Annual General Meeting

2019-2020

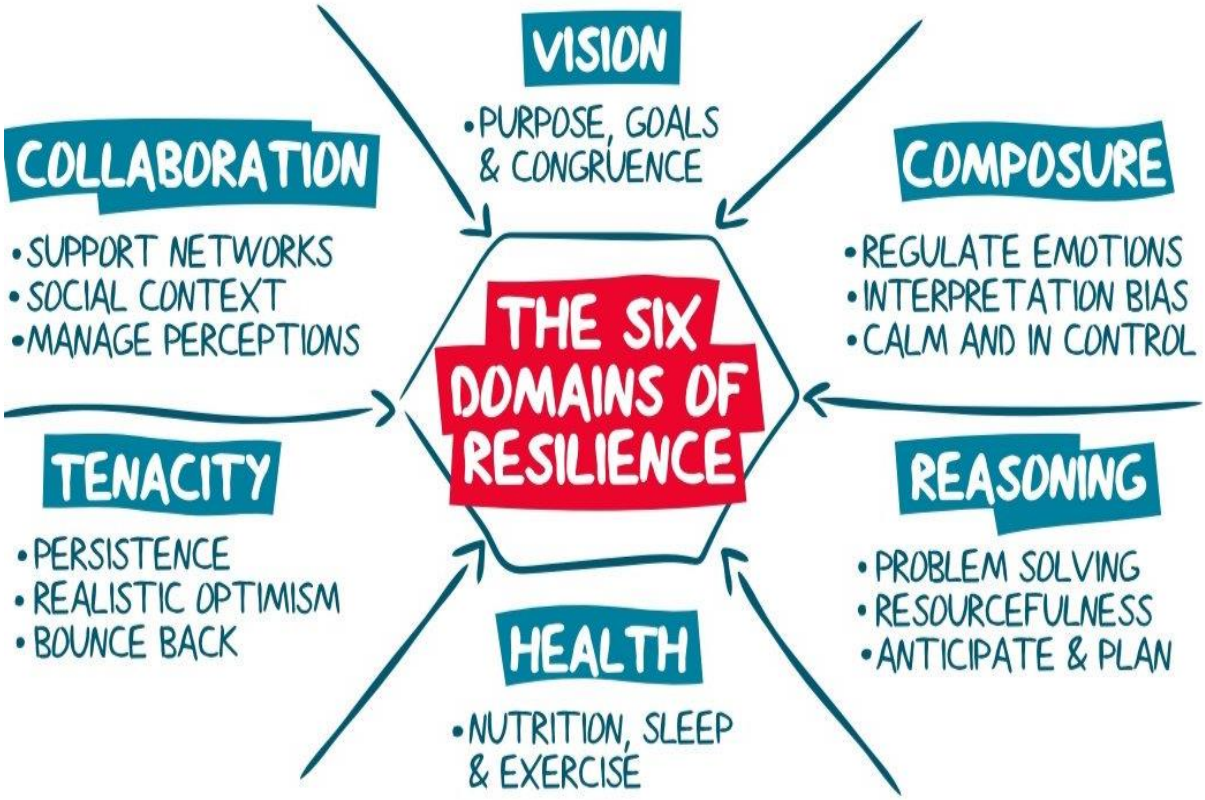
Avenues

Disability Services

Being Resilient

Support persons with disabilities and their families to develop their capacity and increase their participation in the community through the provision of one-on-one support and other services.

Avenues Lifestyle Support Association Incorporated


VISION
•PURPOSE, GOALS & CONGRUENCE
COLLABORATION
•SUPPORT NETWORKS
•SOCIAL CONTEXT
•MANAGE PERCEPTIONS
COMPOSURE
•REGULATE EMOTIONS
•INTERPRETATION BIAS
•CALM AND IN CONTROL
THE SIX DOMAINS OF RESILIENCE
TENACITY
•PERSISTENCE
•REALISTIC OPTIMISM
•BOUNCE BACK
REASONING
•PROBLEM SOLVING
•RESOURCEFULNESS
•ANTICIPATE & PLAN
HEALTH
•NUTRITION, SLEEP & EXERCISE
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Annual General Meeting

Monday 30th November 2020 at 10.30 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

Lifestyle Support

Disability Services

MISSION

Support persons with disabilities and their families to develop their capacity and increase their participation in the community through the provision of one-on-one support and other services.

Areas of focus for Avenues include:

- Accommodation, short- and long-term
- 24/7 supported living
- One-on-one support for community involvement
- Development of clients to become more independent
- Development and support of motivated and competent staff
- Plan management
- Advocacy for accessibility
- Financial responsibility and reinvestment in services

At Avenues we value:

- People in all their **diversity**, regardless of ability
- **Inclusion** of all people in the community
- A workforce that is competent, motivated and **client focused**
- A work environment that **supports** staff
- **Listening**, feedback and new ideas

Our vision is for Avenues to be the preferred provider of adult disability services in the Gympie community

Minutes of Previous AGM 2019

ANNUAL GENERAL MEETING, 25th November 2019

Dan Stewart, President of Avenues opened the meeting and welcomed Mayor Mick Curran and Cr Mal Gear and everyone in attendance.

Meeting Opened: 10:01 am

Present:
Mayor Mick Curran, Cr Mal Gear, Roxanne MacGregor, Margaret Kay, Julie Kirkpatrick, Clarissa Holzapfel, Ann Rigbye, Ruth Tidswell, Daniel Stewart, John Falkinder, Christopher Bowman, Lawrence Cassar, Pam Davidson, Sarah Allen, Tegan Eaton, Pauline Roberts, Jim Cartwright, Karen Harrison, Robyn Allen, Claire de Laney, Chantelle Pinkerton

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

Apologies:
Mr Tony Perret, Mr Llew O'Brien, Cr Bob Leitch, Fiona Neagle

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

Moved by: *Lawrence Cassar* Seconded by: *Chris Bowman*
Carried

Declarations of Conflicts of Interest:
Nil

Minutes of the Previous AGM of 2018
"That the minutes of the meeting held in 2018 be accepted".

Moved by: *John Falkinder* Seconded by: *Karen Harrison*
Carried

Business Arising from Minutes:
Nil

REPORTS

President's Report:

Daniel Stewart summarized his report as detailed in the Avenues AGM 2018-2019 report. There were no questions.

"That the President's Report be accepted."

Moved by: *Dan Stewart* Seconded by: *Lawrence Cassar*
Carried

Treasurer's Report:

Lawrence Cassar summarized the Treasurer's Report as detailed in the Avenues AGM 2018-2019 report. He thanked Margaret from Koala Accounting and the Avenues Leadership Management Team for the financial results. There were no questions.

"That the Treasurer's Report be accepted."

Moved by: *Lawrence Cassar* Seconded by: *Chris Bowman*
Carried

Manager's Report:

Claire de Laney summarized her report as detailed in the Avenues AGM 2018-2019 report. There were no questions.

"That the Manager's Report be accepted."

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

ELECTION OF MANAGEMENT COMMITTEE - NOMINEES OF 2019-2020

Dan explained how the Board structure works. The Executive Committee is nominated and voted in every even year and the Committee Members every odd year. Dan then advised that he had a list of nominations which had been received prior to today.

POSITION	NOMINEE	PROPOSER	SECONDED
Committee Member	John Falkinder	Dan Stewart	Claire de Laney

Table 1 Nomination of members 2019-2020

Dan declared that John Falkinder was successful as no other nominations received. He congratulated John for 2019/2020.

AVENUES MANAGEMENT COMMITTEE for 2019-2020 is as follows:

PRESIDENT	Daniel Stewart
VICE PRESIDENT	Pam Davidson
TREASURER	Lawrence Cassar
SECRETARY	Christopher Bowman
COMMITTEE MEMBER	John Falkinder

Table 2 Committee members for 2019-2020

Dan read out the Management Committee for 2019-2020 and thanked them for the past year.

Chris then thanked Dan for running their meetings efficiently.

Auditor's Report:
"That the Auditor's report be accepted". There were no questions.

Moved by: *Lawrence Cassar* Seconded by: *Karen Harrison*
Carried.

Appointment of Auditor for 2018-2019:
"That Koala Accounting is the auditor for the next audit period"

Moved by: *Lawrence Cassar* Seconded by: *Robyn Allen*
Carried

Membership fees:
"That the current membership fee structure be retained."

Moved by: *Robyn Allen* Seconded by: *Margaret Kay*
Carried

General Business:

Mayor Mick Curran thanked the Management Committee, Claire and her team. He said one change that is important is to assist people with disabilities so that they are treated equally. He acknowledged with the strength of our community this change is happening. He congratulated Avenues on a successful year.

Roxanne MacGregor, representing Bravo thanked Avenues for their working relationship with Bravo and said well done.

Anne Rigbye, representing Weeroona thanked Avenues for their working relationship with Weeroona and wished Avenues all the best.

Next AGM meeting: 30th November 2020

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

Meeting Closed: 10.21 am

Management Committee of 2019 - 2020

President
Dan Stewart

Vice President
Pam Davidson
Resigned 31/07/2020

Secretary
Chris Bowman

Treasurer
Laurie Cassar

Committee Member
John Falkinder

Committee Member
Janine Drew
Commenced 26/05/2020

Leadership Management Team of 2019 - 2020

Claire de Laney
Manager

Robyn Allen
Team Leader

Karen Harrison
Business Support Officer

Jim Cartwright
Team Leader

Jacob Lee
Junior Administrative Assistant

Tracey Van den Berg
Business Support/Plan Management
joined 20/02/2020

Chantelle Pinkerton
Administrative Officer

President's Report

Last year I reported that we sailed through the changes wrought by NDIS, albeit with much preparation and toil. Avenues was able to continue providing high quality support for people with disability to access the community and live at home. We were ready to expand in new directions when, BANG…. but we were resilient.

First, I would like to thank our Management Committee Team. Special mention goes to Pam Davidson who has been on the Management Committee for many years. Thank you, Pam, for bringing your passion, and your expertise from an employment perspective. During the year Pam decided she needed a well-deserved break. We trust she will enjoy having one less commitment.

This year we have welcomed two new members, Janine Drew, and most recently Keith Kuchenmeister. Janine brings social work expertise. Keith has a background in architecture and creative arts. Both are committed to a better community and they are great additions to our Management Committee.

Chris Bowman, Laurie Cassar and John Falkinder join me as continuing members of the Management Committee. They have provided humour, wisdom and guidance to Avenues Lifestyle Support. We are a bit lopsided gender wise and, as always, need to keep recruiting more quality people for our Management Committee.

Avenues' support for members of our community is based on the commitment, competency and resilience of our support workers. They have done a stellar job and adjusted well to changing circumstances over the year. Avenues is committed to employing and supporting the good quality staff who can help meet the needs and aspirations of our clients.

A major growth area for Avenues has been plan management. We seek to provide a responsive plan management service with quick turn-around times. During the year we needed to cap client numbers but have since employed further staff to ensure this high-quality service can continue to grow.

Our team leaders and administration staff are ably led by our manager, Claire deLaney, to ensure Avenues Lifestyle Support runs smoothly. From February to April Claire took up the challenge of writing a pandemic policy to meet the changing circumstances. It certainly was a living document that allowed Avenues to be a resilient organisation in the face of a dynamic situation.

In the past year, the Management Committee supported the Avenues complaints process and ensured it was robust. Any complaints are taken seriously and seen as an opportunity to improve. We have supported the manager in expecting high standards from our support workers. Our clients are among the more vulnerable members of the community and as such, we need to take any concerns seriously. I can assure the community that complaints are infrequent, and none have been received for many months. No organisation is perfect, and we will ensure any concerns are followed up for the sake of our clients.

Our work on developing housing options for people with disabilities was delayed by unforeseen circumstances. We know there is a need for more housing in Gympie for people with disabilities and we will help meet the need. As the treasurer's report indicates, we are in a strong financial position and we have the resources to provide suitable housing. Meanwhile our current house is well used for respite purposes. As of writing, we are negotiating with another service provider to enable their clients to also use the house for respite.

Thank you to the community here today for your support for Avenues and for people with disability. We wish Bravo, Weeroona and other support services in the community well as we provide our varied services. Together we can make Gympie a more inclusive and **resilient** community.

Daniel Stewart

President

Treasurer's Report

We have great pleasure in providing detailed financial accounts for year ending 30th June 2020 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 2020 financial year has produced an excellent trading performance for Avenues in what has been a very turbulent year due to the COVID-19 Pandemic. The whole team at Avenues from the front line carers to the administration staff need to be congratulated in the way they very quickly adapted to the changed working environment while at all times putting our clients first and at the same time being able to grow the organization in a profitable and very controlled manner.

A summary of the financial performance for the year is as follows.

Profit & Loss Summary (Includes net rental income)

	2020	% Movement	2019	% Movement	2018
Revenue	$2,970,593	19%	$2,494,740	6%	$2,354,361
Expenditure	$2,540,375	7%	$2,363,285	-1%	$2,339,061
Net Profit (after depreciation)	$430,218	227%	$131,455		($360)
Net Profit (before depreciation)	$444,956		$144,969		$17,135
Net Profit Margin	14.97%		5.81%		.73%

Table 3 Profit and Loss Summary

Trading results for financial year ending 30th June 2020 continue to demonstrate the organisation's ability to operate their activities in a fiscally sound and prudent manner. The organisation's objective is to achieve controlled growth while carefully managing operational expenditure to ensure the highest level of service is always provided to our clients.

As is demonstrated by the table above, Avenues managed to achieve a 19% increase in income while at the same time containing expenditure to only a 7% increase.

Although Avenues is a Not for Profit organization, it is critical that it is able to operate on a surplus position so that it can look to provide increased services to its' clients and the general community who require special needs services.

Avenues for 2020 produced an operating surplus of $444,956 representing a net profit margin of nearly 15%. An excellent result.

Balance Sheet

	As at 30th June 2020		As at 30th June 2019		As at 30th June 2018	
Current Assets	$1,748,917		$1,130,529		$929,351	
Current Liabilities	$864,058		$674,931		$612,482	
Net Working Capital	$884,859	Times Cover 2.02	$455,598	Times Cover 1.67	$316,869	Times Cover 1.52
Total Assets	$2,494,432		$1,875,087		$1,681,183	
Total Liabilities	$864,058		$674,931		$612,482	
Net Assets	$1,630,374	Net Equity 65%	$1,200,156	Net Equity 64%	$1,068,700	Net Equity 63%

Table 4 Balance Sheet Summary

Avenues has a very sound balance sheet position which is critical for its' ongoing operations and its' aspirations to provide increased services to people with special needs in the community.

Two key factors for an organization are liquidity and equity both of which in Avenue's situation continue to increase from year to year.

As at 30th June 2020, Avenue's had a net working capital position of $884,859 which means for every $1 of liability it had $2.02 to cover it providing the organization with a very safe operating margin. This position has increased over 3 years from 1.52 to 1.67 to 2.02 and forecast to continue to increase.

Equity continues to increase in direct proportion to increased profitability with the position increasing over 3 years from 63% to 64% to 65%.
Other than provisions for staff entitlements such as holiday leave, sick leave & long service leave, the organization has no external liabilities.

Asset structure of Avenues is primarily made up of cash investment in excess of $1.62M and two unencumbered freehold properties on Red Hill Road and Primrose Court.

It is the Board's clear intention to utilise a proportion of the cash reserves in the ensuing period/s to acquire assets which can cater to the needs of persons with disability. Extensive research is being undertaken to ensure that the funds are utilised in a low risk manner while achieving the maximum benefit for the community.

Congratulations to the team at Avenues for a standout performance.

Lawrence Cassar
Treasurer

Manager's Report

Wow another big year for Avenues, the people we support, their families and our staff.

I am very pleased and honoured to be writing my report as Manager for Avenues Lifestyle Support Association.

The past year has seen Avenues and its clients move fully into the NDIS.

Despite many of the flaws in the system, we have seen some amazing personal outcomes for the people we support and our plan managed clients.

Service Provision: Being an essential service, Avenues remained accessible to its clients and workers during the COVID-19 pandemic. The Office team chose to show up every day and whilst the office was closed, we were only a phone call and/or a car park catchup away from those that needed to see us for support, personal protective equipment etc. Our **resilient** workers turned up every day to continue to care for their clients and we are so proud of the way they had adjusted to all the new restrictions and guidelines that were thrust upon them. We supported those workers that had circumstances that prevented them from being able to work and we appreciate their willingness to adapt as best as they could in the COVID climate. We adapted to new and different ways of responding to the needs and wishes of clients that chose to self-isolate during this time and we all took each day as it came and adjusted to the ever changing environment.

We have remained steady in our numbers of people we support due to COVID-19 and the limited amount of quality support workers available. Avenues will always choose quality support over quantity of support and this has allowed us to continue to provide the best service possible to our current client base.

Short Term Accommodation (Respite): Primrose House has been a wonderful space for our clients to utilise for their respite needs. It has also been a great place for clients and workers to use for cooking sessions, host support worker training and more recently collaborate with a fellow organisation to use for respite.

With the growth of our Plan Management services we have seen the addition of Plan Managers, Tracey, and Christine to our team. Welcome ladies and job well done as you continue to uphold the high standard this Avenues service is known for.

Systems: We have spent much time over the past year looking at our systems and how they can best support the organisation's business functions. We will be transitioning our current client and HR management system to a new system in the new year. The new software solution will round out our set of systems that underpin our workflow and management of information.

NDIS Commission: This year has been challenging in more ways than one as the organisation prepared for the commencement of the NDIS Commission in July 2019 and all the additional requirements that have ensued. Avenues has undergone its external audit very well and we would like to thank our families, clients and support workers who agreed to talk with the auditors about Avenues service delivery.

As always, a **huge thank you** to our **clients and their families** for continuing to engage Avenues for their supports! Without you, we cease to be!!! The trust you have placed in us and our staff as we have all navigated through COVID-19 and NDIS is heartwarming and you are truly **resilient!!**

As I have said before, our **support workers** are the life blood of the organisation. We are forever grateful to these amazing people for their care, compassion, and kindness and even more so through this year. We have sadly said goodbye to some long-term support workers who have moved away to start new lives. Many thanks to them for their years of dedication and care to our clients. A big welcome to our new support workers!! We are so pleased to have you as part of the Avenues family and wish you many happy years of employment with us.

Thank you to our **gardener** Jo, who has the Avenues grounds looking wonderful. You do an amazing job, and we are very grateful!!

Our **leadership management team** as always, have shown unity and **resilience** over the past year. You are a joy to work with and I am always inspired by your ideas, problem solving solutions and creativity in finding ways to best support our clients and workers.

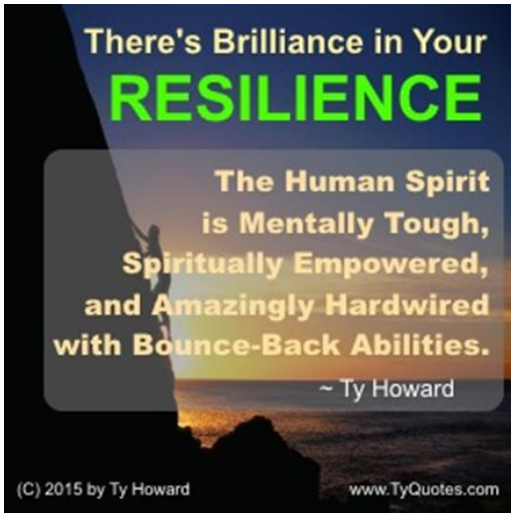
The **management committee** have provided wonderful support to our ideas and decisions. Thank you to all members for their continued contributions to Avenues and its clients. I look forward to working with the committee this financial year regarding some exciting new projects.

We also say farewell to Pam Davidson who has been with Avenues since 2009 and has at some stage worn all the different board of management hats. Pam has no doubt seen a lot of change over the Avenues years and takes with her a lot of history and knowledge. Many thanks Pam for the service you have provided to Avenues for the past 11 years. We wish you all the best for the future.

In closing, I am forever in awe of our clients, support workers and leadership management team. This has especially been amplified over this last financial year. All of us, like the rest of the world, have been navigating through this unprecedented time. We have all learnt a new appreciation for the 'little' things we take for granted such as going to the beach, shopping or visiting friends and family and more noticeably the way we 'connect' with others. However, the **resilience,** flexibility and "rolling with the punches" attitude displayed by clients and workers has been awe-inspiring.

As we say goodbye to the year that changed the world, I wish everyone a bigger and brighter 2021

Claire de Laney
Manager



2019 - 2020 A Year of Change

- NDIS Quality and Safeguarding Commission commenced in QLD 1 July 2019
- A Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability was established
- The Queensland Parliament passed the Human Rights Act which came into effect 1 January 2020
- Legislation for a 'Community Services Portable Long Service Scheme' for Queensland currently under review. Expected commencement was 1 July 2020, however due to COVID-19 it is now scheduled for January 2021

  (NDS National Disability Services 2019)

- *COVID -19 (say no more)!!*

More about US!!!

Avenues continues to **provide;**

- Quality community access support
- Short Term Accommodation
- Supported Independent Living services
- Plan Management services
- Sherwood Hall hire for community groups and businesses to hold workshops and meetings.

Throughout the year we have **attended**;

- Workshops and webinars
- Support worker workshops and client specific training
- 30 mob gatherings for sharing of learnings and wisdom
- Look Now training presentation to Cert 3 students by Manager and Team Leader, Jim Cartwright.

Red Hill Rd and Primrose House received **new roofs** due to the damage caused by the 2018 hailstorm that affected most of Gympie.

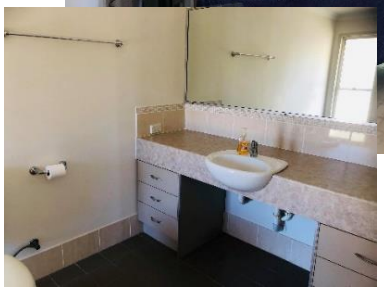
Avenues donated gifts and food items to St Vincent de Paul's "Vinnies Christmas Appeal". St Vincent de Paul provides much needed assistance to people experiencing poverty, hardship and homelessness.

A successful funding application for renovations to Sherwood Hall from the federal Liberal National Party government, which will commence early 2021

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



Events and Activities

It's Christmas 2019

Christmas celebrations with our amazing clients and their staff.

Christmas cheer with Support workers and Management

Disability Action Week 2019

Management Team for 2020 - 2021

Manager:
Claire de Laney

Team Leader:
Jim Cartwright

Team Leader:
Robyn Allen

Administrative Officer:
Chantelle Pinkerton

Administrative Assistant:
Jacob Stiefler -Lee

Business Support Assistant
Plan Manager
Tracey Van den Berg

Business Support Assistant
Plan Manager
Christine Ford

Business Support Officer:
Karen Harrison

List of Nominees for 2020 - 2021

Position	Candidate	Proposer	Seconder
President	Daniel Stewart	Janine Drew	Lawrence Cassar
Vice President	Janine Drew	Daniel Stewart	Keith Kuchenmeister
Secretary	Chris Bowman	Claire de Laney	Chantelle Pinkerton
Treasurer	Lawrence Cassar	Janine Drew	Daniel Stewart
Committee Member	John Falkinder	Lawrence Cassar	Janine Drew
Committee Member	Keith Kuchenmeister	Daniel Stewart	Janine Drew

Table 5 Nominees for 2020-2021

"**Resilience** is something you do, more than something you have..... You become highly **resilient** by continuously learning your best way of being yourself in your circumstance". Al Siebert