors at 32 Barry Street Echuca

BOARD LEADERSHIP

Over the past year we welcomed Peter Hyden to the CLRS Board. Peter has replaced Cliff Downey, who retired as a Board member in 2019. Peter's lived experience of disability is a valued skill for the Board. During the year Anthony Farrant gave notice to the Board, and in February 2020 formally retired. Anthony made a significant contribution to the Board over a period of four years and we thank him sincerely for this.



Above: President Brendan Hogan & CEO Leah Taaffe

HIGHLIGHTS

The demand for direct support and Supported Independent Living (SIL), formerly known as Supported Accommodation, have continued to increase during the past year. As a result additional accommodation has been established to support some of our clients to live independently.

Our Customised Employment program has been a great success and is providing tailored support to our clients to identify and access both paid and volunteer opportunities in our community.

With continued growth in supports being delivered our team has again expanded. We now have 218 staff employed by CLRS and are continuing to actively recruit.

Despite our social enterprises having been most impacted by COVID-19, Recyclability and the Murray River Tea Rooms continue to grow and increase their customer numbers.



Above: Bree Gilmour and Peter Gilmour with Kim Boland, 2019 recipient of the Cletus Gilmour Fundraising Award.

PILLARS OF SUCCESS

Our clients, who make it possible for us to deliver the many services and programs we have on offer, continue to drive CLRS to continually improve and create new opportunities. Our partnership with our clients and families is the most important pillar in our success. Because of this partnership, CLRS is able to support our clients and their families to continue to make a valued contribution to our community through their involvement in Recyclability, the Murray River Tea Rooms and Johnno's Run.

CLRS continues to have a healthy staff culture, evidenced by strong employee engagement. Our staff demonstrate loyalty and commitment to CLRS goals and are motivated to contribute to organisational success. Our staff response to the COVID-19 pandemic has also been incredible. Everyone has accepted the restrictions and the addition of extra requirements to their daily practice and has positively supported our clients to do the same. They also continue to support our Social Enterprises, volunteer at events, attend CLRS fundraising events and participate in our Work Place Giving program to help build homes for people with disability.

Our strong relationships with local, state and federal government bodies, local and community groups and disability support organisations are an integral part of our success. We also value our partnerships with the community and corporate sector. This support enables us to have greater reach and impact in the provision of vital services for our clients and their families.



Above: Hon Sussan Ley MP, Glenn Rogers, Kellie MacIntosh & Tayla Molluso

LOOKING FORWARD

The 2018 – 2020 Strategic Plan focussed on creating new opportunities, strengthening relationships and partnerships and planning for and managing growth. In the coming year the Board will set the Strategic Plan for the next period and are looking forward to building on the work that has been achieved over the last 41 years.

COVID-19 has had a significant impact on our clients, families, staff and organisation. The challenges it has created for our organisation have been many and varied, from sourcing personal protective equipment (PPE) to ensuring we could get staff across the border to our clients. The opportunities it has enabled have also been many and varied, from learning how to use technology to our advantage, to establishing new ways of working that we had not considered before. The way in which clients and staff have worked together to meet these challenges and opportunities has been extraordinary.

As a Board we will continue to respond to the opportunities and challenges ahead with the same positive attitude, committed to providing the governance needed to ensure CLRS remains sustainable, effective and focussed on our vision of an inclusive community.

During this year we farewelled Suzanna Barry. Suzanna was with CLRS for 20 years and CEO for 10 of those years. During her tenure she oversaw significant growth in the number of people we have been able to support and the ways in which we support them. There is an article in this report detailing some of her great work and leadership. On behalf of the Board I would like to take this opportunity to thank Suzanna for her hard work and dedication and wish her all the best in her future.

As a result of Suzanna leaving us we have welcomed Leah Taaffe to the role of CEO. Leah comes to the role with a strong commitment to ensuring our clients receive the best service possible from our organisation.

The Board have enjoyed working with Leah in the second half of the year and are looking forward to what the future holds for our clients and CLRS under her stewardship.

We thank our Board members and senior managers for their leadership, and thank our valued staff, volunteers and ambassadors for their continued commitment and dedication to meeting the needs of people with disability in our community empowering them and their families to live the life they choose.

Brendan Hogan
President

Leah Taaffe
CEO

David's Story

David has been supported by Community Living & Respite Services for 30 years, living in supported accommodation. He originally lived with three ladies and later he moved into a house with four men. He is now living on his own with staff supporting him 24 hours a day, seven days a week, in Moama.

Living on his own has been a long term goal for David. He is enjoying learning to cook his own meals and doing all of his house work. He is also enjoying choosing his own shopping and is now shopping online which has been a valuable skill to learn, especially with COVID-19 being a risk. David also loves gardening and spends hours in summer out watering. Recently David bought a fish tank and is learning to care for fish. He is already talking about a bigger fish tank and researching how to care for cold water fish.

David has access to a swimming pool within his unit complex and enjoys being in the pool each day when the weather is warm. He has made friends with the other people who live in the complex and enjoys being social.

David is a very keen Collingwood Magpies supporter. During the normal AFL season (pre COVID-19) David would regularly travel to Melbourne to watch the Magpies play as well as go to the Zoo and Aquarium. He is looking forward to being able to do these things again next year.

David has two sisters, Rhonda & Noelene, who both live in other states. David was able to enjoy a visit to Rhonda in Queensland in 2018 and Noelene visited this year in early March from Perth.

David attends Recyclability on Mondays and Thursdays. He enjoys helping with pamphlets, from rolling them up to going out with everyone to deliver them into people's letter boxes.



Above: A proud Magpie man



Above: David rolling pamphlets

On Thursdays David sorts through the Op Shop donations and, at Bilkey Court David enjoys talking to everyone and refurbishing furniture.

David is enjoying his new life, has taken control and has chosen his staff. He is a self-reported HAPPY MAGPIE MAN. David said, "The best part of living on my own means I can do what I want, when I want and I have the support that I need."



Above: David feeding his fish

Debbie's Story

Deb Dunlop is loving her life at the moment. It is a different life than she imagined, but she is making it work for her.

In 2018, Deb found herself living in an Aged Care Facility far from home after an accident changed her life forever. Deb knew living in an Aged Care Facility wasn't for her. The routine and strict guidelines are important for some but for a woman in her prime, Deb needed more. After searching in the Geelong area where she was living, Deb came up short of the ideal home for her. Nothing was quite the right fit. She had previously had conversations with the former CEO of Community Living & Respite Services, Suzanna Barry, about some options back home in Echuca Moama, but at the time she wasn't quite ready to make the move.

As it sometimes seems to happen, the right things happen at the right time and an independent living unit became vacant in her hometown, right when she was ready to make the move. "It's a challenging process, moving out on your own. It's a bit like starting all over again", Deb said. "Now I needed people and I had to work out what I needed and when."

Deb had the support of friends and family throughout this process and it was important for her that she find the right professionals to help as well.

Deb is now one year into living independently; "It means so much to me, it means I have my own freedom." Deb explained, "I can come and go and live my own life." When we asked Deb what advice she would have for someone else in her situation looking to make the move to living independently, Deb said, "Do it, if you are lucky enough to have the chance, take it." Deb went on to explain, "It's scary and that's ok, just make sure you have the support around you", she laughed as she explained further, "I'm loving it now, I come and go, no curfew, it's me, I make the rules."

It hasn't all been smooth sailing, there have been lots of challenges but Deb told us, "you take the small wins and you set your sights on your next goal."

Deb has her sights on some big goals coming up but after seeing how determined Deb is, she will achieve it all, one small win at a time.



Above: Weight training



Above: Deb out in the garden



Left: Laundry day



Right: Deb signing her lease

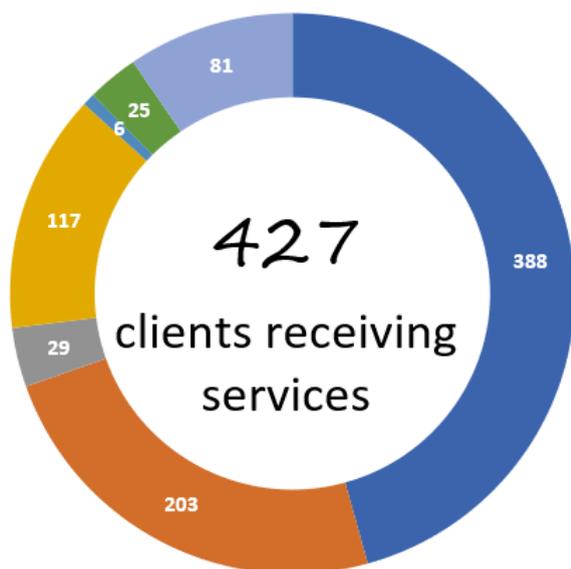
Our Services - A Snap Shot

NATIONAL DISABILITY INSURANCE SCHEME SERVICES (NDIS)

- Support Coordination
- Supported Independent Living
- Recyclability Social Enterprise
- Murray River Tea Rooms
- Club Teen Outside School Hours & Holiday Programs
- Community Activities & Social Groups
- Independent Living Programs
- Short Term Accommodation Assistance (Facility Based Respite)
- In Home Support & Attendant Care
- Customised Employment

OTHER SERVICES

- Residential Out Of Home Care Provider (Children with disability)
- Aged Care In Home Support
- TAC Provider
- Veterans' Affairs Provider
- Support Groups
- Department of Health & Human Services (VIC) Registered Provider



- Community / In Home Supports
- Support Coordination
- Shared Support Accommodation
- Community Activities / Social Enterprises
- Out of Home Care
- Short Term Accommodation
- Aged Care

Note: Some clients access multiple services

Payroll Summary	2019 - 2020	2018 - 2019	Change
Direct Support hours worked	263,591	222,194	19%
Home Care hours worked	5,974	6,815	-12%
Sleepover nights worked	4,264	4,088	4%
Active sleepovers worked	109	104	5%
Public Holiday hours worked	4,342	3,749	16%
Annual Leave hours taken	12,740	12,628	1%
Long Service Leave hours taken	2,280	2,479	-8%

Noel's Story

Noel McKenner is a 57-year-old man who loves driving, working with kids, and spending time with his family. Noel is also a person with disability, who feels lucky to be a client with CLRS and, in particular, Brittany Somerfield (Senior Support Coordinator). Noel says that, with Brittany, "There's no hassles" and that she "just makes it convenient and takes away a lot of the stress."

Noel is a quadriplegic, who uses an automatic wheelchair for mobility. Prior to the rollout of the NDIS, Noel had very limited funding and wasn't able to utilise CLRS services. He says that, "I had the same wheelchair for over 20 years and was forced to clean and reuse equipment that should be thrown out." Skip to now, and Noel is receiving a much more suitable budget of funding - which is largely due to the efforts of Brittany. Noel says, "Brittany helps make sense of knowing where to access supports and funding." And that's exactly what her role with CLRS is. As a Support Coordinator, Brittany's main role is to implement supports and find options for support providers. She says that, "Every single plan is different and it's about making it fit. If it doesn't, it's about supporting a plan review."

Brittany believes it is all about giving people options and advice - then allowing and empowering them to make their own choice.

Noel's most recent NDIS success is a new car. For Noel, "Driving is really important!" "The dream has been to get a car I can just drive in, press the button and off we go." Brittany has assisted Noel with the things he needed to do, in order to plan and receive funding for a new modified vehicle. Noel says, "we are just waiting for some switches from New Zealand and then I can go and get it fitted to me and my wheelchair".

The NDIS can certainly be a stressful and confusing system to navigate, however Brittany and the rest of the CLRS team are here "to take the pressure off" and Noel believes they have done just that for him.



Above: Noel McKenner with Senior Support Coordinator Brittany Somerfield

Haylee's Story

Haylee Cunningham was shy and quiet when she first started attending CLRS Community Activities program back in 2017. Prior to moving to the area she had very little opportunity for social interaction with others, so attending group based programs was a big step for her.

Taking a gradual approach, Haylee started out one day a week attending the healthy cooking and healthy exercise program. As part of the healthy cooking program Haylee has gained new skills around the whole process of preparing a meal including choosing a recipe, planning out shopping lists, budgeting, safe food handling and kitchen practices.

Haylee also had the opportunity to gain valuable workplace experience working alongside the staff at the Echuca Workers and Services Club doing kitchen prep for the bistro and café.

With an increase in confidence Haylee decided to take on another day of activities, volunteering with Recyclability to assist with the Stuff Sales at the shed in Bilkey Court. Prior to COVID-19, once a week the storage shed was opening up to the public to enable the purchase of larger items that have been donated through the kerbside collection, drop offs and donation bins.

Haylee has become an invaluable member of the team serving customers and processing transactions through the EFTPOS machine.

Haylee's Mum Sue, says that the relationships/friendships that Haylee has developed through being a part of the programs has given her the confidence to interact with others.

Haylee also enjoys helping out at family meal time now and cooking with her Mum.



Left: Haylee at the Echuca Workers

Right: Haylee using the EFTPOS machine

A Supportive Community



Above: Blake Pitson and John Merritt from Echuca Toyota with CLRS CEO Leah Taaffe

We appreciate the generous support provided by individual donors, trusts and foundations, our corporate partners and community groups. CLRS also has 93 dedicated staff who contribute to Community Living & Respite Services through our workplace-giving program. Thank you to all our supporters who have volunteered at events, sold raffle tickets and assisted with Recyclability, the Murray River Tea Rooms, Club Teen and administration.

TRUSTS AND FOUNDATIONS

- Elsie Murray Trust
- Roy Ogden Foundation
- State Trustees Australia Foundation



Above: Mathoura Bowling Club Tour of Maiden Street

CLUB GRANTS

- Moama Bowling Club
- Moama RSL
- Rich River Golf Club

GOVERNMENT

- Department of Education and Training
- Department of Health and Human Services
- Commonwealth Department of Social Services

JOHNNO'S RUN

Participants, sponsors and donors

WORKPLACE GIVING PROGRAM

93 CLRS staff members

MAJOR DONORS

- Barker, R & N
- Echuca Toyota
- Gough, S & S
- Echuca Metaland
- L'Huillier, K
- Mathoura Bowling Club
- Silverwood, K

Community Living & Respite Services Inc acknowledges the support of the Victorian Government.



Above: 2020 Annual Fundraising Dinner Major Sponsors

Farewell Suzanna Barry

CEO 2009 - 2019

In 1997 Suzanna Barry joined the Board of Community Living & Respite Services. Fran Galvin, Life Member, had met Suzanna who was working as the Assistant Manager of Murray River Training at the time and was impressed with this young woman. Fran encouraged Suzanna to become involved in the organisation and from this a long and wonderful relationship began.

In 1999 Suzanna stepped down from the Board and began working in a part time role. When Meaghan Broom took maternity leave in 2002, Suzanna moved into the role of Services Manager. When Meaghan returned from maternity leave in late 2002 she and Suzanna shared the role until the Board determined that a Chief Executive Officer (CEO) was required in 2009. It was at this point that Suzanna was appointed as the CEO where she remained until her resignation in November 2019.

During her tenure as CEO, Suzanna was awarded two scholarships, the Chief Executive Women scholarship which enabled her to complete the Australian Institute of Company Directors Course and in 2015 an Australian Scholarships Foundation which led to the completion of her Masters of Business Administration.

In the ten years Suzanna led the organisation, it grew from supporting 300 clients with a revenue of \$4.6 million to supporting 575 clients with a revenue of \$13.2million. The number of services and the different types of support available grew and the opportunities to provide new and innovative supports were always embraced. The services now available in our community as a result of the work that Suzanna has done alongside the great team of staff at CLRS has meant that our small community has access to a large variety of supports.

Suzanna's motivation was always to ensure that she was delivering on the CLRS vision of a community enriched by the inclusion of all, empowering individuals and families to live the life they choose. The legacy of her work will be felt for many years in our community and is deeply appreciated by everyone involved at CLRS.

We wish Suzanna all the best for her future.



Above: Suzanna Barry with Life Member, Ann Bennett



Above: 2010 Office Staff



Above: Suzanna Barry, Brady 'Johnno' Johnson & Brady Threlfall

Our Team

The Community Living & Respite Services volunteer Board of nine includes the President, Vice President, Treasurer, Secretary and five other Board Members. The Board provides governance and approves the strategic direction of the organisation. The Board works with senior management to ensure the delivery of high quality services. The President and CEO report on pages 2 and 3 provides information on this year's activities and accomplishments.

President - Brendan Hogan

Appointed 2012
 BBus (Accounting), CA
 Member of Institute of Chartered Accountants Australia & New Zealand
 MAICD
 Director, Lockwood Partners
 Chair of CLRS Governance Committee



Andrew Cowin

Appointed 2016
 GradDip Planning & Design (Urban Planning)
 BAppSc (Geol)
 Corporate Strategy Manager – Campaspe Shire Council
 Member of CLRS Governance Committee



Vice President - Wayne Jenkin

Appointed 2016
 Branch Manager, Bendigo Bank - Echuca
 Chair of Audit & Risk Committee – Shire of Campaspe
 Member of CLRS Audit & Risk Committee



Michelle Allan

Appointed 2018
 BA (Hons) LLB
 Senior Associate – Dawes & Vary Riordan
 Law Institute of Victoria Member



Treasurer - Erin Langman

Appointed 2016
 General Manager, Echuca Workers
 AdvDip Hospitality Management
 Active Certified Club Manager, Club Managers Association of Australia
 Chair of CLRS Audit & Risk Committee



Peter Hyden

Appointed 2019
 Retired
 30 years in Agribusiness



Secretary - Leanne Cuffe

Appointed 2013
 BCA
 Member of CLRS Audit & Risk Committee



Dr. Claire Goodman

Appointed 2017
 MBBS
 Fellow of the Royal Australian College of General Practice
 DRANZCOG (Advanced)
 Registered with AHPRA (Australian Health Practitioners Regulatory Authority)
 Director - Echuca Moama Family Medical Practice
 Managers Association of Australia



Anthony Farrant

Appointed October 2016
 Director Provide Insurance
 Ambassador Opening Doors Project



Vale Ken Pearson

1924 - 2019



L:R - Margaret, Tim & Ken Pearson at Mitchell Street

Life Member Ken Pearson was a founding Board member and past President of Community Living & Respite Services (CLRS). Ken played an integral role in laying foundations for the delivery of services to people with disability in our community.

In his President's report for the 1979/1980 year Ken wrote, "The future, hopefully, will see other Group Homes and possibly houses where our more capable adults will

be able to live with only limited supervision. With the support and interest of the Community, I am sure that the lives of our people will continue to be enriched."

Ken Pearson was a dedicated family man and was incredibly supportive of other families. Both he and his wife Margaret worked tirelessly to support other families and to ensure housing was top of the agenda for the Victorian Department of Human Services.

As a result of the work that Ken did, CLRS now provide support in 14 homes across Echuca and Moama for people with disability and our community has delivered incredible support to enable these services to continue to grow.

All of us continuing in his footsteps at CLRS, hope that he and his family are proud of what has been built upon those very solid foundations he laid more than 40 years ago.

LIFE MEMBERS

Mr Jack Squire

Mrs Glennys Kennedy

Mrs Ann Bennett

Mr Noel Maughan OAM

Mrs Fran Galvin OAM

Mrs Jan Rankin

PATRON

Vale John Kennedy Snr

1928 - 2020

John's involvement with CLRS began in 2007, when he & his wife, Dulcie, aided our organisation at very short notice. John's "flexibility", (one of CLRS core values), and willingness to come to Echuca to support an organisation he knew very little about, certainly made our first Annual Fundraising Dinner a most memorable occasion. John spoke passionately about services like ours and powerfully related his own personal experience as the father of a son with disability.

John has attended five of the fourteen Annual Fundraising Dinners, and attended many of the Greek Fundraising Luncheons held in Melbourne, which was a little closer to home.

In the 1975 VFL Grand Final, his exhortation to the Hawthorn Football Club players at half time was: "At least DO SOMETHING! DO! Don't think, don't hope, do! At least you can come off and say 'I did this, I shepherded, I played on. At least I did something.'"

This mantra of "At least DO SOMETHING!" is and will remain an inspiration to many people to get involved

and help make a difference in the lives of people with disability.

John sadly passed away in June 2020. We are honoured to have had John as our Patron of Community Living & Respite Services.



Above: John Kennedy Snr, Brady Johnson, Dulcie Kennedy & Suzanna Barry at 5 Minor Street official opening.

Introducing Leah Taaffe



Community Living & Respite Services welcomed Leah Taaffe as our new Chief Executive Officer in late January 2020.

Leah grew up in Ireland in a small village and her family were always involved in community life. Gaelic football and volunteering for many local organisations were a big part of her daily life. She holds a BA (Hons) Applied Social Studies, and has successfully completed the Company Directors Course through the Australian Institute of Company Directors (AICD).

Leah moved to Echuca from Sligo, Ireland in June 2012 and immediately loved the similar sense of a warm and friendly community she had left behind. Prior to leaving Ireland, Leah had been working in disability services with RehabCare, providing direct support and working as a Team Leader of Supported Accommodation. Once her two children were settled into school, Leah was keen to start working as a way to get embedded into her new community so she applied for a position with CLRS.

Leah was appointed into the role of Family Services Team Leader in August 2012 where she oversaw the delivery of Intake and Planning Support, Out of Home Care, Individual Supports and the development of the Community Activities Program. Leah left CLRS in May 2014 and moved to the role of CEO at Kyabram Community & Learning Centre (KCLC). Leah spent two years in Kyabram where she managed significant change as a result of a changed funding model for Registered Training Organisations. Leah loved the community and the work in Kyabram and it reinforced her commitment

to supporting people to have access to the supports they need in their community.

Leah returned to work with CLRS as Service Development Manager in April 2016. In this role Leah supported our clients, staff and the organisation to manage the transition to the National Disability Insurance Scheme (NDIS). While doing this Leah has had the opportunity to meet with many of our clients so her face might be familiar to some of you. As a part of this role she has also been responsible for ensuring the organisation meets all of our compliance requirements and has managed all feedback that comes to the organisation.

Being involved in community groups and organisations is a passion for Leah. Since moving to Echuca, she has volunteered with the Echuca Basketball Association, Echuca Football Club and Echuca Kennel Club. Leah is currently a member of the steering committee of the One & All Inclusion Project, the Board of Murray Business Network and the Stewardship Council at St Joseph's College.

Leah is honoured to be taking over from Suzanna as CEO. She says, "They are big shoes to fill!" Leah, however, has learned a lot from her in the six years they have worked together. Leah has a very strong commitment to ensuring that people with disability are the focus of the work we do as an organisation. She is excited to be the leader of such a wonderful team of staff who are committed to the vision of the organisation and to delivering the outcomes our clients are seeking.

We look forward to working with Leah into the future.

Senior Managers

The Community Living & Respite Services Senior Management Team consists of six people who work collaboratively with staff to ensure effective, high quality support and positive outcomes for clients and their families. A major focus of the past twelve months has been improving our systems and processes as we continue to grow our work within the National Disability Insurance Scheme (NDIS) and recruitment of additional staff to meet increased demand for services.

Anna de Vrieze

HR Manager

Commenced: June 2015

BBus (HR/Marketing)

Cert IV Investigations

MBA (Currently studying)

Experience: Community Service/
Local Government/Corporate

Highlight of role: "There are so many; the combination of everyone's efforts, particularly our staffs hard work and dedication to assist our clients to achieve their goals."



Kylie Bruns

Finance Manager

Commenced: June 2007

Experience: 31 years in finance/
management roles

Highlight of role: "The biggest highlight would be the work the finance team has completed in reducing the 90 plus days aged balances by \$500,000 since December 2019".



Rosemary Hermans

Services Manager: Residential

Commenced: October 2001

AdvDip Disability

DipBus

Experience: Mental Health and Intellectual Disability at Aradale Mental Hospital. Aged Care and 28 years of Disability Support

Highlight of role: "Knowing that we are making a difference for our clients and that I have contact from many of the young people that went through our services that make contact with me or call in to say "Hi do you remember me" and I remember every single one".



Lauren Davy

Services Manager: Community

Commenced: June 2012

Diploma of Community Services and Business Management

Experience: Quality & HACCP systems implementation, Training systems development, Daily Living Team Leader, Services Manager

Highlight of role: "The highlight of my role has been having the opportunity to be involved in developing great services and meeting so many fantastic people in my community".



Rod Cairns

IT Manager

Commenced: February 2017

BTheol

Graduate Diploma Computing

Cert IV Government Investigations

Experience: 15 years Minister of Religion/Chaplaincy; 20 years IT

Engineer/Consulting/Systems Admin & Support

Highlight of role: "One of the best things about my role is that I get to work with every part of the CLRS organisation and provide support to help all our staff make best use of our IT systems".



David Wilson

Services Manager

Commenced: August 2018 - June 2020

BEng (Mech)

Experience: Engineering/Maintenance

Highlight of role: "Coming from a completely different industry the highlight for me has been getting to know clients."



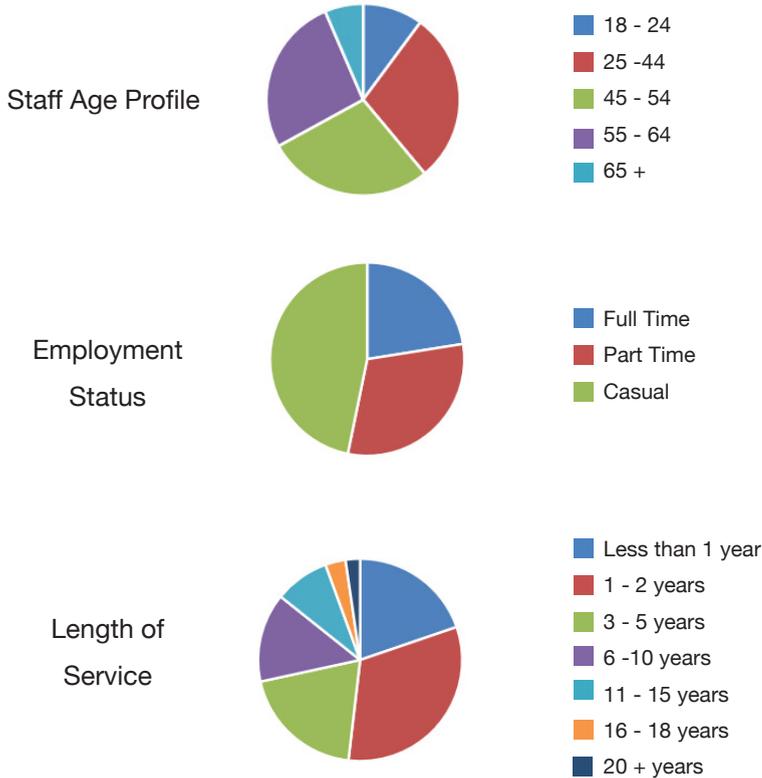
Respect

Wellbeing

Flexibility

Accountability

Staff Facts 2019 - 2020



 **218** staff employed at 30 June 2020

- 48%** Staff with over 3 years service
- 28%** Staff with over 6 years service
- 5 Years** Average Length of service
- 10%** Staff under 25 years of age
- 61%** Staff over 45 years of age
- 26%** Staff between 55 - 64 years of age
- 80%** Female Staff
- 73%** Direct Care
- 53%** Full Time / Part Time
- 49** Median age

Supportive Environment

CLRS is committed to providing a friendly and supportive environment for staff to grow and develop. We continue to participate and support community events such as R U OK? Day, Mental Health Month and International Women's Day.

CLRS is a strong supporter of local programs that assist young people in learning essential life skills enabling them to enter the workforce with confidence. Participating in Echuca Moama Beacon mock interviews, business breakfasts and careers expo's always a highlight for the

CLRS team. CLRS supports programs such as Vocational Education and Training (VET), which allow students to build workplace skills and technical knowledge to help them advance their career. CLRS HR Manager, Anna de Vrieze presented the Community Services Industry Award at the annual VET in Schools Excellence Awards, celebrating outstanding achievements of Vocational Education & Training students within our regional schools.



Above: RU Okay Day



Above: Yoga with Ally Connelly



Above: HR Manager Anna de Vrieze & award winner Billie Logie

Staff Profiles



RYAN TODD

Ryan commenced employment with CLRS as a Direct Support Professional in 2015 after working as an Integration Aide for eight years at Kyabram P-12 College. As a DSP Ryan supported clients in the community, residential and Out of Home Care. In 2016, Ryan spent some time in the office completing administration tasks before eventually transitioning to Team Leader. Ryan enjoys the supportive team environment and seeing clients achieve their goals, no matter how big or small. In Ryan's words, "Getting to see all the time and hard work they put in along the way, and getting to play a small role in all of this is just so rewarding." Ryan is currently studying a Diploma in Community Services to develop his skills and knowledge further.



JACKIE MCCANN

Jackie McCann joined the CLRS team as a Direct Support Professional (DSP) after working in the field for over 20 years. Jackie was first drawn to working in disability after a friend suggested it to her, and she has never looked back since. Jackie is passionate about supporting clients to achieve their goals and loves seeing the joy on their face. Jackie values the focus CLRS place on people – the clients and staff, and the supportive environment. Jackie has seen a lot of change over the years and continues to learn something new every day.



LIZ ROWSELL

Liz joined CLRS in 2015 as a volunteer when Recyclability started. Liz helped at Stuff Sales and the Number 4 Op Shop once a month. In January 2017, Liz started casual administration work with CLRS before moving into the Volunteer Coordinator/Administration Support role. Liz's role includes coordinating the volunteer program, Johnno's Run and other events, as well as general administration, including reception. Liz continues to make a valuable contribution to the Op Shop, volunteering once a month on a Saturday. Liz enjoys the work environment of CLRS and the feeling that in some way, she is helping others.



BIJU VARGHESE

Biju Varghese moved to Australia from India in early 2019. Prior to moving to Australia Biju had worked as a Quality Control Inspector/Supervisor/Internal Auditor in the Oil & Gas Industry for over 20 years. Biju's passion for social justice and community service led him to enrol in Certificate IV Disability and shortly after join CLRS in June 2019 as a Direct Support Professional (DSP). Biju is currently pursuing a Diploma in Community Services to further enhance his knowledge and to continue to make a difference in people's lives.



L:R - Opening Doors Ambassadors Peter & Johanna Nesbitt with CEO Leah Taaffe



Upcycling Team

L:R - Sandra Carey, Leanne Glenn, Ryan Griffiths, Tanya Fleming, Jaymee-Leigh Upton, Bev Kennaugh



L:R - Donald Dorman, Jacq Campbell, Glenn Rogers, Di Chapman & Barb Sands



L:R - Sheryl Campbell, Dave Callanan and Vicki Crowe at the 14th Annual Fundraising Dinner



L:R - Sandra Biggs, Lauren & Prue O'Dea



Johnno's Run Launch

L:R - Brady Johnson, Opening Doors Ambassador Brett Sands, Lauren O'Dea & Liz Rowsell



Annie Pinson proudly displaying the Collaborate range

Our Dedicated Volunteers

Community Living & Respite Services appreciates the valuable contribution made by all volunteers over the past twelve months (this includes staff, clients, students, family and friends).

We have 44 community volunteers, 41 supported volunteers, 33 staff volunteers, 9 Board members and 15 Ambassadors regularly assisting in various roles throughout the organisation.

Some of the ways we celebrate the support given by our volunteers each year is through; National Volunteer Week, social media and at the Staff and Volunteers Christmas Lunch.

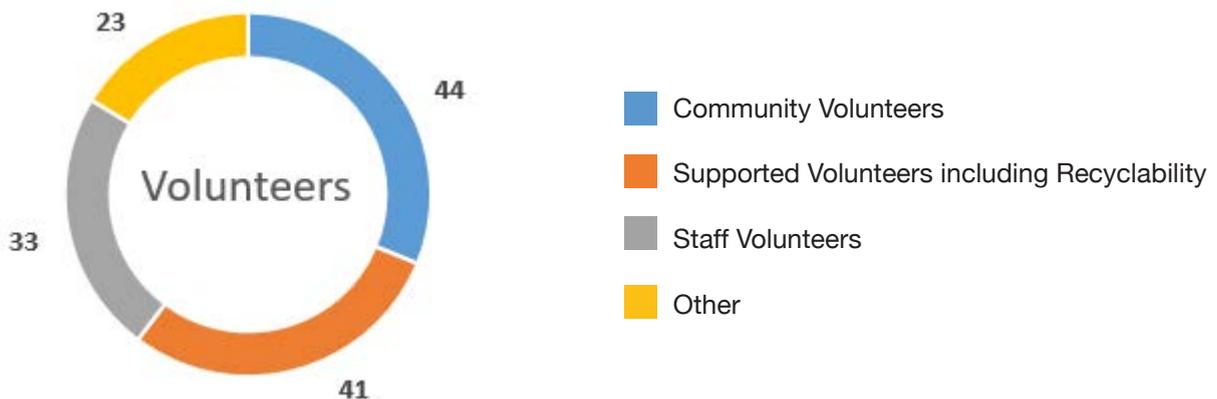
CLRS is a member of the Campaspe Primary Care Partnership Vibrant Volunteers Network who provide a support and wellbeing day in May to coincide with National Volunteer Week and in December on International Volunteer Day for all volunteers throughout the Campaspe Murray region.

We thank our volunteers for adapting to the changes that have taken place this year and continuing to support CLRS through this time.

If you are interested in volunteering or would like to know more, contact Volunteer Coordinator, Liz Rowsell on 03 5480 2388 or read more on our website <https://clrs.org.au/job/volunteer/>

Volunteer roles include:

- Assisting with Club Teen transport to enable children from the Kyabram area to attend holiday programs in Echuca.
- Retail assistance in the Op Shop at 4 Percy Street Echuca
- Hospitality, retail, maintenance and administrative support at the Murray River Tea Rooms
- Office administration support
- Support with fundraising activities and events
- Various aspects of the Recyclability Social Enterprise including Upcycling
- Next Chapter Book Club
- Fundraising Committee
- Ambassadors for the Opening Doors Project
- Board Members



Community Engagement

Many of our staff are active volunteers in a whole range of community groups including Crossenvale Community House, Park Run, Aged Care Services, Football and Sporting Clubs, Murray Business Network, Sweat vs Steam, School Committees and Echuca Regional Health.

- 16 Days of Activism Against Gender-Based Violence
- ANZAC Day Memorial Service
- Echuca Moama Triathlon Club Multi-Sports Weekend (Wharf to Winery Swim)
- NAIDOC Week
- Riverboats Music Festival
- White Ribbon Walk
- Youth Week

Meet Di Chapman

ONE OF OUR VALUED VOLUNTEERS

Di and her husband David relocated to Moama in 2017 from Red Hill as they had always loved visiting the region and river. Their new neighbour told Di about the Murray River Tea Rooms and that she would be a great fit as a volunteer with her customer service and hospitality skills, working in aged care and young adults with disability. It was also a great opportunity to meet new people and give back to the community.

Di and David love to travel and twice a year they go to northern NSW to manage the tourism side of things at Trilby Station, while the managers themselves go on leave. They have been doing this for the past 12 years and love the remoteness of the area. Di also has a love of cooking, walking and camping and has a daughter in Cairns and son in Melbourne.

Before COVID-19, Di was volunteering each Friday morning and every Moama Market Day and occasionally to help fill in when required. Di missed the interaction

with clients, staff and customers during the 10-week closure of the Tea Rooms and since re-opening, has returned to volunteer every third Saturday.

Pop in on a Saturday and see Di at the Tea Rooms!



Above: Barb Sands & Di Chapman

A Decade of Volunteering

KATHY KOSTOGLOU

Kathy joined the CLRS fundraising Committee in 2009, and assisted to organise the fourth Annual Fundraising Dinner in 2010. Following this event Kathy wanted to further contribute and suggested that an event could be held in Melbourne that would tap into a different group of supporters – mainly her family and friends. In late 2010 the first of six Greek Luncheons were held. Anyone that attended would confirm that they were vibrant events, with great food, Greek music, lively entertainment and a competitive auction. Overall, the six events raised \$124,520 for CLRS Opening Doors Projects. Both Kathy and husband Con contributed an enormous amount of personal hours and energy to the Greek Luncheons, along with very generous financial support. In addition, they have been very significant sponsors of the Annual Fundraising Dinner.

In February 2016, Kathy was appointed an Opening Doors Ambassador. Kathy advocates for the organisation and importantly shares with the community the services that CLRS provides. She is proactive in providing information about services to her customers and the community, so that those that need support are informed about the availability of services.

Kathy has now been on the fundraising committee for 10 years – and during this time has been a passionate and

dedicated supporter of CLRS. Kathy regularly assists with raffles and events including the annual Johnno's Run launch, Riverboats Music Festival and never misses an opportunity to discuss with a potential supporter how they could also get involved.

Congratulations and thank you Kathy on an outstanding contribution to Community Living & Respite Services over the past 10 years.



L:R - President Brendan Hogan, Kathy & Con Kostoglou and CEO Suzanna Barry.

Customised Employment

During 2019 Community Living & Respite Services identified that there was an opportunity to do some more work in supporting people with disability into open employment. Sandra Carey identified Customised Employment as a framework to use to deliver on this opportunity.

CLRS registered as a School Leaver Employment Support (SLES) provider in 2018; however, there was no structured program in place to deliver the outcomes required by this funding stream. While seeking the appropriate training to enable staff to deliver a SLES program, it was identified that Customised Employment utilises the same principles as SLES and is available for non-school leavers and mature aged people. While both SLES and Customised Employment are both funded differently the principles, skills and framework for the staff remain the same.

The term “Customised Employment” originated from the USA during a series of discussions within the Clinton administration’s then Committee for People with Disabilities. This later became known as the Office of Disability Employment Policy (ODE). In 2001, ODE funded its first grants to validate Customised Employment as an effective workplace practice for employing people with a disability previously perceived as not employable.

The model was successfully adopted in Western Australia in 2016 and has since been adopted as a

national model by the NDS, a Disability Service Provider peak body. Customised Employment has five phases, which should take approximately 200 hours of support to deliver. These phases are:

- Discovery
- Employer Engagement
- Role Negotiation
- On the job support
- Ongoing support

In August and October 2019 CLRS engaged Gaelen Williams, NDS Coordinator, “*Customised Employment Projects*” and Renae Hartmann, “*YourWay Business Consulting*” to complete training in the Customised Employment Framework and in delivering Microenterprises. This training was attended by a mix of family members of clients, direct support staff, team leaders and staff from Kirinari in Albury/Wodonga.

Using the Customised Employment framework, we have been supporting a number of people. This has been a positive experience for participants engaging in the program. We are excited about continuing to build this new program area and discovering many new employment opportunities within our community.



Above: Customised Employment Training



Above: CEO of Murray Darling Association, Emma Bradbury with Connor Pettigrove



Above: Melissa Clark at Worklocker

COVID-19 Response

In December 2019, reported cases of a viral pneumonia caused by a previously unknown pathogen emerged. The pathogen was identified as a novel (new) coronavirus. The official name for the disease caused by this virus is coronavirus disease 2019 (COVID-19). Currently, there is no vaccine and no antivirals available for COVID-19.

On Friday 13th March, Daniel Andrews (Victorian Premier), announced a State of Emergency in response to this new virus. On the 16th March, Leah Taafe, our new CEO enacted the CLRS IT, Disaster & Business Continuity Plan and our Emergency Planning Committee was set up. This committee has met regularly since the State of Emergency was enacted and will continue to meet regularly until the State of Emergency is completed.

We worked on identifying our clients and staff who fit into the high-risk categories, what support might be required for access to basic supplies and food and how we would work with clients who might need to access services for the first time. All non-essential meetings were cancelled or moved to a virtual setting, a webpage was created on our website (<https://clrs.org.au/covid-19/>) so we could keep our clients informed and we paused some projects we were working on so we could concentrate on finding and allocating the PPE we now needed. We developed and implemented procedures for the response, support and management required of suspected and confirmed cases of COVID-19 in both clients and staff. We also developed plans to ensure our clients and staff were receiving regular updates from our CEO and HR Manager as we dealt with the pandemic.

CLRS delivers supports to 427 clients and in the initial stages of the State of Emergency clients reduced their supports by an average of two hours per fortnight but this returned to normal levels as soon as restrictions were eased in late May.

As soon as the State of Emergency was announced, the decision was made to restrict the number of places our staff were working. It was clear that people living in our supported accommodation, and receiving support from us, were at high risk of contracting the virus from any one of a number of staff who were providing their supports. We worked hard to set up work teams for each house and ensure that clients were continuing to receive the supports they needed in the way they needed them. Our clients embraced this new team and the staff have been incredible in the way they have responded to this new way of working.

Some of the fun things we have been able to do, is support all of our clients who live in CLRS homes to participate in the "Front Door Photos" project that Zowie Crump delivered, join in VIVID's Zoom catch ups and enjoy the beautiful walks available in our lovely community.

All of our group programs were impacted by the declaration of the State of Emergency and restrictions on gatherings

of people and our movement. As a result of grant funding received through Carer Support Services, Club Teen developed a program for in home kits and off site one to one supports. This was delivered through the month of May and was a great success. There is further detail about this in the Annual Report. With restrictions eased at the end of May, we developed a transition plan, which eased us back into delivering group supports while making sure we were keeping everyone as safe as possible and meeting all of the new requirements.

Throughout the State of Emergency our staff have been incredible. A great example of this is the participation in May, of more than 200 staff in the asymptomatic COVID-19 testing as part of the testing blitz occurring in Victoria. Our staff have all embraced the requirement to do additional training, wear facemasks and sometimes work in different ways. Their continued dedication to ensuring all of the people we support stay safe and well has been exceptional.

As we move into the second half of 2020 we are grateful for the support we have received from our clients who have been so willing to work with us to make sure that we are working in the ways that ensure we can continue to safely deliver services. We are grateful that we have supportive families, incredible staff and a wonderful community. In addition, all of this has been brought into focus by the way that everyone has pulled together to deal with a health risk we hope never to see again in our lifetimes.



Above: COVID-19 essential Personal Protective Equipment



FRONT DOOR PHOTOS



Club Teen At Home



Above: Oliver Smith & Club Teen's Sue Edwards - Food preparation

Before COVID-19 had emerged as a risk to our community, Carer Support Services had offered CLRS a grant opportunity to deliver support to families and carers of people with disability in our community. Within days of CLRS receiving the grant, getting people together in groups became something that we could no longer do. Schools were closed, programs cancelled, everything shut down!

When this happened, the team at CLRS put their heads together to try to figure out ways to still provide support to those families and carers who might be struggling at home. Carer Support Services were open to our ideas and so the "Club Teen at Home" program was devised. Club Teen staff came up with the contents of kits, these included science experiments, making games and puzzles. These kits were delivered to 50 families. The kits held four activities with all the ingredients required to make them and an instruction booklet also attached. The project had two streams.

Stream 1

Once each family had their kit, delivered by a friendly Club Teen staff member, they were contacted to see how they were doing and to ask if they needed any additional support. If they had extra needs we were able to help with a voucher for the supermarket, games, puzzles or home delivered meals thanks to the grant we had received.

Stream 2

In this part of the project 25 young people were supported for 1.5 hrs per week either in their home or at Moama on Murray. During this time, the staff supported the young people to cook a meal for their family (giving Mum & Dad a night off cooking) and some other fun activities or schoolwork.

Thanks to a great partnership between CLRS & Carer Support Services, this project has enabled many families to get some extra support when they needed it.

Thank you to Sue and the Club Teen team for delivering an excellent project and to Moama on Murray for providing their facilities.



Johnno's Run 2019



Above: Dr Claire Goodman, Hayley Currie, Fiona Newton, Emma Mallick, Liz Rowsell, Brady Johnson & Cam Moss

The 2019 Johnno's Run team consisted of 173 people who raised \$84,790 for the Moama Opening Doors Project. Team members walked or ran distances of 3kms (Saturday friendship dash), 5kms, 10kms and 21.1kms on Sunday 28th July 2019 at Run Melbourne, an annual running event.

The Johnno's Run team was established in 2014 as a result of a meeting between Brady Johnson & Suzanna Barry. The team began with a group of 15 people who participated in Run Melbourne in that first year. The inaugural team raised \$31,000 for the Minor Street Project that was underway at the time. Since the first event, 701 people have taken part in six annual Run Melbourne events as part of the Johnno's Run team and raised \$352,947. The fantastic team spirit and the opportunity to collectively make a significant difference in our community by contributing to building homes for people with disability has made being part of the team a must do for lots of individuals and families within our community and further afield.

The Johnno's Run team is an important part of Community Living & Respite Services. Regular training was continuing weekly at Scenic Drive on Monday afternoons until COVID-19 put a stop to people gathering and the risk posed by transmission was too great to continue. Because of this, our focus for the remainder of the year has been on supporting everyone to stay connected even when we can't catch up with each other in person. We have been engaging with the team members via email and the Johnno's Run Facebook page <https://www.facebook.com/johnnosrun> and Facebook group

<https://www.facebook.com/groups/johnnosrun>. Our Johnno's Run sponsors have been setting challenges to encourage us all to stay connected to each other even though we have to physically distance. This has created some great fun amongst us all and it has been great to have a laugh.

Run Melbourne, the event we use as the key event the team takes part in, won't go ahead in 2020 so instead we are running a virtual event. We are looking forward to sharing the news about the success of this changed event in our 2021 Annual report.



Above: Kellie McIntosh, Jaymee-Leigh Upton, Erin & Marg Gumbleton

Opening Doors Project



Above: Maiden Street Opening Doors Project

Community Living & Respite Services has been providing homes for people with disability since its inception in 1978. The very first strategic plan was based upon providing exactly this type of support. CLRS began to build specifically designed homes in 2014. These are called our Opening Doors Projects. To date these projects have delivered a model which develops a home providing 24 hour support for residents and two independent living units at the rear of the property. This model has been successful for our projects at Minor Street and Eyre Street in Echuca.

Completed in February 2020 the Moama Opening Doors Project again delivers this model. In this home there is 24 hour support for three residents in the main home, and two units designed for those who require a fully accessible home and want to live independently.

CLRS has worked closely with Equitable Access Solutions, Brandrick Architects, AV Builders and the internal Project Control Group consisting of Board members Leanne Cuffe, Erin Langman and Wayne Jenkin, CEO Suzanna Barry, Accounts Manager Debbie Kuyer, Property and Maintenance Coordinator Damien Hogan and more recently Leah Taaffe, to deliver the highest quality homes. The Moama Opening Doors Project has been built to the Platinum level of Livable Housing Standards which will allow for future adaptability and a high level of physical accessibility.

You can visit the Project and take a virtual tour <https://youtu.be/6Nd-QVOYML4> to see for yourself the incredible finished product. The residents of the property have just started the process of moving in – which has been interrupted by challenges with accessing a NBN connection and then COVID-19. They are all looking forward to the independence this project is providing them.

Land was purchased in Barry Street Echuca in October 2019. This new site is located close to amenities, public transport and has easy access to all that Echuca has to offer. The model for our Barry Street project is planned to be slightly different. A needs analysis has identified a significant shortage in housing for those who wish to live alone but still require overnight support. This project will work to identify a housing solution to meet a small part of this need. We are excited to get this project underway in 2020/2021 and look forward to the new opportunities and learning it will enable.

You may also have noticed driving around Echuca Moama, our brightly signed ute. Thanks to Echuca Moama Signs for designing the wrap for the ute, helping us to spread the word about the Opening Doors Project and the great outcomes it is supporting our clients to achieve.

The CLRS Fundraising Committee and the Opening Doors Project Ambassadors have continued their tireless work to raise funds and awareness for this Project. Their commitment to enhancing services for people with disability is greatly appreciated and is making an enduring difference.

CLRS is grateful for the strong support of the community and looks forward to continuing to address the shortage of specialised disability accommodation by building homes for people with disability.



Opening Doors Project

Building homes for people with disability



Aerial view of Maiden Street



Kitchen & Living Room of Maiden Street Unit



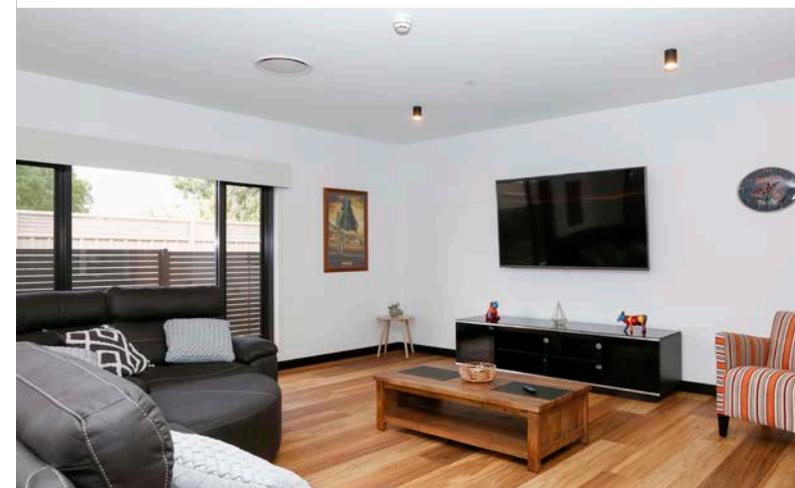
Maiden Street units



CLRS staff at Maiden Street



Opening Doors Project ute



Maiden Street living room



CEO Leah Taaffe with Bec O'Burtill & Christian Apps from Echuca Moama Signs

Accreditation & Awards



Above: Anna de Vrieze presenting 20 Years Service Award to Suzanna Barry & Donna McManus



Above: Leanne Glenn, Jaymee-Leigh Upton & Ryan Griffiths receiving their Sewing Machine License

Community Living & Respite Services is a Registered NDIS Provider in Victoria and NSW, and a registered Out of Home Care Provider in Victoria and provides services on behalf of the Department of Veterans' Affairs.

The past year has been a busy one for CLRS with regard to accreditation. In November 2019, CLRS underwent our first audit against the NDIS Practice Standards. The NDIS Practice Standards create an important benchmark for CLRS as a provider to assess our performance, and to demonstrate how we provide high quality and safe supports and services to NDIS participants. The NDIS Practice Standards consist of a core module and several supplementary modules that apply according to the types of supports and services NDIS providers deliver. Because of the type of service CLRS provides, we are required to be assessed against the Core Module and five supplementary modules. Each module has quality indicators which assess our compliance with the Practice Standards. For CLRS this meant providing evidence that we met 169 performance indicators.

The auditors reviewed our organisational systems, spoke with clients and staff and assessed our documentation. The audit was completed by HDAA Australia and CLRS was successful in continuing to be registered an NDIS Provider. Now that this continued registration has been achieved, further audits will be carried out. The next interim audit has to be completed by January 2022 and CLRS will undergo a full audit again in July 2023.

In February 2020, HDAA Australia returned to conduct a maintenance assessment, which is required to support the continuation of our certification in relation to the Human Services Standards (gazetted as the Department of Health and Human Services Standards - HSS) and the National Standards for Disability Services (NSDS).

The purpose of the assessment was to ensure that we are continuing to deliver on the implementation, including effectiveness, of the CLRS quality management system. The auditors confirmed that CLRS continues to deliver organisational systems, processes and practices that promote effective service provision and confirmed services are provided in accordance with the criteria for each Human Services Standard and the National Standards for Disability Services.

In October 2019 Community Living & Respite Services were delighted to again be a finalist in the Campaspe Murray Business Awards. This is a wonderful bi-annual opportunity to celebrate the wonderful organisations and people living and working in our region.



Above: Volunteering Victoria State Awards 2019
Below: Campaspe Murray Business Awards



Our Collaborations

Involvement with community, health, disability, youth and aged care providers has included:

- Aboriginal Health Disability Reference Group
- Aboriginal Health Partnership Group
- Acquired Brain Injury Network Meeting
- Aged Care Service Providers Network
- BEACON
- Campaspe Cohuna Local Learning & Employment Network - Board representation
- Campaspe Family Violence Action Group
- Campaspe Murray Mental Health Network
- Campaspe Primary Care Partnership Management Group and Committees including:
 - Service Integration Steering Committee
 - Health Promotion Leadership Group
 - Vibrant Volunteers Coordinators Network
- Campaspe Youth Partnership
- CEO Network – our partners include Kirrinari, Sunraysia Support Services and MiLife Victoria
- Communications Access Network Meeting
- DHHS Campaspe Covid Communications & Community Engagement Working Group
- Echuca Community Leadership Forum COVID-19 Response
- Echuca Moama Alliance - an alliance with Echuca Community for the Aged and Echuca Regional Health
- Echuca Moama Tourism
- Kyabram Community Leadership Forum COVID-19 Response
- Loddon Mallee Disability Service Provider Network
- Loddon Mallee Mental Health Network
- Network of Disability Service Providers
- One & All Inclusion Project Steering Committee
- Out of Home Care Operations Group
- Riverboats Music Festival
- Shire of Campaspe (Next Chapter Book Club)

TAKE2 Pledge

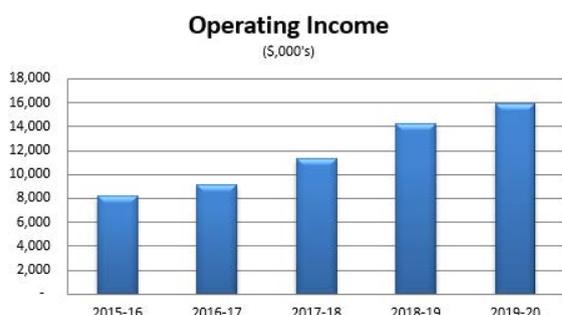
TAKE2 is Victoria's collective pledge to take action on climate change to help Victoria reach net-zero greenhouse gas emissions by 2050. TAKE2 enables all Victorians - businesses, local councils, community and educational organisations and individuals - to be part of Victoria's action on climate change, and contribute to the first Victorian state-wide interim emissions reduction target for 2020. We are now in our third year of taking the pledge and in March 2020 our team got together to give a helping hand as part of Clean Up Australia Day, collecting rubbish in the Echuca CBD. During the COVID-19 pandemic, we have transitioned to an electronic workforce, cutting paper usage by more than half.



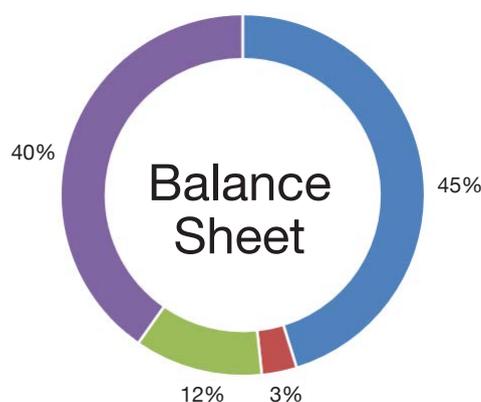
Above: Cameron Moss & Tyson Russell 2020 Clean Up Australia Day



Financial Highlights 2019/20



**\$15.9
Million
Revenue**



- Cash & cash equivalent
- Trade & other receivables
- Right of use assets
- Property, plant & equipment

**\$9.6
Million
Net Assets**

Statement of profit and loss and other comprehensive income for the year ended 30 June 2020

Revenue from Operating Activities

NDIS Revenue	11,972,433
Grant Income	1,246,197
Brokerage	842,231
Specialised Disability Accommodation	364,790
Fees	391,426
Rental Income	243,298
Total Revenue from operating activities	15,060,375

Revenue from outside operating activities

Fundraising income and donations	183,711
Interest	109,024
Gvt Grant including COVID-19 stimulus package	427,283
Other	160,008
Total Revenue from outside operating activities	880,026

Total Revenue **15,940,401**

Expenses

Employee benefits expense	12,140,205
Rates and Rent	20,538
Administration expenses	629,283
Contractors	502,084
Program expenses	129,512
Depreciation expenses	620,039
Finance costs	54,263
Housekeeping	202,369
Repairs, maintenance & motor vehicle expenses	265,525
Fundraising costs	36,178
Other expenses	25,614
Total Expenses	14,625,610

Surplus **1,314,791**

Other comprehensive income - revaluation land and buildings **0**

Total Comprehensive Results **1,314,791**

Statement of Financial Position as at 30 June 2020

Cash and cash equivalent	6,578,968
Trade and other receivables	452,680
Total current assets	7,031,648

Right of use assets	1,659,856
Property, plant and equipment	5,860,134
Total non-current assets	7,519,990

Total assets **14,551,638**

Trade and other payables	561,949
Other liabilities	1,471,544
Employee provisions	689,817
Lease liabilities	341,336
Total current liabilities	3,064,646

Employee provisions	315,444
Lease Liabilities	1,487,499
Total non-current liabilities	1,802,943

Total liabilities **4,867,589**

Net assets **9,684,049**

Equity

Accumulated surpluses (Retained Earnings)	8,877,667
Reserves	806,382
Total Equity	9,684,049



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