

ANNUAL REPORT

2017-2018



ABOUT TULGEEN

Tulgeen has been the leading disability services provider in the Bega Valley for 40 years. Working with individuals, their advocates and the community to provide flexible, individualised supports and services for people with disability.

Our Core Purpose

Create opportunity and choice for people with disability to participate in communities, realise their potential, and lead full, abundant lives.

Our Vision is

Tulgeen: enabling a good life

Our Core Values are

Excellence
Inclusion
Innovation
Pride and Respect

Our Behavioural Values are

Stewardship
Understanding
Empathy
Integrity
Accountability
Celebration
Dedication and
Collaboration

Our Strategic Imperatives for 2017–2021 provide the basis for our planning and direction.

They centre around:
Leadership
Customer & Community
Our People
Performance and
Sustainability

Photo thanks to Bega Mainly Music



MEET OUR BOARD OF DIRECTORS

Tulgeen's Board of Directors is drawn from a cross section of our local community. Our Directors are generous with their expertise and time, setting the strategic direction of Tulgeen and providing clear governance.



Each Director is active on a number of Board mandated Sub-Committees.

2017/2018 Tulgeen Board of Directors

Pictured from left to right, Dallys Baker, Grattan Smith – *Chair*, Christine Van Den Berg, Peter Hughes, John Stylianou and Liam O'Duibhir.

2017-2018 ACHIEVEMENTS



July

Implementation of the Workforce Development Project

Enterprise Manager Dave Akehurst joins our team

August

World premiere - 2018 Tulgeen film *Fast and Fabulous*

Purchase of the Riverside Nursery Taronga site from Council



December

Access all areas Film Festival at BVCCC

Client Christmas Party huge success

January

Good Practice Group implements Staff Wellbeing Fund

February

Bega Valley Coaches transports first person in a wheel chair to Tulgeen

Vincent Richardson Support Coordinator joins our team

September

New shredders installed at Riverside Nursery
Successful BSI audit of ADE's



October

Staff development program commences
Jon Walker Finance Manager joins our team



November

Tulgeen Open Day at Riverside Nursery



March

Tulgeen Art in Garage work installed at Tura Murrang library

Bega Heritage Centre, Bega Butchers Block, Tilba Cheese, Woolworths & Coles now selling bags on our behalf.



May

Tulgeen Volunteer Kris Walker recognised with BVSC Community Service Award



June

First Tulgeen Trainees appointed
New logo introduced

A MESSAGE FROM THE CHAIR OF THE BOARD

On behalf of the Board of Directors I am pleased to present to you; our members, clients, advocates, carers, staff and friends; the Annual Report of the Tulgeen Group for year ending June 2018. This past 12-months has again been one of many achievements as we together completed the second year of the NDIS transition.

The positive social and financial outcomes from the prior year have continued and I commend our CEO Jen Russell and her senior management team of Dave Akehurst, Shane Ardern, Rose Hulst, Karen Machan, Lisa Miller-Bradley, Mitch Van Reesch, and Jon Walker and all of their staff, for the focus on continuing to be a sustainable, robust, responsive, efficient, supportive and growing Tulgeen.

I thank all of our staff and volunteers that have strongly supported the range of changes required to continue moving towards best practice and the highest standards of client care and support. Equally, clients, carers and advocates have also been supportive within the NDIS structure to ensure that their individual choice and control continued to deliver on our vision for clients and our communities.

Overall, we are now providing support and lifestyle choices to more than 80 people with disability. We are financially strong and collectively we look forward to the future and continuing in supporting our clients to Live Work Play Grow.

I am pleased to advise that the financial outcome for the year was an overall profit. This includes a significant donation from Bega Cheese, the proceeds from sale of a residential property identified as surplus to our requirements, and paying down a significant part of the mortgage on the Insync property. This solid base provides Tulgeen the opportunity to expand our services and support for more people within, and increasingly from outside, our community. In particular we continue to look for a suitable group-home to purchase and bring into the community.

Our Social Enterprises (ADEs) are key to a sustainable future, promoting Tulgeen as a destination of choice for people with disability and other disadvantaged people within our communities. The recent purchase of the Taronga Crescent land from Council has added strength and stability as we complete the stage 1 development of the Riverside Nursery and the increase in supported employment opportunities there, and in our other profit-for-purpose businesses. Increasingly Tulgeen is a part of the sustainable future in the Bega Valley with Stitches & Prints leading the way in producing the environment-friendly mesh bags (and the subsequent publicity is great too) and the upcoming recycling partnership with our Shire Council.

Our In-Home Support and Inclusion Services teams are delivering great outcomes and enabling an increased range of quality services to our clients. We will continue to diversify and invest in additional infrastructure, equipment and person-centred services to deliver opportunities for all members of our community to experience a good life. This includes the growing Respite Support/Short-term Stay Service, accessibility improvements such as the TrailRider all-terrain wheelchair partially funded by Tulgeen for the Bournda Environmental Education Centre, the expansion of community inclusion and Art in the Garage activities, and new services such as The Lab and The Tech Hub.

The Services Support team allow our client-facing staff to focus on delivery of daily services and programs, whilst ensuring the execution of systems and processes necessary to 'run' Tulgeen, achieve compliance with the increasing 'rules', and assist in promoting the benefits that we can offer new and prospective clients. To this end I congratulate the whole team involved in our fabulous TV commercial recently screened into our living rooms.

The Board will continue to review the many new and diverse opportunities open to Tulgeen and our clients, and will shortly be updating the Strategic Imperatives for the period 2019-2022.

I appreciate the support of my fellow Directors, Chris van den Berg, Dallys Baker, John Stylianou, Liam O'Duibhir and Peter Hughes. This is a great team working together to govern and lead Tulgeen into the future. However we are always looking to introduce new Directors to add value to the oversight of Tulgeen and I look forward to announcing these during the next year.

As a For Social Purpose organisation we will continue to work with our communities to deliver improved services. There are always opportunities for improvement in our service delivery and as we value your feedback, I encourage contact with our CEO if you have any suggestions or concerns.

In closing, I offer my sincere thanks to all of Tulgeen's staff, volunteers and our partner organisations, supporting Tulgeen to build on its 40 years of enabling our clients to work, live, play and grow.

Grattan Smith
Board of Directors



REPORT FROM OUR CEO

The 2017-18 year has been a year of consolidation as Tulgeen and our clients entered the second year of transition to the NDIS. Exciting as well as challenging Tulgeen, clients and advocates have ridden the peaks and troughs of settling into the new world order.

Over the past twelve months, Tulgeen, our clients and advocates have ridden the peaks of positivity, hope, funding successes, and excellent advocacy outcomes. Then the troughs of process and system frustrations, second year funding disappointments, transport challenges and numerous other personal and business impacts. For Tulgeen the increasing pressure on our back of house resources to deliver on the administrative demands has sometimes felt overwhelming.

We have surmounted many hurdles due to our well-developed relationships with stakeholders. We are not going to be complacent however; the NDIS is a system still in its infancy growing up, year on year.

Through the establishment of our Access and Engagement Team, we have facilitated clear and easy access

to our services and supported clients to access other services. Our seamless one stop shop access has successfully supported a 42% growth in our client numbers over this period.



We have significantly increased our media and marketing presence. Our Media Marketing and Events Manager has done a wonderful job increasing our market visibility both locally and regionally. The success of Tulgeen's new vision statement 'Live Work Play Grow', our increased visibility and can-do approach is evidenced by our significant growth.

There have been many highlights to our year. Client Services inclusive of In Home and Inclusion Services has seen an increase in supported independent living, respite services, community participation, art exhibitions, and other creative arts programs. Insync @ Merimbula continues to operate twice weekly with clients enjoying the opportunities Merimbula offers. We've established 'The Lab' for people aged 16 and under who are on the autism spectrum. The aim is to encourage social interaction with like-minded people who love all things IT.

Our Social Enterprises had a successful year of growth and expansion. A greater array of jobs enables both skill building and job satisfaction. Our Enterprise Managers' report on pages 16 and 17 reflects our great excitement in how our social enterprises are stepping up.

Tulgeen will continue to look forward. We work with clients and advocates in identifying gaps in needs and wishes and then work diligently to fulfil them. To that end, we are looking to expand

our Insync Services including adding respite spaces to meet demand. We aim to provide improved space for clients who would benefit from sensory activities including quiet space and sensory gardens.

Tulgeen is considering ways to support the growing need for housing and supported independent living options. We recognise that access to affordable housing whether public, private or community based is very limited. We are working with the NSW Government and NDIA to look at every opportunity to increase our affordable housing portfolio to ensure that people with disability have future options and choices in the Bega Valley.

The Good Practice Group has this year established the Staff Wellness Fund and Staff Discount Scheme reflecting another way in which we continue to support our staff. I appreciate their willingness as well as the collaborative manner in which they conduct themselves.

In response to an increase in client numbers, we have welcomed many new disability support staff over the year with most approaching us for employment. This is a good indicator of a healthy and growing organisation. We have proudly established traineeship positions providing young people a career in this industry. We continue to provide work experience opportunities for high school and TAFE students and GP's from the Rural GP Service.

I sincerely appreciate and thank our wonderful volunteers including our Board Members. Our volunteers give much of their time and talents to Tulgeen, they truly do make our workplaces more enjoyable, providing infinite support, wisdom and expertise.

During challenging times like the Tathra Bushfire, or the sad loss of a close friend and work mate or client, we pull together, caring and sharing with compassion and empathy.

I would like to acknowledge our wonderful Tulgeen team. Regardless of our individual roles, we are indeed the 'sum of the whole'. For your contributions and extraordinary commitment, thank you.

Jen Russell
Chief Executive Officer



ABOVE: Elizabeth Lee, ACT Shadow Minister for Disability with Jen Russell, CEO, Tulgeen Disability Services at the opening of Hinterland at Tuggeranong Art Centre.



LIVE WORK



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PLAY GROW



INSYNC

Insync is so named as our approach is 'in harmony' or 'synchronised' between client, family and the community. We are pleased to say that we now currently providing services to more than 60 clients, a growth of over 40% this financial year.

It has been a very busy and successful year as our team worked diligently to provide quality supports for social inclusion, centre based activities, community participation, skill development and respite services.

We provided extended services outside usual business hours, including in home respite, Insync Respite and other weekend day activities. Respite in particular has grown more than 100%, and to ensure we meet the increasing demand we are looking to expand our respite options.

We have initiated a social/IT group call 'The Lab' for participants under the age of 16 who are on the Autism Spectrum. This is now a very popular activity with each session well attended. We look forward to introducing a similar opportunity for an older age group in the near future.

Merimbula Insync has continued two days per week with many hours spent enjoying what Merimbula has to offer including movies, waterside





BBQ's, lunches at the Club, fishing, trips around the area, and plenty of craft and games at the centre. Our film and theatre group have been very busy creating this year's film- Waste Warriors. Waste Warriors is a look at recycling and how we can all take care of our environment. We look forward to our official premiere event in November that will celebrate this initiative. Art in the Garage had a very successful year with our first interstate exhibition held at the Tuggeranong Arts Centre. Exhibitions in the local region are planned for the remainder of the year. Our community access programs have seen a steady increase in swimming, theatre, gym and life skills activities, with many clients meeting and exceeding their NDIS goals.

I would like to thank the Insync team for their endless enthusiasm and commitment over the past 12 months, their work is sincerely appreciated. We continue to actively seek to better utilise Tulgeen facilities to provide further safe and appropriate space for a diverse range of services meeting the needs of our clients.

Thank you to our clients and advocates for your support over the past 12 months. We are looking forward to exciting times ahead.

Karen Machan
Inclusion Services Manager



IN HOME SERVICES

It's been another jammed packed year for In-Home Support Services as we consolidated into the second year of the NDIS.

Meeting the administrative burden of Supported Independent Living, NDIS funding has been particularly challenging due to changes to NDIS systems and processes. Tulgeen must

also provide comprehensive evidence of client's needs, their progress against their goals, and how Tulgeen supports clients with choice and control over their own decision making. Though we do not always get things right we do strive to do better. Over the past 12 months we have received very pleasing comments from the NSW Ombudsman Community Visitor for his visits and for the positive conversations with clients themselves. Our Client and Advocate Survey earlier this was very positive, as are our regular tenancy meetings held with residents providing them direct opportunity to express themselves about their own home environment and relationships with other residents.

We have established strong and positive connections with local NDIS Planners, LACs and the NDIA all of which has supported us to support and advocate for you. We have worked strongly and positively to support a client and his family through the very complicated and challenging process of plan review that involved the AAT. This action resulted in a wonderful outcome for this client and family. Our regular client review meetings ensure that Tulgeen works with clients across all their services so there is a cohesive, seamless entry to services both internally with Tulgeen and externally to other agencies. In Home Support has enjoyed working in collaboration





with other local agencies to ensuring clients best outcomes by supporting diverse opportunities to meet new people and have other experiences.

Several clients enjoyed holidays in the last 12 months going to a variety of locations. Our clients enjoy accessing the community for daytime and evening events both locally and interstate. These have included Art Exhibitions, musical events, visiting family and attending many local weekend community activities.

As our client numbers have increased we have welcomed new staff members and two terrific trainees. I thank our In Home teams for their mentoring and support of these new staff as they get to learn the ropes and build their relationships with clients. We have successfully introduced an improved career path with more experienced staff members taking up the opportunity to step up in leadership roles to cover leave, doing a terrific job while still learning. Congratulations to them all.

To all the current In Home Services staff, and those who more recently have left the Valley I thank you for your commitment to our clients and to Tulgeen. I look forward to another wonderful year of supporting you all, as we seek to grow our In Home Services.

Rose Hulst
In Home Services Manager



AUSTRALIAN DISABILITY ENTERPRISES

Tulgeen's four Social and Disability Enterprises have had a wonderful year, as we continued to provide support, training and skill development to our Supported Employees, work experience opportunities for students, and for others who are working to move into open employment. Our team has established firm and committed relationships with Bega Valley High School, ensuring our skills development program for high school leavers, not quite ready for the workforce have a fantastic experiences to get them 'work ready'.



Stitches and Prints

In the last 12 months the Stitches team has been innovative and created new products to meet the growing demand for recycled, repurposed and reusable bagging products. These products have been in high demand and incorporate a wide variety of working practices, from measuring and cutting cloth, machine sewing the products and screen printing. The workplace is a wonderful mix of abilities. We appreciate our customers, our broader communities and local businesses for their wonderful support of these initiatives.

Riverside Nursery

This year was spent project managing our Community Garden Development by working with NSW Government, local Council and tradespeople to ensure that once commenced there was minimal disruption to the retail nursery and our supported employees. As this report goes to print, the new buildings are in place and the nursery is looking fantastic! These new facilities





are a wonderful community asset and we look forward to working with many local groups on how you can become involved. Watch this space! Riverside Nursery has also increased its shredding capability with the purchase of a commercial shredder with the end product to be made into briquettes for next winter. A wider variety of work practices now offers our supported employees greater variety and more job satisfaction.

Tulgeen Work Crew

Over the past year, our small but energetic team enthusiastically undertook commercial cleaning, lawn mowing, grounds maintenance and rubbish/ clearance removals throughout the Bega Valley. We have built on a very positive relationship with Bega Valley Shire Council to be more involved with their waste management activities. We continue to have great support from many local businesses large and small that continue to employ our services, which we sincerely appreciate.

Tulgeen Packaging Services

This enterprise operates under a formal agreement with Bega Cheese, processing cheese on a daily basis. This is a valued relationship and we appreciate the ongoing support from Bega Cheese. Our dedicated team is trained under strict food safety and handling protocols. New work practices introduced in 2018 have incorporated a wider range of tasks for supported employees.

I would like to thank all our terrific supported employees, volunteers and our skilled and professional supervisors and Coordinators. Together, you have achieved much to be proud of.

Dave Akehurst
Enterprise Manager



FINANCIAL SUMMARY

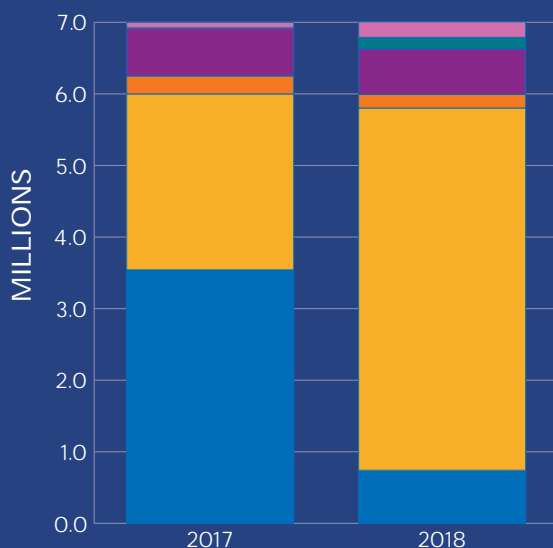
The Tulgeen Group recorded a surplus of \$266,166 (2017 surplus of \$676,730). Land and Property Improvements were also revalued during the year resulting in an increase of \$541,240, resulting in an overall net asset position of \$3,844,247 (2017: \$3,036,841) as at 30 June 2018.

Total Revenue fell by 1.7% to \$6,827,709 (2017: \$6,946,576), whilst expenses increased by 4.7% to \$6,561,543 (2017: \$6,269,846).

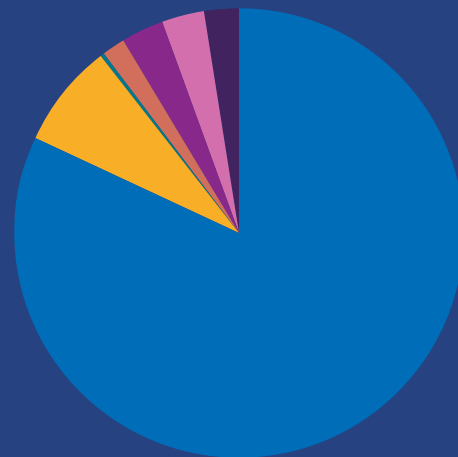
Revenue from the National Disability Insurance Scheme (NDIS) has replaced Grant Revenue compared to the previous year. Revenue from Grants comprised 10.6% (2017: 50.6%) and NDIS Revenue comprised 72.3% (2017: 35.1%) of Total Revenue for the financial year.

Employment Expenses remains the greatest cost to the business, representing 82.2% (2017: 77.9%) of all expenses.

Revenue and Other Income



Expenses







Tulgeen Group

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