



SRS

Sunraysia
Residential Services Inc

SRS

34th Annual Report

2010 - 2011

www.srsinc.com.au

Individualised support for people with disabilities & their families since 1976.

President and CEO Report

Disability Services – 2010 – 2011

SRS maintained a focus on system upgrades in this financial year to accommodate the expectations of Individual Support Packages (ISP's) while endeavoring to remain a viable and flexible quality service. The packages are filled with expectations and idealisms and without substantial resources to adequately fund coordination and maintain the high quality of service provision which we at SRS have prided ourselves on over the past 35 years. The pressure on the finance team has been constant and challenging which has influenced the development of the finance team into a committed and innovative thinking team that also enjoys sharing a joke or two.



Don Seward



Marian Luehman

ISP's



ISPs (INDIVIDUAL SUPPORT PACKAGES) PLACE FINANCIAL PRESSURE ON SERVICES

In a year which we have experienced challenges in management, we all grapple to come to terms with the ever changing dynamics, and pressures continue to evolve towards a casualised work force that is totally out of our control. The culture within SRS has undergone a change. Despite being volatile and unpredictable at times, the casualised work force is a necessity to survive in a competitive business environment. This appears to be a trend which charitable organisations have been forced to follow or fold.

The National Disability Insurance scheme has gained momentum in numbers and voice; however with the ever changing economy dictating the political agenda, disability is still firmly on the bottom rung when it comes to receiving additional funding and/or being acknowledged. SRS is a supporter of this campaign and we believe all communities should get behind this initiative to ensure it remains in the news and on the minds of those with influence and power. The outcome of this campaign could play a significant role in the future of the families that we support.



SRS SUPPORTS THE NATIONAL DISABILITY INSURANCE SCHEME

PILOT PROJECT IN 2010 – 2011

SRS expanded services into Broken Hill NSW, and to a lesser extent into Swan Hill. This pilot project identified in less than six months that without block funding, sustainability was not only unrealistic but the risk factors multiplied dramatically. While families and their case managers readily brokered to SRS, there was little to no provision for administration, coordination or transportation, training and/or staff supervision. It was an incredibly difficult but necessary business decision to reduce services to provision without coordination. SRS thank the services in Broken Hill and Swan Hill for their support and encouragement. We all gave it our best shot, especially the Coordinators, Denise Baker and Alice Saville who we thank sincerely for their wonderful efforts to bring this to a satisfactory outcome.



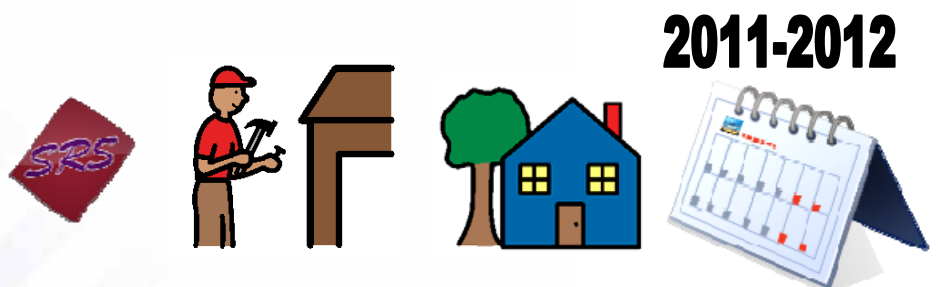
SRS IN BROKEN HILL & SWAN HILL CLOSED DUE TO LACK OF FUNDING

ACHIEVEMENTS

We can proudly report that we survived the year that nature threw everything it could in our region, resulting in quick changes, increased demands, high and low expectations and necessary restructures to strategically position SRS for the years ahead.

With the best endeavors, SRS was unable to complete the project on 15th street during the 2010-2011 financial year. Initially we were disappointed during the planning stage when critical accessibility factors were changed and the initial sub soil test failed to identify soil stability. We are pleased to report the time lapse has been to our advantage and has allowed us to revisit the plans and scope of the project. We are now pleased to report that the subdivision will provide affordable housing for families on the long list waiting for accommodation in the 2011 to 2012 financial year. Alternative accommodation options remain a strategic priority for SRS.

- Don Seward & Marian Luehman



SRS WILL COMMENCE BUILDING NEW HOMES THIS YEAR

Accommodation Options

In the last 12 months, Active Support Assistants, Coordinators and Managers at SRS have experienced challenges (which change often unintentionally brings); but we are pleased to report that the revised organisational chart has brought stability, leadership and a returned focus on quality not quantity. *Thank you* to the team at SRS, who collectively have unique ideas, individual styles and quality outcomes - greatly contributing to SRS achievements during the year.



Ray & Leah - Christmas 2010

The community accommodation and support program, one of our most successful programs for the people we support, relies on two key factors for successful community integration outcomes. Firstly, transportation and secondly, flexible funding for entry (social events), meals and resources for participants and our staff.

SRS would like to sincerely thank Gary Davison and his team at Davison Ford for lending SRS a car for the year to assist with transportation. Support from the

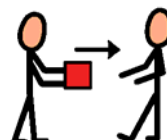
Sunraysia business community is essential and we thank all supporters of SRS for their assistance during the year.



Above: Debbie & Elaine shopping

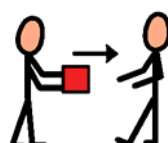


Above: Wayne at the supermarket



THANK YOU TO DAVISON FORD FOR LENDING A CAR TO SRS

SRS would like to thank the Mildura Lions Club for their generous annual donation to assist with community inclusive programs and support.



THANK YOU TO MILDURA LIONS CLUB FOR THEIR DONATION

At Respite, SRS continued the repairs and maintenance revamp. To date, the sensory room is almost completed after a few glitches with equipment, which put the project well behind schedule. The respite back yard area with the wonderful pool increased the school holiday program activities.

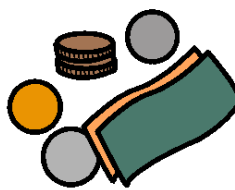
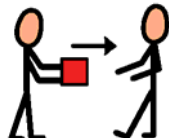
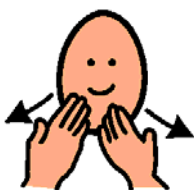


SRS School Holiday Program



SRS SENSORY ROOM AT JOHNS STREET IS ALMOST COMPLETED

We thank Mildura Rural City Council (MRCC) for providing us with a grant to revise our ceiling tracking at Johns Street to improve accessibility. Thank you to the team at Respite for your continued support to the families and the people we support.



THANK YOU TO MILDURA COUNCIL FOR THE GRANT TOWARDS TRACKING SYSTEM

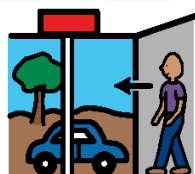


Mariae & Leon

TICA has continued providing outstanding achievements for the residents with another resident transitioning back into community support accommodation. This is the 3rd resident to challenge the historical system of living in shared supported accommodation for whole of life. While we accept it is not possible for all residents to live a more independent life, the model developed at TICA has provided flexibility and choice to all residents to 'have a go' at living independently.



Thank you to the all of the Active Support Assistants for their consistency and perseverance with the right balance of active support to make a big difference for the people that we support.



LEON HAS MOVED OUT OF TICA AND HAS MOVED INTO A UNIT

Kirinari – Outreach Support NSW

Now in its 8th year, Sunraysia Residential Services continues to provide services on both sides of the border to ensure that distance is not a barrier for people with disabilities and their families in rural NSW. This very important program continues to grow in partnership with Kirinari Community Services. SRS currently provides support for more than 10 people with a disability living in rural NSW – assisting with essential daily living activities that are tailored to meet individual needs. Further funding opportunities are being explored to ensure this much needed service continues at the required level to meet NSW family support needs.



SRS CONTINUES TO PROVIDE SUPPORT FOR PEOPLE LIVING IN RURAL NSW

Woodwork at View

Our team of talented woodwork artists come together every Thursday to enjoy a day in the shed - building, renovating and designing while enjoying a joke with each other. Once again, the team entered a project in the Annual Wentworth Sweat Box Show with success. This program is an example of how something modest and uncomplicated can create so much enjoyment while teaching new skills in a fun, social environment. Keep up the great work everyone!



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SRS WOODWORK GROUP IS RUN ON THURSDAY – CALL US IF YOU WOULD LIKE TO JOIN



Marketing & Fundraising

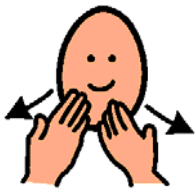
Our fundraising project for this year was our accommodation project. All funds raised have been allocated towards building accommodation on 15th street. SRS also invested substantially in promoting and marketing our services with catchy advertisements with jingles to highlight.

Fundraising was minimal in events and donations due to the unprecedented natural disasters affecting Sunraysia community and the nation.

The 2011 Sunraysia Health and Fitness Challengers sweated collectively to raise a combined \$15,300 towards the new accommodation project. Thank you to all sponsors and participants.

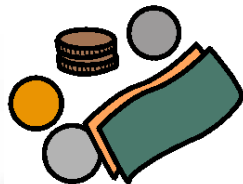


2011 Sunraysia Health & Fitness Challenge winner – Phil Newey



THANK YOU TO ALL SUNRAYSIA HEALTH & FITNESS CHALLENGERS & SPONSORS IN 2011

The annual Pizza Café at the Grand fundraising event managed to eat and raffle over \$5,000 in donations - Thank you to Joe and his wonderful team at Pizza Café – your ongoing support is greatly appreciated.



NOV 2010



THANK YOU TO PIZZA CAFÉ FOR THE FUNDRAISING EVENING HELD NOVEMBER 2010

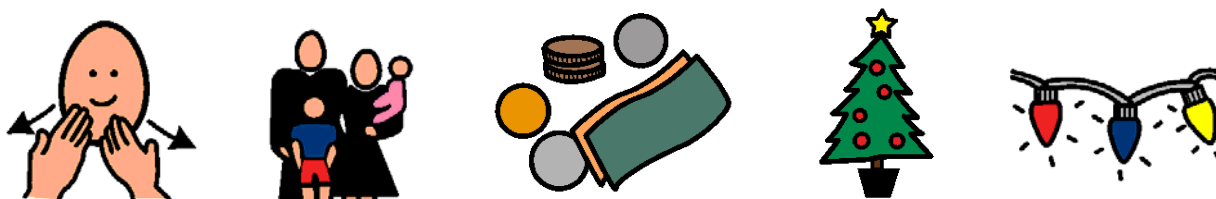
Bunnings BBQ's sizzled sausages to achieve \$2,250 – Thank you to our BBQ Coordinators – Mick & Judy, volunteers, Virginia and the team at Bunnings Mildura for their ongoing sponsorship and support.

Harvey Norman BBQ's - \$920 was raised. We thank our volunteers for their assistance and Harvey Norman Mildura for providing us with this opportunity.



THANK YOU TO BUNNINGS & HARVEY NORMAN FOR THE FUNDRAISING BBQ's

Searle's Christmas Lights show raised \$987.00 – Thank you for the wonderful light show (featuring the SRS logo!) and for supporting SRS.



THANK YOU TO THE SEARLE FAMILY FOR THE FUNDRAISING CHRISTMAS LIGHT SHOW



Staff Training



THANK YOU TO SUNRAYSIA INSTITUTE OF TAFE FOR ASSISTING SRS WITH TRAINING

SRS in partnership with Sunraysia Institute of TAFE continue with their commitment to ensure the minimum standard qualification is at Certificate IV level. We are pleased to report that every employee at SRS is given excellent opportunities to achieve higher qualifications than when they commence

employment with SRS. SRS training has equipped staff with excellent skills and knowledge, giving them the opportunity to seek higher roles of responsibility within SRS and beyond.

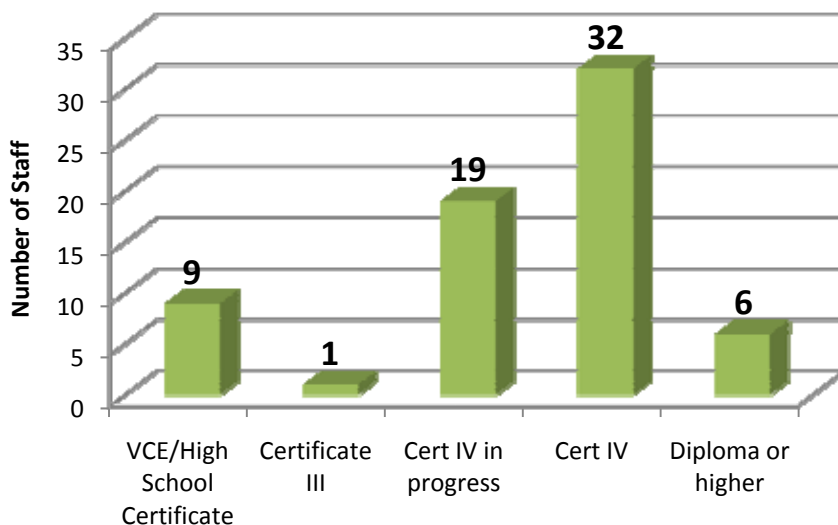
Thank you Win, Tracey, Michelle and Andrea at TAFE for your ongoing support and guidance.



L-R: Marian & Jenny

In March and April of this year SRS hosted a student from China as part of the 2011 TAFE Visiting Scholars Program. This was the first year SRS participated in this program. Jenny undertook her placement mainly at Johns St and showed herself to be a friendly and enthusiastic member of the team. Our staff and the people we support enjoyed having her with them.

SRS Staff Qualifications as at 30 June 2011



Staff Milestones

It is with great pleasure that we recognise the following staff for their personal achievements and loyalty at SRS. In conjunction with this, we congratulate Alan and Ian for their contribution to SRS and our community as senior role models demonstrating that if you don't use it – you lose it. You inspire us all. We also thank their respective families for sharing them with us, as we know in our industry – it's a team effort.



Alan Chalkley
Alan turned 80 this year and celebrates **19 years** loyalty with SRS



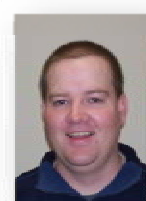
Ian Boulton
Ian turns 71 this year and celebrates **2 years** loyalty with SRS



Sandra Gavin
Celebrating **22 years** loyalty with SRS



Anne Smith
Celebrating **18 years** loyalty with SRS



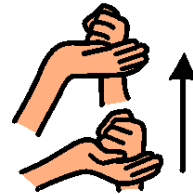
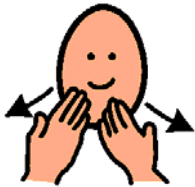
Nick Staker
Celebrating **12 years** loyalty with SRS



Ken Chirgwin
Celebrating **10 years** loyalty with SRS

Board of Management

Once again I sincerely thank SRS Board of Management, who willingly volunteer their time and expertise to ensure SRS has a focus on the future so that the families we support are first and foremost in influencing SRS strategic directions. I thank them one and all for being beside me when I need support, for being behind me when I need their strength and for advocating with me to uphold the vision of SRS.



MARIAN THANKS SRS BOARD OF MANAGEMENT FOR THEIR HELP & SUPPORT



(R-L): David Loader (Vice President, Secretary), Verity Ling, Frances Sabo, Dan Doherty (Treasurer), Jill Joslyn, Richard Dowdy, Don Seward (President)
[Inset: Glenn Milne - absent].

SRS Financial Reports

Accompanying notes form part of these financial statements. A full financial version is available to financial members upon request.

Sunraysia Residential Services Incorporated

Statement of Comprehensive Income

For the Year Ended 30 June 2011

| | | 2011 | 2010 |
|---------------------------------------|------|----------------|---------------|
| | Note | \$ | \$ |
| Revenues from ordinary activities | 2 | 3,991,479 | 3,574,895 |
| Other income | 2 | 154,537 | 75,850 |
| Employee benefits expense | 3 | (2,840,021) | (2,621,958) |
| Depreciation and amortisation expense | 3 | (243,621) | (175,363) |
| Borrowing costs | 3 | (1,665) | (6,963) |
| Other operating expenses | 3 | (749,220) | (632,131) |
| Income before income tax | | 311,489 | 214,330 |
| Income tax expense | | - | - |
| Profit attributable to members | | 311,489 | 214,330 |

SRS Financial Reports

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Sunraysia Residential Services Incorporated

Statement of Financial Position

As At 30 June 2011

| | Note | 2011 \$ | 2010 \$ |
|--------------------------------------|------|------------------|------------------|
| ASSETS | | | |
| Current assets | | | |
| Cash at Bank | 4 | 738,276 | 413,874 |
| Trade and other receivables | 5 | 191,505 | 75,017 |
| Other current assets | 6 | 8,721 | 7,349 |
| Total Current assets | | 938,502 | 496,240 |
| Non-current assets | | | |
| Property, plant and equipment | 7 | 4,394,532 | 4,225,447 |
| Total non-current assets | | 4,394,532 | 4,225,447 |
| TOTAL ASSETS | | 5,333,034 | 4,721,687 |
| LIABILITIES | | | |
| Current liabilities | | | |
| Trade and other payables | 8 | 441,606 | 255,834 |
| Borrowings | 9 | 4,544 | 28,411 |
| Provisions | 10 | 245,239 | 255,557 |
| Other current liabilities | 11 | 457,116 | 355,291 |
| Total current liabilities | | 1,148,505 | 895,093 |
| Non-current liabilities | | | |
| Provisions | 10 | 70,816 | 29,870 |
| Other non-current liabilities | 11 | 80,000 | 74,500 |
| Total non-current liabilities | | 150,816 | 104,370 |
| TOTAL LIABILITIES | | 1,299,321 | 999,463 |
| NET ASSETS | | 4,033,713 | 3,722,224 |
| EQUITY | | | |
| Reserves | | 707,952 | 707,952 |
| Retained earnings | | 3,325,761 | 3,014,272 |
| TOTAL EQUITY | | 4,033,713 | 3,722,224 |

SRS Financial Reports

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Sunraysia Residential Services Incorporated

Statement of Cash Flows

For the Year Ended 30 June 2011

| | Note | 2011 \$ | 2010 \$ |
|--|------|------------------|------------------|
| Cash from operating activities: | | | |
| Receipts from government grants | | 2,780,443 | 2,671,413 |
| Receipts from tenants, boarders & brokerage | | 1,161,657 | 1,503,811 |
| Other receipts | | 142,341 | 64,709 |
| Interest received | | 27,870 | 11,497 |
| Payments to suppliers and employees | | (3,533,196) | (3,535,156) |
| Net cash provided by operating activities | | <u>579,115</u> | <u>716,274</u> |
| Cash flows from investing activities | | | |
| Proceeds from sale of plant and equipment | | 79,545 | 42,728 |
| Acquisition of property, plant and equipment | | (310,391) | (540,272) |
| Net cash (used in) investing activities | | <u>(230,846)</u> | <u>(497,544)</u> |
| Cash flows from financing activities: | | | |
| Proceeds from borrowings | | - | 2,000 |
| Repayment of borrowings | | (23,867) | - |
| Net cash (used in) financing activities | | <u>(23,867)</u> | <u>2,000</u> |
| Net increase (decreases) in cash held | | 324,402 | 220,730 |
| Cash at beginning of financial year | | <u>413,874</u> | <u>193,144</u> |
| Cash at end of financial year | 4 | <u>738,276</u> | <u>413,874</u> |