Annual General Meeting

2018-2019

Avenues

Disability Services

Riding the Wave of Change

Providing support to enable people with different abilities to pursue their individual interests and lifestyle options and to continually explore and develop natural networks.

Avenues Lifestyle Support Association Incorporated

new
life
adapt
always
willingly
Every
know
open
challenge
every
trying
better
see
easily
things
around
ego's
love
embrace
willing
thoughts
welcome
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change
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person
believe
comfort
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zone
make
learning
Change
changing
positive
changes
transforming
stretch
ways

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Annual General Meeting

Monday 25th November 2019 at 10.00 am

Agenda

Welcome by the Chairperson

Acknowledgement of Country

Housekeeping

Apologies as per list & Inward Correspondence

Minutes of previous AGM

Business arising from previous Minutes

President's report

Treasurer's report

Manager's report

Election of Management Committee

Appointment of Auditor

New memberships

General Business

Meeting closure

Refreshments

Mission and Values

Lifestyle Support Disability Services

MISSION

Avenues provides support to enable people with a disability to pursue their individual interests and lifestyle options and to further explore and develop natural networks.

VALUES

Avenues VALUES service that:

Leads

Connects

Empowers

is Governed with excellence

Minutes of Previous AGM 2018

ANNUAL GENERAL MEETING, 29th November 2018

Meeting Opened: 10.04 am

Present:
Jim Cartwright, Karen Harrison, Jake Lee, Robyn Allen, Claire de Laney, Jules Glassop, John Falkinder, Dan Stewart, Adam Harris, Pam Davidson, Chantelle Pinkerton, Patricia Wilson, Ann Rigbye, Barb Berwick, Tony Perrett, Roxanne MacGregor, Fiona Neagle, Michael Condon, Matt Lambe, Sharon Rowe, Mary Condon

Minute Taker:
Chantelle Pinkerton

Acknowledgement of Traditional Owners:
Dan acknowledged the traditional landowners of this land – the Gubbi Gubbi people.

Apologies:
Mayor Mick Curran, Tess Parker, Garry Davison, Sharlene Makin, Jenny Buchanan, Margaret Kay, Julie Kirkpatrick, Cr Bob Leitch, Cr Bob Fredman,

Dan read the names of apologies and asked for a motion "that the apologies be accepted".

Moved by: *Claire de Laney* Seconded by: *John Falkinder*
Carried

Declarations of Conflicts of Interest:
Nil

Minutes of the Previous AGM of 2017
"That the minutes of the meeting held in 2017 be accepted".

Moved by: *Ann Rigbye* Seconded by: *Robyn Allen*
Carried

Business Arising from Minutes:
Nil

REPORTS

President's Report:

Dan Stewart summarized his report as detailed in the Avenues AGM 2017/2018 report. There were no questions.

"That the President's Report be accepted."

Moved by: Dan Stewart Seconded by: John Falkinder
Carried

Treasurers Report

In Laurie's absence, Dan Stewart summarized the Treasurer's Report as detailed in the Avenues AGM 2017/2018 report. There were no questions.

"That the Treasurer's Report be accepted."

Moved by: Karen Harrison Seconded by: Pam Davidson
Carried

Managers' Report

Claire de Laney summarized her report as detailed in the Avenues AGM 2017/2018 report. There were no questions.

Moved by: Claire de Laney Seconded by: John Falkinder

"That the Manager's Report be accepted."
Carried

Chairperson Dan Stewart asked Tony Perrett if he would like to say a few words.

Mr. Tony Perrett MP – State Member of Gympie

Tony acknowledged that Avenues does an amazing job, but there will be many challenges as the NDIS rolls out. He feels it is important to grab opportunities and make them work. We all need to embrace the change. He said Avenues has done well and he offered his assistance when needed. He then congratulated Claire and her team and looks forward to seeing Avenues in the future.

ELECTION OF MANAGEMENT COMMITTEE - NOMINEES OF 2018-2019

Claire de Laney, Manager then advised that she had a list of nominations which had been received prior to today.

POSITION	NOMINEE	PROPOSER	SECONDED
PRESIDENT	Daniel Stewart	Pam Davidson	Chris Bowman
VICE PRESIDENT	Pam Davidson	Claire de Laney	Karen Harrison
TREASURER	Laurie Cassar	Claire de Laney	Karen Harrison
Committee MEMBER	Chris Bowman	John Falkinder	Pam Davidson
Committee MEMBER	John Falkinder	Chris Bowman	Pam Davidson

Table 1: Nominees for 2018-2019

Claire declared that all positions successful as no other nominations received. She congratulated the incoming Members for 2018/2019.

AVENUES MANAGEMENT COMMITTEE for 2018-2019 is as follows:

PRESIDENT	Dan Stewart
VICE PRESIDENT	Pam Davidson
TREASURER	Laurie Cassar
COMMITTEE MEMBER	Chris Bowman
COMMITTEE MEMBER	John Falkinder

Table 2: Committee members for 2018-201

Auditor's Report:

Moved by: Robyn Allen Seconded by: Mary Condon

"That the Auditor's report be accepted".
Carried.

Appointment of Auditor for 2018-2019:

"That Koala Accounting is the auditor for the next audit period"

Moved by: Michael Condon Seconded by: Pam Davidson
Carried

Membership fees:
Dan welcomed new member, Jacob Lee.

"That the current membership fee structure be retained."

Moved by: Karen Harrison Seconded by: Jules Glassop
Carried

General Business:

Ann Rigbye - Congratulated Claire and her team at Avenues and wished Avenues all the best for the coming year.

Next AGM meeting: November 2019

Dan thanked everyone who attended and welcomed everyone to remain for refreshments.

Meeting Closed: 10.25 am

Management Committee of 2018-2019

President
Dan Stewart

Vice President
Pam Davidson

Treasurer
Laurie Cassar

Secretary
Chris Bowman

Committee Member
John Falkinder

Management Team of 2018-2019

Manager:
Claire de Laney

Team Leader:
Robyn Allen

Business Support Officer:
Karen Harrison

Team Leader:
Jim Cartwright

Junior Administrative Assistant:
Jacob Lee

Administrative Officer:
Chantelle Pinkerton
Commenced 16th October 2018

President's Report

The past year our challenge was to get on top of the wave of change. The introduction of the National Disability Insurance scheme (NDIS) had been disruptive in other areas and other organisations. In particular, we needed to deal with cashflow issues along with the possibility of clients choosing other services. With the introduction of NDIS we added plan management to our suite of services.

The good news is that we got on top of the wave of change, and more importantly, we continue to provide high quality services to our clients. There were some issues, in particular around contracting. However, Avenues provides important safety nets and support networks for both clients and support workers. Avenues looks forward to being the employer of choice for support workers, and the service of choice for people needing support in the community.

Avenues came through the NDIS changes in a financially strong position. I would particularly like to thank our Manager Claire de Laney and the other management staff for their dedication and long hours of work to ensure the financial stability of Avenues. I would also like to thank Treasurer Laurie Cassar for alerting us to some financial weaknesses prior to NDIS coming to Gympie and assisting Avenues to be financially viable.

During the past year we have changed the way we use the house we own. It had been a rental to a family with disability who we may or may not have provided other services to. The house has now been integrated into our other service delivery. It is been well used for short-term accommodation enabling our clients and families to have a break. This has proved popular.

Avenues worked towards having a client be supported in the house 24/7. However, in this case, the NDIA would not fund such a model one-to one. Avenues is seeking alternative arrangements to ensure younger people are not living in accommodation designed for older people.

Which has brought me to the current theme of "Riding the Wave of Change". Now that we have put the NDIS change behind us, how are we going to forge ahead with excellent services that connect people with disabilities to the community.

We have reviewed our vision, values and mission. Our new vision and mission will give us the broad direction of the services we provide, and better help our clients, staff and community understand how we want to build a better community for people of all abilities. As part of the process we have consulted with management and support workers, clients and family members about what their big picture view is of the community and how Avenues can best work to build a better community.

Which brings me to another focus of the past 18 months, listening better to our staff, support workers and clients. I would particularly like to thank management committee member Chris Bowman for his work in this regard. Indeed, I would like to thank all committee members, as well as Chris and Laurie, John Falkinder with his hard-hitting business sense and Pam Davidson with her disability services insights.

Our new plan management service is almost too successful. We are developing better systems and increasing staff hours so we can continue to offer a plan management service that community members will want.

We are not the only board or management committee struggling to recruit new members. The coming year will require us to seek out compassionate and competent people to provide the oversight and direction that our management require, deserve and appreciate. The focus of the management committee will always be on Avenues providing high quality services that assist people with various abilities to engage more fully in the community.

Avenues is now considering what we shall invest in into the future. Come the next AGM Avenues will have made some significant announcements about how we will build on our current services. We think there is a gap in services in the Gympie region which we can meet.

At Avenues, our focus is not on growing big, it is on providing the best service possible to assist people be more engaged in the community and to be more self-reliant given their abilities. If we get the quality of service right, we will then grow to the size the community needs.

Dan Stewart

President

Treasurer's Report

We have great pleasure in providing detailed financial accounts for year ending 30th June 2019 for Avenues Lifestyle Support Association Incorporated (Avenues) duly audited by Koala Accounting & Taxation and confirmed to be consistent with the financial reporting requirements of the Associations Incorporation Act (Qld).

The 2019 financial year produced a very satisfactory result in what was predicted to be a turbulent period as we transitioned into the National Disability Insurance Scheme (NDIS). The volatility that had been forecast in the take up of the scheme and the number of client movements has not been evident perhaps due to the slower implementation of the scheme.

The whole team at Avenues need to be congratulated on their professionalism and diligence in producing the results for the financial year, summarised as follows;

- **Profit & Loss Summary (Includes net rental income)**

	2019	2018	2017
Revenue	$2,494,740	$2,354,361	$2,221,170
Expenditure	$2,363,285	$2,339,061	$2,198,296
Net Profit (after depreciation)	$131,455	($360)	$22,874
Net Profit (before depreciation)	$144,969	$17,135	$52,702
Net Profit Margin	5.81%	.73%	2.37%

Table 3: Profit & Loss Summary

Main items contributing to the improved financial performance are;

1. 5.96% increase in revenue as a result of establishment of new income streams
2. A major reduction in staff costs of $140,376 (as a percentage of total revenue moving from 92% in 2018 to 81% in 2019). This significant cost saving was as a result of an office restructure at the administrative level which in no way impacted on the number of direct carers and the level of support provided to clients.

Maintaining a cash surplus is crucial for the organisation to provide a safety margin to meet all its' obligations and to provide scope for increased services and ongoing opportunities for our clients.

The cash profit of $144,969 produced in 2019 is considered a sound performance.

- **Balance Sheet Summary**

	As At 30th June 2019		As At 30th June 2018		As At 30th June 2017	
Current Assets	**$1,130,529**		**$929,351**		**$911,716**	
Current Liabilities	**$674,931**		**$612,482**		**$608,411**	
Net Working Capital	**$455,598**	**Times Cover 1.68**	**$316,869**	**Times Cover 1.52**	**$303,305**	**Times Cover 1.50**
Total Assets	**$1,875,087**		**$1,681,183**		**$1,677,472**	
Total Liabilities	**$674,931**		**$ 612,482**		**$ 608,411**	
Net Assets	**$1,200,155**	**Net Equity 64%**	**$1,068,700**	**Net Equity 63.57%**	**$1,069,061**	**Net Equity 63.73%**

Table 4: Balance Sheet Summary

Two main areas of the balance sheet which are critical to any organisation are the liquidity and equity positions. Avenues position in both these areas is considered very sound with a net working capital position of $455,598 and net assets of $1,200,155 in total assets of $1,875,087. Avenues has no external liabilities with the only liabilities relating to provisioning for staff holiday, sick & long service leave.

The strength of the balance sheet allows the management committee to consider growth opportunities for the organisation in a safe & controlled manner.

- **Budget Forecast 2019 / 2020**

We have adopted a conservative forecast for the financial period to 30th June 2020 as there remains quite a bit of uncertainty as to the full impact of the NDIS.

Revenue has been budgeted at similar levels to 2019 at $2.4M with a resultant surplus of $.164M.

The management team and committee maintain a regular focus / review on the budget to ensure we meet the stated objectives of the organisation.

Lawrence Cassar

Treasurer

Manager's Report

Riding the Wave of Change

Wow what a year it has been for Avenues, the people we support, their families and our staff.

July 2018 saw us continuing to assist our clients and their families with their preplanning for NDIS. With the preplanning complete, our clients eagerly awaited their plan meeting dates which for some were as early as November 2018. The NDIS officially rolled out in Gympie on 1st January 2019. We were very pleased to see that the majority of our clients received plans that would be very beneficial in addressing their needs and assisting them in getting the supports they required.

Having an NDIS plan has meant that a lot of people, for the very first time, have been able to regularly access assistance and programs from Allied health professionals and acquire the necessary equipment to improve their mobility, safety and functioning. Whereas the old state system was very prescriptive and did not always cater for what a person with a disability really needed in their day to day lives, the NDIS has allowed people to have real choice over their supports.

As we expected we saw movement of clients between the Gympie organisations.

In preparation for the NDIS and what it would look like, Avenues took restock of its financial position at the beginning of the new 2018- 2019 financial year. The Avenues office structure underwent changes with the combining of the CEO and Operations Manager positions into one; the Manager's position.

In September 2018 we said goodbye to Office Manager Bob Robertson, and we welcomed Chantelle Pinkerton to the role of Administrative Officer in October 2018.

Internally we have implemented many changes to the way we operate. We have adopted new IT systems and refined the way we perform our day to day activities. We tightened the organisation's belt and performed a thorough internal audit of all systems and expenditure and we found many ways to reduce our expenses. We have all learnt key elements of each other's roles; which has not only enabled us to successfully transition our clients from the State system to the NDIS, add new services such as Short-Term Accommodation and Plan management, but to also remain a small and effective leadership management team. Many thanks to the management committee for being very supportive of the leadership management team and placing your confidence in our suggestions and decisions.

Our new Short-term accommodation service has been a fantastic addition to Avenues offerings. The ability to be able to provide our clients and their families with this service has opened up many opportunities for all.

I would like to say a **huge thankyou** to our **clients and their families** for continuing to put their trust and care in our hands! We are truly humbled, privileged and honoured to be walking along side you each and every day!!

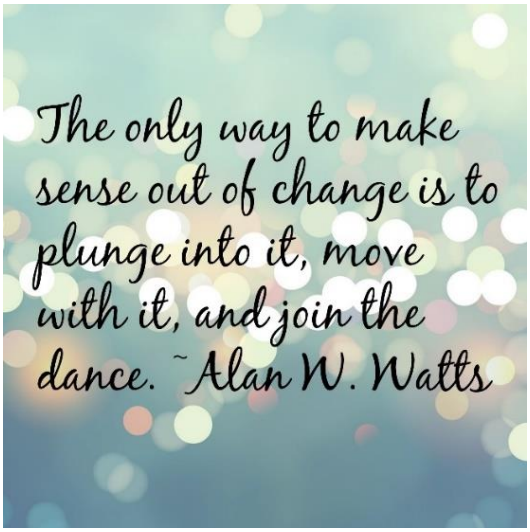
It absolutely goes without saying that our **support workers** are the life blood of the organisation. Without them and their quality care how could we provide such an amazing service to our clients? Eternal gratitude to you all and thank you for being so supportive and understanding throughout all the changes. You really have ridden the wave of change!

To say I am proud of the **leadership management team** is an understatement. It is through a strong and cohesive team that we have been able to come together; to support each other in our roles and stand united in providing the best possible service we can to the **amazing people we support** and provide direction and support to our **valued workers**. Thankyou!

In closing I will add that I am eternally grateful, honoured and privileged to have led the Avenues organisation through the past financial year. We have traversed the transition into one of the biggest social and economic reforms that Australia has seen to date. Whilst it has not always been easy and constant NDIS changes are a challenge for all, we continue to learn and evolve in this new space. With the **full roll out** from the State system to the NDIS having occurred by July 2019, the organisation is only 5 months into the full NDIS system and already we have seen wonderful outcomes for the people we directly support and our plan managed clients. With access to much needed equipment, allied health services and real choice and control over service provision, people are realising great benefits from the scheme and that is what it is all about!!!

Claire de Laney

Manager



Events and Activities

It's Christmas 2018

Christmas celebrations with our amazing clients and their staff.

Christmas cheer with Support workers and Management

More about US!!!

- Avenues gained NDIS registration in June 2017 and proudly started supporting our first NDIS Participant in September 2017
- Maintained full accreditation to the Human Services Quality Framework (HSQF)
- The LMT attended many workshops around the NDIS throughout the year

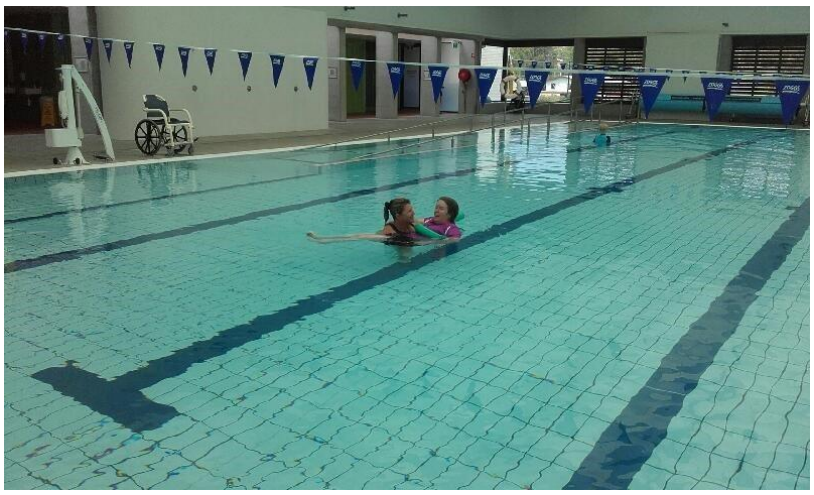
Avenues continues to provide;

- quality community access support
- Supported Independent Living services
- Sherwood Hall hire for community groups and businesses to hold workshops and meetings

Craft time in the Sherwood Hall

We have a small fleet of service vehicles including wheelchair accessible vans

Our clients have been making the most of the Gympie Aquatic Recreation Centre

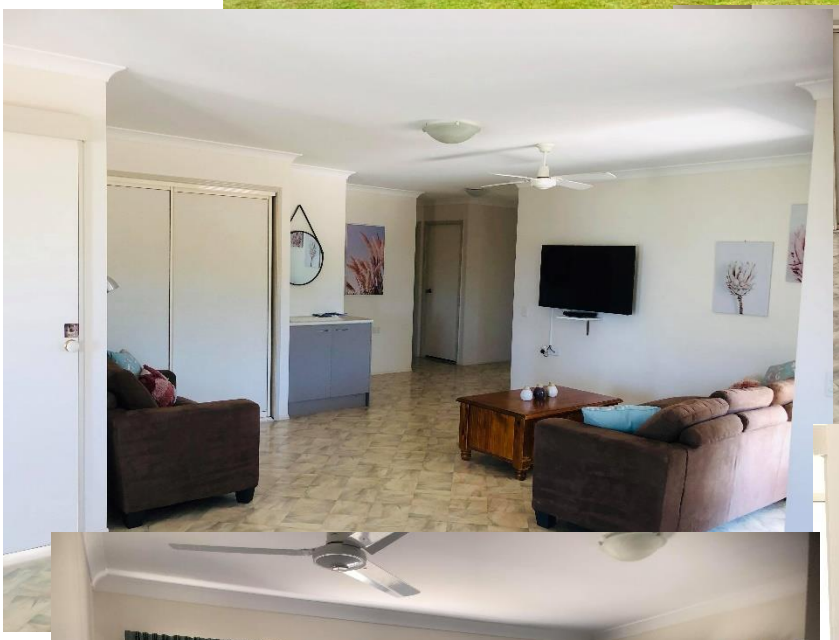


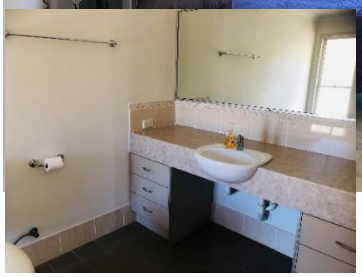
The installation of a new wheelchair access ramp and automatic office and toilet doors, kindly sourced by Job Match Gympie through Job Access Employment Assistance funding has been a fantastic addition to the Avenues building for not only our Administrative Assistant Jake, but others as well.

Primrose House

(Home away from home)

Primrose House is Avenues Short Term Accommodation home. Fully accessible and located within walking distance to the Gympie Aquatic Recreation Centre





Leadership Management Team for 2019-2020

Claire de Laney

Manager:

Robyn Allen

Team Leader:

Karen Harrison

Business Support Officer:

Jim Cartwright

Team Leader:

Jacob Lee

Junior Administrative Assistant:

Chantelle Pinkerton

Administrative Officer

List of Nominees for 2019-2020

Position	Candidate	Proposer	Seconder
Committee Member	John Falkinder	Dan Stewart	Claire de Laney

Table 5: Committee Nominees for 2019-2020

Financial Statements

Avenues Lifestyle Support Association Incorporated

ABN 66 921 659 183

Financial Statements
For the year ended 30 June 2019

KOALA ACCOUNTING & TAXATION

Accountants & Registered Tax Agents

Shop 3, 9 Channon Street

P O Box 466, GYMPIE QLD 4570

Phone: 07 5482 7655

Email: info@koalatax.com.au

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Rental Property Report

Detailed Statement of Financial Performance

Detailed Statement of Financial Position

Statement of Cash Flows

Members Statement

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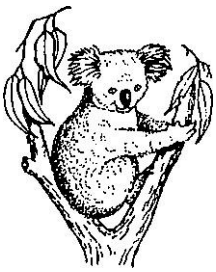

KOALA ACCOUNTING & TAXATION

PUBLIC ACCOUNTANTS & TAXATION CONSULTANTS & AUDITORS

ABN: 50 210 330 811

Ph: 07 5482 7655

Website: www.koalatax.com.au

Email: *info@koalatax.com.au*

Shop 3/9 Channon Street
(Cnr.Channon & Barter Sts)
GYMPIE QLD 4570

PO Box 466, GYMPIE QLD

INDEPENDENT AUDITOR'S REPORT TO MEMBERS OF

Avenues Lifestyle Support Association Incorporated

We have audited the financial report, being a special purpose financial report of the **Avenues Lifestyle Support Association Incorporated** which comprises the Balance Sheet as at **30 June 2019**, and the income statement, a summary of significant accounting policies, other explanatory notes and the statement by members of the committee.

The Committee of the Association is responsible for the preparation and fair presentation of the financial report and has determined that the accounting policies described in Note 1 to the financial statements, which form part of the financial report, are consistent with the financial reporting requirements of the Associations Incorporation Act 1981 and are appropriate to meet the needs of the members. The committee's responsibilities also include establishing and maintaining internal control relevant to the preparation and fair presentation of the financial report that is free from material misstatement, whether due to fraud or error, selecting and applying appropriate accounting policies, and making accounting estimates that are reasonable in the circumstances.

Our responsibility is to express an opinion on the financial report based on our audit. No opinion is expressed as to whether the accounting policies used, as described in Note 1, are appropriate to meet the needs of the members. We conducted our audit in accordance with Australian Auditing Standards. These Auditing Standards required that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial report in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the committee, as well as evaluating the overall presentation of the financial report.
We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

AUDIT OPINION
In our opinion, the financial report presents fairly, in all material respects (or gives a true and fair view — refer to the applicable state/territory Act), the financial position of the **Avenues Lifestyle Support Association Incorporated** as **at 30 June 2019** and (of) its financial performance for the year then ended in accordance with the accounting policies described in Note 1 to the financial statements, and the requirements of the Associations Incorporation Act 1981.

JULIE M KIRKPATRICK FCPA

08 November 2019

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