

ANNUAL REPORT

2018-2019



ABOUT TULGEEN

Tulgeen has set a challenging and transformational agenda leading us to 2022. Tulgeen builds on achievements to provide flexible, quality services, identify and provide for future needs and ensure financial stability.

Our Vision

To inspire an inclusive, connected, and caring community.

Our Mission

Tulgeen, supporting people with disability to live, work, play, grow.

Our Values

COHESIVE

Engendering a supportive, encouraging team

COMMITTED

Honesty and integrity, we own our decisions

RESPECTFUL

Create and maintain an environment of mutual respect

UNITED

Encourage, empower and engage



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.

2018/2019 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.



2018–2019 ACHIEVEMENTS

July

500 sets of produce bags sold at Coles, Bega



August

Art in the Garage exhibition opens in Tuggeranong entitled Hinterland



September

Costa visits Tulgeen's Riverside Nursery

Tulgeen hosts Footy Colours Day as a fundraiser for cancer research



January

Tulgeen appoints four new trainees



December

Costa hosts Community Planting Day and opens Tulgeen Community Garden at Riverside Nursery

February

Create@Tulgeen opened by Bega Valley Shire Mayor Kristy McBain



October

Tulgeen Document Shredding receives new industrial paper shredding machine and Tulgeen Packaging Services receives new Forklift



November

Tulgeen's Service Support Team relocates to upper level Sapphire Marketplace Stitches and Prints announced as State Finalist in Chamber Business Awards



April

Exhibition and function space YourSpace@ Tulgeen opens at Riverside Nursery

March

Tulgeen participates in *A Trail of Light and Sound* in Bermagui

June

Bega Cheese donates \$200,000 towards Tulgeen Supported Independent Living project

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, volunteers and friends; the Annual Report of the Tulgeen Group for year ending June 2019. We have, with all of your support, travelled through 2018-19 achieving significant outcomes for our clients and our community. Notably, during the three years since NDIS, I believe that Tulgeen has continued to do its best to support our clients and advocates in achieving improved choice and control.

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

I also recognise the efforts of all our staff that have strongly supported the range of changes required to continue moving towards best practice and the highest standards of client care and support. This is most evident in that Tulgeen successfully passed our first external audit under the new Quality and Safeguarding Framework whilst receiving no non-conformances to the National Practice Standards. Congratulations again from the Board to everyone involved.

Overall, we are now providing support and lifestyle choices to more than 100 people with disability. We are financially strong and collectively we look forward to the future and continuing to support our clients to Live Work Play Grow. Further details are provided by Jen in her enclosed CEO Report.

I am pleased to advise that even with a number of one-off costs incurred, the financial outcome for the year was close to a break-even position. This also included a further significant donation from Bega Cheese and their partners, to whom we are most appreciative. We have a strong and growing asset base which 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 or build and bring into the community. The recently announced State Government funding should enable this goal to be realised over the next 12-months. The Board looks forward to updating progress on this over the coming months.

The Board will continue to review the many new and diverse opportunities open to Tulgeen and our clients, and has recently updated the Strategic Imperatives, setting a challenging and transformational agenda leading us to 2022:

Our Vision has been refined —

To inspire an inclusive, connected, and caring community.

Our Mission has been restated —

Tulgeen, supporting people with disability to live, work, play, grow.

Our Values, simplified and engaging —

Cohesive: Engendering a supportive, encouraging team

Committed: Honesty and integrity, we own our decisions

Respectful: Create and maintain an environment of mutual respect

United: Encourage, empower and engage

I appreciate the support of my fellow Directors, Chris van den Berg, Dallys Baker, John Stylianou, Liam O'Duibhir and Peter Hughes. I also welcome our new director, Peter Mitford-Burgess.

This is a great team working together to govern and lead Tulgeen into the future.

As a For Social Purpose organisation we will continue to work with our communities to deliver outstanding 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 particular we collectively need to support and participate, as appropriate, within the Royal Commission into Disability Services currently underway.

In closing, I offer my sincere thanks to all of Tulgeen's staff, volunteers and our partner organisations, supporting Tulgeen to build on achievements to provide flexible, quality services, identify and provide for future needs and ensure financial stability. The Board appreciates the ongoing support of the Members and we look forward to another successful year ahead.

Grattan Smith
Board of Directors



REPORT FROM OUR CEO

Tulgeen and our clients slipped into our third year of the NDIS, reminding us all on how this time has flown by! Sometimes there remains frustrations with systems, processes and governance associated with the NDIS (National Disability Insurance Scheme), NDIA (National Disability Insurance Agency), and the Q & S Commission (Quality & Safeguarding Commission). So many acronyms, so many different and changing roles and people, and the increasing administrative burdens can seem overwhelming. Tulgeen has done our best to support clients and advocates the best that we can, within the rules. Relentless as it may seem, we have with your support and the whole of the Tulgeen Team, travelled through 2018-19 achieving significant outcomes for our clients, Tulgeen and our community.

Tulgeen's presence in the marketplace continues to increase year upon year, as we focus on innovation, and creative ways to increase our capacity to deliver choice and options. So successful has been our campaign we made the decision to move our Service Support Team to the Sapphire Marketplace. This decision established Tulgeen in the Bega central business district, unreservedly putting a stamp on our place in Bega, and the sector.

Cooinda and Grevillea House have become places for a variety of activities, and space in the Hilton Room has been established as a Sensory Room. The Sensory Room is

a wonderful achievement thanks to the Insync Team. Our Create@Tulgeen is located at Grevillea House and is our centre of excellence for all our creative art programs and activities. Art in the Garage continues to thrive and our artists have participated in two significant exhibitions, including one at our new YourSpace facility at Tulgeen's Riverside Nursery.

Client Services, inclusive of In Home and Inclusion Services had another big year under the leadership of Rose Hulst In Home Manager and Karen Machan Inclusion Manager. New in home clients meant that these people with disability would not be placed into nursing homes- a fabulous outcome. The increasing demand for our respite services was met by the renovation of space to maximise our Insync Building providing more bedrooms. 'The Lab' continues to flourish, and we have now established the 'Tech Hub' for those over 18 who are interested in IT and social interactions. Congratulations to all of the Client Services Teams for remaining inspired and committed to the do the best work they can.

Our Social Enterprises had a successful year under the guidance of Dave Akehurst Enterprise Manager. Opportunities for expansion, increased skill building opportunities for supported employees, added facilities at the Riverside Nursery just to name a few. I encourage you to read Dave's message in this report for more details.

Congratulations to Dave and his committed team who work hard and inspire our clients every day, all the while keeping our customers happy!

Our Access and Engagement team led by our Quality Manager Mitch van Reesch along with Vince Richardson and Kate Smith have surpassed expectations. Excellent customer services skills, professionalism and 'can do' attitude in delivering support coordination and plan management services have significantly supported Tulgeen's growth.

In May, Tulgeen successfully passed our first external audit under the new Quality and Safeguarding Framework. Hats off to Mitch van Reesch Quality Manager, who drove this process throughout our organisation establishing the Quality and Safeguarding Framework into every aspect of our work. Congratulations Mitch, an absolutely stellar effort!

The Good Practice Group, Staff Wellness Fund and Staff Discount Scheme all continue to be very active and appreciated. My thanks to the Good Practice Group for all they offer to Tulgeen and our positive organisational culture. I would like to thank all of our many volunteers who generously give their time and expertise to support Tulgeen to do what we do.

This year Tulgeen recruited four new trainees, adding to our previous two who are now close to having

their certification and ongoing employment. Tulgeen is very proud to offer such opportunity for younger people in the Valley. I would like to thank Ruth Ayling, Workforce Development Coordinator for her leadership, inspiring and ensuring that all our staff have the knowledge and confidence they need to do their jobs.

Behind the scenes there are yet more workers, though not working directly with clients are as just as important to Tulgeen. I would like to sincerely thank Jon Walker Finance Manager, Shane Ardern HR/WHS Manager, Lisa Miller Bradley Marketing Media Manager, Jarrod Palmer Environment Coordinator, Lisa Oldfield Payroll, Leea Ferris Invoices, Karen Dewberry Rosters, Russell Palmer Maintenance and Vanessa Ward Administration.

I much appreciate the Tulgeen Team. Every day they are inspirational, flexible, committed and have remarkable energy. I respectfully acknowledge and sincerely thank all our teams' contributions over the past 12 months. We have so many things in store, exciting times for Tulgeen are ahead!

Jen Russell
Chief Executive Officer







INCLUSION SERVICES

It has been a very busy year for the Insync Team. While continuing to provide our participants with a quality, inclusive and varied range of activities, social and community participation, respite support, we have also achieved a timely and much needed expansion of our centre based premises.

Two premises near our centre made available enabling us to grow and create welcoming, purpose-defined places to meet your needs. We now have 'Create', which is your hub of creativity at Tulgeen.

We are proud to display all the fantastic art and craft skills of our participants and staff, in one precinct. Art in the Garage, already a renowned and successful art-mentoring program, now enjoys having the craft rooms close to pursue individual interests in sewing, mosaics, weaving and general craft. Art in the Garage has had a number of successful exhibitions, including the inaugural exhibition at YourSpace at the Riverside Nursery. Cooinda, adjacent to Insync is now our space for more leisurely pursuits. In Cooinda, we have a kitchen to support skill development, a relaxation room set up for massage, relaxing and pampering, a computer room with minimal distraction to support further education or focused learning, a lounge area for taking a





break for a while, and an activity room for promoting literacy, skill building and general activities.

Cooinda is also the home to our social/IT Programs for young people aged 10-15 known as The Lab, and the Tech Hub for people aged 16 and over. They are all interested in meeting with others, socially and talk about their shared interest in IT and gaming. Knowledgeable mentors support these groups.

Insync, our main centre based space also increased its capacity to provide increased respite with 2 new rooms fitted out to meet the increasing overnight services that are being requested.

Our Community Participation programs, including Insync@Merimbula continue to be enjoyed with activities including swimming, gym, 10 pin bowling, coastal walks and social activities.

I sincerely thank the Insync team for their hard work and dedication, evidenced daily while supporting our wonderful clients that we are lucky enough to interact with each day.



There have been many changes this year, and staff contributions are very much appreciated. We will continue to innovate, and to provide the programs and activities you love.

Karen Machan
Inclusion Services Manager

IN HOME SERVICES

Tulgeen In-Home Support has continued to provide a broad range of services to clients in their own homes, as well as those in Tulgeen's Supported Independent Living options. Our accommodation and housing services cater to the client's choices and needs.



Annual NDIS reviews continue throughout the year. Significant effort by Tulgeen including provision of significant evidence of individual needs has ensured wonderful outcomes for clients. Tulgeen was complimented many times this year by NDIS Planners on the quality of our supporting evidence and documentation. I would like to thank our whole team for their efforts towards improved procedures and commitment to learning new systems.

In-Home Support has focused on increasing accommodation options over the last year. There continues to be high demand for NDIS participants requiring accommodation in the Bega area. Tulgeen would like to respond by delivering a more extensive and diverse range of accommodation options that suit both our existing and potential client base. Tulgeen would like to offer an accommodation option that suits the individual need and desires of each client.

With our recent announcement of a successful funding grant, Tulgeen is looking to deliver new accommodation under Specialist Disability Accommodation. This new housing option will offer clients a variety of architecturally designed homes that will meet multiple needs.



The introduction of the NDIS Quality and Safeguarding Commission promotes safety and quality services across the sector. Tulgeen's Policies, Processes and Procedures are based on National Practice Standards.

As we experience higher demand for our services, Tulgeen continues to engage quality staff. We are also administering a very successful traineeship program.

I thank very much our In Home Coordinators, Jo McNamara and Marie Farram as well as our dedicated and committed support workers.

Rose Hulst

In Home Services Manager



AUSTRALIAN DISABILITY ENTERPRISES

Tulgeen's Social and Disability Enterprises continue their successful growth, as we seek to improve on the job training, and professional development in conjunction with a greater variety of jobs for Supported Employees. It is very pleasing that there has been a significant increase in clients choosing to take up supported employment, with others choosing to retire after many years working with Tulgeen. We celebrated Hugh Lidden's 40th year working for Tulgeen. Hugh is now deservedly enjoying his retirement.



Tulgeen Packaging Services

Tulgeen continues to value our relationship with Bega Cheese and their ongoing support of Tulgeen. We have worked in partnership with TAFE and other training organisations to ensure our Supported Employees have the opportunity to learn and increase their workplace skills. TPS saw a number of our Supported Employees gain a nationally accredited certification in "Food handling and safety", in addition to the bespoke "Sales and Service" training which took place across all our Enterprises. A great year, thank you to Paul Kidd TPS Coordinator and the TPS Team.

Stitches and Prints

Finalists for the December 2018 NSW Chamber of Commerce Awards "Excellence in Workplace Inclusion". A great achievement by all involved, Supported Employees, volunteers and staff. Our product range has developed to include repurposed coffee produce bags, of which 1,000 supplied to the local Bega Valley Shire Council during



the year. We continue to innovate new products. Staff recently increased our product capability to meet customer demands, while continuing to source other sales channels. We appreciate the fantastic community support provided by businesses that so freely provide materials. Thank you to Sherrie Fletcher and the whole of Stitches and Print team including all the wonderful volunteers for a great year!

Tulgeen Work Crew

Over the past year, our growing and energetic team enthusiastically undertook commercial cleaning, lawn mowing, grounds maintenance and rubbish/ clearance removals and 'odd jobs' throughout the Bega Valley. A new Ute and mowing equipment reflects our ongoing confidence in the Workcrew Team. With 4 new Supported Employees on board, we are now well staged to grow the business in 2020. Congratulations to Nathan Barry, TWC Coordinator and the Work Crew team for a stellar year.

Riverside Nursery

The new YourSpace community space and community garden was officially opened by Minister Constance in April followed by the launch of a highly successful Art in the Garage 'Growth' exhibition. These new facilities are a wonderful asset available for community use. We look forward to working and sharing with many local groups. Our Shredding Service benefited by the installation and successful commissioning of a new industrial shredder, meaning that Supported Employees have new skills to learn and develop. A great effort by everyone involved. I thank the Nursery team lead by Manager, Mel Pickering for a busy, but great year.

Dave Akehurst

Enterprise Manager



FINANCIAL SUMMARY

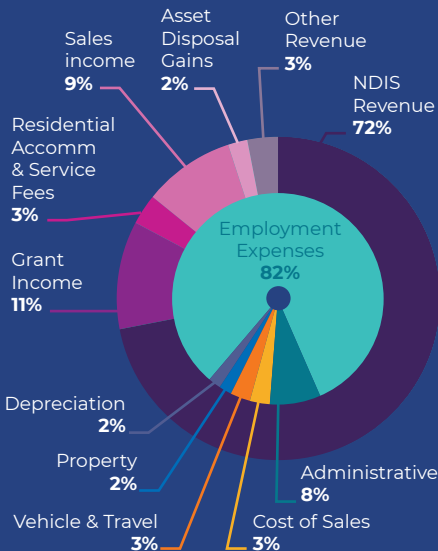
The Tulgeen Group recorded a deficit of \$103,939 (2018 surplus of \$266,166). Tulgeen is highly dependent on revenue from services provided under the National Disability Insurance Scheme (NDIS). Although the total value of NDIS services provided during the financial year increased by 6% over the previous year, NDIS price increases did not keep pace with increases in award wage rates.

It is envisaged that Tulgeen Group will return to surplus in 2020, following increases in NDIS price limits from 1 July 2019.

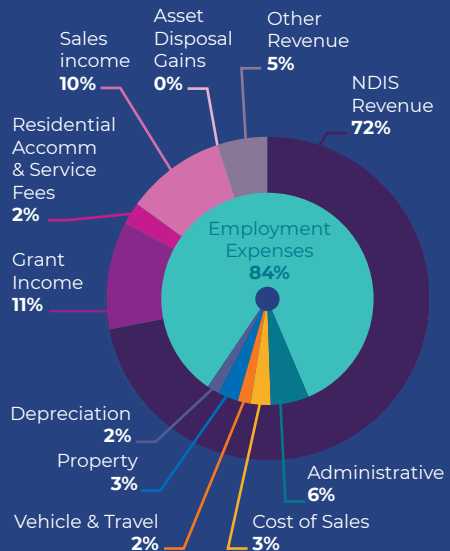
Financial highlights for the financial year end 30 June 2019 include:

- Total Revenue increased by 6.5% to \$7,272,863 (2018: \$6,827,709). Income from NDIS Services comprised 72% (2018: 72%) of Total Revenue.
- Total Expenses increased by 12.4% to \$7,376,802 (2018: \$6,561,543). Wages, Salaries, and other Employment Expenses comprised 84% (2018: 82%) of Total Expenses.
- Net Assets fell by 2.7% to \$3,740,308 (2018: \$3,844,247)

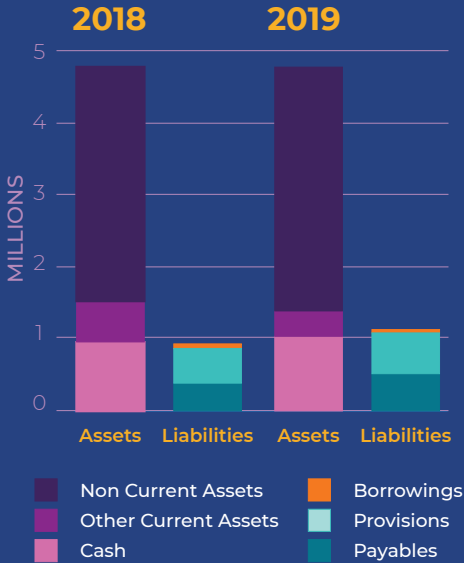
Revenue & Other Expenses FY 2018



Revenue & Other Expenses FY 2019



Balance Sheet

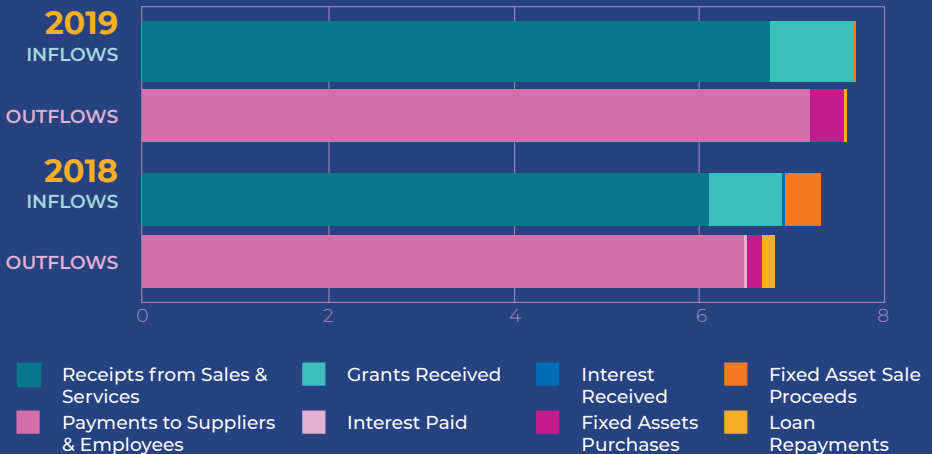


Total Assets increased by 2.1% during the financial year to \$4,860,322 (2018: \$4,762,229), primarily due to expenditure on improvements at the Riverside Nursery precinct in Taronga Crescent, and purchase of motor vehicles previously financed by operating leases.

Total Liabilities increased by 22.0% during the financial year to \$1,120,014 (2018: \$917,982), primarily due to advance receipt of grant funds relating to the next financial year, and an increase in employee provisions for unused leave.

Net Operating Cash Flow for the financial year remained strong at \$469,710 (2018: 435,552). After investing and financing activities, overall Net Cash Flow was \$91,958 (2018: \$509,210).

Cash Receipts and Payments





Tulgeen Group

Tulgeen Disability Services
Rooftop Level Sapphire Marketplace
3/83 Upper Street
Bega NSW 2550
ABN 23 001 616 100
02 6499 0800
info@tulgeen.com.au

tulgeen.com.au

 [instagram.com/tulgeen](https://www.instagram.com/tulgeen)

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