41st Annual Report
2018
Sunraysia Residential Services Inc.

Individualised support for people with disabilities and their families since 1976

www.srsinc.com.au
President and CEO's Report

It is our great pleasure to welcome you to SRS’ 41st Annual Report.

This year, we achieved tremendous results while facing many implementation challenges, with new systems to learn and changes that are constantly testing our resilience. The year was one when the National Disability Insurance Scheme (NDIS) replaced processes that have been in operation since 1993. The NDIS has slowly gained momentum in the Mallee, while it continues to iron out ongoing system and communication delays across the other regions. Whilst it is recognised the NDIS is essential to meet the future directions of the sector, it must also be acknowledged that the challenges and impact for our front line management team were significant, resulting in a new-look management chart in readiness.

Leading an organisation through change is complicated - however, it is made less so when surrounded by a supportive board and positive team of supporters. While the management team have focused on systems updates, the active support assistants and their leaders - whom I have the greatest admiration for - remained unwavering in their commitment to the people that rely on SRS for consistent, reliable daily care and support. We continue to be inspired by the courage and determination of those we support, their stories and the challenges they face in pursuit of a positive future.

On behalf of the team, we are proud to report that in 2017-2018, we have increased the supports in our community by 10%, while remaining flexible and responsive to families, children, young people and carers from across a range of our programs.

As a regional leader in quality accommodation, we acquired four (4) properties that have the potential to be refurbished and/or renovated to suit our participants’ unique needs, with one property planned for demolition, clearing the 2,008 m² site in readiness to construct a new complex, adhering to the new NDIS livable housing guidelines.

The disappointment in 2017-2018 was the new complex at 882 Fifteenth Street Mildura being held up. This has not been for the lack of endeavour, but once again progress has been on hold with inefficient, bureaucratic systems that have stalled the development for the entire financial year. In the financial report, the future project provision account reflects a strong balance, representing funds from 2016 to 2018 allocated to build the two accommodation complex developments, which will both commence in 2018-2019.

This year, SRS’ annual report truly reflects the incredible work undertaken by SRS in line with our strategic direction, values and vision. We thank all our supporters, preferred contractors, stakeholders, brokers, donors and government services that have continued to provide motivational support and guidance to ensure SRS continues doing great work in our local community.

Don Seward - Chair
17 years with SRS

Marian Luehman – CEO
29 years with SRS
Mission, Vision and Values

Our Mission
To deliver person-centred support and creative ideas that assist people with disabilities to reach their desired goals.

Our Vision
SRS creates dynamic service direction, investing in quality life opportunities for people with disabilities.

Our Values
SRS will function as an organisation which considers consumer outcomes, in terms of maximising control of their own lives, as the key criteria by which all services are developed, delivered and assessed.

COMMITMENT ● COURAGE ● HONESTY
INCLUSIVENESS ● INNOVATION
Congratulations to Don Seward, who joined our life members in 2018.

In 2005, Don accepted the president’s position at SRS and has been an excellent president of the past thirteen years.

In the thirteen years that Don has been president, he has encouraged business acumen while respecting not-for-profit values and societal expectations. Under his leadership, the board has been stable with a balance in relation to professional diversity, while ensuring the representation of both genders is maintained.

Our Board Life Members

**DAVID LOADER**
David commenced in 1976 and was awarded a Life Membership in September 2001.

**BRIAN GAMBETTA**
The late Brian Gambetta commenced in 1976 and was awarded a Life Membership in September 2001.

**DONALD WRIGHT**
Donald Wright commenced in 1976 and was awarded a life membership in September 2001.
Fundraising

Benetook Under the Stars 2018

2018’s annual Benetook Under the Stars fundraising event raised a fantastic total of $4,206.04, with big thanks to the team at Benetook Farm. We would like to gratefully acknowledge all of the families, volunteers and supporters who joined us for a beautiful night of entertainment and song at Benetook Farm, under the moonlight.

For their donations above and beyond attending the event, we’d like to thank AV Trophies, Peter Morrish, Crowe Horwath, Anderson Group, Will Cochrane, Don Seward, Peter Morrish, Excel Business Electronics, No. 1 Electrical, Austclean, Lime Therapy, Lisa Roden and the Mildura Lions Club who once again donned their aprons and cooked up a treat for all to enjoy. Also a big thanks to the staff of SRS who made this night possible either by donation or attendance.

SRS Pizza Night 2017

Pizza Café at the Grand serves as our flagship fundraising event for every year. The pizza night held on 21 November 2017 raised $8,000 for SRS’ in-progress initiatives, with a packed turnout and extremely positive feedback from everyone who attended the event. BIG thanks to Joe and his wonderful team for once again inviting SRS to hold the annual event at the Pizza Café; providing the amazing pizza and pasta meal and their generous donation to SRS.

Thank-you also goes to Anthony Milch from River 1467 for acting as MC for the event, our auctioneer Tense Venneri, and the SRS coordinators that made event the fantastic success that it was.
Our Supporters in 2017-18

We’d like to gratefully acknowledge the following organisations for their generosity and support over the year.

Charity Golf Day Donation

Magic Show Donation

Pizza Café Auction Night Donation

Major Sponsors

- Mildura Rotary Club
- Bendigo Bank
- Black Market Events
- Excel Business Electronics
- Bendigo Health
- Chemist Warehouse
- Expresso Coffee

P.M.G ELECTRICS PTY. LTD.

Mildura Rural City Council

Crowe Horwath

Annual Report 2017-18
Our Staff

As we continue to meet the ever-expanding demand for support in the region, we have dedicated the year to expanding and strengthening our most crucial asset – our staff.

The last year has seen positive results in maintaining the careful balance between steadily growing our workforce and ensuring that staff retention and engagement remain high. Our total roster of staff has steadily increased in size since 2014, keeping in line with a volume of service provision that has been trending upwards in turn.

Regular feedback sought and received has shown fantastic engagement from a workforce that is constantly learning, and genuinely believe in their mission: working with our participants was the number-one thing cited by staff as their favourite aspect of their job, and helping them achieve their goals was the item that staff most frequently cited as their top personal achievement.

Our training program is proactive, by enrolling industry newcomers into Certificate III traineeships which we provide, and responsive to the needs of staff in providing on the job training that is most frequently requested. Positive behaviour management, autism and mental health training all figured highly in staff requests for training, and in so doing is where we made investments to meet these needs.

All genders and ages are represented in our ranks. SRS bucks the trend of an aging workforce in disability, with our employees and volunteers running the gamut from Millennials to Baby Boomers and older - and recent years have also seen a good intake of disability employees comprised of young, aspiring workers from the new generation. SRS is also one of the very few services that employs people with disabilities and proudly gives everyone a fair go, and continues to be an outstanding flag-bearer for women in the workforce, with over 70% of our staff being female, with equal representation in management positions.
Special thanks

Our status as a not-for-profit is recognised well by our own staff. In 2017-18, almost 70% of our employed staff made use of SRS’ Staff Giving program to raise over $6,000 in regular, voluntary donations. The results of this fundraising are self-evident in the litany of projects seen through to successful completion in the last year. Our sincere thanks go out to the following:

- Ian McLean
- Elia Finn
- Kristin Andrews
- Jasmine Bullen
- Peter Ellis
- Marian Luehman
- Michael Marks
- Allan McAskill
- Camille McCallum
- Steven Power
- Jessie Shaw
- David Abbott
- Richard Adams
- Philip Burge
- Mary Issanchon
- Pamela Jory
- Helen McKinnon
- Julie Riley
- William Symes
- Elizabeth Orr
- Vicki Hamilton
- Shane Williams
- David Campbell
- Ashlee Bottams
- Kirsty McPherson
- Glenn Sandow
- Jessie Cantwell
- Harmony Cordy
- Catherine Gleeson

- Siju Kurian
- Bradley Pitt
- Neil Visvanand
- Tara Young
- Natalie Lont
- Kaye Annand
- Toni Williams
- Blake Davis
- Jarrod Gercovich
- Tracy Hare
- Rebekah Clifford
- Sara Hall
- Daniel O’Hara
- Deni Karayilan
- Stephen McCole
- Kerry Cobcroft
- Collin Doyle
- Tanya Graham
- Julie Hester
- Matthew Hicks
- Darren Jenkinson
- Kathryn Lang
- Ethan Lynch
- Tamika Ollington
- Marilyn Sobkowiak
- Lyn Townsend
- Sharryn Wilson
- Vasiti Rasiga
- Rebekah Williams

Milestones

We offer our congratulations to Sara Hall and Julie Riley for their long and storied careers with SRS!

Sara Hall
Celebrating 10 years

Julie Riley
Celebrating 20 years

- Jan Adamson
- Nathan Swaeney
- Anastasia Barker-Linford
- Rebecca Chant
- Jennifer Mazza
- Gayle Ellis
- Kaitlyn Manton
- Brendan Hendricks
- Sharon Battin
- Paul Fawdry
- Adele Leksas
- Bernard Owen
- Shelley Patterson
- Sharon Simmons
- Sharon Watkins-Leggate
- Ngaoa Kirirua-Gill
- Jacqueline Callaway
- Cheryl Hedley

Our Volunteers

We’d like to thank our wonderful volunteers for another year of their invaluable support:

- Ross Douglass
- Erin Herrick
- Peter Issanchon
- Aimee Knight
- Terrence Torney
- Lana Wilson
- Helen McKinnon
- Margaret Page
Our Participants

With the NDIS now less than one year from completing its full rollout in the region, the number of people we support continues to increase, with SRS ready to meet the demands of the disability sector’s greatest reformation in its entire history.

Last year, we reported that we’d experienced our biggest year ever in support delivered to our participants, and 2017-18 has steadily continued the trend, with a 10% increase in overall support.

Our congratulations and thanks go to some of our longest-running participants, whom it’s been our pleasure and privilege to have been able to support for so many years:

- Paul Briscoe (30 years)
- Jackson Smythe (23 years)
- Gwen Cupper (20 years)
- Corrina Ierino (20 years)
- Lindsay Anderson (19 years)
- Rona Anderson (19 years)
- Sam Cornwall (16 years)
- Brittany Zielonka (16 years)
- Dennis Wilkinson (15 years)
- Emma Gerber (14 years)
- Katie Percival (14 years)
- Daymon Handy-Hunt (13 years)
- Trey Handy-Hunt (13 years)
- Rebecca Herriman (13 years)
- Sharlene Zappia (13 years)

In particular, we’d like to extend our condolences to Paul Briscoe. His late mother Marjorie passed away peacefully, herself having been one of our esteemed friends and participants for thirty years.

Since 2009, we have...

- ...run more than **150** programs
- ...supported more than **500** different people with a disability
- ...delivered over **300,000** different episodes of support to our participants
- ...delivered over **850,000** hours of assistance for the people that we support
Social Enterprise – Benetook Farm

SRS Benetook Farm’s status as a unique tourism destination for the Sunraysia region was further cemented in the last year with several new developments and further expansions to the activities offered daily.

The Nine Network’s holiday and travel series Postcards dedicated an episode in June to exploring the Sunraysia region, showcasing Benetook Farm as a unique tourism destination.

Their coverage included many of the farm’s hallmarks – visiting animals, opportunities to go strawberry picking, getting lost in the Mildura Lions Club Magic Maze, the farm’s many handmade crafts for sale, and of course our free-range eggs, laid by our growing number of free-range chooks.

The Mildura Lions Club Magic Maze is now complemented by a brand new outdoor chapel, which can be found within – a perfect spot for weddings, ceremonies and any other function.

As well as our own Benetook Under the Stars night, the Farm has been host to a number of external events in the last year, including an all-day market in February that saw a fantastic turn-out, packed from fence to fence with stalls and shoppers alike.

The free-range layer hen production has increased with 1,600 hens providing eggs to 18 businesses in Mildura, including becoming a regular stall holder at the Mildura Farmers market.

Benetook Farm has continued growing and developing as a training site that offers individualised competency based programs promoting meaningful life skills for all.
2017-18 Balance Sheet

Consolidated Profit and Loss Statement
For the year ended 30 June 2018

<table>
<thead>
<tr>
<th></th>
<th>2018</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Revenue received</td>
<td>9,003,664</td>
<td>7,701,649</td>
</tr>
<tr>
<td>Less operating expenses</td>
<td>7,365,058</td>
<td>6,415,625</td>
</tr>
<tr>
<td>Operating surplus before tax</td>
<td>1,638,606</td>
<td>1,286,025</td>
</tr>
<tr>
<td><strong>Total comprehensive income for the year (Note 1)</strong></td>
<td>1,638,606</td>
<td>1,286,025</td>
</tr>
</tbody>
</table>

Consolidated Statement of Financial Position
As at 30 June 2018

<table>
<thead>
<tr>
<th></th>
<th>2018</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Total assets</strong></td>
<td>19,228,602</td>
<td>16,708,631</td>
</tr>
<tr>
<td><strong>Total liabilities</strong></td>
<td>2,510,673</td>
<td>1,629,308</td>
</tr>
<tr>
<td><strong>Net assets</strong></td>
<td>16,717,929</td>
<td>15,079,323</td>
</tr>
</tbody>
</table>

Equity
As at 30 June 2018

<table>
<thead>
<tr>
<th></th>
<th>2018</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Reserves</strong></td>
<td>7,428,869</td>
<td>7,428,869</td>
</tr>
<tr>
<td><strong>Accumulated surplus</strong></td>
<td>9,289,060</td>
<td>7,650,454</td>
</tr>
<tr>
<td><strong>Total equity</strong></td>
<td>16,717,929</td>
<td>15,079,323</td>
</tr>
</tbody>
</table>

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

**Note 1:** The Project Provision Account funds are included in the total income for the year balance. In 2018 – 2019 the $1m complex at 882 Fifteenth Street Mildura will commence and be completed. Concurrently 528 San Mateo Ave Mildura will commence design and planning preliminary drawings with an estimated budget projection of $1.5m.
Sunraysia Residential Services Inc.

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